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# Measuring Progress Toward Beyond Waste

## Introduction

This initiative is intended to help transition Washington to a long-term system that measures progress toward the Beyond Waste vision. This will be done by developing effective and reasonable ways to measure how successful Washington is at reducing the use of toxic substances and the generation of waste.

The importance of data indicators is sometimes overlooked. This is especially true with major initiatives that seem “too big” to evaluate and measure success. However, it is even more important to develop good performance measures for major undertakings due to the large investment of staff and other resources. Without good performance measures, it is too easy over time to dismiss earlier efforts as ineffective and move on to the next, new and exciting thing, whatever it is.

Performance indicators and data tracking have been selected as an important area of focus for the following reasons:

1. It is critical to be able to measure success and track progress toward the Beyond Waste vision.
2. There is a need for different evaluation tools. Currently, tracking systems are incomplete and focus mostly on managing waste. Ecology lacks tools for measuring overall reduction of waste and toxic substances.

While the goal is for Ecology’s tracking system to be more comprehensive, Ecology also recognizes that industries and local government have few, if any, additional resources to invest in more data collection. Some data collection efforts may need to be modified and improved such as moderate-risk waste and, overall, Ecology needs to develop other ways than more reporting to improve its data tracking system. The needed improvements and recommendations to accomplish this are discussed in this background paper.

This future system will need to be much broader and more comprehensive than Ecology’s existing data tracking systems and performance measures. Just as the Beyond Waste strategy is more than just managing and disposing of wastes, the new tracking system must also look at the toxins and resources that are used when materials are input into the economy and as they are transformed into products and structures used in our daily lives. To figure out what’s important to measure, it is critical to step back and look at the big picture and see what could be measured. The materials flow framework is a graphic illustration of this.

### The Big Picture—The Materials Flow Framework

All solid and hazardous wastes are composed of combinations of raw materials. Raw materials can be:

- ✓ Extracted or harvested;
- ✓ Transformed into components;
- ✓ Assembled into products;
- ✓ Distributed to users (whether business, industry, or residents);
- ✓ Recycled into other products, re-distributed; and eventually
- ✓ Disposed.

This transformation of materials into products, product use and distribution, and ultimate disposition can generate waste at each step in the process. These wastes can be seen as “an inefficient use of resources,” particularly since they may contain valuable materials.

Figure 1 depicts the flow of materials through Washington’s economy. This *Materials Flow Framework* is based on a model developed by the World Resources Institute (WRI)<sup>1</sup> for use in its recent study of material flows in the United States and four other countries. The model focuses on Washington’s human economy and its interface with the natural environment, following the convention adopted from WRI. Using this approach:

- Materials enter the economy when they are purchased; and
- Materials exit the economy when they are no longer available to play a role in the economy.

#### Material Inputs

The left-hand side of Figure 1 depicts the material inputs to Washington’s economy. Materials can enter the economy as raw materials or in process, component, or finished goods, as defined below.

- **Raw materials** can be extracted (including mining, logging, and harvest) in Washington and added to the economy for processing. Raw materials can also be imported from other states or countries. Most materials, however, enter Washington’s economy as process, component, or finished goods imported from other parts of the United States.
- **Process goods** are chemicals and other materials that are essential to product manufacture, but are not themselves included in finished goods.
- **Components** are items in various degrees of assembly that will be included in finished goods. Components may be produced in other areas and then assembled into finished goods in Washington, such as parts for aircraft or electronics.
- **Finished goods** are those ready for retail or wholesale trade.

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<sup>1</sup> The World Resources Institute (WRI) is a Washington, DC based think-tank devoted to sustainable development. The materials flow framework presented in this paper is adapted from a model presented in the year 2000 WRI report *Weight of Nations: Material Outflows from Industrial Economies*.

In addition to raw materials noted in Figure 1, the natural environment also supplies the economy with other vital resources. Energy, air, and water are all necessary for economic processes, but because the focus of this study was on material wastes, resource wastes such as wasted energy, water and air were not considered. However, material flows associated with energy production (such as emissions and coal mining wastes), and the pollutant impacts on air and water were considered.

### **Material Outputs**

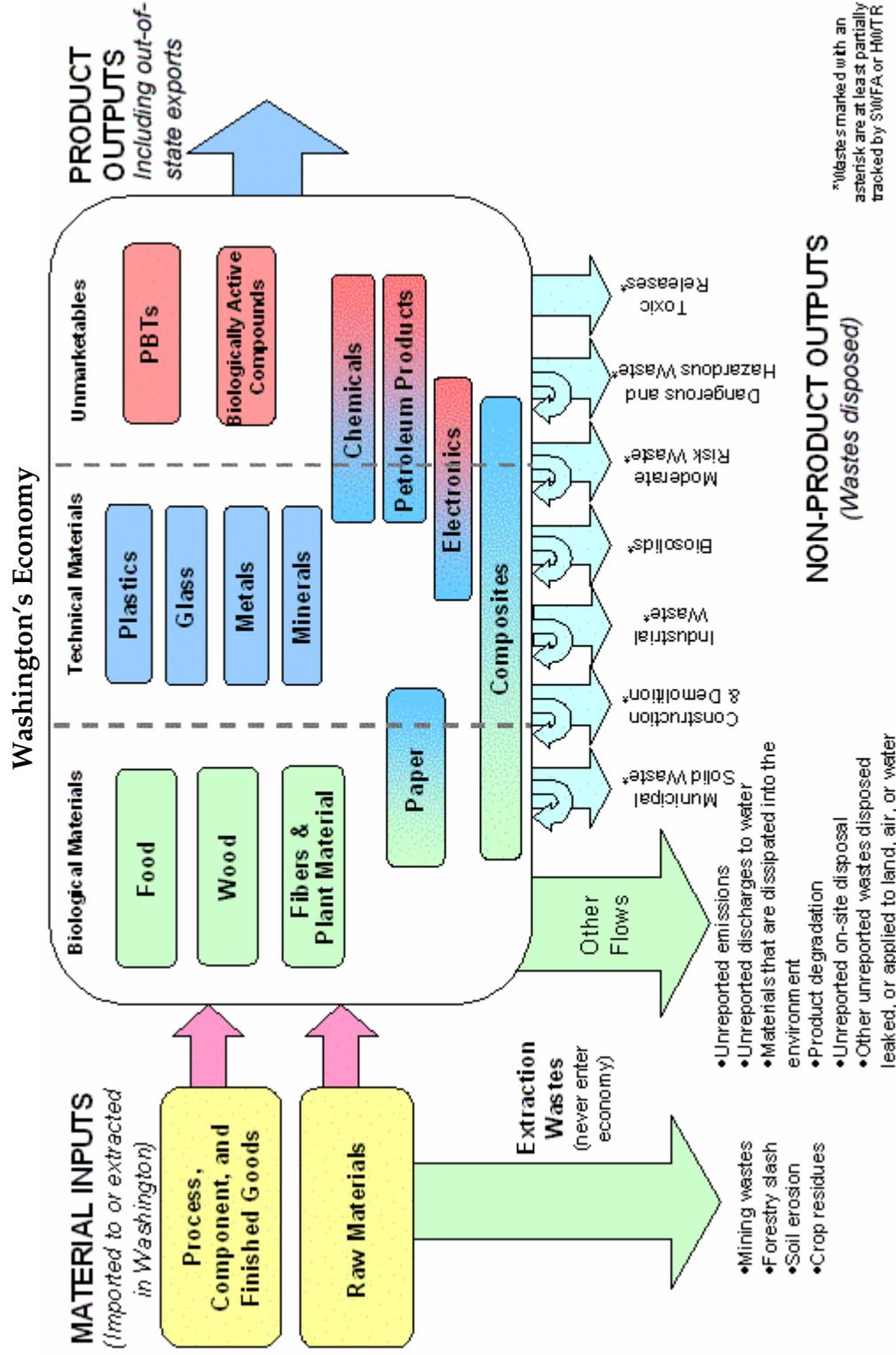
In America we have a tendency to focus on the quantities of the products produced by our manufacturing and other production processes (e.g., tons of steel, number of computer chips, pounds of apples). This is because the products are visible and they are the intended outputs of those processes. However, products are only one part of the overall material flow system and often they are the smallest part.

This section provides an overview of all material outputs, but focuses on those materials that are “wastes or byproducts” to emphasize that those materials could be resources and not wastes.

Many materials exit Washington’s economy as products exported to other states or countries. Just as process, component, and finished goods are imported to Washington, others are exported. The right-hand side of Figure 1 depicts these product exports. The lower portion of Figure 1 addresses the non-product outputs produced by Washington’s economy. A portion of the non-product outputs (i.e., wastes) that are generated re-enter the state economy through existing recycling and reuse avenues as indicated by the return flow arrows at the bottom of Figure 1.

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Figure 1. Materials Flow Framework Processing and Consumption of Materials to Produce Goods



<b>Table 1. Detailed Estimates of Key Waste And Material Flows in Washington, 2000</b>	
<b>Emissions</b>	<b>Tons</b>
CO2	90,000,000
Other gasses	8,000,000
	<b>98,000,000</b>
<b>Earth-moving</b>	<b>Tons</b>
Earth-moving	80,000,000
	<b>80,000,000</b>
<b>Extraction</b>	<b>Tons</b>
Soil erosion (ag sector)	30,000,000
Coal overburden (mining)	20,000,000
Ag losses (crop wastes)	11,000,000
Forestry slash	7,000,000
Other mining	4,900,000
Gold mining	500,000
	<b>73,400,000</b>
<b>Tracked by SWFA/HWTR</b>	<b>Tons</b>
Solid waste	7,475,039
Recycling (MSW/Compost)	2,462,772
Recycling (C&D/Other)	1,446,522
Hazardous/Dangerous waste	186,500
Biosolids	87,717
Toxics Release Inventory	15,854
Moderate Risk Waste – HHW	9,366
Moderate Risk Waste – CESQG	532
	<b>11,684,302</b>
<b>Other Waste and Material Flows</b>	<b>Tons</b>
Manure	14,000,000
Dredging	4,000,000
Fertilizers	700,000
Sand, salt, slag, and ash on roads	400,000
Untracked biosolids	270,000
Vehicle tire wear	200,000
Other material dissipated to land	200,000
Other material dissipated to water	20,000
On-site disposal	?
Other sediments	?
Untracked hazardous	?
Biologically active compounds	?
	<b>19,790,000</b>

Table 1 presents estimates of key waste and material non-product outputs in Washington in 2000. Reported quantities of the waste tracked by Ecology’s Solid Waste & Financial Assistance (SWFA) Program and the Hazardous Waste & Toxics Reduction (HWTR) Program are reported in the annual status reports. All other figures are estimates. Quantities were calculated from either Washington data or national data applied to Washington on a per-unit basis.

These estimates are not intended as a list of every material non-product output in Washington, but they are intended to highlight large material outputs for which supporting data were available. This table highlights quantity but not inherent hazard or impact.

Table 1 is included here to illustrate that the current SWFA and HWTR Program data collection efforts focus on a very small portion of the overall waste generated in the state.

### Today's Reality

Currently, Ecology's HWTR and SWFA Programs track the following data:

- ✓ Hazardous waste generation and management
- ✓ Biosolids produced, used, disposed, and tracked
- ✓ Litter and illegally dumped solid waste
- ✓ Waste that can be composted
- ✓ Moderate-risk waste and household hazardous waste collection and disposal
- ✓ Chemicals released in the environment
- ✓ Presence of hazardous substance and extremely hazardous substance chemicals
- ✓ Residential and commercial solid waste recycled
- ✓ Solid waste disposed at permitted facilities

Ecology collects and reports a huge amount of information about hazardous wastes, toxic releases and solid wastes in Washington. Much of the data "collected" by Ecology are submitted by regulated facilities or enterprises; others are obtained directly by Ecology staff. For some flows, Ecology depends on other entities (including other state and local governmental, agriculture, or health agencies) to share pertinent information. In some cases, Ecology relies on studies conducted outside its jurisdiction.

Ecology's Hazardous Waste & Toxics Reduction Program is responsible for collecting, compiling, analyzing and reporting hazardous waste generation, transportation, treatment, storage and disposal data. Information is also collected on toxic chemicals released and chemicals stored by Washington businesses. Ecology's Solid Waste & Financial Assistance Program collects, analyzes and reports data on solid waste disposal, materials recycled, materials composted at facilities, moderate-risk wastes collected, and litter removed.

The existing data systems provide high-quality information about hazardous and non-hazardous wastes. Most of this data is reasonably accurate with data quality improving over the years as Ecology has worked with those that are required to report. The data is more readily available to staff and the public with the data reports on the Internet and computer discs full of information. Ecology has been able to use this data to make projections and to develop performance measures. In short, Ecology's progress with its current data collection efforts is commendable.

However, Ecology must build on its current data-collection efforts and revise them. Using existing data systems, the following issues limit the ability of Ecology and others to measure progress toward the Beyond Waste vision:

- **Data gaps.** Much of the data collected is actually a subset of a larger more "true" data set. For example, there are 39 exemptions to the dangerous waste rules for what is actually counted. Two such exemptions that are not counted are: moderate-risk waste, and hazardous wastewaters. In addition, most illegally disposed hazardous and solid wastes are not counted.

- **Inability to predict future waste streams.** There is a limited ability to predict future waste streams (such as today's problem with the unpredicted disposal of large quantities of computers containing toxic metals). This is because wastes, not products, are tracked.
- **Limited ability to track trends due to regulatory changes or other factors.** Changing regulations and reporting requirements inhibit the ability to adequately track trends in waste generation and management. This is especially true as some hazardous wastes are "deregulated" and become solid wastes.
- **Lack of performance measures.** Reliable and accurate performance measures are needed to determine if actions are making a difference. The performance measurements used now may not be accurate or track what we actually need to track. For example, the HWTR Program currently tracks seven business sectors as a performance measure. This is not enough for the new Industries Initiative.
- **Lack of targeted efforts.** Recognizing important trends early on will allow Ecology to better target its resources. For example, where is the growth in waste generation likely to occur? Identifying indicators of economic activity related to waste generation and material use is one idea that might help predict future needs.
- **The need to verify data with other sources.** Waste is counted but not connected to other data sources. There is a need to combine waste data with other information to get a complete picture. For example, in the year 2000, 159 auto dealers and repair shops submitted annual reports that indicated that they had generated over 1 million total pounds of hazardous wastes. This is over 6,000 pounds per establishment. Is this most of the waste from that sector? U.S. Economic Census data show that only 3.5% of the auto dealers and repair shops in this state submit annual reports. Such a small percentage raises a number of questions about what may be missing. One idea for filling this information gap is to determine how much hazardous waste is generally produced per employee in similar businesses. Then, use economic census data on employment per establishment to estimate hazardous waste generation for those establishments that don't submit annual dangerous waste reports.
- **Limited ability to track hazardous substance use.** Currently, the best available data sources on hazardous substance use are the Tier Two Hazardous Chemical Inventory and the Pollution Prevention Plans. However, this data is insufficient for trend analysis of hazardous substance use.

The questions below, developed by a team of experts, outline where Ecology needs to redirect its data-collection efforts:

### Key Questions

1. **Total Waste:** How much waste are we producing?
2. **Inputs & Efficiency:** Are we reducing the use of materials over time?
3. **Return Flows & Eco-Effectiveness:** How much and what is the value of “waste” output returned and reused as material inputs?
4. **Risk & Inherent Hazard:** Are we reducing risk from toxic materials and wastes?
5. **Contribution to Vitality:** Does eliminating wastes contribute to economic, environmental, and social vitality?
6. **Behavior Change:** Are residents, businesses, and institutions taking actions to achieve the Beyond Waste vision?
7. **Beyond Waste Strategy Effectiveness:** Are Ecology's strategies achieving their intended goals?
8. **Capacity & Safety:** Do we have adequate, safe facilities to handle remaining wastes?

### Goals: What Washington will look like in 30 years

Following are 30-year goals for an improved data-tracking system:

- ✓ A performance indicator system has been developed to answer the Key Questions (above) and measure progress toward the Beyond Waste vision over the long term.
- ✓ Data gaps have been identified, their significance has been determined, and the important gaps have been filled.
- ✓ Existing data-collection systems at Ecology have been strengthened by supplementing existing data with other sources of information, such as site visits and surveys, and cross-referencing data when appropriate.

The indicator approach is a different approach than how Ecology usually tracks wastes. The indicator approach is how Americans measure the strength of the U.S. economy. The economy is a very complex system that uses indicators such as the Consumer Price Index, Dow Jones Industrial Average, and Gross Domestic Product to provide measures of overall economic progress or decline. It is important to recognize there are some key differences between the economic indicators and the Beyond Waste indicators. The Beyond Waste indicators will be focused on tracking fewer items to identify trends as opposed to the economic indicators, which are a roll-up of many data points.

The indicator approach applied to the Beyond Waste Plan makes good sense. It would be impossible to track all materials all the time. Tracking selected materials more strategically should give an indication of overall progress toward Beyond Waste. The indicator approach uses information differently and more efficiently. The indicator approach would help Ecology answer the Key Questions listed above and measure Beyond Waste progress.

## Proposed Actions

### Short-Term Milestones

It will be a gradual process over the next 3 to 5 years to improve Ecology's current tracking systems. Ecology will have to make some hard decisions on resources to fully implement the needed improvements. Concentrating on remodeling the current system to answer the Key Questions is the first step.

The following are milestones for the first five years of the Measuring Progress Initiative:

- ✓ A feasibility study to determine key indicators for the Beyond Waste Project has been completed and those key indicators are in use.
- ✓ A clear baseline is established for Beyond Waste data.
- ✓ Several Beyond Waste progress reports have been released to the public.
- ✓ Ecology's data-collection and tracking system provides specific information to evaluate progress toward Beyond Waste.

## Summary List of Recommendations

- |                             |  |
|-----------------------------|--|
| <b>Recommendation DATA1</b> | Conduct a feasibility study to determine which major indicators to use                   |
| <b>Recommendation DATA2</b> | Continue the work of Ecology's data team to produce a joint Beyond Waste progress report |
| <b>Recommendation DATA3</b> | Discuss indicators for each Initiative   |

## Priority Recommendations

Listed below are the recommendations for this initiative. Each recommendation is followed by some background information that explains the rationale for the proposed actions.

### **Recommendation DATA1 — Conduct a feasibility study to determine which major indicators to use**

#### **Statement of Action**

Conduct a feasibility study to determine which major indicators or roll-up of indicators Ecology should be using to report overall progress on Beyond Waste. This feasibility study should be completed in 2006. The possible indicators include:

- ✓ Materials flow, including amount of industrial recycled feedstock used (similar to New Jersey's tracking of hazardous substance use, but done on a voluntary basis or by obtaining or purchasing available information).

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- ✓ Basket of goods (similar to Consumer Price Index, focusing on quantity of recycled-content and/or non-toxic goods purchased).
- ✓ Creation of “green” jobs.
- ✓ Chemical body burden (toxics found in human blood or mother’s milk) or other health-related indicators.
- ✓ Chemical environmental burden (similar to chemical body burden, but broader and more focused on the whole environment).
- ✓ The ratio of product to non-product output for selected businesses and sectors.

### Background/Rationale

The goal is to have one or two major indicators or a roll-up of a collection of indicators to report overall progress on Beyond Waste. At least one of those indicators needs to include information about economic viability. If a second indicator is needed, it should include information about environmental and human health. This type of indicator would be shared with the media, and would become an ongoing barometer to measure the success of the Beyond Waste Plan, similar to what is done now with the statewide recycling rate for municipal solid waste.

Ecology has limited resources for funding development of these major indicators. They can be expensive to implement, especially if data must be purchased as with the basket of goods indicator. Consequently, it is important to invest Ecology’s data resources wisely. A feasibility study is recommended to determine where to invest Ecology’s Beyond Waste data resources. In conjunction with this feasibility study, it is important that Ecology works with state and local agencies as well as other interested parties to develop these indicators. If possible, Ecology will draw on indicators developed by others for use in the Beyond Waste Plan.

It would be desirable to have positive indicators such as “green jobs” or purchase of recycled or non-toxic products. However, currently it is easier to track toxics or wastes than the absence of toxics or wastes. For more background information about this approach and some of the indicators such as “basket of goods,” please see the consultant issue paper, *“Improving Waste and Materials Tracking in Washington”* which is available on the Beyond Waste Web site.

The feasibility study would look at such factors as costs, ease of implementation, type of data users and/or audience, availability of partners, timeliness of obtaining the data, the extent to which Key Questions can be answered, ease of public understanding of the data, the connection to similar indicators nationally and internationally as well as other factors to be determined.

### **Recommendation DATA2 — Continue the work of Ecology’s data team to produce a joint Beyond Waste progress report**

#### **Statement of Action**

Modify Ecology’s existing data-collection system to be more comprehensive and to be more in line with a materials flow framework system. The Key Questions need to be kept in mind throughout this process. One of the tasks of this group will be to produce a joint Hazardous Waste & Toxics Reduction (HWTR) and Solid Waste & Financial Assistance (SWFA) Program Beyond Waste progress report annually or every other year, starting in 2006. This report will:

- ✓ Include existing as well as new performance indicators.
- ✓ Discuss efforts that have been made to date on closing data gaps such as the lack of good data on moderate-risk waste.
- ✓ Explain what has been done to increase the effectiveness of existing data-collection efforts.
- ✓ Be user-friendly, emphasize the big-picture and be posted on the Beyond Waste Web site.

### **Background/Rationale**

This cross-program data team has been evaluating existing and new indicators and examining ways to improve our current tracking and reporting system. Much more needs to be done. Part of this work will include helping to prepare a scope of work (see the recommendation directly above) and getting additional peer review if needed. It makes sense for this team to finish the work that they have started.

It also makes sense to have a combined report since Beyond Waste is larger than either the HWTR Program or the SWFA Program alone. It will also give a more accurate picture of waste generation in Washington State. In the past, sometimes hazardous waste was deregulated based on new information or as way to encourage increased recycling. Consequently, hazardous waste generation was decreased, but solid waste generation was increased. A combined report can better reflect this reality.

However, a combined report will be challenging because the authorities and mandates vary significantly between the two programs. Much of the data collection in the HWTR Program is mandated by EPA. Much of the data collection in the SWFA Program is done in cooperation with local government. Yet, despite these challenges, combined reports will encourage important linkages that should improve the quality of the data over time. A good example of this is with moderate-risk waste. Each program has part of the puzzle of how much moderate-risk waste exists. Filling in the puzzle pieces together should result in more of the puzzle being completed. This would be a great service to local government who often uses Ecology data.

In the future, it would be helpful to include other Ecology or other agency data as well. A good example of this is hazardous wastewaters are tracked by local government and are currently not included in the HWTR Program data set. Consequently, the annual reports for hazardous waste generation underestimate the quantity of wastes.

### **Recommendation DATA3 — Discuss indicators for each Initiative**

#### **Statement of Action**

In the joint Beyond Waste progress report (unless otherwise noted) discuss the implementation of Beyond Waste indicators that have been developed for each initiative. These indicators will be examined for possible modification based on input that was received during the public comment period on the Public Review Draft of the Beyond Waste Plan. It is Ecology's intention to continue to use these indicators for at least 10 years so that long-term trends can be observed and noted. They include the following:

### ■ Moving Toward Beyond Waste with Industries

Existing hazardous waste information will be analyzed for trends at the facility level and reported at the sector level. This analysis could include the following:

1. Changes in the amount of hazardous waste generated
2. Changes in the amount of hazardous waste recycled
3. Changes in the amount of hazardous waste managed
4. Growth in the sector

### Background/Rationale

The industrial data will be used to decide and to evaluate sector campaigns. Currently, the HWTR Program data is not reported in a manner that allows this to occur easily. Under the proposed changes, the data would be much more sector-oriented and therefore more useful to staff and management as Ecology implements the Industries Initiative. Unfortunately, Ecology collects very limited hazardous substance use data and some generators would be very reluctant to share this information with Ecology. The hazardous substance data would be very useful for predicting future waste streams.

### ■ Reducing Small-volume Hazardous Materials and Wastes

1. Fraction of gross state product spent on waste disposal
2. Miles per pound of hazardous materials transported per capita
3. Estimated generation rates of specific identified materials

### Rationale

Moderate-risk waste (MRW) data is extremely sparse at best. Ideally, Ecology and local governments would like to know how much MRW is generated. The first two indicators attempt to measure how much of our societal resources are tied with waste disposal and transportation, but only very indirectly measure MRW quantities. The proposed approach is try to estimate generation rates of specific targeted materials since it is almost impossible to get an overall generation rate of MRW because reporting of MRW is not required under the law and it is often disposed with solid waste. For example, if Ecology decides to conduct a campaign on a certain type of moderate-risk waste, before the campaign is officially launched Ecology will try to estimate the amount of this type of waste generated in the state by conducting internet research, and possibly by doing surveys or site visits of the bigger generators.

### ■ Increasing Recycling for Organic Materials

1. The amount of organics disposed in landfills
2. Percentage of cities and counties in Washington with residential organic waste recovery programs
3. Percentage of residents and businesses served by organic waste recovery programs
4. Number of cities and counties in Washington with on-site composting education and promotion programs
5. Total volume of composted material statewide

### **Rationale**

These indicators will measure the availability of residential organic material collection and utilization programs. Additional indicators need to be developed for the non-residential organic material programs.

#### **■ Making Green Building Practices Mainstream**

1. Fraction of new buildings that are Leadership in Energy and Environmental Design (LEED™) or Built Green™ projects
2. Local building codes with green elements
3. “Green building” market-share indicators (2010 report)

### **Rationale**

These indicators attempt to measure the growth in the green building industry. The fraction of new buildings that are LEED or BuiltGreen projects will underestimate the actual green building occurring since some builders will not register their projects. However, it is still important to measure this since this is the best indicator that is readily available. The indicator that quantifies local building codes with green elements addresses the climate for green building in Washington State. (It will also encourage sharing of information between local building officials which will hopefully lead to the modification of more local building codes.) The last indicator addresses the amount of green building materials on the market. The only way Ecology will be able to report this is if another organization publishes a list of acceptable green building materials and the agency or another organization is able to purchase the market-share information.

#### **■ Hazardous Waste Issues**

1. Changes in operating costs
2. Changes in hazardous waste generation
3. Changes in toxic material use

### **Rationale**

It will be even more important with for implementation of the Beyond Waste Plan to report the information gleaned from the Pollution Prevention (P2) plans and annual progress reports. While there is some overlap with the Industries Initiative data, there is some information that is only gathered from P2 plans, such as cost savings and some information about hazardous substance use. Whenever possible, it is important to analyze the P2, hazardous waste generation, and substance use data in the same way as the dangerous waste annual report data so they are comparable.

For more information about the P2 program, see the section of the State Hazardous Waste Plan called Current Hazardous Waste System Issues.

#### **■ Solid waste Issues**

1. Total solid waste disposed, in aggregate and per person (including municipal solid waste, industrial waste and construction & demolition debris, by sector)
2. Municipal solid waste recycling rates (state and local)

### **Background/Rationale**

These indicators are similar to what is reported now, but will be slightly more specific. The State Solid Waste Advisory Committee has asked the SWFA Program to normalize the solid waste data for economic conditions similar to what the HWTR Program does with its dangerous waste data. This has not been done in the past for the solid waste data. This proposal is still under consideration. The SWFA Program wants to continue to have both aggregate data as well as per person data because the different presentation of the data serves different functions and audiences.

### **Future Action Steps**

Over time, Ecology needs to assess its data systems to see if they are still effective. Changes can be made if such changes will not interfere with the ability to determine trends. Additional supplement information may also be available to enhance the data analysis. Also, new programs may have started that need additional evaluation tools. As new systems are put into place, Ecology may want to consider if there is data tracking that is occurring that could be eliminated because it is no longer serving a useful purpose.

### **Conclusion**

Data tracking is one of the most important parts of the Beyond Waste Plan. Without accurate data assessment and tracking, we will not know whether the Plan's recommendations have made a significant impact on the waste stream and hazardous substance use. With accurate data tracking, mid-course corrections are possible and the likelihood of success is much greater.

### **Implementation Plan for the Measuring Progress Initiative**

The following table shows when the recommendations from this initiative will be undertaken. This table is an excerpt from the Beyond Waste Implementation Plan, which can be accessed at <http://www.ecy.wa.gov/biblio/0407034.html>

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Recommendations to Begin in First Year	Approach for Implementation	Recommendations for Years 2-5
DATA2 Continue the work of Ecology's data team to produce a joint Beyond Waste progress report	Ecology will lead this effort.	DATA1 Conduct a feasibility study to determine which major indicators to use
DATA3 Discuss indicators for each initiative	Ecology will lead this effort.	

*If you need this information in an alternate format, please call the Solid Waste and Financial Assistance Program at 360-407-6900. If you are a person with a speech or hearing impairment, call 711, or 800-833-6388 for TTY.*