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Chittenden Solid Waste District

APPROVED

CHITTENDEN SOLID WASTE DISTRICT
REGULAR EXECUTIVE BOARD MEETING MINUTES
CSWD Administrative Office & Via Zoom
June 15, 2026 – 5:00 P.M.

EXECUTIVE BOARD PRESENT: Paul Ruess, Paul Stabler, Alan Nye, Lee Perry, Ken Spencer
ADDITIONAL COMMISSIONERS PRESENT: Margie Wiener
CSWD STAFF PRESENT: Josh Estey, Amy Jewell, Sarah Reeves
PUBLIC PRESENT: None

AGENDA ITEMS:

1. Call to Order Agenda
2. Public Comment Period
3. Consent Agenda – Minutes from May 11, 2026; May 18, 2026; May 28, 2026
4. Draft Customer Code of Conduct
5. Executive Session
6. Other Business
7. Adjourn

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

Agenda #1. **Agenda** – Approved as presented.

Agenda #2. Public Comment Period – No members of the public were present.

Agenda #3. Consent Agenda – Minutes from **May 11, 2026; May 18, 2026; May 28, 2026**
All items were approved as presented.

Agenda #4. Draft Customer Code of Conduct
S. Reeves stated there is currently not a Customer Code of Conduct Policy in place that outlines the expectations of customers' behavior at the CSWD drop-off centers. In the past there have been incidents that occurred at facilities involving negative interactions with customers being verbally abusive towards staff members. A. Jewell reported that CSWD Hazardous Waste Supervisor Donny Curebanas recommended implementing a Customer Code of Conduct Policy to address future incidents and promote a safe, respectful environment for staff. A. Jewell stated the draft policy was presented by Becky Johnston, CSWD Data and Policy Analyst, at a meeting with the Justice, Equity, Diversity, and Inclusion Committee and sent to staff for feedback. S. Reeves stated the policy had been reviewed by the CSWD legal team. S. Reeves highlighted the policy's dual purpose to foster a supportive work environment and to clearly establish behavioral standards for customer interactions. The policy will establish clear behavioral standards for site visitors and define consequences for policy infractions.

Answering a question from P. Ruess, S. Reeves confirmed that the policy will be accessible via the CSWD website, with physical copies also posted at all facility locations. P. Stabler suggested posting signage at each facility with the Customer Code of Conduct Policy. M. Wiener suggested signage at each facility similar to the signage at UVM. S. Reeves reported high success achieved from the use of signage with QR codes at the drop-off centers when conducting surveys. Answering a question from L. Perry, S. Reeves stated staff has been trained on how to handle customer complaints through de-escalation and customer service training. S. Reeves discussed an incident that resulted in a customer receiving a no trespass order from a facility during COVID.

Agenda #5. Executive Session

PAUL STABLER made a motion, seconded by ALAN NYE, to move that the Executive Board Commissioners of the Chittenden Solid Waste District go into Executive Session to discuss legal matters, 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 unanimously. The Executive Board entered Executive Session at 5:18pm.

PAUL STABLER made a motion, seconded by ALAN NYE to exit the Executive session. Motion Passed unanimously. The Executive Board resumed the Public Session at 5:26pm.

PAUL STABLER made a motion, seconded by ALAN NYE, to move that the Executive Board Commissioners of the Chittenden Solid Waste District go into Executive Session to discuss Personnel matters, where premature general public knowledge would clearly place the District, its member municipalities, and other public bodies or persons involved at a substantial disadvantage. Motion Passed unanimously. The Executive Board entered Executive Session at 5:27pm.

PAUL STABLER made a motion, seconded by ALAN NYE to exit the Executive session. Motion Passed unanimously. The Executive Board resumed the Public Session at 6:10pm.

No actions were taken during, or as a result of, either Executive Session.

Agenda #6. Other Business
P. Stabler asked for an update on the new MRF build. S. Reeves stated internal construction of the sorting system is scheduled to begin in late July or early August. S. Reeves stated that Bulk Handling Systems is based in Oregon and has a manufacturing facility in Tennessee.

Agenda #7. Adjournment
ALAN NYE made a motion, seconded PAUL STABLER to adjourn the meeting. Motion Passed unanimously. The meeting was adjourned at 6:12 p.m.

I agree that this is an original copy of minutes, and they have been approved by the Executive Board at the 7/20/2026 meeting held in South Burlington.

___*Amy Jewell*______________________________
Amy Jewell, Secretary

Respectfully submitted,
Jamie Harrison
Recording Secretary