**Table 3-1. Final Evaluation Questions**

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| --- |
| 1. To what degree was the pilot program, from planning to implementation, a collaborative process?   * How was the collaborative process viewed by different groups involved in the process? * What tools and strategies (including communication) were used to foster collaboration and how effective were those tools?   2. Describe the Paint Stewardship Organization (PSO), including its funding mechanism and infrastructure.   * What factors contributed to its infrastructure choices? * Was the funding mechanism clearly defined, transparent, and complete? * What are the lessons learned?   3. How did education materials and strategies affect consumer awareness and behavior?   * Which messages were most effective with which target audiences? * What materials/strategies were developed and what were the goals and target audience of those materials/strategies? * Did other factors besides the program influence consumer behavior and awareness? * What are the lessons learned?   4. How has the program affected consumers’ purchasing decisions and management of paint prior to drop-off at paint recycling facilities?   * How did the fee assessment affect consumer behavior?   5. How has the program affected the collection of post-consumer paint in terms of volume, cost, quality, environment, convenience, and infrastructure?   * What other factors have affected the amount of leftover paint? * What are the lessons learned? * How has the program affected retailers’ behavior? * How has the program affected transportation of paint from collection sites to other facilities in terms of volume, environment, and cost?   6. How has the program affected used paint reprocessing, paint recycling, and paint-related energy recovery in terms of volume, infrastructure, and cost?  7. What was the impact of the program on the HHW facilities in terms of the types of paint collected, costs, and the way in which the facilities operate?  8. How cost effective is the program?  9. How was the program designed and implemented to move consumers up the waste hierarchy?   * With respect to moving customers up the waste hierarchy, what were the program’s obstacles, opportunities, and decisions?   10. How has the market for post-consumer paint been affected by the program?   * What aspects of the program have had an impact on the market and how? * What market and products represent potential opportunities for post-consumer paint products?   11. Based on the OR experience, what implementation and outcome-related information is required for other states to develop and implement leftover paint management systems?   * To what extent are the performance measurement and evaluation system transferable to other states? * What are the best ways to communicate the results of the evaluation?   12. During the program and for each of its primary components, what were the primary external, unexpected and/or unintended influences and consequences? |

| **Table 5-1. Crosswalk of Measures to Evaluation Questions** | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Measures** | **Evaluation Questions** | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
| M1.1 Governance scale |  |  |  |  |  |  |  |  |  |  |  |  |
| M1.2 Administration scale |  |  |  |  |  |  |  |  |  |  |  |  |
| M1.3 Autonomy scale |  |  |  |  |  |  |  |  |  |  |  |  |
| M1.4 Mutuality scale |  |  |  |  |  |  |  |  |  |  |  |  |
| M1.5 Norms scale |  |  |  |  |  |  |  |  |  |  |  |  |
| M1.6 Connectedness measures |  |  |  |  |  |  |  |  |  |  |  |  |
| M2.1 Narrative of PSO development and operation |  |  |  |  |  |  |  |  |  |  |  |  |
| M2.2 Factors affecting infrastructure choices |  |  |  |  |  |  |  |  |  |  |  |  |
| M2.3 GIS representation of infrastructure in relation to demographic information |  |  |  |  |  |  |  |  |  |  |  |  |
| M2.4 Clarity |  |  |  |  |  |  |  |  |  |  |  |  |
| M2.5 Transparency |  |  |  |  |  |  |  |  |  |  |  |  |
| M2.6 Completeness |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.1 Program awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.2 Program scope awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.3 Site location awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.4 Improper disposal/handling environmental impact awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.5 Awareness of pilot program education and outreach messages |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.6 Consumer use of best practices for purchasing paint (percentage) |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.7 Consumer-reported leftover paint—amount |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.8 Consumer use of leftover paint |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.9 Disposal practices |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.10 Storage practices |  |  |  |  |  |  |  |  |  |  |  |  |
| M3.11 Recycling practices |  |  |  |  |  |  |  |  |  |  |  |  |
| M4.12 Fee awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| M4.13 Behavioral reaction to fee |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.1 Number of permanent collection sites |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.2 Number of periodic collection opportunities |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.3 Number of sites offering paint exchange |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.4 Total number of hours open |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.5 Average distance to drop-off locations |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.6 Changes in retailers’ practices |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.7 Gallons collected |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.8 Containers collected |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.9 Cost per gallon |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.10 Reductions in amounts of paint that could impact the environment |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.11 Average distance traveled to drop-off point |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.12 Gallons per trip |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.13 Miles per trip |  |  |  |  |  |  |  |  |  |  |  |  |
| M5.14 Transportation cost per gallon transported |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.1 Number of facilities capable of performing each type of management method |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.2 Capacity of facilities performing each type of management method |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.3 Volume of latex paint exchanged |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.4 Volume of latex paint recycled into paint products |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.5 Volume of latex paint recycled into non-paint products |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.6 Volume of latex paint appropriately disposed in landfill |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.7 Volume of oil paint exchanged |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.8 Volume of oil paint recycled into paint products |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.9 Volume of oil paint appropriately diposed |  |  |  |  |  |  |  |  |  |  |  |  |
| M6.10 Processing cost per gallon for each management method |  |  |  |  |  |  |  |  |  |  |  |  |
| M7.1 Gallons of different types of paint collected at HHW facilities |  |  |  |  |  |  |  |  |  |  |  |  |
| M7.2 Changes in the amounts of or capacities for other products by HHW |  |  |  |  |  |  |  |  |  |  |  |  |
| M7.3 Cost for HHW facilities to take in and process paint |  |  |  |  |  |  |  |  |  |  |  |  |
| M7.4 Cost of managing other products |  |  |  |  |  |  |  |  |  |  |  |  |
| M8.1 Cost per gallon collected at drop-off facilities |  |  |  |  |  |  |  |  |  |  |  |  |
| M8.2 Cost per gallon exchanged, recycled, or used for energy |  |  |  |  |  |  |  |  |  |  |  |  |
| M8.3 Total program cost per gallon collected |  |  |  |  |  |  |  |  |  |  |  |  |
| M9.1 Evaluation Committee assessment of hierarchy attainment |  |  |  |  |  |  |  |  |  |  |  |  |
| M9.2 Amounts of paint processed in the program that fall into each category |  |  |  |  |  |  |  |  |  |  |  |  |
| M10.1 Different products offered |  |  |  |  |  |  |  |  |  |  |  |  |
| M10.2 Number of facilities (outlets) offering post-consumer paint |  |  |  |  |  |  |  |  |  |  |  |  |
| M10.3 Total sales (dollars) of post-consumer paint products |  |  |  |  |  |  |  |  |  |  |  |  |
| M10.4 Total amount of paint distributed for re-use from HHW sites |  |  |  |  |  |  |  |  |  |  |  |  |
| M11.1 Description of implementation and outcome-related information that are required for states |  |  |  |  |  |  |  |  |  |  |  |  |
| M11.2 Transferability to other states |  |  |  |  |  |  |  |  |  |  |  |  |
| M11.3 Best ways to communicate results of the evaluation |  |  |  |  |  |  |  |  |  |  |  |  |
| M12.1 Lists of external influences and outcomes |  |  |  |  |  |  |  |  |  |  |  |  |
| Legend: ● = Measure is designed for the evaluation question.  = Measure is applicable to the evaluation question.  ○ = Measure may potentially generate information for the evaluation question. | | | | | | | | | | | | |

| **Table 5-2. Crosswalk from Measures Organized by Aspect, to Evaluation Question** | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Aspect** | **Measures** | **Evaluation Questions** | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
| Collaboration | Governance scale |  |  |  |  |  |  |  |  |  |  |  |  |
| Administration scale |  |  |  |  |  |  |  |  |  |  |  |  |
| Autonomy scale |  |  |  |  |  |  |  |  |  |  |  |  |
| Mutuality scale |  |  |  |  |  |  |  |  |  |  |  |  |
| Norms scale |  |  |  |  |  |  |  |  |  |  |  |  |
| Connectedness measures |  |  |  |  |  |  |  |  |  |  |  |  |
| Organization and Infrastructure | Narrative of PSO development and operation |  |  |  |  |  |  |  |  |  |  |  |  |
| Factors affecting infrastructure choices |  |  |  |  |  |  |  |  |  |  |  |  |
| GIS representation of infrastructure in relation to demographic information |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of permanent collection sites |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of periodic collection opportunities |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of sites offering paint exchange |  |  |  |  |  |  |  |  |  |  |  |  |
| Total number of hours open |  |  |  |  |  |  |  |  |  |  |  |  |
| Average distance to drop-off locations |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of facilities capable of performing each type of management method |  |  |  |  |  |  |  |  |  |  |  |  |
| Capacity of facilities performing each type of management method |  |  |  |  |  |  |  |  |  |  |  |  |
| Funding | Clarity |  |  |  |  |  |  |  |  |  |  |  |  |
| Transparency |  |  |  |  |  |  |  |  |  |  |  |  |
| Completeness |  |  |  |  |  |  |  |  |  |  |  |  |
| Awareness | Program awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| Program scope awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| Site location awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| Improper disposal/handling environmental impact awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| Fee awareness |  |  |  |  |  |  |  |  |  |  |  |  |
| Awareness of pilot program education and outreach messages |  |  |  |  |  |  |  |  |  |  |  |  |
| Behavior | Consumer use of best practices for purchasing paint (percentage) |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer-reported leftover paint—Amount |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer use of leftover paint |  |  |  |  |  |  |  |  |  |  |  |  |
| Disposal practices |  |  |  |  |  |  |  |  |  |  |  |  |
| Storage practices |  |  |  |  |  |  |  |  |  |  |  |  |
| Recycling practices |  |  |  |  |  |  |  |  |  |  |  |  |
| Behavioral reaction to fee |  |  |  |  |  |  |  |  |  |  |  |  |
| Changes in retailers’ practices |  |  |  |  |  |  |  |  |  |  |  |  |
| Volume | Gallons collected |  |  |  |  |  |  |  |  |  |  |  |  |
| Containers collected |  |  |  |  |  |  |  |  |  |  |  |  |
| Volume of latex paint exchanged |  |  |  |  |  |  |  |  |  |  |  |  |
| Volume of latex paint recycled into paint products |  |  |  |  |  |  |  |  |  |  |  |  |
| Volume of latex paint recycled into non-paint products |  |  |  |  |  |  |  |  |  |  |  |  |
| Volume of latex paint appropriately disposed in landfill |  |  |  |  |  |  |  |  |  |  |  |  |
| Volume of oil paint exchanged |  |  |  |  |  |  |  |  |  |  |  |  |
| Volume of oil paint recycled into paint products |  |  |  |  |  |  |  |  |  |  |  |  |
| Volume of oil paint appropriately disposed |  |  |  |  |  |  |  |  |  |  |  |  |
| Gallons of different types of paint collected at HHW facilities |  |  |  |  |  |  |  |  |  |  |  |  |
| Changes in the amounts of or capacities for other products by HHW |  |  |  |  |  |  |  |  |  |  |  |  |
| Cost | Cost per gallon |  |  |  |  |  |  |  |  |  |  |  |  |
| Processing cost per gallon for each management method |  |  |  |  |  |  |  |  |  |  |  |  |
| Cost for HHW facilities to take in and process paint |  |  |  |  |  |  |  |  |  |  |  |  |
| Cost of managing other products |  |  |  |  |  |  |  |  |  |  |  |  |
| Cost per gallon collected at drop-off facilities |  |  |  |  |  |  |  |  |  |  |  |  |
| Cost per gallon exchanged, recycled, or used for energy |  |  |  |  |  |  |  |  |  |  |  |  |
| Total program cost per gallon collected |  |  |  |  |  |  |  |  |  |  |  |  |
| Environment | Reductions in amounts of paint that could impact the environment |  |  |  |  |  |  |  |  |  |  |  |  |
| Average distance traveled to drop-off point |  |  |  |  |  |  |  |  |  |  |  |  |
| Evaluation Committee assessment of hierarchy attainment |  |  |  |  |  |  |  |  |  |  |  |  |
| Amounts of paint processed in the program that fall into each category |  |  |  |  |  |  |  |  |  |  |  |  |
| Transportation | Gallons per trip |  |  |  |  |  |  |  |  |  |  |  |  |
| Miles per trip |  |  |  |  |  |  |  |  |  |  |  |  |
| Transportation cost per gallon transported |  |  |  |  |  |  |  |  |  |  |  |  |
| Markets | Different products offered |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of facilities (outlets) offering post-consumer paint |  |  |  |  |  |  |  |  |  |  |  |  |
| Total sales (dollars) of post-consumer paint products |  |  |  |  |  |  |  |  |  |  |  |  |
| Total amount of paint distributed for re-use from HHW sites |  |  |  |  |  |  |  |  |  |  |  |  |
| Big Picture | Description of implementation and outcome-related information that are required for states |  |  |  |  |  |  |  |  |  |  |  |  |
| Transferability to other states |  |  |  |  |  |  |  |  |  |  |  |  |
| Best ways to communicate results of the evaluation |  |  |  |  |  |  |  |  |  |  |  |  |
| Lists of external influences and outcomes |  |  |  |  |  |  |  |  |  |  |  |  |
| Legend: ● = Measure is designed for the evaluation question.  = Measure is applicable to the evaluation question.  ○ = Measure may potentially generate information for the evaluation question. | | | | | | | | | | | | | |