



Chittenden Solid Waste District

2026 Drop-Off Centers Study

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Purpose

Understand the community's knowledge about and motivations for using drop-off centers or not.

Methods

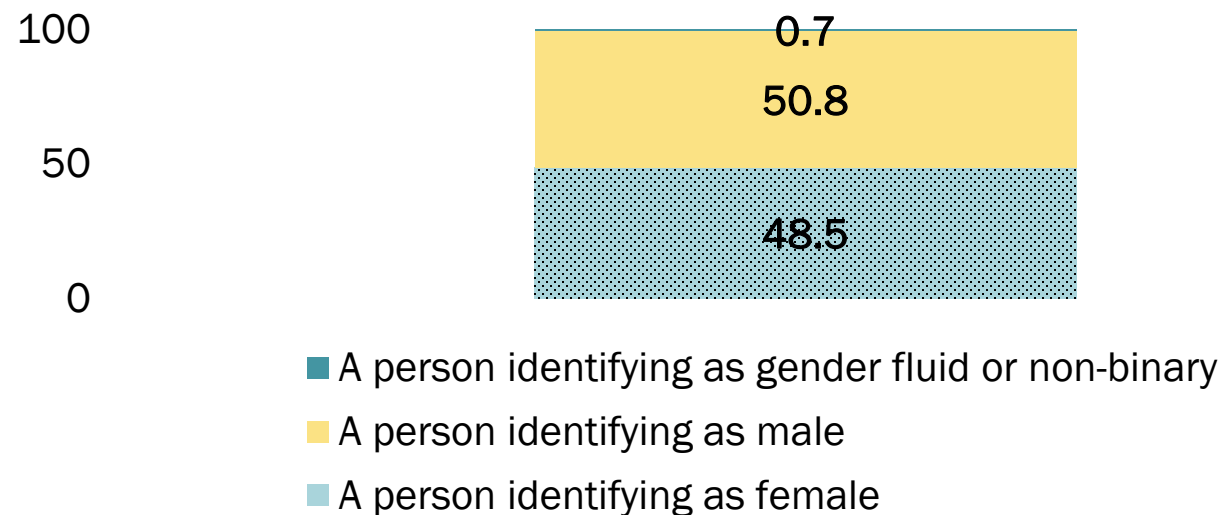
- CSWD and the CRS developed an accessible, subject-matter specific survey instrument-
 - Quantitative and Qualitative responses
- Survey fielded online in February 2026 using Chittenden County resident email addresses for outreach
- 418 eligible respondents
- Survey Margin of Error of +/-4.8% overall



Demographics

- 80% live with family, 17% live alone, 4% live with non family
- 97% Homeowners & 3% Renters (66% homeowners in Chittenden Co.)

What is the gender of the person who makes decisions about how your household deals with its trash?



Town of Residence

What town do you live in as your primary residence?

Survey

Census

Bolton

0.2

0.7

Buel's Gore

0.2

0.0

Burlington

17.0

28.3

Charlotte

1.4

2.2

Colchester

11.7

10.2

Essex

15.3

12.5

Hinesburg

2.9

2.8

Huntington

1.0

1.1

Jericho

3.6

2.9

Milton

8.1

6.3

Richmond

4.1

2.3

Shelburne

4.3

4.5

St. George

0.0

0.4

S. Burlington

14.1

12.0

Underhill

2.9

1.6

Westford

1.9

1.4

Williston

8.4

5.7

Winooski

2.2

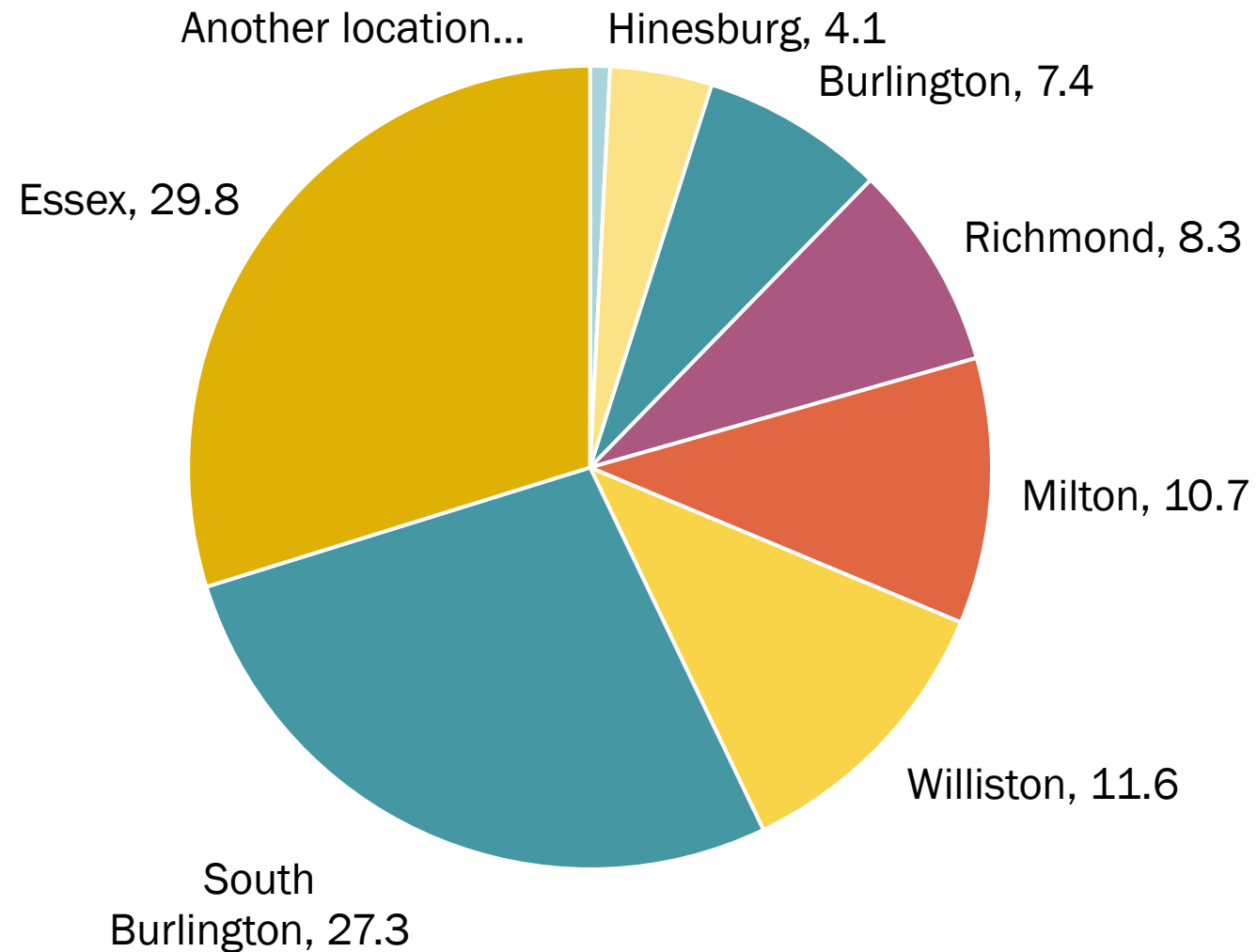
5.1

Key Findings

- 97% of respondents are aware that there are local drop-off centers.

Select the option that describes how your household most often disposes of regular household trash.	Percent
My household takes trash out for curbside collection every week.	32.0
My household takes trash to a drop-off center.	30.6
My household takes trash out for curbside collection every other week.	21.3
My household takes trash to a dumpster or bin provided by a landlord or condo association.	13.7
My household does something else (please describe)	2.4

Which drop-off center does your hh take trash to most often?



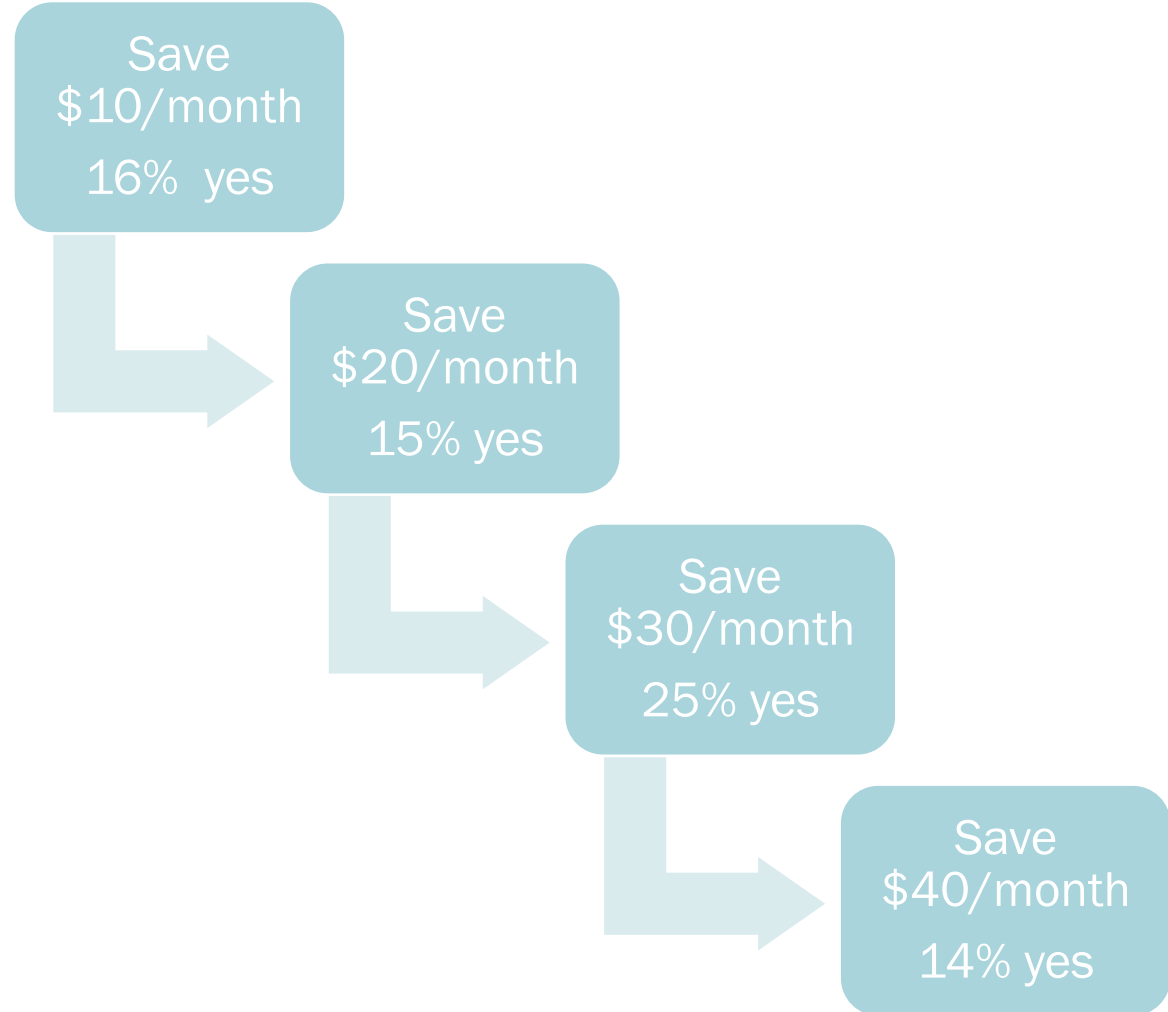
Main reason your hh brings trash to a drop off center instead of using curbside service or other option.

- 95 respondents mentioned affordability
 - Many mentioned that they do not generate enough trash to justify weekly or bi-weekly pickup costs.
- 24 respondents mentioned that they do not generate enough trash for weekly or bi-weekly pickup.
- 20 respondents mentioned convenience of going to the drop off center in some way or another.
- 8 respondents mentioned challenges or dissatisfaction with putting out bins or with curbside hauler services.
- 7 respondents specifically mentioned being able to drop off multiple types of waste
- 6 respondents said they don't mind, or like going themselves as a social activity, or just to get out of the house.
- 4 respondents said they like the control of doing it themselves.

Top reasons your household does not bring your regular household trash to a drop-off center?


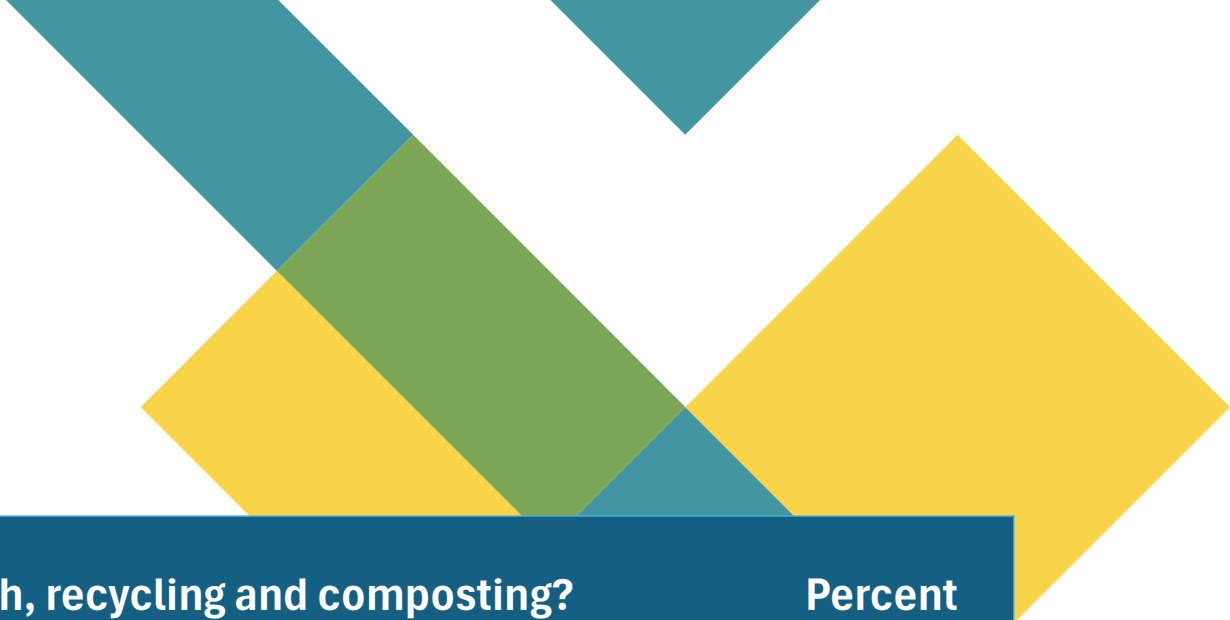
What are the top three reasons your household does not bring your regular household trash to a drop-off center?	Percent
Curbside collection is more convenient	41.0
Don't want to put trash in my vehicle	18.8
Don't have the time to go to drop-off	14.9
Drop-off hours are not convenient	6.3
My household doesn't have a way to bring trash to the drop-off	3.6
Drop-off locations are too far away	3.4
Drop-off centers cost too much	3.4
Already included in rent, association costs	3.2
Don't know where drop-off centers are located	1.4
Didn't know drop-off centers existed	0.0
Another reason (describe)	4.1
Total	100.0

If you were able to save X\$ per month, would you use the drop-off center?



48 percent said no amount of savings would cause them to use the drop-off center.

Marketing Key Findings



What is your preferred way to receive information about trash, recycling and composting?	Percent
CSWD email/newsletter	33.0
Front Porch Forum	15.2
A flyer or mailer in my mailbox	14.9
CSWD website	12.1
Text messages on my phone	7.8
From my trash/recycling hauler	4.9
On social media	3.7
At a drop-off center	2.3
Email	2.0
Television	1.7
Radio	0.9
Some other way	0.9
Newspaper	0.6



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Questions or Comments?

