



ADMINISTRATIVE OFFICE

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**Chittenden Solid Waste District
Annual Organizational and Full Board Meeting
Instructions for the Public- Remote Access**

Date: Wednesday, June 24, 2026
Time: 6:00 p.m.
Place: ZOOM Meeting Instructions

IMPORTANT:

CSWD will hold a hybrid Board of Commissioners Meeting. The virtual meeting is accessible by computer or phone. Members of the public, joining the meeting remotely, may join by clicking the link below. Following the meeting a recording will be available upon request.

You are invited to a Zoom webinar!

Join from PC, Mac, iPad, or Android:

<https://us02web.zoom.us/j/84091334961>

Webinar ID:

840 9133 4961

Phone one-tap:

+16465588656, 82206970838# US (New York)

+16469313860, 82206970838# US

Join via audio:

+1 646 558 8656 US (New York)

For those without internet access, call 802-872-8100 ext. 247 and leave a message to register for the meeting. A call- in number will be provided to you prior to the meeting.

Participants will be in listen only mode. Call in controls include: *6 – toggle mute/unmute and *9 to raise your hand.

**CHITTENDEN SOLID WASTE DISTRICT
FULL BOARD REGULAR MEETING**

Date: Wednesday, June 24, 2026
Time: 6:30 PM, or just following the Annual Organizational Meeting
Place: Hybrid Meeting - ZOOM Meeting or In-Person at CSWD Administrative Office
19 Gregory Drive, South Burlington

***** (E) Indicates enclosures (D) Discussion Only**

1. (E) **Agenda** (6:30 PM)
2. **Public Comment Period** (6:35 PM)
3. (E) **Consent Agenda** (6:40 PM)
 - 3.1 Minutes- May 12, May 27, June 4, 2026
 - 3.2 Program Updates
 - 3.3 Finance- Fund Balances, Reserves, & Warrants
 - 3.4 Executive Director Update
 - 3.5 Legislative Update – Bottle Bill
 - 3.6 Solid Waste Rulemaking Update
4. (E) **Resolution of Appreciation for Jen Holliday** (6:45 PM)

Board Action Requested: Approve resolution
5. (E) **CSWD Brand Refresh** (6:55 PM)
6. (E) **Customer Code of Conduct Policy** (7:20 PM)

Board action requested: Approve Policy
7. (E) **Community Cleanup Fund** (7:40 PM)
8. (E) **Executive Session – Contract Negotiations, Legal Matters** (7:45 PM)

Board action requested: Approve Contract Awards
9. **Other Business** (8:30 PM)

Possible Action could occur on any agenda item, although not initially noted. If you need an accommodation, please call the District at 872-8100 upon receipt of this notice. All times listed are an estimated start and duration.

DRAFT

**CHITTENDEN SOLID WASTE DISTRICT
19 Gregory Drive South Burlington
MEETING ROOM
MINUTES OF SPECIAL MEETING
May 12, 2026**

***Hybrid Meeting via Zoom.**

PRESENT

BOARD MEMBERS:	Bolton	-----
	Burlington	Lee Perry
	Charlotte	Ken Spencer
	Colchester	Lauren Eagan
	Essex	Alan Nye
	Essex Junction	Mike Sullivan
	Huntington	-----
	Hinesburg	Rick McCraw
	Jericho	Leslie Nulty
		Tom Joslin, Alt
	Milton	Betsy Paret
	Richmond	-----
	Shelburne	Margaret Wiener
	So. Burlington	Paul Stabler
		Alison Lazarz, Alt.
	St. George	-----
	Underhill	Paul Ruess
	Westford	-----
	Williston	David Howell
	Winooski	Bryn Oakleaf

STAFF: Jen Holliday, Director of Public Policy & Communications; Amy Jewell, Director, Administration; Becky Johnston, Data & Policy Analyst; Sarah Reeves, Executive Director; Thomas Melloni, Steve Ellis – Legal Counsel

Public: No members of the public were present

AGENDA:

1. Call to Order & Agenda
2. Public Comment Period
3. Executive Session
4. Other Business
5. Adjournment

Paul Ruess called the meeting to order at 5:00 PM.

1. AGENDA

No changes were made to the agenda.

2. PUBLIC COMMENT PERIOD

No members of the public were present in the meeting room, via phone or Zoom. No comments were made by the public.

3. EXECUTIVE SESSION - Legal Matters

MOTION by P. Stabler, Second by A. Nye that the Board of the Chittenden Solid Waste District go into Executive Session to discuss legal proceedings, where premature general public knowledge would clearly place the District, its member municipalities, and other public bodies or persons involved at a substantial disadvantage and to permit authorized staff, and other invited interested parties to be present for this session. VOTING: All Ayes. Motion Carried.

The Board entered Executive Session at 5:01 p.m.

MOTION by A. Nye, Second by P. Stabler to exit Executive Session and reconvene the regular meeting. VOTING: All Ayes Motion Carried.

The meeting was reconvened at 5:25 p.m.

4. OTHER BUSINESS - No other Business

5. **Adjournment – Paul Ruess stated that we do not have a quorum and are closing the meeting.**

I agree that this is an original copy of minutes, and they have been approved by motion of the Board of Commissioners at the meeting held in _____.

Board Secretary

DRAFT
CHITTENDEN SOLID WASTE DISTRICT
19 Gregory Drive South Burlington
MEETING ROOM
MINUTES OF REGULAR MEETING
MAY 27, 2026

***Hybrid Meeting via Zoom.**

PRESENT

BOARD MEMBERS:	Bolton	-----
	Burlington	Lee Perry
	Charlotte	Ken Spencer
	Colchester	Lauren Eagan
	Essex	Alan Nye
	Essex Junction	Mike Sullivan
	Hinesburg	Rick McCraw
	Huntington	Barb Winters
	Jericho	Leslie Nulty
		Tom Joslin, Alt.
	Milton	Betsy Paret
	Richmond	-----
	Shelburne	Margaret Wiener
	So. Burlington	Paul Stabler
		Allison Lazarz, Alt.
	St. George	-----
	Underhill	Paul Ruess
	Westford	Katie Frederick
	Williston	David Howell
	Winooski	Bryn Oakleaf

STAFF: John Balparda, Director of Finance; Joey Catania, Compliance and Safety Manager; Josh Estey, Director of Operations; Dan Goosen, Director of Organics Recycling; Jennifer Holliday, Director of Public Policy & Communications; Amy Jewell, Director of Administration; Sarah Reeves, Executive Director

PUBLIC: Thomas Melloni, Legal Counsel, Paul Frank + Collins

AGENDA:

1. Call to Order & Agenda
2. Public Comment Period
3. Consent Agenda
4. June Annual Organizational Meeting Process
5. Executive Session
6. Other Business
7. Adjournment

P. Ruess called the meeting to order at 6:00 P.M.

1. AGENDA

No changes were made to the agenda.

2. PUBLIC COMMENT PERIOD

No members of the public were present in the meeting room, via phone or Zoom. No comments were made by the public.

3. CONSENT AGENDA

3.1 Minutes –April 22, 2026

3.2 Program Updates

3.3 Finance- Fund Balances, Reserves, & Warrants

The Consent Agenda was approved as amended.

4. JUNE ANNUAL ORGANIZATIONAL MEETING PROCESS

S. Reeves presented the process used to elect and select officers and Executive Board members for the next fiscal year. S. Reeves stated all nominees, including self-nomination, would need to be emailed to her by Friday June 12th, 2026. Upon receiving all nominations, S. Reeves will compile and distribute the nominee list through a memo at the annual organizational meeting. At the annual organizational meeting there would be an opportunity for nomination by position. The election of officials can go one by one or as a slate dependent upon if the position is contested. The annual organizational meeting is being held on the fourth Wednesday of June, and this is when the Board reauthorizes spending limits.

P. Ruess specified that all nominees must formally accept their nomination. Answering a question from B. Paret, S. Reeves clarified that the calendar of the Executive Board meetings changes depending on the availability of the members. Answering a question from L. Nulty, Thomas Melloni clarified that the Executive Board is limited to four members. P. Ruess encouraged all members to participate, understand and contribute to the nomination and voting process.

5. EXECUTIVE SESSION

PAUL STABLER made a motion, seconded by ALAN NYE, to move that the Executive Board of Commissioners of the Chittenden Solid Waste District go into Executive Session to discuss contract negotiations, where premature general public knowledge would clearly place the District, its member municipalities, and other public bodies or persons involved at a substantial disadvantage and to permit authorized staff, other invited interested parties to be present for this session. Motion passed 14-0

The Board entered Executive Session at 6:08 p.m.

LESLIE NULTY made a motion, seconded by PAUL STABLER, to exit the Executive Session. Motion passed 14-0

The meeting was reconvened at 7:25 p.m.

No action was taken during the Executive Session.

6. OTHER BUSINESS

P. Ruess will be reaching out to the Commissioners directly regarding legal matters. Further updates will be provided via email within the next 24 hours. Answering a question from P. Stabler, J. Holliday stated that the new MRF building is approximately 80% completed. J. Holliday stated the HVAC is in process and there is an open house for staff on Friday.

**Adjournment – Motion by ALAN NYE, seconded by PAUL STABLER, to adjourn the meeting.
All in favor, motion passed at 7:32 PM.**

I agree that this is an original copy of minutes, and they have been approved by motion of the Board of Commissioners at the meeting held in _____.

Board Secretary

DRAFT
CHITTENDEN SOLID WASTE DISTRICT
19 Gregory Drive South Burlington
MEETING ROOM
MINUTES OF SPECIAL MEETING
June 4, 2026

***Hybrid Meeting via Zoom.**

PRESENT

BOARD MEMBERS:	Bolton	-----
	Burlington	Lee Perry
	Charlotte	Ken Spencer
	Colchester	Lauren Eagan
	Essex	Alan Nye
	Essex Junction	Mike Sullivan
	Huntington	Barb Winters
	Hinesburg	Rick McCraw
	Jericho	Leslie Nulty
		Tom Joslin, Alt
	Milton	Betsy Paret
	Richmond	-----
	Shelburne	Margaret Wiener
	So. Burlington	Paul Stabler
	St. George	-----
	Underhill	Paul Ruess
	Westford	-----
	Williston	David Howell
	Winooski	-----

STAFF: Jon Dorwart, IT Director, Becky Johnston, Data & Policy Analyst; Sarah Reeves, Executive Director; Steve Ellis – Legal Counsel

Public: No members of the public were present

AGENDA:

1. Call to Order & Agenda
2. Public Comment Period
3. Executive Session
4. Other Business
5. Adjournment

Paul Ruess called the meeting to order at 6:00 PM.

1. AGENDA

No changes were made to the agenda.

2. PUBLIC COMMENT PERIOD

No members of the public were present in the meeting room, via phone or Zoom. No comments were made by the public.

3. EXECUTIVE SESSION - Legal Matters

MOTION by K. Spencer, Second by P. Stabler that the Board of the Chittenden Solid Waste District go into Executive Session to discuss confidential attorney client communications, where premature general public knowledge would clearly place the District, its member municipalities, and other public bodies or persons involved at a substantial disadvantage and to permit authorized staff, and other invited interested parties to be present for this session. VOTING: All Ayes. Motion Carried.

The Board entered Executive Session at 6:05 p.m.

MOTION by A. Nye, Second by Paul Stabler to exit Executive Session and reconvene the regular meeting. VOTING: All Ayes, Motion Carried.

The meeting was reconvened at 7:50 p.m.

4. OTHER BUSINESS - No other Business

5. Adjournment – Motion by P. Stabler, Second by A. Nye, to adjourn the meeting. All in favor, motion passed at 7:52 PM.

I agree that this is an original copy of minutes, and they have been approved by motion of the Board of Commissioners at the meeting held in _____.

Board Secretary

MEMORANDUM

To: Board of Commissioners
From: CSWD Staff
Date: June 25, 2026
Re: Program Updates

- Solid Waste Management Fee and Disposal (Jon & Becky) -- From a FY26 budget perspective, the SWMF was 1.3% above projected revenue as of May. FY26 revenue was 0.9% lower than FY25 for the same period. Please refer to the accompanying charts.
- Organics Recycling Facility (Dan) -- FY26 is shaping up to be another robust year for sales at the ORF. The peak spring sales season typically winds down around Father's Day and allows us to reflect on the entire year's season before the close of the year. With two weeks remaining in the fiscal year, total compost and soil sales have surpassed \$1 million. YTD sales numbers are currently ahead of year-end FY25 by \$112,676 or 12% and are \$56,982 or 6% ahead of our FY26 budgeted sales.

The positive sales trends are across all product types with compost and topsoil leading the way. Some larger projects, healthy product inventory, and increasing focus on quality have contributed to the positive numbers. Staff have done an excellent job of keeping up with demand and keeping our customers happy.

- Materials Recovery Facility (Josh) -- Monthly financials were not reconciled in time for this month's packet. May financials will be included in next month's program updates.
- Marketing & Communications (Alise & Beth) -- See attached update
- Drop Off Center (Brian) --

DOC Trip Totals for May 2026

Williston:	5,617
Essex:	9,215
S. Burlington:	8,694
Milton:	5,003
Burlington:	2,292
Hinesburg:	2,402
Total:	33,224

July 1 fee changes:

Facility Fee — \$1 per vehicle (no fee for loads of ONLY bulbs, household batteries, covered E-waste, mercury devices, PCB ballasts, or textiles)
 Yard Waste — \$1 per cubic yard (for the first 2 cubic yards)

- Compliance, Outreach & Safety (Joey) -- Through the Battery Bonanza, Rhonda helped organize schools in the region to collect over 9,000lb of batteries! The Outreach team tabled and gave a half-time presentation at a Vermont Green FC soccer match. Licensing season is in full swing, and the compliance team expects to have nearly 500 vehicles registered.
- JEDI (Amy, Devin, & Becky) -- Happy June and happy Pride month! This month we're celebrating Pride at CSWD with a special focus on celebrating the trans community. Additionally, we provided education on the Juneteenth federal holiday and opportunities to celebrate the holiday locally, regardless of where our staff live in Vermont. The Committee has decided to maintain its focus on accessibility and education for FY27; with an additional focus on promoting communication and connections with external community organizations.
- Legislative Update (Jen Holliday) -- The legislature adjourned on May 29, ending the two-year biennium, at which point all bills that did not pass are considered dead. The one bill related to solid waste that passed this year was [H.915](#). This bill is primarily related to changes to the beverage redemption program (see Summary Legislative Changes to Bottle Bill – attachment 3.5).

H.915 also served as a vehicle to make changes related to the extended producer responsibility (EPR) for household hazardous waste law. The most significant change that could impact CSWD, is that the law now allows multiple stewardship organizations (instead of just one), to register and provide separate plans and programs for classes of products such as automotive fluids and lubricants or e-cigarettes. CSWD will work closely with the Agency of Natural Resources to ensure maximum efficiency in working with multiple stewardship organizations.

Across the border, the New York State General Assembly considered a bill that would have banned biosolids land application but did not pass. This would have impacted CSWD's member towns that ship biosolids to a facility in Chateaugay, New York for processing and land application. There were also similar bills introduced in Vermont ([H.292](#), [H.303](#) and [H.425](#)), all stemming from concerns about “forever” chemicals such as per and polyfluoroalkyl substances (PFAS). None of the bills passed but H.303 was taken up for several hearings. [The Green Mountain Water Environment Association](#) (GMWEA), made up of water and wastewater professionals in Vermont, monitors and provides testimony on bills of this nature.

CHITTENDEN SOLID WASTE DISTRICT

Tons Disposed based on Solid Waste Management Fees (Year over Year)

Month	Total Tons per Month			
	FY 25 tons	FY 26 tons	Tons Diff.	% Diff
Jul	11,693	11,607	-86	-0.7%
Aug	12,870	11,281	-1,589	-12.3%
Sep	10,759	12,675	1,917	17.8%
Oct	12,099	11,327	-772	-6.4%
Nov	10,671	9,495	-1,175	-11.0%
Dec	9,988	9,952	-36	-0.4%
Jan	8,964	9,095	130	1.5%
Feb	7,633	7,835	203	2.7%
Mar	10,121	10,468	347	3.4%
Apr	11,305	11,526	221	2.0%
May	12,233	11,982	-251	-2.1%
Jun				
Total Tons YTD	118,336	117,245	-1,091	-0.9%
Mgmnt Fee \$ YTD	\$3,550,074	\$3,517,345	(\$32,729)	-0.9%

	Tons	\$
FY 26 Budget	128,236	\$5,129,440
FY 26 Actual YTD	117,245	\$3,517,345
Difference	-10,991	(\$1,612,095)
FY 26 Actual % YTD vs Budget %	91.4%	
YTD % of Months	91.7%	

Chittenden Solid Waste District

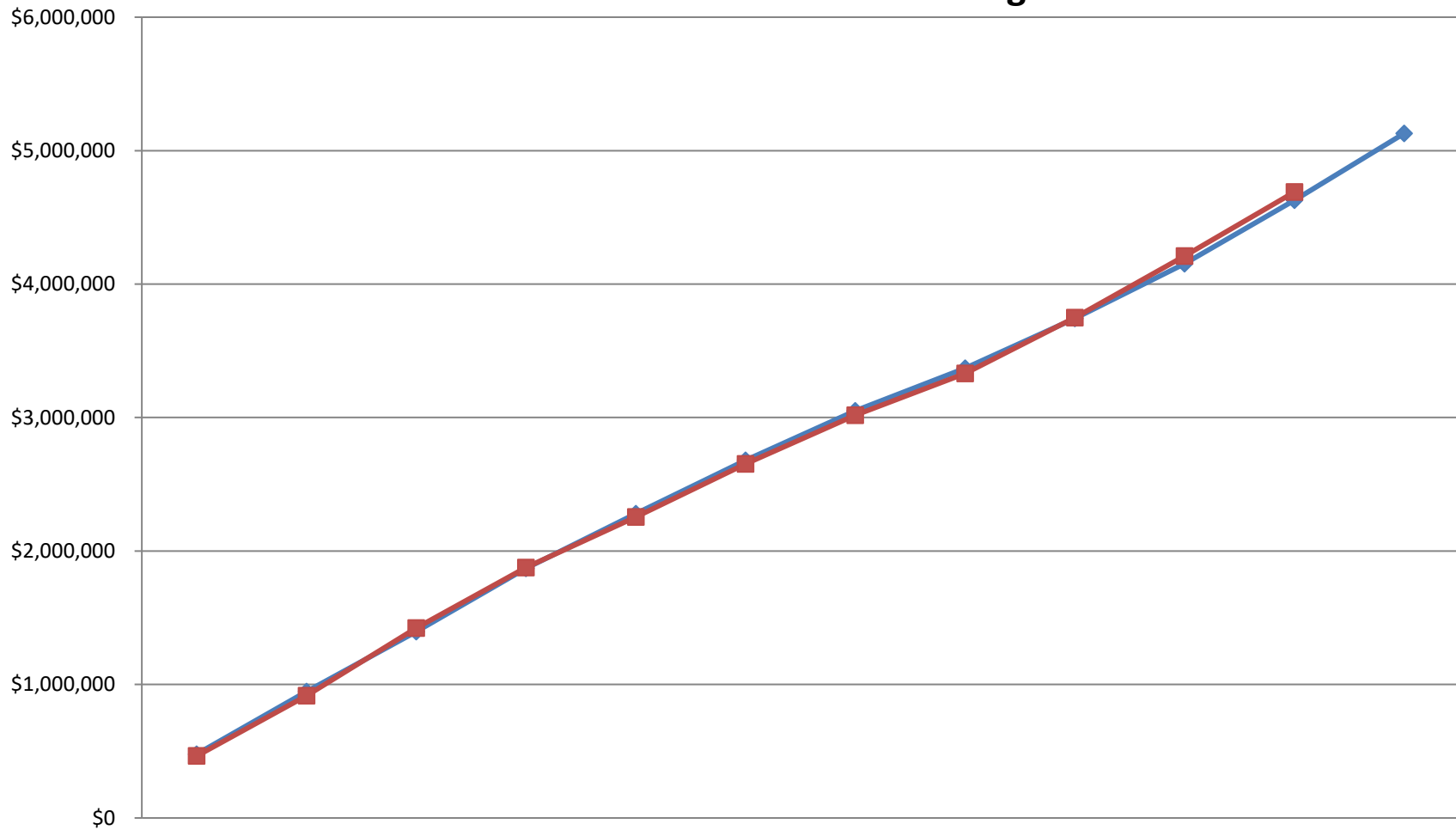
Solid Waste Management Fee FY 26 (Budget versus Actual)

Time	Tons	\$/Ton	\$
FY 26 Budget	128,236	\$40.00	\$5,129,440

\$	Budget \$			Actual		Difference		% of YTD Budget
	Percent	\$ per month	\$ YTD	\$ per month	\$ YTD	\$ per month	\$ YTD	
Jul-24	9.3%	\$478,338	\$478,338	\$464,297	\$464,297	(\$14,041)	-\$14,041	97.1%
Aug-24	9.1%	\$469,157	\$947,495	\$451,240	\$915,538	(\$17,916)	-\$31,957	96.6%
Sep-24	8.8%	\$449,197	\$1,396,692	\$507,018	\$1,422,555	\$57,820	\$25,863	101.9%
Oct-24	9.2%	\$473,468	\$1,870,160	\$453,097	\$1,875,652	(\$20,371)	\$5,492	100.3%
Nov-24	8.0%	\$410,211	\$2,280,371	\$379,817	\$2,255,470	(\$30,394)	-\$24,902	98.9%
Dec-24	7.8%	\$398,932	\$2,679,303	\$398,075	\$2,653,545	(\$857)	-\$25,758	99.0%
Jan-25	7.2%	\$370,392	\$3,049,696	\$363,782	\$3,017,327	(\$6,611)	-\$32,369	98.9%
Feb-25	6.3%	\$320,644	\$3,370,340	\$313,412	\$3,330,739	(\$7,232)	-\$39,601	98.8%
Mar-25	7.3%	\$373,004	\$3,743,344	\$418,736	\$3,749,475	\$45,733	\$6,131	100.2%
Apr-25	8.0%	\$408,679	\$4,152,023	\$461,043	\$4,210,519	\$52,364	\$58,496	101.4%
May-25	9.3%	\$476,656	\$4,628,679	\$479,275	\$4,689,793	\$2,618	\$61,114	101.3%
Jun-25	9.8%	\$500,761	\$5,129,440					

TONS	Budget Tons			Actual		Difference	
	Percent	Monthly Tons	Tons YTD	Tons per month	Tons YTD	Tons per month	Tons YTD
Jul-24	9.3%	11,958	11,958	11,607	11,607	(351)	(351)
Aug-24	18.5%	11,729	23,687	11,281	22,888	(448)	(799)
Sep-24	27.2%	11,230	34,917	12,675	35,564	1,446	647
Oct-24	36.5%	11,837	46,754	11,327	46,891	(509)	137
Nov-24	44.5%	10,255	57,009	9,495	56,387	(760)	(623)
Dec-24	52.2%	9,973	66,983	9,952	66,339	(21)	(644)
Jan-25	59.5%	9,260	76,242	9,095	75,433	(165)	(809)
Feb-25	65.7%	8,016	84,259	7,835	83,268	(181)	(990)
Mar-25	73.0%	9,325	93,584	10,468	93,737	1,143	153
Apr-25	80.9%	10,217	103,801	11,526	105,263	1,309	1,462
May-25	90.2%	11,916	115,717	11,982	117,245	65	1,528
Jun-25	100.0%	12,519	128,236				

CSWD - Solid Waste Management Fee Revenues Year-To-Date - FY 25 Actual v. FY 26 Budget



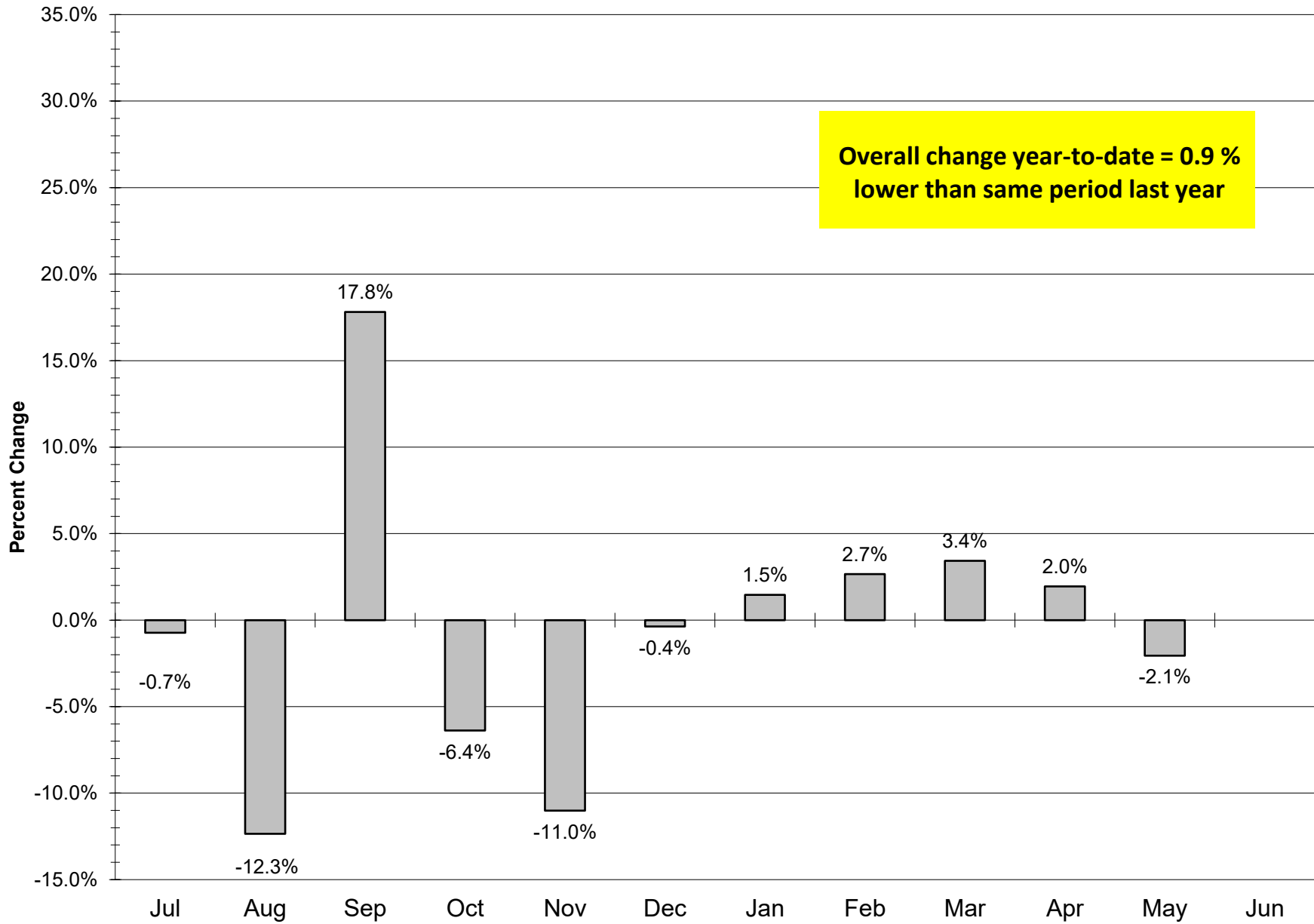
	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
—◆— Budget	\$478,338	\$947,495	\$1,396,692	\$1,870,160	\$2,280,371	\$2,679,303	\$3,049,696	\$3,370,340	\$3,743,344	\$4,152,023	\$4,628,679	\$5,129,440
—■— Actual	\$464,297	\$915,538	\$1,422,555	\$1,875,652	\$2,255,470	\$2,653,545	\$3,017,327	\$3,330,739	\$3,749,475	\$4,210,519	\$4,689,793	

CHITTENDEN SOLID WASTE DISTRICT

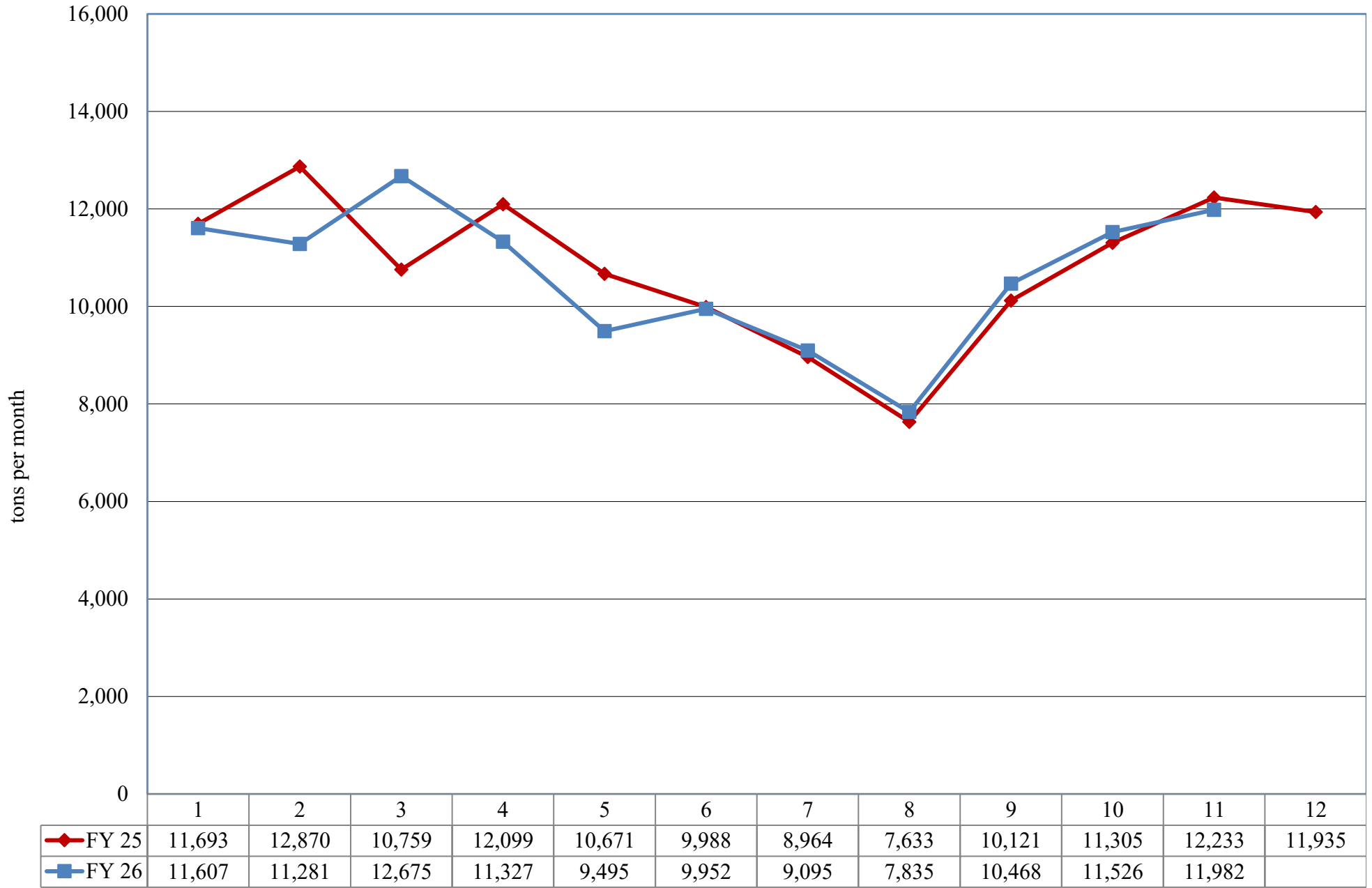
SWMF Tons Refuse Disposed per Operating Weekday

Month	FY 25			FY 26			Difference FY 26 vs FY 25			
	Monthly Tons	# Operating Weekdays	Avg Tons/Day	Monthly Tons	# Operating Weekdays	Avg Tons/Day	Monthly Tons	# Operating Weekdays	Tons/Day Tons	Tons/Day %
Jul	11,693	22	531.5	11,607	22	527.6	-86	0	-3.9	-0.7%
Aug	12,870	22	585.0	11,281	21	537.2	-1,589	-1	-47.8	-8.2%
Sep	10,759	20	537.9	12,675	21	603.6	1,917	1	65.7	12.2%
Oct	12,099	23	526.1	11,327	23	492.5	-772	0	-33.6	-6.4%
Nov	10,671	20	533.5	9,495	19	499.8	-1,175	-1	-33.8	-6.3%
Dec	9,988	21	475.6	9,952	22	452.4	-36	1	-23.3	-4.9%
Jan	8,964	22	407.5	9,095	21	433.1	130	-1	25.6	6.3%
Feb	7,633	20	381.6	7,835	20	391.8	203	0	10.1	2.7%
Mar	10,121	21	482.0	10,468	22	475.8	347	1	-6.1	-1.3%
Apr	11,305	22	513.9	11,526	22	523.9	221	0	10.0	2.0%
May	12,233	21	582.5	11,982	21	570.6	-251	0	-11.9	-2.1%
Jun		21			22			1	0.0	
Total	118,336	255		117,245	256		-1,091	1		
Average			464.1			458.0			-6.1	-1.3%

Difference in SWMF Tons Per Month Disposed
FY26 versus FY25



CSWD - SWMF Tons Trash per Month - FY 26 v. FY 25





Marketing and Communications Update

May 2026

Marketing Updates

The Food Scraps Campaign was a success!

This multimedia campaign helped shine a spotlight on the connection between food scraps and carbon pollution while driving strong engagement from residents across Chittenden County. Using a mix of print, digital, and social media, the campaign successfully reached people where they are and sparked meaningful conversations about composting and food scrap diversion.

- Reached residents with more than **2.5 million campaign impressions**.
- Drove over **11,000 visits** to the CSWD.net Food Scraps landing page.
 - Increased active landing page users by more than **14,500%** over the previous period.
- Meta/Facebook ads performed **31% above industry benchmarks** for awareness campaigns.
 - Generated more than **10,900 engagements**, including comments, reactions, and shares.
- More than **80% of landing page traffic** came from Chittenden County residents.
- Residents actively looked for more information about composting, curbside pickup, and food scrap drop-off options — showing strong interest in taking action.



Meta - 1080x1350



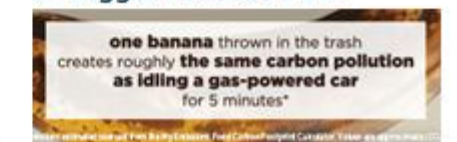
Meta - 1080x1350



Meta - 1080x1350



VT Digger - 320x250 GIF



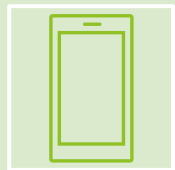
VT Digger - 320x100 GIF

Web Stats

(May 1 - 26, 2026)



12,000 active users on the website! Average time on site 34s.



The A-Z list received 3,457 views with the most searched item being MATTRESS and TIRE taking second!



The Food Scraps campaign landing page received a whopping 5,060 page views over April and May. For perspective, our home page receives around 13K monthly.

OH NO!
NOT ANOTHER TOP TEN...



TOP TEN A-Z Items:

1. Mattress or Box Spring
2. Tires
3. Couch
4. Air Conditioner
5. Furniture
6. Clothing & Textiles
7. Branches
8. Wood (painted, stained or treated)
9. TV
10. Yard Waste

CSWD in the News

CSWD was featured in the press multiple times over the past two months, including stories highlighting our Recycle Rally program, all the great work happening at the ORF and our Earth Day efforts.

- ▶ Burlington Free Press: <https://www.burlingtonfreepress.com/story/news/local/vermont/2026/04/14/recycling-rules-fun-burlington-school-contest-chittenden-solid-waste-vt/89592155007/>
- ▶ Seven Days: <https://www.sevendaysvt.com/news/letters/letters-to-the-editor-4-15-26/>
- ▶ Williston Observer: https://www.willistonobserver.com/news/region_state/casella-loses-act-250-appeal-against-recycling-center/article_fc529a06-5d63-4353-a5d5-b54cda47c1d2.html
- ▶ Across the Fence: <https://www.youtube.com/watch?v=CG9-AaeJlIE&t=4s>
- ▶ WPTZ: <https://www.mynbc5.com/article/earth-day-cleanup-vermont/71098856>

Facility Fee Changes

- ▶ Created comprehensive communications and messaging strategy on the upcoming Facility Fee changes taking place at the Drop-Off Centers July 1.

Starting July 1, CSWD will implement a \$1 facility fee per vehicle at all Drop-Off Centers. We're also updating Yard Waste pricing to now charge \$1 per cubic yard (up to 2 cubic yards). These modest changes help cover routine maintenance, safety upgrades, and equipment needs so we can continue to keep our facilities clean, safe, and operating reliably.

- ▶ Key details:
- ▶ **Facility Fee:** \$1 per vehicle — starts July 1
- ▶ **Who:** Applies to vehicles at CSWD Drop-Off Centers. (Exceptions: NO facility fee for loads consisting only of bulbs, household batteries, covered e-waste, mercury devices, PCB ballasts, and/or textiles.)
- ▶ **Why:** To fund maintenance, safety improvements, signage, equipment replacement, and customer facing upgrades that directly benefit visitors
- ▶ **Yard Waste:** \$1 per cubic yard (up to 2 cubic yards); Milton, South Burlington, Essex and Hinesburg only.

Thank you for helping us keep Drop-Off Centers safe and efficient for everyone.

CSWD

Published by Sprout Social ? ·

May 23 at 4:26 PM · 🌐



Starting July 1: a \$1 facility fee per vehicle at all
CSWD Drop-Off Centers. Yard & leaf waste
pricing updates: \$1 per cubic yard (up to 2
cubic yards).

Thanks for helping us keep our facilities safe,
clean, and efficient for everyone. ♻️🗑️

Learn more: <https://bit.ly/4upg3th> See less



Social Media: Facebook

- ▶ Total Followers: 2,174
- ▶ Content Views: 5,041*
- ▶ Top Performing Post: Facility Fee Changes
- ▶ Views: 798
- ▶ Interactions: 8

▶ *NOTE* - content views are down 98% from the previous month due to the Food Scraps Meta campaign ending.

cswdvt and acrosssthefence55



333 · View insights

Boost p



Liked by acrosssthefence55 and other
cswdvt Thanks to Across the Fence (UVM
Extension on WCAX) for featuring our Orga

Social Media: Instagram

- ▶ Followers: 939
- ▶ Monthly Views: 4,600
- ▶ Interactions: 406
- ▶ Top Performing Post: ORF featured on Across the Fence
- ▶ Views: 333
- ▶ Interactions: 8

▶*NOTE* - The end of the food scrap campaign largely explains the sharp decline in views and interactions.

Chittenden Solid Waste District

278 followers

1w • 

hiring! 

is looking for a motivated team member to work at our Drop-

ue-Sat | 7:45am-3:45pm

Public-facing, customer service focused

Active, outdoor work

Passion for waste reduction encouraged

\$21.52 per hour (\$22.18 on July 1st) + excellent benefits

Apply today and help keep materials out of the landfill: [cswd](#)

Social Media: LinkedIn

Followers: 278

Impressions: 225

Top Post: We're Hiring: Drop-Off
Center Operator



WE'RE
HIRING

CSWD Updates

Downtown – No. 5055 • May 18, 2026

Beth Parent • Community Engagement and Outreach Manager, Chittenden Solid Waste District, Chittenden County

Posted to: Downtown, East End, Old North End, New North End ([show all 26 ▼](#))

Announcement

Upcoming Closure

All CSWD facilities will be closed Monday, May 25 for Memorial Day. The Organics Recycling Facility (ORF) remains open for food scraps and yard waste drop-off only; no compost sales.

We're hiring!

CSWD is looking for a motivated team member to work at our Drop-Off Centers.

Tue–Sat | 7:45am–3:45pm

Public-facing, customer service focused

Active, outdoor work

Passion for waste reduction encouraged

\$21.52 per hour (\$22.18 on July... [read more ▼](#))

[Reply to Forum](#)

Social Media: Front Porch Forum (Two posts per month)

- ▶ Facility Closures
- ▶ CSWD Job Openings
- ▶ Backyard Compost Workshop

Marketing and Communications Team

- Jen Holliday
- Alise Certa
- Beth Parent



ADMINISTRATIVE OFFICE
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#3.3#

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To: Board of Commissioners
From: John Balparda, Director of Finance
Date: June 18, 2026
RE: **April 26** Fund Balances, Reserves, & Warrants

FUND & RESERVE BALANCES

Calculation of Total Reserves		
	Fund Balances	Allocated Cash
Cash Reserves		
32103 - Solid Waste Management Fund	\$ 866,001	\$ 866,001
32105 - Operating Fund	\$ 2,246,005	\$ 2,123,144
32106 - Capital Fund	\$ -	\$ -
32107 - MRF Project Capital Fund	\$ 4,883,448	\$ -
32201 - Facilities Closure Fund	\$ 1,506,983	\$ 1,506,983
32202 - COMMUNITY CLEAN UP FUND	\$ 89,591	\$ 89,591
33001 - Landfill Post Closure Fund	\$ 960,933	\$ 960,933
33002 - Biosolids Fund	\$ 423,755	\$ 423,755
34100 - Debt Service Fund	\$ 962,680	\$ 962,680
	\$ 11,939,395	\$ 6,933,086
Total CASH & CASH EQUIVALENT		\$ 6,933,086
Excess Cash Reserves		\$ 0
Working Capital		
Total - 11001 - ACCOUNTS RECEIVABLE		\$ 1,788,041
Less:		
Total - 20100 - ACCOUNTS PAYABLE		\$ (262,531)
Less: MRF Invoices Included in A/P		\$ 481,840
Total - 20200 - CREDIT CARD PAYABLE		\$ 7,899
Total - 20400 - ACCRUED TAXES		\$ 2,249
Total - 20600 - ACCRUED EXPENSES		\$ 6,181
Total - 20670 - UNEARNED REVENUE		\$ 1,786
Subtotal		\$ 237,424
Working Capital		\$ 1,550,617
Total Reserves		\$ 1,550,617
KPI - 3 Months of Operating Cash & Reserves on Hand		
32103 - Solid Waste Management Fund		\$ 866,001
32105 - Operating Fund		\$ 2,123,144
Total Reserves		\$ 1,550,617
Total Operating Cash & Reserves		\$ 4,539,762
Quarterly Average Cash Burn		\$ 2,072,721
Months of Operating Cash & Reserves		2.2
Prior Month - Months of Operating Cash & Reserves		
MAR 26		3.3
FEB 26		3.1
JAN 26		3.6

Accounts Receivable Aging Summary						
Aging Category	Current	30 Days O/S	60 Days O/S	90 Days O/S	>90 Days O/S	Total
Subtotal	\$1,763,651	\$16,057	\$4,706	\$2,806	\$821	\$1,788,041
% of Total	98.6%	0.9%	0.3%	0.2%	0.0%	100.0%
<i>KPI - Total A/R Outstanding for less than 60 days = 90%</i>						
% A/R O/S <60 Days		99.53%				
Mar	\$1,429,859	(\$9,464)	\$18,495	\$1,940	\$1,892	\$1,388,707
% of Total	97.8%	1.8%	0.1%	0.1%	0.1%	100.0%
Feb	\$1,358,807	\$25,173	\$1,971	\$1,672	\$1,085	\$1,475,980
% of Total	99.6%	0.1%	0.1%	0.1%	0.1%	100.0%
Jan	\$1,469,569	\$2,107	\$990	\$1,184	\$2,129	\$1,989,172
% of Total	98.7%	0.4%	0.8%	0.2%	0.0%	100.0%

AVERAGE MONTHLY CASH BURN	
Warrant Date	Warrant Amount
2/3/2026	546,245
2/17/2026	423,869
MRF Exps	(236,269)
Subtotal	733,846
3/3/2026	3,719,714
Less Fraud Loss	(3,023,173)
3/17/2026	1,973,567
3/31/2026	2,770,839
MRF Exps	(3,693,121)
Subtotal	1,747,826
4/14/2026	1,161,403
4/28/2026	3,604,064
MRF Exps	(2,051,989)
Subtotal	2,713,478
Total	6,218,163
Monthly Avg	2,072,721

DEFINITIONS

Funds – a claim on resources (or equity), primarily cash

Reserves – excess cash plus positive working capital, or less negative working capital

Excess Cash – the amount by which cash on hand exceeds the total fund balances

Working Capital – current assets (readily converted to cash) less current liabilities

Fund Type – classification of the fund; Designated and Restricted types are relevant for CSWD

- Designated funds are “ear marked” by management for a stated purpose
- Designated category is further classified by internal or external purpose
 - Designated for Internal Purposes – greater flexibility around usage
 - Solid Waste Management Fund
 - Operating Fund
 - MRF Project Capital Fund
 - Capital Fund
 - Designated for External Purposes – while not Restricted have more constraints around usage
 - Facilities Closure Fund – total estimated costs to close each facility operated by CSWD; reported to the State annually
 - Community Clean-up Fund
- Restricted funds are amounts that can be spent only for the specific purposes stipulated by regulation, agreement, or external resource providers
- Restricted category is further classified by timing
 - Restricted – no definitive time frame – Landfill Post Closure Fund
 - Temporarily Restricted – has definite timeframe – Debt Service Fund

FUNDS WATERFALL

As each priority fund reaches its carry amount, any remaining revenue flows (“waterfalls”) to the next priority fund in order, as listed below:

Funds Subject to Funding Priority Waterfall		
Fund Type	Fund Name	Carry Value
Designated for Internal Purposes	Solids Waste Management Fund	3 months of budgeted administrative expenses
Designated for Internal Purposes	Operating Fund	3 months of budgeted operating expenses
Designated for Internal Purposes	MRF Project Capital Fund	No set minimum, intended to close the projected MRF project shortfall (currently \$4.2M)
Designated for Internal Purposes	Capital Fund	100% the Next year's Capital Expense Budget
Undesignated	Undesignated Fund	Any revenue above and beyond waterfall requirements

These funds are NOT subject to the waterfall. They are evaluated annually and are set by a specified calculation.

Funds Using a Set Calculation		
Fund Type	Fund Name	Carry Value
Designated for External Purposes	Facilities Closure Reserve	Calculated cost of facility solid waste termination
Designated for External Purposes	Community Clean Up Fund	Current balance due to communities
Restricted	Biosolids Fund	Total of funds received plus interest
Restricted	Landfill Post Closure Fund	Estimated worst case cost to achieve functional stability
Temporarily Restricted	Debt Service Fund	100% of upcoming year's debt service



Chittenden Solid Waste District

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#3.4

TO: Board of Commissioners
FROM: Sarah Reeves
DATE: June 16, 2026
RE: Executive Director Update

April 15- PRESENT

- **PERSONNEL**

- I'm pleased to announce that we've hired Brendan Atwood as our new Director of Public Policy, Communications, and Waste Diversion, replacing the retiring Jen Holliday. Brendan will start work on July 8. He comes to CSWD with extensive public policy and communications experience, most recently with the Vermont Agency of Human Services. We're thrilled to welcome Brendan to CSWD!
- Also retiring on June 30 with 35-years of service to CSWD is Environmental Depot manager, Gary Winnie. Gary developed the household hazardous waste program at CSWD with Jen Holliday, and Gary and his teams made it a nationally recognized program. Gary's deep knowledge of HHW has been passed on to his stellar team, and while the knowledge remains, I'm not sure we'll be able to replace the dry wit that Gary brings to the job. Gary, it's been a pleasure and best wishes on a well-deserved retirement!
- Operations Specialist Jeannine McCrumb has resigned, effective June 30, to pursue new opportunities. Jeannine's permit monitoring duties will be delegated to operations staff, and her position will not be rehired at this time.

- **NEW MATERIALS RECYCLING FACILITY PROJECT:**

- Construction is currently running approximately two weeks ahead of schedule. Significant site work is complete, including the roof, siding, and perimeter planting. Windows are scheduled to be onsite the week of June 22, which will allow the office portion of the building envelope to be closed. When the overhead doors are installed (within two weeks), the rest of the building envelope will be complete.

- **FY2025 AUDIT**

- Auditors were onsite the week of April 27 for their field visit; standard management interviews were held that week and the following week. The audit should be completed within the next three weeks. When complete, the document will be made available to Commissioners and the public, per past practice.

- **FY2027 BUDGET PRESENTATIONS**

- Budget presentations were completed June 1. Thank you to every Commissioner who was able to attend the presentations. Questions from local legislative bodies centered around the fraud incident, MRF construction, and CSWD's reserve balances.

- **QUESTIONS RECEIVED FROM COMMISSIONERS**

- New Commissioner Orientation Binder: Commissioners Paret and Eagan asked about receiving a Commissioner binder of materials at a recent committee meeting, after Chairman Ruess held up his hard-copy binder. Past practice had been to photocopy CSWD's governing documents, policies, organizational chart, etc., and provide a hard copy of these materials in a large physical

binder. Since approximately 2001, we've been sending these documents via email to new Commissioners instead of photocopying the documents. This newer practice aligns with CSWD's waste reduction ethos and facilitates the addition of new documents as they are produced. If a Commissioner would like a new electronic "binder" of pertinent documents, please contact Amy Jewell and she will email you the packet.

July 2026

- TBD: Finance Committee meeting, 5:30PM
- July 4: Independence Day, all facilities and offices closed
- July 20: Tentative - Executive Board meeting, 5:00PM
- July 29: Tentative - Board Meeting, 6:00PM

MEMORANDUM

TO: Board of Commissioners

FROM: Jen Holliday, Director of Public Policy and Communications

DATE: June 24, 2026

RE: H.915 Passage - Legislative Changes to the Bottle Bill – Summary

Summary of Vermont H.915 – Beverage Container EPR Program

H.915 passed this session and represents the most significant modernization of Vermont's Bottle Bill since 1972. The legislation transitions responsibility for operating Vermont's beverage container redemption system from retailers and distributors to beverage producers. Under the new system, beverage manufacturers will fund and manage a statewide redemption network through a Producer Responsibility Organization.

Purpose of the Bill

- Increase redemption rates and reduce litter.
- Improve convenience through expanded redemption options and technology.
- Shift financial and operational responsibility to beverage producers.
- Ensure fair compensation for redemption centers.
- Maintain the environmental benefits of the Bottle Bill
- Improve transparency of the bottle bill system.

No Changes

- Deposit amount (5¢)
- Type of beverages covered (no expansion)

Key Changes

1. Producer Responsibility Organization (PRO)

Beginning in 2027, beverage producers must participate in a single approved PRO responsible for operating a statewide redemption system. The PRO must submit a stewardship plan to the Agency of Natural Resources (ANR) detailing collection, transportation, processing, consumer convenience, education, and reporting.

2. Modernized Redemption Services to ensure that redemption remains convenient and accessible statewide

The law allows multiple redemption methods, including:

- Traditional redemption centers
- Reverse vending machines
- Bag-drop systems
- Other automated technologies

3. Changes to Retailer Obligations

When the producer-operated system launches, redemption responsibility shifts primarily to the PRO's network. Retailers with buildings under 5,000 square feet may generally be exempt from container redemption requirements.

4. Compensation for Redemption Centers

Prior to implementation of the new system:

- Commingled containers: 4.5¢ handling fee
- Non-commingled containers: 5¢ handling fee

Beginning March 1, 2029, redemption centers will continue to receive 4.5¢ per handling fee per container or redemption centers may negotiate alternative compensation agreements with the PRO.

5. Deposit Amounts

- Most beverage containers retain a 5¢ deposit.
- Liquor containers larger than 50 milliliters retain a 15¢ deposit.

6. Redemption Performance Goals

- 75% redemption rate by July 1, 2030
- 80% redemption rate by July 1, 2033

If goals are not met, ANR must evaluate program changes, including possible deposit increases.

7. Use of Unclaimed Deposits

Unredeemed deposits will continue to be deposited in the Clean Water Fund. A portion of these funds may be transferred to the Waste Management Assistance Fund for infrastructure grants for the program:

- Up to \$1 million in FY2030
- Up to \$1 million in FY2031
- Up to \$750,000 in FY2032
- Up to \$750,000 in FY2033

Important Dates

July 1, 2026

- Most provisions take effect.

July 1, 2027

- Producers (manufacturers or distributors) must participate in the PRO.
- UPC-based container identification requirements begin.

April 1, 2028

- PRO must submit a stewardship plan to the secretary.

March 1, 2029

- PRO must implement stewardship plan and producer-operated redemption system launches.

July 1, 2029

- Infrastructure grant program becomes available.

January 1, 2030

- ANR implementation report due to the Legislature.

July 1, 2030

- 75% redemption goal takes effect.

December 1, 2030 (annually thereafter)

- Secretary submits to the legislature beverage container redemption rates in the state with a recommendation of whether the beverage container deposit should be increased.

July 1, 2033

- 80% redemption goal takes effect.

October 1, 2033

- Infrastructure grant program sunsets.

This content was drafted with the assistance of ChatGPT – 5.5. The content has been reviewed and edited by Jen Holliday 6/4/2026.

MEMORANDUM

TO: CSWD Board of Commissioners
FROM: Josh Estey, Director of Operations
Dan Goossen, Director of Organics
DATE: June 18, 2026
RE: Proposed Updates to State of Vermont's Solid Waste Rules

SYNOPSIS

The State of Vermont Agency of Natural Resources (VT ANR) has released draft updates to the state's Solid Waste Rules. Proposed changes directly impact our Organics Recycling Facility (ORF), our Materials Recycling Facility (MRF), and the biosolids program.

HISTORY

CSWD staff has been working with VT ANR staff on these topics for months, and in the case of PGA for years, to help frame the issues and develop workable solutions. There are three key items that affect CSWD operations and some of our member municipalities.

Processed Glass Aggregate

On the MRF side, staff presented VT ANR with a proposed update to the rules around specifications for Processed Glass Aggregate (PGA). Historically, PGA specs have limited non-glass contamination, known as deleterious materials, to 1% by weight. At different times of the year this spec was very challenging to meet and therefore we would have to find another outlet for our glass cullet rather than using it in PGA applications. The proposed rules increase the amount of paper allowed in PGA spec to 5% while keeping plastic contamination at <1%. Paper is our most challenging contaminant when making PGA and so this is good news as it means that we will likely be able to produce PGA more frequently and therefore will spend less to get our unprocessed glass cullet to market.

Food Scraps

The major change impacting CSWD operations is that source-separate organics would no longer be allowed to be comingled with packaged food and/or be processed at a depackaging facility. Since 2021, Casella redirected significant volumes of formerly composted high-quality source-separated organics to their depackaging facility in Williston where it is combined with depackaged food and processed into a slurry which is trucked anaerobic digesters. The proposed rules would eliminate this practice and require those source-separated materials to be managed by one of the methods higher on the food scrap recovery hierarchy (source reduction, food for people, food for animals, or composting). This has

the potential to significantly increase the quantity of high-quality feedstock received at the ORF, though to what magnitude is unknown at this time.

Biosolids

Additional proposed changes to the Solid Waste Rules primarily focus on biosolids and a change for those Wastewater Treatment Plants who are still land applying biosolids in Vermont. The changes would incorporate PFAS testing guidelines (put into place last year) into the rule and require those plants to meet a fairly low contamination mark in order to continue in-state land application. This doesn't necessarily impact CSWD directly but as the intermediary between District treatment plants and Casella, we are paying attention to this change.

CURRENT SITUATION

Staff will be keeping tabs on the process as to when these rules go into effect and whether any further changes are incorporated based on any public comments. Given that CSWD was involved in conversations regarding these proposed changes prior to the public comment period we will not be submitting any new formal comments. Changes to operations that result from the rule changes, including increased inbound organics feedstock and increased PGA production, will be monitored by staff to assess impact.

Chittenden Solid Waste District Resolution

WHEREAS, Jen Holliday has served the Chittenden Solid Waste District, currently as Director of Public Policy & Communications, with previously held positions in Compliance, Hazardous Waste, Product Stewardship, Safety, and Waste Diversion, and has conducted herself in an outstanding manner for the past thirty-five years;

WHEREAS, she has been a dedicated and conscientious public servant working continually for the betterment of Chittenden County and, by extension, the State of Vermont;

WHEREAS, she has given selflessly of her time and expertise, leading and working alongside staff at all levels for the Chittenden Solid Waste District; and

WHEREAS, she has provided outstanding leadership and guidance to CSWD, the Board, Vermont's solid waste management entities, the Northeast region, and through her tenure as President of the Product Stewardship Institute, a national organization that is a leader in promoting product stewardship goals and programs, leadership on at a national level; and

WHEREAS, she has been instrumental in developing strategies that advance CSWD's goals through policy and program initiatives, legislative action, and state and local government regulations; and

WHEREAS, she has provided testimony in the Legislature on environmental bills that have advanced CSWD's goals through policy and program initiatives, legislative action, and state and local government regulations; and

WHEREAS, she founded and Chaired the Vermont Product Stewardship Council where Extended Producer Responsibility laws are estimated to have saved local governments and taxpayers millions of dollars statewide; and

WHEREAS, the work she has completed will continue to be used and appreciated in the future projects of the Chittenden Solid Waste District; and

THEREFORE, BE IT RESOLVED that the Board of Commissioners, on behalf of the residents and businesses of eighteen communities in Chittenden County, hereby convey their sincere appreciation for his exemplary leadership and outstanding service for the past thirty-five years.

Adopted this 24th of June 2026, by the Chittenden Solid Waste District Board of Commissioners.

CHITTENDEN SOLID WASTE DISTRICT

BRAND REFRESH + POSITIONING

JUNE 24, 2026

BRAND INSIGHTS

We conducted Brand Focus Workshops to better understand your brand, how Vermonters think about waste management, and what drives their behaviors. Those sessions uncovered valuable insights that informed the work you'll see today.

- Vermonters care about the environment.
- Confusion blocks action.
- Simplicity and education are key.
- We need to make it easy for Vermonters to do the right thing.

BRAND PILLARS

From those brand insights, clear themes began to emerge and ultimately shaped the brand pillars that now guide all messaging, visuals, and strategy moving forward.

- CSWD helps Vermonters help the environment.
- CSWD leads the way in waste reduction.
- CSWD makes the most of your waste.
- CSWD informs and inspires.
- CSWD is powered by Vermonters.
- CSWD is Chittenden County's one-stop waste resource.

STRATEGIC BRAND CONSIDERATIONS

These are the main considerations that guided us as we developed CSWD's brand refresh.

- Evolve your identity to match your mission—CSWD is an innovative, forward-thinking environmental leader.
- Show the Vermont we're protecting.
- Bring in humanity by highlighting the people behind the bins and the work they do.



A Greener Vermont **STARTS HERE**

CSWD. Where Smarter Waste Management, Recycling,
and Diversion Makes a Difference.

A woman with blonde hair, wearing a black John Deere baseball cap, glasses, a bright yellow high-visibility jacket, blue pants, and black boots, is kneeling in a field of brown mulch. She is holding a soil probe with both hands, which are covered in grey gloves. The background shows a line of trees under a cloudy sky.

A Greener Vermont **STARTS HERE**

Making an environmental impact together with the smallest, everyday actions.



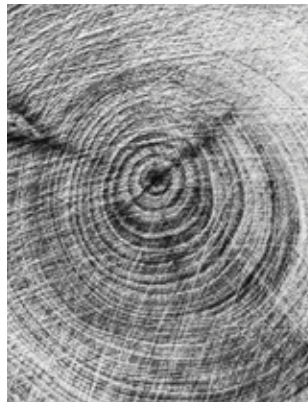


A Greener Vermont STARTS HERE



Making an environmental impact can start with the smallest, everyday actions like how you handle your waste. When you start at CSWD, we find ways to turn your waste into worth. Food scraps become nutrient-rich compost, recycling becomes new products and solid waste is diverted from Vermont's only landfill. And all you have to do is start here, drop by one of our six convenient drop-off centers and we'll take care of the rest.

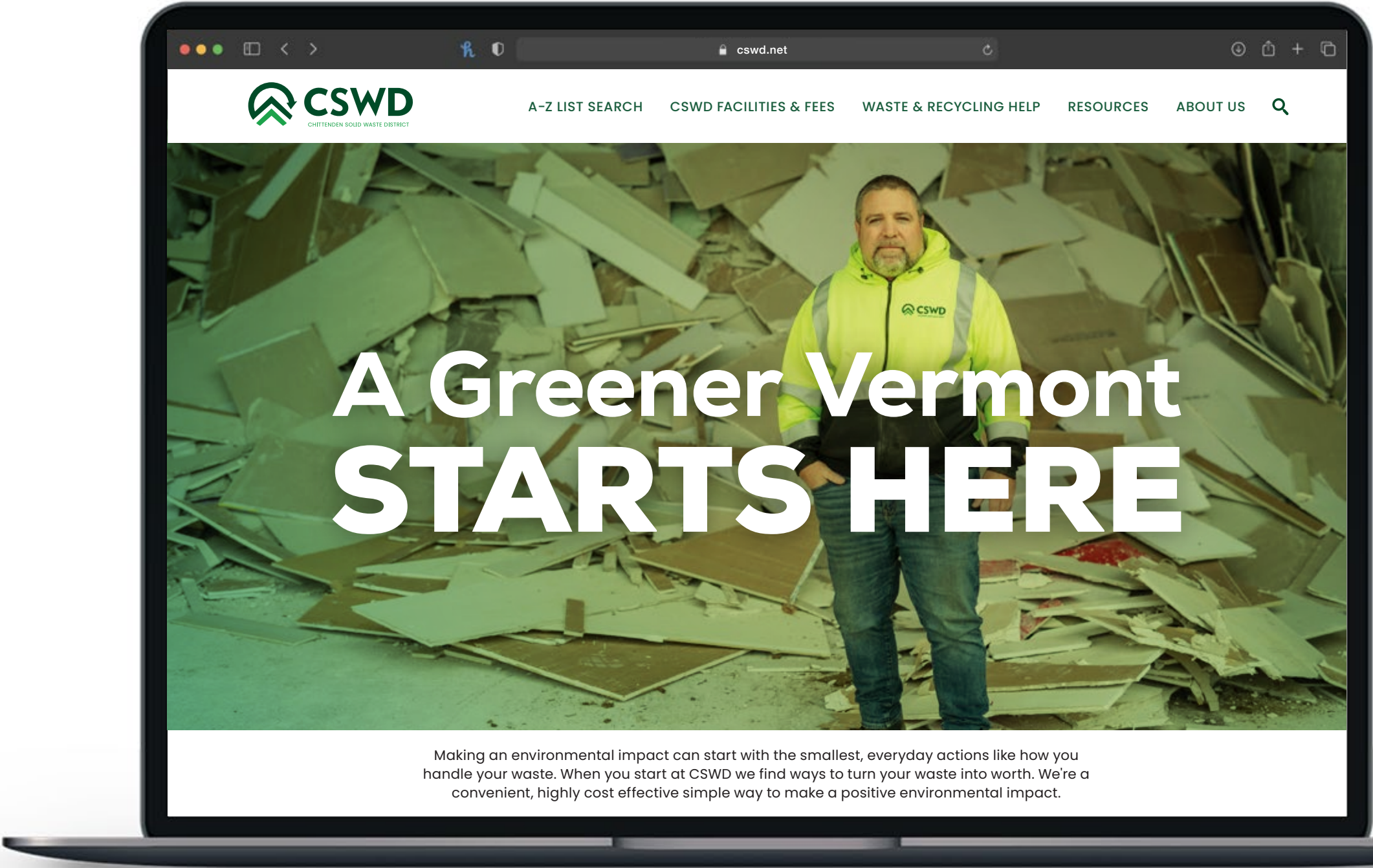
We're a convenient, highly cost effective simple way to make a positive environmental impact, because at CSWD **A Greener Vermont Starts Here.**





A Greener Vermont **STARTS HERE**





(Homepage Mockup)



(Mobile)



MEMORANDUM

TO: CSWD Board of Commissioners
FROM: Amy Jewell, Administrative Director
CSWD's Justice, Equity, Diversity, and Inclusion Committee (JEDI)
DATE: June 18, 2026
RE: Customer Code of Conduct Policy

SYNOPSIS

CSWD currently does not have a policy that outlines the expectation of customer behavior while using our facilities. Adopting a policy will establish clear boundaries and help to protect our staff from harassment. This policy will help to set expectations and to provide consistency when disruptive situations occur. We will continue to provide excellent service in our community, while ensuring a safe and respectful environment.

This policy was sent to managers, all employees, and our legal counsel for review. This was also brought to our Executive Board for discussion. The Executive Board suggested additional detailed information regarding the resolution process on CSWD's website and posting signs at facilities that reference the policy and include respecting staff. CSWD Staff improved the draft policy by suggesting, "civil" versus professional, adding "fellow patrons" to provide a safer space for all, and clarifying "respect" with further improved language.

CURRENT SITUATION

During annual Safety Trainings and HR Trainings CSWD has offered varying customer service trainings, including *De-escalation with Angry Customers*. We have reviewed difficult customer situations and broken them down into level 1, 2, and 3 to provide employees with a process and messaging to handle these difficult situations. Level 2 and 3 situations include a verbally aggressive, angry, and/or insulting customer, and Level 1 situations include physically aggressive or violent behavior. Level 2 and 3 are handled by our employees, or are referred to a manager. Level 1 results in calling 911. Thankfully, Level 1 situations are rare, although they have occurred. Unfortunately, we are seeing an uptick in negative customer behavior, which does seem to have increased following the pandemic.

CSWD's Hazardous Waste Supervisor Donny Curebanas first suggested a customer code of Conduct policy after experiencing several negative interactions with customers. This was discussed at our JEDI Committee where we continually address fostering a respectful and positive environment for all. Becky Johnston, CSWD's Data and Policy Analyst presented the attached Code of Conduct, which was sent to our management team and staff for review.

REQUEST

This is brought to the Executive Board for review and comment, with the hopes of moving this to the June Full Board agenda for approval. The Code of Conduct will provide our customers with an understanding of the expected behavior while visiting our sites and the consequences when the policy is violated.

DRAFT - Customer Code of Conduct Policy

Introduction

At CSWD, we prioritize fostering a respectful and positive environment for both our team members and customers. Our success hinges on maintaining a culture of mutual respect, professionalism, and dignity in all interactions. This policy outlines the expected behavior of customers towards our team members to ensure a harmonious and productive relationship.

Expectations of Customer Behavior

1. **Respect and Courtesy:** Customers are expected to treat all team members, and fellow patrons, with respect and courtesy at all times. This includes refraining from using abusive, offensive, or discriminatory language and behavior.
2. **Civil Communication:** Customers are expected to treat others with dignity, listen to understand, and act fairly. Disagreements or dissatisfaction should be expressed calmly and respectfully.
3. **Non-Discrimination:** Discrimination based on race, ethnicity, gender, age, religion, sexual orientation, disability, or any other characteristic protected by applicable law will not be tolerated. All customers must treat our team members fairly and without prejudice.
4. **Compliance with Policies:** Customers are required to comply with all CSWD policies, guidelines, and procedures during their interactions with team members.
5. **Physical and Verbal Conduct:** Any form of physical or verbal harassment, threats, intimidation, or coercion towards our team members is strictly prohibited.
6. **Resolving Disputes:** In the event of a disagreement or dispute, customers are encouraged to engage in constructive dialogue and seek resolution through appropriate channels provided by CSWD. Aggressive behavior or threats will not be tolerated.

Customers may contact the Facility Manager, or the Executive Director, to discuss unresolved disputes. Detailed process and contact information is located on the CSWD website.

Consequences of Violating the Policy

Violation of this policy may result in various measures, including but not limited to:

1. **Warning:** Initial violations may result in a formal warning outlining the breach and requesting corrective action.

2. **Refusal of Service/No Trespass Notice:** Serious or repeated violations may lead to the suspension or termination of services provided to the customer.
3. **Legal Action:** In extreme cases involving severe misconduct or unlawful behavior, CSWD reserves the right to take legal action against the customer.

Reporting Violations

Any team member who experiences or witnesses a violation of this policy should report it to their supervisor, human resources, or designated authority at CSWD. All reports will be treated with confidentiality to the extent permitted by law and addressed promptly and appropriately.

Conclusion

At CSWD, we are committed to maintaining a supportive and respectful environment for our team members. We expect our customers to adhere to these guidelines to ensure positive interactions and productive relationships. By following this Customer Code of Conduct Policy, we aim to create a welcoming atmosphere that fosters mutual respect and civility.

MEMORANDUM

TO: Board of Commissioners
FROM: Joey Catania, Outreach, Compliance & Safety Manager
DATE: June 24, 2026
RE: Community Cleanup Fund

BACKGROUND

The Community Cleanup and Waste Reduction Fund (CCUF) provides each CSWD member municipality with an annual allocation to support community cleanup, waste reduction, and waste prevention initiatives. Funding is allocated based on each city and town's population and may be used for a wide variety of projects, including cleanup of illegal dumpsites, Green Up Day activities, public recycling or composting infrastructure, repair and reuse events, waste reduction education efforts, and other projects that benefit the community at large.

Currently, when a community identifies a CCFU project, requests need to go through the city or town's appointed Commissioner. There are a variety of approvals and steps involved in applying for, budgeting, and utilizing these funds for towns or private parties that receive project approvals.

SYNOPSIS

Historically, the majority of funds go unused and this year less than 9% of the funds were utilized. Many cities and towns may be unaware of the full range of eligible projects, lack the staff capacity to pursue opportunities, or simply need assistance moving ideas from concept to implementation.

The Outreach Team believes there is a significant opportunity to increase utilization of the CCUF program by taking a proactive approach to project identification and development.

With strategic collaboration between CSWD staff and each city or town's appointed Commissioner, these funds can be leveraged more effectively to support local priorities while advancing CSWD's mission to reduce and manage the solid waste generated within Chittenden County in an environmentally sound, efficient, effective and economical manner.

STAFF RECOMMENDATION

Commissioners are uniquely positioned to understand local needs and opportunities within their communities and CSWD's Outreach staff is aware of current trends and needs in the world of

waste reduction. Staff propose that starting in FY27, the Outreach team play a more active role in identifying projects suited to receive Community Cleanup Funding and work with Commissioners to see the projects through all phases.

Working through the Outreach Manager, staff can present potential CCUF ideas that they have identified to the relevant Commissioners and help guide all parties involved through the project process. From working with each town to ensure they have budgeted for the grant at the start of their fiscal year, identifying a potential project, working with the appointed Commissioner, executing the project, and ensuring the funding is paid to the town, (and then potentially to a third party) the CCUF process is complex. Staff are confident that if the Board agrees to revamp this process our communities will be able to access and implement more projects that align with CSWD's mission, and CSWD will be able to play a larger role in keeping our communities ahead of the curve when it comes to clean up and encourage innovative waste reduction and prevention projects.

COMMUNITY CLEANUP FUND PROCEDURES & GUIDELINES

Rev. 5/15/25

OVERVIEW

Each CSWD member community government is allocated an annual grant, based on the size of their population, for community cleanup and waste reduction or prevention projects. CSWD will maintain a separate account for each community. At the start of each fiscal year, each community's yearly allocated amount will be available in full. The municipality's CSWD Commissioner is automatically designated the community's Fund Contact on an annual basis.

If both Commissioner and Alternate positions are vacant, the Selectboard must approve any CCUF request for that town.

At the beginning of the fiscal year, CSWD staff will notify the CSWD Commissioners, city/town Clerks, and Public Works departments regarding funds available and the procedures for requesting them. Staff will include CCUF balance reports in the monthly financial reports provided to the Board of Commissioners.

Communities are allocated Community Cleanup funds based on population at the following rates:

Population	Annual CCUF Allocation	Fund Limit
under 3,000	\$500	\$2,500
3,000 – 10,000	\$1,000	\$5,000
10,001 – 20,000	\$1,500	\$7,500
Over 20,000	\$2,000	\$10,000

Communities may collaborate on projects. Projects may be located on private or public property. If on private property, the project must be deemed beneficial to the community at large and the municipality must attest to the financial need of the property owner.

CSWD staff is available to provide technical assistance to help maximize the efficiency of a cleanup or waste reduction project or event.

HOW FUNDING CAN BE USED

Funds may be used for any or all of three purposes:

1. Cleanup projects
2. Waste reduction events or projects
3. Waste prevention events or projects
4. To supplement [Waste Reduction reimbursement grants](#) for qualifying purchases or projects

CLEANUP PROJECT EXAMPLES

These projects involve the cleanup of solid waste at public or private property where the project is deemed beneficial to the community at large. Funds may be used for reimbursement of disposal, labor, container rental, and/or transportation costs associated with solid waste removal.

Some examples of cleanup projects:

- Cleanup of illegal dumpsites and roadside trash (tires, appliances, mattresses, general trash);
- Demo and disposal of a foreclosed property;
- Dumpster rental, disposal fees, and labor costs for Green Up Day or a “Stream Clean Up” event;

WASTE REDUCTION OR PREVENTION PROJECT EXAMPLES

These projects involve the prevention or reduction of solid waste in member towns/cities.

Examples of eligible prevention or reduction projects:

- Containers and signage placed to prevent future illegal disposal on public property;
- Purchase of trash and recycling stations for public parks, beaches, parking lots and other public spaces. These can be funded in conjunction with the [Waste Reduction Container Grants](#);
- Marketing, planning, and operating costs for cleanup or waste reduction projects or events, e.g., clothing swaps, reuse sheds, or repair cafes held by town/city. These can be funded in conjunction with the [Waste Reduction Project Grants](#).

PROJECT PROPOSAL AND FUND DISPERSAL PROCEDURES

1. The town/city Contact determines if a cleanup project in their community is eligible for Community Cleanup Funds based on the guidelines above. The town/city Contact then summarizes and submits the cleanup project via the online Project Request Form (<http://cswd.net/forms-publications/community-cleanup-fund-request-form/>) with cost estimates.
2. CSWD staff conducts a preliminary review and submits the proposal to the town/city’s CSWD Commissioner for approval. Ideally, the cleanup project commences after confirmation of project approval from the Commissioner, but flexibility can be granted and funds may be used for projects approved after completion.
3. Once the work is complete, the town/city Contact submits receipts to Finance@cswd.net and CSWD reimburses the member town. Funds used for cleanup projects will be disbursed directly to the member town or city and not to service providers.

Funding may be provided after the event without prior approval in the event of an emergency, such as clean up from a natural disaster or if an illegal dumpsite poses an immediate threat to human health or the environment. All other guidelines must be followed, and proper documentation must be provided after the cleanup event. Requests for funding that exceeds a community’s available funds must be approved by the Board of Commissioners. Exceptions to these Guidelines must be approved by the Executive Director.

To: Chittenden County Municipalities
From: Sarah Reeves, Executive Director
Date: December 3, 2025
RE: Community Clean Up Fund

CSWD budgets annual allotments for each member city and town for use in the community for waste prevention or clean-up activities. The amount of the allotment is specific to each community and is calculated per the community's population. The Community Clean Up Fund (CCUF) is a reimbursement-style grant that resets in full each July 1.

Past examples have included:

- Tire recycling events
- Paper Shredding events
- Residential compost bin purchases
- Green Up Day support augmentation
- Riverbank, park, or trail clean up

The current annual allocation for each community is:

Bolton	\$2,500
Burlington	\$10,000
Charlotte	\$5,000
Colchester	\$7,500
Essex Jct	\$5,000
Essex Town	\$7,500
Hinesburg	\$5,000
Huntington	\$2,500
Jericho	\$5,000
Milton	\$7,500
Richmond	\$5,000
Shelburne	\$5,000
S. Burlington	\$7,500
St. George	\$2,500
Underhill	\$5,000
Westford	\$2,500
Williston	\$5,000
Winooski	\$5,000

When a community identifies a CCUF project, the request should be submitted by the city or town's appointed Commissioner to the CSWD Board. The project should also have prior approval from the local governing body or committee/commission authorized to spend funds (e.g., Conservation Committee, Department of Public Works, Town Selectboard, etc.) prior to submitting the project request to CSWD. Once the project is completed, supporting documentation and an invoice is then submitted to CSWD for reimbursement from the town's allotment in the CCUF. Because this is a reimbursement grant, **please budget both an expense and grant revenue to account for the CCUF.** Funds are not eligible for encumbrance or prepayment and must be utilized within each fiscal year.

Annual Allocation Basis

Population*	Allocation
Under 3,000	\$2,500
3,001-10,000	\$5,000
10,001-20,000	\$7,500
Over 20,001	\$10,000

*As per the U.S. Census Bureau