

**CHITTENDEN SOLID WASTE DISTRICT
BOARD MEETING INSTRUCTIONS
FOR THE PUBLIC – REMOTE ACCESS**

Date: Wednesday, May 28, 2025
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.

Hi there,

You are invited to register for a Zoom webinar!

When: May 28, 2025 at 06:00 PM Eastern Time (US and Canada)

Topic: Board of Commissioners Meeting

<https://us02web.zoom.us/j/87844900830?pwd=Uwod41Bw7gxwwUWewr12XrwwnikaQV.1>

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
REGULAR MEETING

Date: Wednesday, May 28, 2025
Time: 6:00 P.M.
Place: **Hybrid Meeting - ZOOM Meeting or In-Person at CSWD Administrative Office**
19 Gregory Drive, South Burlington

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

1. (E) **Agenda** (6:00 p.m.)
2. **Public Comment Period** (6:05 p.m.)
3. (E) **Consent Agenda** (page 3) (6:10 p.m.)
 - 3.1 Minutes of April 16, 2025
 - 3.2 Program Updates
 - 3.3 Executive Director Update
 - 3.4 Finance – Warrant, Cash Investment and Reserve Balances
 - 3.5 ORF – Loader Purchase
4. (E) **2024 CSWD Household Survey Presentation** (page 39) (6:15 p.m.)
5. (E) **Executive Session** – Personnel Contract (6:45 p.m.)
6. **Executive Director Contract** (7:10 p.m.)
Board Action Requested: Approve Contract
7. (E) **June Annual Organizational Meeting Preparation** (page 87) (7:15 p.m.)
8. **Executive Session** – real estate transactions (7:20 p.m.)
9. **Real Estate Transaction** (7:40 p.m.)
Board Action Requested: Approve recommendation
10. **Other Business** (7:45 p.m.)

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.

CHITTENDEN SOLID WASTE DISTRICT
19 Gregory Drive South Burlington
MEETING ROOM
MINUTES OF REGULAR MEETING
April 16, 2025

***Hybrid Meeting via Zoom.**

PRESENT

BOARD MEMBERS:	Bolton Burlington Charlotte Colchester Essex Essex Junction Hinesburg Huntington Jericho Milton Richmond Shelburne So. Burlington Underhill Westford Williston Winooski	----- Matt Lawless, Alt. (left meeting before vote) Ken Spencer Lauren Eagan Alan Nye Wendy Duncan, Alt. Mike Sullivan Rick McCraw Barb Winters Leslie Nulty Tom Joslin, Alt. ----- Andrew French (left meeting before vote) Margaret Wiener Paul Stabler Paul Ruess Katie Frederick Kelton Bogasky Bryn Oakleaf
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STAFF: Sarah Reeves, Amy Jewell, Jen Holliday, Josh Estey, Jon Dorwart, John Balparda, Dan Goossen, Joey Catania

OTHERS PRESENT: Thomas Melloni, Legal; Joe Sinagra – Myers , Jane Gauthier – Gauthier Trucking

AGENDA:

1. Call to Order & Agenda
2. Public Comment Period
3. Consent Agenda
4. Solid Waste Management Ordinance
6. FY 26 Budget Adoption
7. Other Business
7. Adjournment

1. CALL TO ORDER & AGENDA – Accepted as presented.

2. PUBLIC COMMENT PERIOD – No members of the public commented.

3. CONSENT AGENDA –

- Minutes were removed. Minor amendments will be made and corrected.

Motion by P. Ruess, Second by P. Stabler to accept the minutes with proposed changes.

VOTING: All Ayes, except one abstention Winooski: Motion carries.

- Program Updates: P. Stabler asked about potential bill in the house of PFA's. J. Holliday asked about discussion and there is no other alternative and no other place to put biosolids and it did not make cross-over, it **Motion by P. Ruess, Second by P. Stabler, to accept the program updates as presented: VOTING: All Ayes. Motion carries.**

4. **Solid Waste Management Ordinance Discussion** – S.Reeves presented the proposed changes to the Solid Waste Management Ordinance which includes changing the solid waste management fee from \$30/ton to \$40/ton effective July 1st and that CSWD adopt a regular schedule of adjustments by using a CPI during the budget process. She reviewed the rationale for the change, included no longer having infrequent larger jumps in the fee. She noted that this change will also allow for more public process and include a minimum of four months' notice to provide the haulers time to make adjustments. She reviewed the chart showing the SWMF vs CPI Adjusted SWMF, which if followed would have resulted in a \$39.21/ton rate. She said the increase is needed to fill the funding gap for the Materials Recycling Facility and recognized staff and the board for looking at alternative solutions and explained that this is the most fair and viable option versus because the fee is spread across all generators in Chittenden County.

S. Reeves reviewed and summarized all change as outlined in the document, which included:

Amendments Summary

- *Section 8.3 SWMO Purposes and Uses* – A new Section 8.3 is added to describe the purposes and uses of the Solid Waste Management Fee imposed on all Solid Waste generated in the District.
- *Section 8.4 SWMO - Amount of Fee* –The amendments to the SWMO amend the amount of the Solid Waste Management Fee (the "SW Management Fee") from \$30/ton to \$40/ton, effective July 1, 2025. The SW Management Fee is subject to annual adjustment as part of the District's annual budget approval process.
- Each January 1, the District is to indicate the expected Solid Waste Management Fee for the coming fiscal year. That fee will be part of the annual budget public hearing held on or before January 31 of each year. After such hearing, the Board will consider comments and develop the annual budget, including adjustments, if any, to the SW Management Fee. If no adjustment is made, the SW Management Fee will remain at the then current rate.
- In establishing the SW Management Fee, the Board will consider such factors as the purposes and need to collect the SW Management Fee, tipping fees and other revenues received by the District from solid waste management facilities owned or operated by the District, as well as any changes in Consumer Price Indices as determined and published by the U.S. Bureau of Labor Statistics, referencing both the Northeast Urban Class B/C Consumer Price Index and the Garbage and Trash Index (or a reasonable equivalent index) for the twelve (12) month period immediately preceding January 1 of the current fiscal year.

Additional Changes reviewed and discussed at the meeting:

- Removal of the paragraph allowing mid-year changes for extraordinary circumstances.

- Removal of grants and further refining revenues of the District when considering purposes and uses of the Fee.
- Insert of “a reasonable equivalent” to address if current CPI indices are no longer published.
- Change in date of annual proposed adjustment from January 31 to January 1 to allow time for public input on the annual budget hearing to be held on or before January 31 of each year; and
- Inclusion of the language that the adjustment shall be as set forth in the final annual budget approved by the Board.

Discussion held:

- It was estimated that the average homeowner would see a \$15 annual increase by changing the rate from \$30/ton to \$40/ton and not knowing what the homeowner increase will be given haulers charging by volume.
- Westford concern regarding the Town contract and the impact on the increase based on CSWD’s shortfall.
- Concern that the language doesn’t allow for an alternative pricing mechanism if the CPI is not available.
- Concern for additional unanticipated MRF costs
- Myers representative Joe Sinagra expressed on the impact to businesses and homeowners with a 33% increase to the solid waste management fee.

Motion by L. Nulty, Second by P. Ruess to approve staff to initiate a public comment period on the proposed revisions to the Chittenden Solid Waste Management Ordinance.

Discussion was held on process of a public comment period. T. Melloni noted that any amendment to the Ordinance takes 60 days to become effective and would be at least 60 days and publication of notice for changes and gives opportunity for petition of a special meeting of the District. Discussion was held on withdrawing the motion. Discussion was held on funding a long-term capital investment with current revenue and providing additional information to the board on the details of this process. Discussion was held on raising the fee and not changing the language, but it was noted that there is a process that requires a change in the Ordinance regardless. It was noted that we have provided public comment opportunity on this in multiple board meetings and an additional public comment period is not required for this process. The language on the memo was intended for the board action to approve the solid waste changes as presented. **L. Nulty withdrew the motion. P. Stabler withdrew his second.**

Motion by P. Stabler, second by K. Spencer that we approve the changes to the Solid Waste Management Ordinance as presented in the packet with the changes as discussed at the meeting this evening.

Voting: Ayes: Charlotte- 1, Colchester -4, Essex Town-3, City of Essex Jct. -3, Hinesburg-1, Huntington-1, Jericho-2, Shelburne-2, South Burlington-5, Underhill-1: Nays: Westford-1, Williston-2, Abstentions: Winooski. Motion Carries: 23 to 3.

Final approved changes attached to this document.

5. FY 26 Proposed Budget – S. Reeves introduced the Proposed FY 26 Budget and presented a PowerPoint, which reviewed all financials in summary and by program. The projected revenue is \$16,249,150, with total expenses at \$15,964,814. The three main revenue sources are the solid waste management fee, tipping fees and sale of material and expenses are led by materials management, payroll expenses, and equipment and fleet. She noted that expenses the majority of expenses as materials management and payroll expenses. Revenue is projected at a 1.8% increase over the FY 25 Budget and Expenses are down -0.7%. She compared the FY 26 to the FY 25 Budget and noted that expense are down 0.7% and revenue is up 1.8%.

S. Reeves reviewed the Operations Budgets and highlighted the following:

- MRF tip fee remaining at \$90/ton and has anticipated a modest increase in revenue from sales, budgeted revenue is \$97/ton.
- Hazardous Waste program budgeting a 5% increase from business waste revenue and included increased disposal costs.
- ORF tip fee remains at \$70/ton with increase costs for trash disposal, as a result of tariffs.
- DOC will increase small bag fee from \$3/13 gallon bag t \$4/18 gallon bag and increase to mattresses.
- Maintenance & Roll-Off has revenue from organics hauling program and increase expense for tire replacement schedule.

S.Reeves stated that Wages and Benefits are \$6,294,309, which is a 3.2% increase from FY 25 and includes 56.23 full-time equivalents, which is a decrease of .5 FTE and includes a 3.06% COLA.

- Property Management no longer includes revenue after the sale of Flynn Avenue.
- Biosolids – pass through program with four years remaining in current service agreement.

S. Reeves reviewed the Administration Budgets, which are relatively flat and highlighted the following:

- Administration: Added an HR Coordinator
- Compliance now includes 2 FTEs with additional costs budgeted for legal services with enforcement actions.
- Finance- increase in interest revenue of \$171,000 and decreased software costs.
- O&C – decreasing staffing by 1 FTE, increase to consulting costs.

S.Reeves summarized that the capital projects will include critical work of the MRF, the ORF concrete pad replacement, and maintenance hook truck. She noted the Reserve Fund Activity budget to net \$70,389 to reserve funds. She explained the SWMF increase of \$40/ton and that \$10 increase would go into SWM fee. She outlined the Reserve Fund Balance.

Motion by P. Stabler, second by K. Spencer to approve the FY 26 Proposed Budget.

Voting: Ayes: Charlotte- 1, Colchester -4, Essex Town-3, City of Essex Jct. -3, Hinesburg-1, Huntington-1, Shelburne-2, South Burlington-5, Underhill-1: Westford-1, Williston-2, Winooski-2.
Nay: 0 Abstentions: Jericho Motion Carries: 26 votes

8. Other Business – None.

CSWD will be meeting with cities/towns to review the Budget and board members are encouraged to attend their towns selectboard meeting.

Green Up Day is Saturday, May 3rd. Discussion was held on town programs.

9. ADJOURNMENT

MOTION by P. Stabler, **SECOND** by A. Nye, to adjourn the meeting. **VOTING:** All Ayes. Motion Carried.

The meeting was adjourned at 7:55P.M.

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 ____.

Amy Jewell, Secretary/Treasurer

**CHITTENDEN SOLID WASTE DISTRICT
AMENDMENTS TO SOLID WASTE MANAGEMENT ORDINANCE**

The following amendments to the Chittenden Solid Waste District Solid Waste Management Ordinance were approved by the Board of Commissioners at a meeting held April 16, 2025.

Red type indicates additions or modifications.

Green type indicates provisions were moved.

Strike-out indicates deletions.

CSWD Solid Waste Management Ordinance, Amendments effective July 1, 2025:

ARTICLE II DEFINITIONS

Add:

ZZ. “Tipping Fees” shall mean the per unit fee charged on Waste received at waste management Facilities.

ARTICLE VIII SOLID WASTE MANAGEMENT FEE

8.1. Establishment. As provided in the District’s Charter, Article I, CREATION AND POWERS, Section 5. POWERS. ~~In~~ order to provide for the efficient, economical, and environmentally sound Management and regulation of Solid Waste within the District and its member municipalities, there is hereby established a Solid Waste Management Fee. The Solid Waste Management Fee is imposed on all Solid Waste generated in the District including, but not limited to, Solid Waste that is collected for Disposal, however, only twenty-five percent (25%) of the fee shall be imposed on all of the 1) Solid Waste approved by the State for use as landfill daily cover and used as landfill daily cover at Facilities within or without the District and 2) construction and demolition debris fines, derived from the processing of mixed construction and demolition debris for Recycling, and processed concrete contaminated with lead paint, when approved by the State for use in landfill site improvements. ~~The following categories of Solid Waste shall be exempt from the Solid Waste Management Fee: 1)~~

~~Recyclables that are separated from other Solid Waste and recycled; 2) Compostables that are separated from other Solid Waste and Composted or anaerobically digested at Composting Facilities; 3) Biosolids; 4) nonlandfilled Untreated Wood; 5) Hazardous Waste and non-hazardous Solid Waste delivered to certified Hazardous Waste Facilities as defined in the Vermont Hazardous Waste Management Regulations; 6) Regulated Medical Waste delivered to certified Regulated Medical Waste treatment or Regulated Medical Waste Disposal Facilities; 7) Inert Materials, stumps, root masses, rotted wood, and animal carcasses delivered to certified categorical disposal Facilities; 8) Inert Materials approved by the District Executive Director that are used for landfill site improvements; and 9) screened municipal street sweepings, that are approved by the Vermont Agency of Natural Resources to be used in clean fill applications, as well as alternative daily landfill cover, when used as alternative daily landfill cover.~~ The Board of Commissioners may exempt or partially exempt other materials from the imposition of the Solid Waste Management Fee upon good cause shown. The Solid Waste Management Fee is also imposed on 1) any Solid Waste residues generated and collected in the District that are mixed with Recyclables and exceed ten percent (10%) of those Recyclables delivered to Recycling end market Facilities and 2) mixed Solid Waste used in the production of raw materials or products.

8.2. Exemptions. The following categories of Solid Waste shall be exempt from the Solid Waste Management Fee: 1) Recyclables that are separated from other Solid Waste and recycled; 2) Compostables that are separated from other Solid Waste and Composted or anaerobically digested at Composting Facilities; 3) Biosolids; 4) non-landfilled Untreated Wood; 5) Hazardous Waste and non-hazardous Solid Waste delivered to certified Hazardous Waste Facilities as defined in the Vermont Hazardous Waste Management Regulations; 6) Regulated Medical Waste delivered to certified Regulated Medical Waste treatment or Regulated Medical Waste Disposal Facilities; 7) Inert Materials, stumps, root masses, rotted wood, and animal carcasses delivered to certified categorical disposal Facilities; 8) Inert Materials approved by the District Executive Director that are used for landfill site improvements; and 9) screened municipal street sweepings, that are approved by the Vermont Agency of Natural Resources to be used in clean fill applications, as well as alternative daily landfill cover, when used as alternative daily landfill cover.

8.3. Purpose and Uses. The purpose of the Solid Waste Management Fee is to generate revenue to defray some or all of District costs other than those to be defrayed by the Tipping Fees, by the sale of goods, or by revenues, receipts and other income received by the District from District owned or operated solid waste management facilities. In establishing the annual budget the Board will include all or portions of the costs which it desires to defray by the Solid Waste Management Fee, which may include, but are not limited to: debt service (principal and interest), capital reserves, any portion of the costs of operation not being defrayed by the Tipping Fees, Special Waste programs, Recycling programs, educational programs, administration costs, and other District Facilities, programs, and service costs.

8.4. Amount of Fee. The Solid Waste Management Fee is Forty Dollars (\$40.00) per ton; the Solid Waste Management Fee is subject to change as follows: \$30 per ton.

The Solid Waste Management Fee shall be subject to annual adjustment in accordance with the budget appropriation procedures in Article IV of the District Charter. Adjustments to the fee shall be at the discretion of the Board when it is reviewing its annual financial position, and be determined by the Board which shall consider the Purpose and Uses of the Solid Waste Management Fee as identified in Section 8.3, and Consumer Price Indices as determined and published by the U.S. Bureau of Labor Statistics, referencing both the Northeast Urban Class B/C Consumer Price Index and the Garbage and Trash Index (or a reasonable equivalent index) for the twelve (12) month period immediately preceding January 1 of the current fiscal year. The proposed adjustment shall be calculated as of January 1 for the subsequent fiscal year. The actual adjustment to the Solid Waste Management Fee shall be set forth in the final annual budget that is approved by the Board for adoption.

All fee adjustments shall become effective on July 1 of the same calendar year in which the calculation is made, and as set forth in the adopted budget.

8.35. Waiver of the Solid Waste Management Fee. For good cause shown, the District Executive Board may waive or partially waive the imposition of the Solid Waste Management Fee to provide economic incentives to comply with the provisions of this Ordinance, any other ordinance or regulations adopted by the District, District policies, or to reduce the cost of alleviating a specific environmental hazard.

8.46. Weighing. The District shall license one or more Scales for determining the weight of Solid Waste collected within the District for Disposal within or without the District. Any Person required to obtain a Hauler's License and any Self-Hauler delivering Solid Waste to a Transfer/Disposal Facility shall cause any vehicle that has been or is being used to collect any such Solid Waste to be weighed on a District-licensed Scale. Weighings at any District-licensed Scale shall be performed: 1) before any Solid Waste is removed from such vehicle at a Transfer/Disposal Facility of any kind, either within or without the District, and 2) when such vehicle is empty. In the event weighing of a vehicle is performed at other than a Transfer/Disposal Facility for the Solid Waste in such vehicle, the average tare weight of the vehicle may be used in lieu of actual weighing of the empty vehicle upon approval of the Executive Director. It is presumed that all Solid Waste in every such vehicle was generated within the District. The owner or operator of each such vehicle shall have the burden to demonstrate to the District, by a preponderance of the evidence, that any Solid Waste in any such vehicle was generated outside of the District. If weighing facilities are not readily available, or upon a showing of undue burden, a Hauler may request the approval of the District to pay the Solid Waste Management Fee based upon the estimated weight of Solid Waste such Hauler will collect within the District. Such request shall be made in a License application or an amendment to an existing License. Estimated weights shall be based upon information and evidence reasonably satisfactory to the District and shall be valid for no longer than one (1) year, or such shorter period of time as the District may designate. If weighing facilities are not readily available, or if an undue burden would be imposed on the Hauler, the District Executive Director may authorize the Hauler to use estimated weights for specific and isolated loads of Solid Waste for purposes of calculating the Solid Waste Management Fee due the District.

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#3.2

MEMORANDUM

To: Board of Commissioners
From: CSWD Staff
Date: May 21, 2025
Re: Program Updates

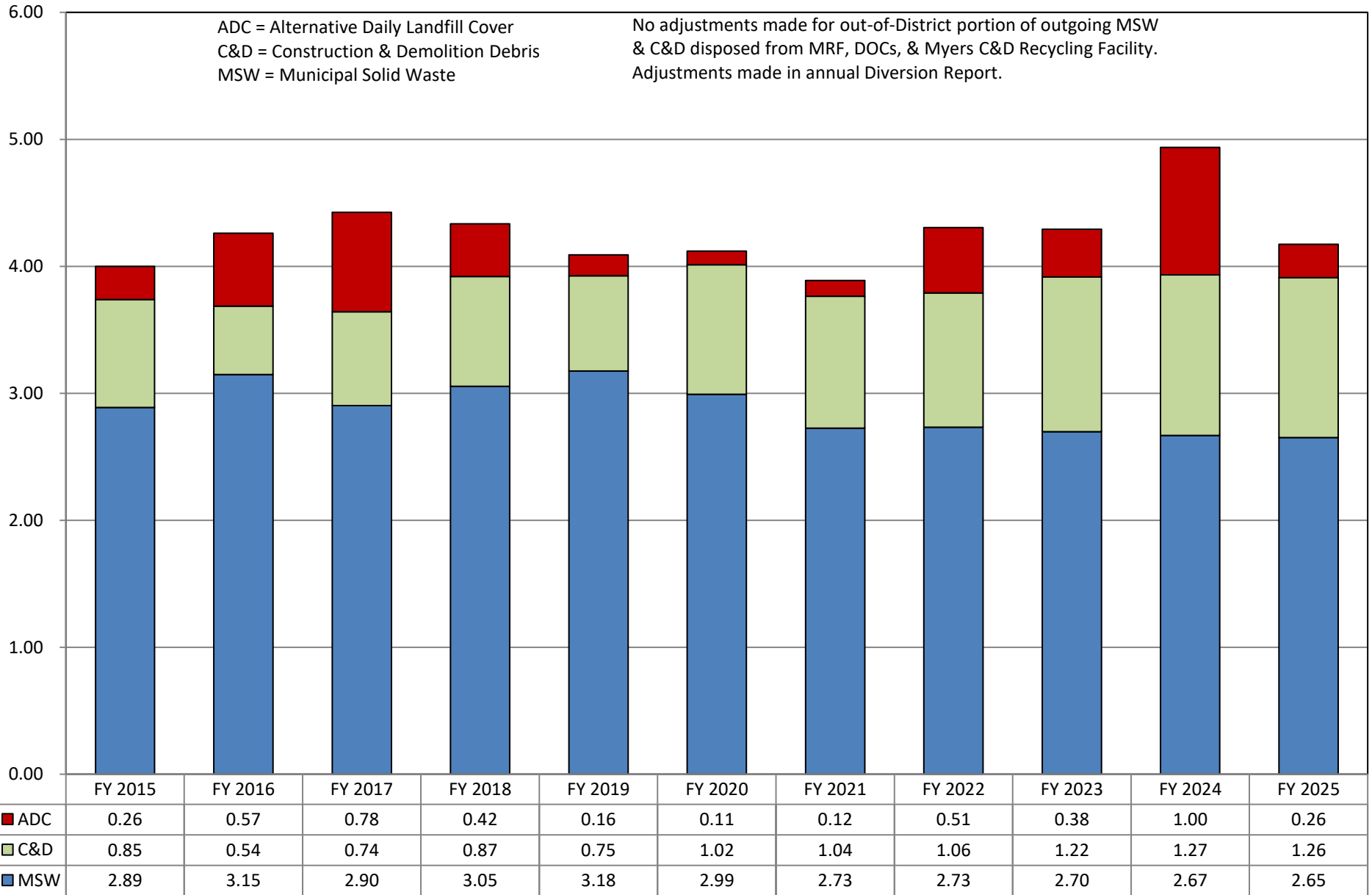
- Solid Waste Management Fee and Disposal (Jon and Becky)
 - As of the first ten months of the fiscal year, from a budget perspective, the SWMF is 4.0% above projected revenues. FY25 revenue is 4.3% lower than FY24 year-to-date.
 - Trash tonnage for the first three quarters of FY25 was down 15.8% compared to FY24. Of the overall tonnage, the Municipal Solid Waste (MSW) component was down 1.0% compared to FY24, the Construction and Demolition Debris portion was down 1.0%, and the Alternative Daily Cover portion (fee is 25% of the full rate) was down 73.9%. The pounds per capita per day MSW disposed was 2.65 for FY25 compared to 2.67 for FY24. Please refer to accompanying charts.
- Organics Recycling Facility (Dan) –
 - The compost facility remains humming with activity during these weeks of peak sales activity. Unlike many recent springs, compost inventory has remained strong and we have not had to restrict sales for any product all season. The combination of extensive rain and cold temperatures has created a reduction in early-season demand, but activity quickly ramps up to a frenzy every time there's a break in the rain, the temperatures climb, and customers are able to get back into their gardens. Peak sales continue for another month before typically slowing down in late June.
- Materials Recovery Facility (Josh) - see below for MRF trend chart.
- Marketing, Communications & Outreach (Alise & Beth) - See attached Marketing, Communications & Outreach Update
- Safety & Compliance: The Compliance team is in the midst of our twice a year load check intensive at Casella's Avenue B transfer station. The load checks are an opportunity for CSWD staff to see the on the ground work that happens at Avenue B and analyze what is coming in, what is being diverted and checking that haulers are properly registered. This year, we have extended the invitation to several members of the Admin team to join us on site to get a look at the waste generated in Chittenden County and see how its handled before it is shipped up to the Coventry Landfill.
- Legislation (Jen) – The legislature is in session for another few weeks. There are two active bills ([H.484](#) and [H.319](#)) that address multiple subjects and contain provisions related to solid waste that we are advocating for. Section 2 of H.484 will increase the registration fees on producers of

pesticides to generate additional funding for municipal pesticide collection programs. We have been working on this issue for several years and the producers have come to support the increase in the fee. The bill will also require the Agency of Agriculture to study an extended producer responsibility program for pesticides that would provide a more long-term sustainable funding mechanism for pesticide collection programs. H.319, an act relating to miscellaneous environmental subjects, includes provisions that would delay implementation of the HHW EPR program and exempts paint related products (aerosol coating products, coating-related products, and nonindustrial coatings) from the HHW law and adds them to the Paint EPR program. We have provided testimony and written support to legislators for both bills in the areas that are applicable.

- Climate Advisory Group Participation (Jen) - I serve on a Climate Advisory group for the City of Burlington and along with Chapin Spencer and Lee Perry, gave a presentation to the group, on ways that consolidated collection for recycling, trash and food scraps can decrease GHGs. The group is supportive of the city moving forward with the initiative.
- Admin (Amy)
 - We have three full-time positions open at CSWD. We're searching for a Human Resources Coordinator, a Hazardous Waste & Latex Paint Operator, and a Maintenance Operator. Interviews are underway for the HR Coordinator and Haz Waste Operator.
 - It's open enrollment for dental insurance. The FY 26 rates came in with a 5% increase from last year, which was anticipated and budgeted at 5%.

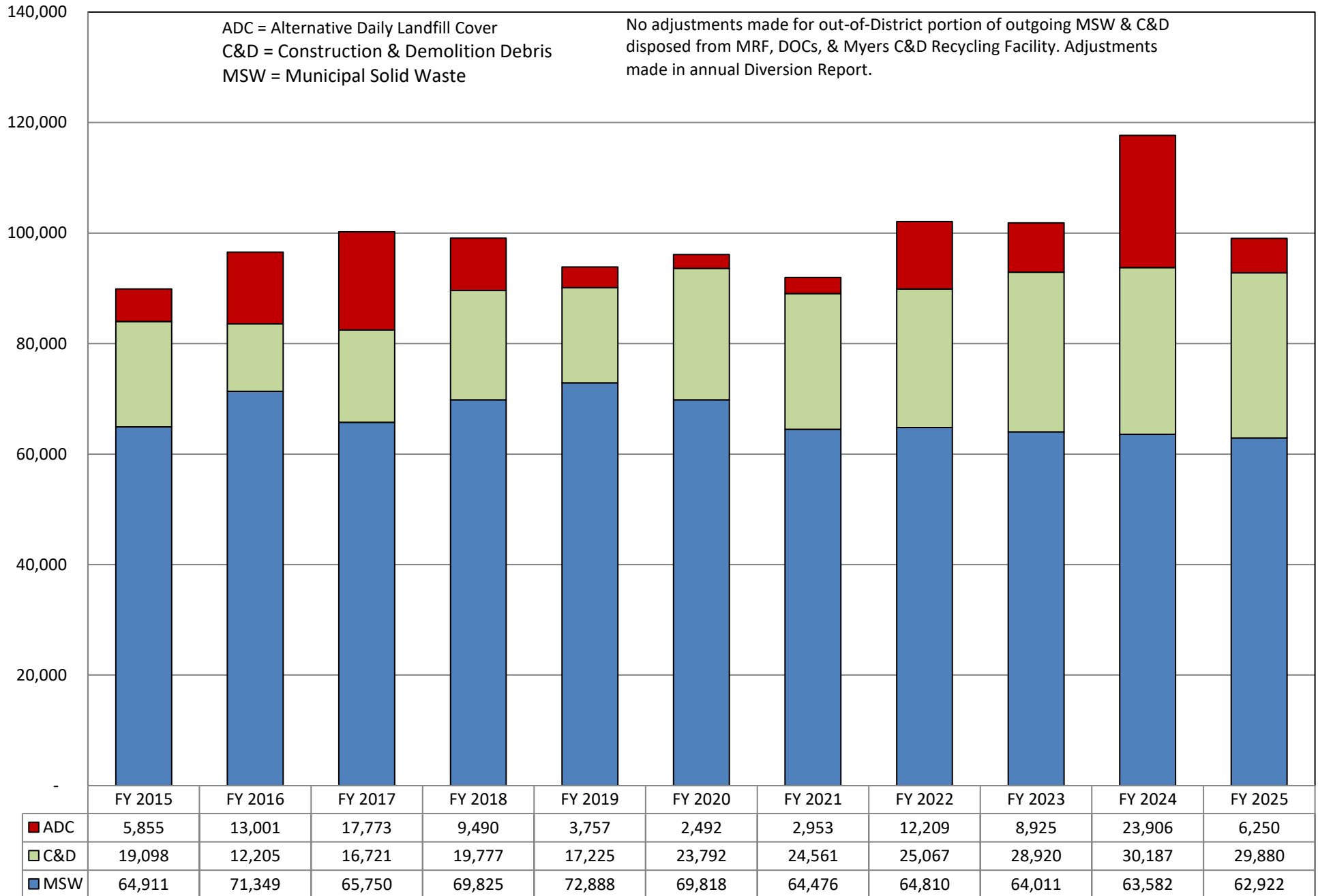
CHITTENDEN SOLID WASTE DISTRICT

Pounds per Capita per Day Landfilled or Incinerated - Fiscal Years 2015-2025 through 3rd Quarter



CHITTENDEN SOLID WASTE DISTRICT

Tons Landfilled or Incinerated - Fiscal Years 2015-2025 through 3rd Quarter



CHITTENDEN SOLID WASTE DISTRICT

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

Month	Total Tons per Month			
	FY 24 tons	FY 25 tons	Tons Diff.	% Diff
Jul	11,537	11,693	156	1.4%
Aug	12,584	12,870	285	2.3%
Sep	12,379	10,759	-1,621	-13.1%
Oct	12,219	12,099	-119	-1.0%
Nov	11,810	10,671	-1,140	-9.7%
Dec	10,977	9,988	-989	-9.0%
Jan	9,577	8,964	-613	-6.4%
Feb	8,343	7,633	-711	-8.5%
Mar	9,617	10,121	504	5.2%
Apr	11,837	11,305	-531	-4.5%
May				
Jun				
Total Tons YTD	110,882	106,103	-4,779	-4.3%
Mgmnt Fee \$ YTD	\$3,326,447	\$3,183,091	(\$143,356)	-4.3%

	Tons	\$
FY 25 Budget	126,018	\$3,780,540
FY 25 Actual YTD	106,103	\$3,183,091
Difference	-19,915	(\$597,449)
FY 25 Actual % YTD vs Budget %	84.2%	
YTD % of Months	83.3%	

Chittenden Solid Waste District

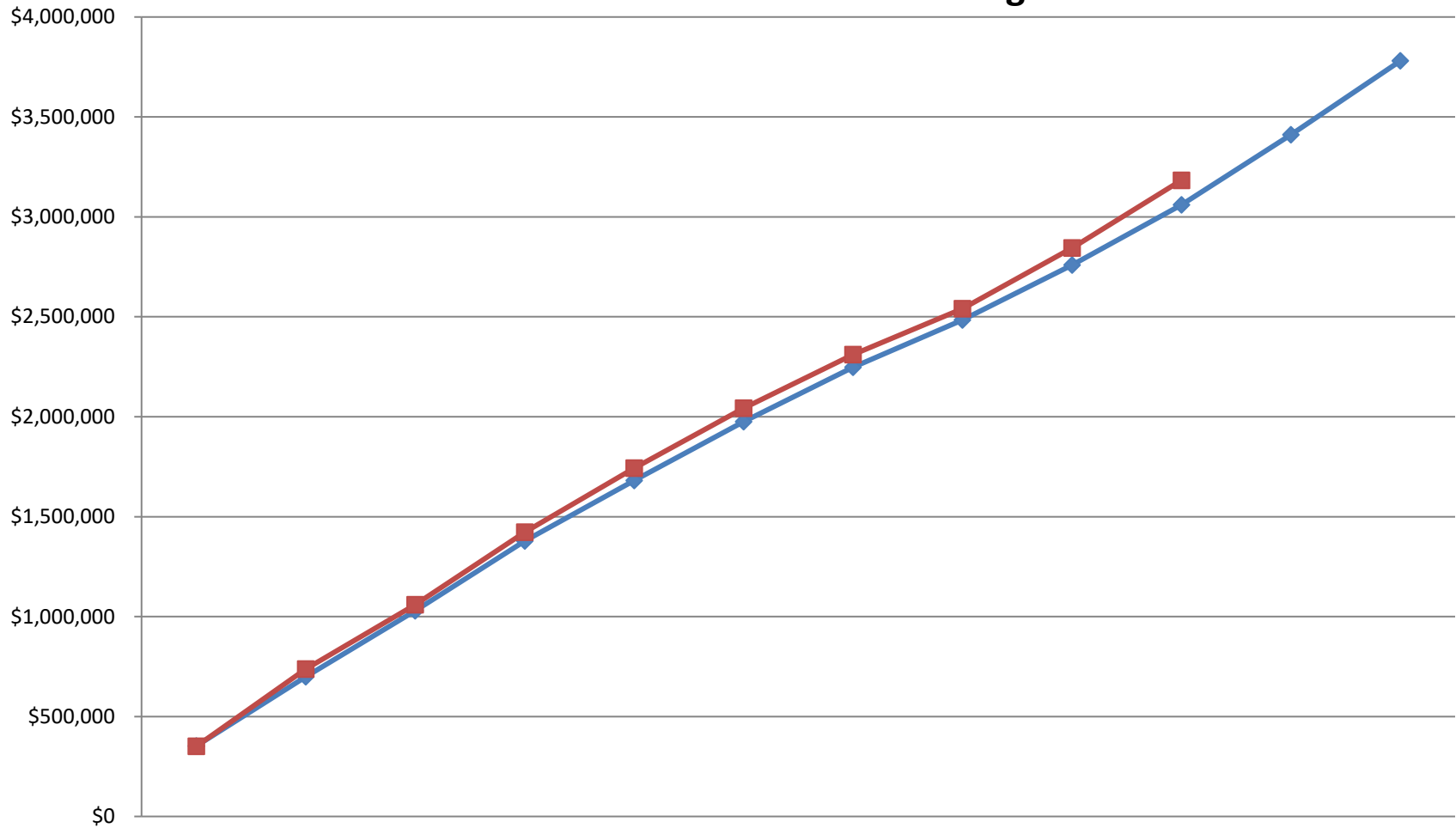
Solid Waste Management Fee FY 25 (Budget versus Actual)

Time	Tons	\$/Ton	\$
FY 25 Budget	126,018	\$30.00	\$3,780,540

\$	Budget \$			Actual		Difference		% of YTD Budget
	Percent	\$ per month	\$ YTD	\$ per month	\$ YTD	\$ per month	\$ YTD	
Jul-24	9.3%	\$352,549	\$352,549	\$350,795	\$350,795	(\$1,753)	-\$1,753	99.5%
Aug-24	9.1%	\$345,781	\$698,330	\$386,095	\$736,890	\$40,313	\$38,560	105.5%
Sep-24	8.8%	\$331,071	\$1,029,401	\$322,759	\$1,059,649	(\$8,312)	\$30,248	102.9%
Oct-24	9.2%	\$348,959	\$1,378,360	\$362,980	\$1,422,629	\$14,021	\$44,269	103.2%
Nov-24	8.0%	\$302,337	\$1,680,697	\$320,119	\$1,742,748	\$17,782	\$62,051	103.7%
Dec-24	7.8%	\$294,024	\$1,974,721	\$299,641	\$2,042,389	\$5,617	\$67,668	103.4%
Jan-25	7.2%	\$272,990	\$2,247,711	\$268,927	\$2,311,316	(\$4,063)	\$63,605	102.8%
Feb-25	6.3%	\$236,324	\$2,484,035	\$228,981	\$2,540,297	(\$7,343)	\$56,262	102.3%
Mar-25	7.3%	\$274,914	\$2,758,949	\$303,630	\$2,843,927	\$28,716	\$84,979	103.1%
Apr-25	8.0%	\$301,208	\$3,060,156	\$339,164	\$3,183,091	\$37,956	\$122,935	104.0%
May-25	9.3%	\$351,309	\$3,411,465					
Jun-25	9.8%	\$369,075	\$3,780,540					

TONS	Budget Tons			Actual		Difference	
	Percent	Monthly Tons	Tons YTD	Tons per month	Tons YTD	Tons per month	Tons YTD
Jul-24	9.3%	11,752	11,752	11,693	11,693	(58)	(58)
Aug-24	18.5%	11,526	23,278	12,870	24,563	1,344	1,285
Sep-24	27.2%	11,036	34,313	10,759	35,322	(277)	1,008
Oct-24	36.5%	11,632	45,945	12,099	47,421	467	1,476
Nov-24	44.5%	10,078	56,023	10,671	58,092	593	2,068
Dec-24	52.2%	9,801	65,824	9,988	68,080	187	2,256
Jan-25	59.5%	9,100	74,924	8,964	77,044	(135)	2,120
Feb-25	65.7%	7,877	82,801	7,633	84,677	(245)	1,875
Mar-25	73.0%	9,164	91,965	10,121	94,798	957	2,833
Apr-25	80.9%	10,040	102,005	11,305	106,103	1,265	4,098
May-25	90.2%	11,710	113,716				
Jun-25	100.0%	12,302	126,018				

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



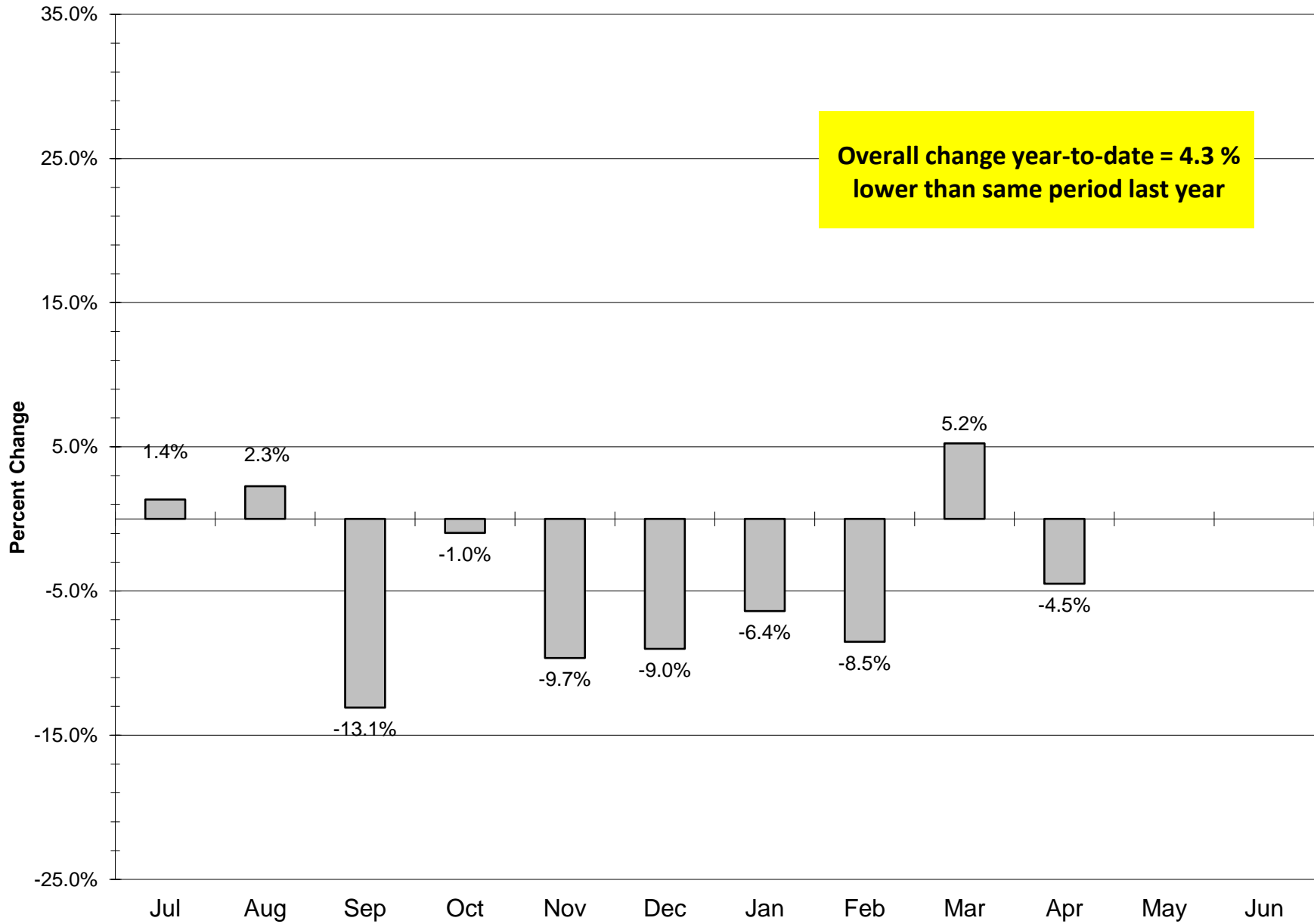
	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
—◆— Budget	\$352,549	\$698,330	\$1,029,401	\$1,378,360	\$1,680,697	\$1,974,721	\$2,247,711	\$2,484,035	\$2,758,949	\$3,060,156	\$3,411,465	\$3,780,540
—■— Actual	\$350,795	\$736,890	\$1,059,649	\$1,422,629	\$1,742,748	\$2,042,389	\$2,311,316	\$2,540,297	\$2,843,927	\$3,183,091		

CHITTENDEN SOLID WASTE DISTRICT

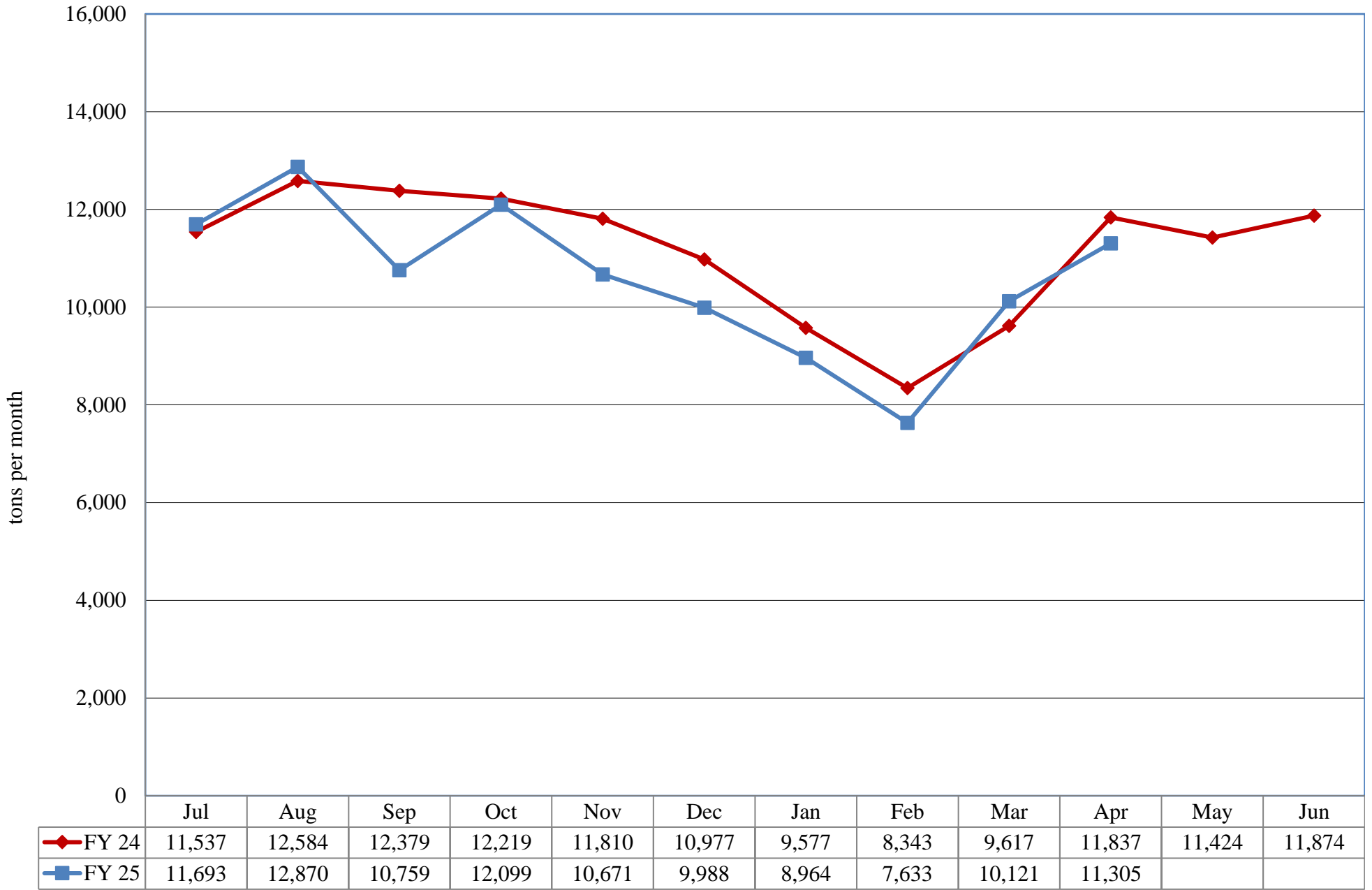
SWMF Tons Refuse Disposed per Operating Weekday

Month	FY 24			FY 25			Difference FY 25 vs FY 24			
	Monthly Tons	# Operating Weekdays	Avg Tons/Day	Monthly Tons	# Operating Weekdays	Avg Tons/Day	Monthly Tons	# Operating Weekdays	Tons/Day Tons	Tons/Day %
Jul	11,537	20	576.9	11,693	22	531.5	156	2	-45.3	-7.9%
Aug	12,584	23	547.1	12,870	22	585.0	285	-1	37.8	6.9%
Sep	12,379	24	515.8	10,759	20	537.9	-1,621	-4	22.1	4.3%
Oct	12,219	25	488.8	12,099	23	526.1	-119	-2	37.3	7.6%
Nov	11,810	26	454.2	10,671	20	533.5	-1,140	-6	79.3	17.5%
Dec	10,977	27	406.6	9,988	21	475.6	-989	-6	69.1	17.0%
Jan	9,577	28	342.0	8,964	22	407.5	-613	-6	65.4	19.1%
Feb	8,343	29	287.7	7,633	20	381.6	-711	-9	93.9	32.6%
Mar	9,617	30	320.6	10,121	21	482.0	504	-9	161.4	50.3%
Apr	11,837	31	381.8	11,305	22	513.9	-531	-9	132.1	34.6%
May										
Jun										
Total	110,882	263		106,103	213		-4,779	-50		
Average			421.6			498.1			76.5	18.2%

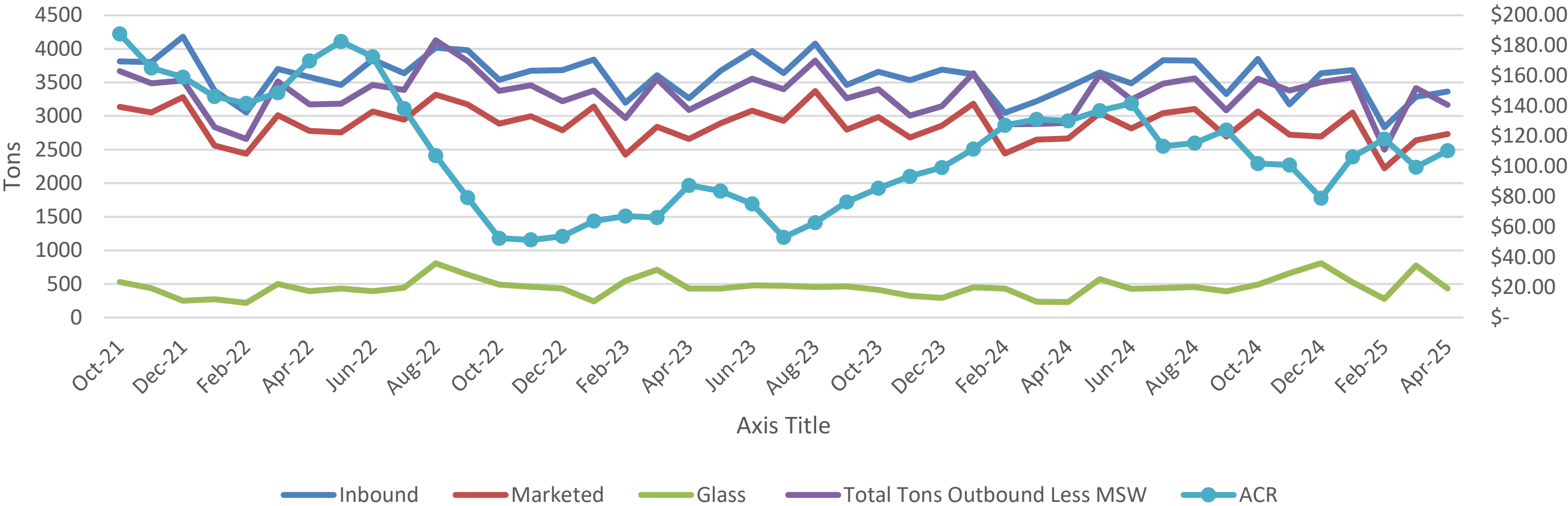
Difference in SWMF Tons Per Month Disposed
FY25 versus FY24



CSWD - SWMF Tons Trash per Month - FY 25 v. FY 24



MRF Material Flow



Marketing, Communications & Outreach Update

April 2025

Marketing

Marketing/Web Projects

Drop-Off Your Spring Cleaning Items with CSWD

- **Radio Spots (May/June)** - The ads encourage folks to bring their spring-cleaning leftovers to our Drop-Off Centers and highlights our affordability. The 30 second spots will run on WOKO, WKOL, WXXX, and WEZF.

Food Scraps Appeal

- **Print Ads (May/June)** Ads will be featured in Seven Days and in community papers asking the public to keep those food scraps out of the landfill.
- **Food Scraps Postcard (May)** A postcard will drop for all Chittenden County households encouraging residents to keep food scraps out of the landfill.

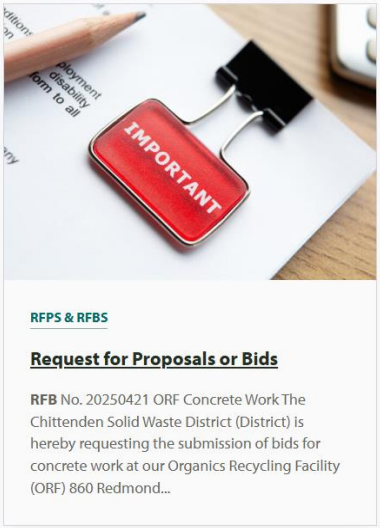
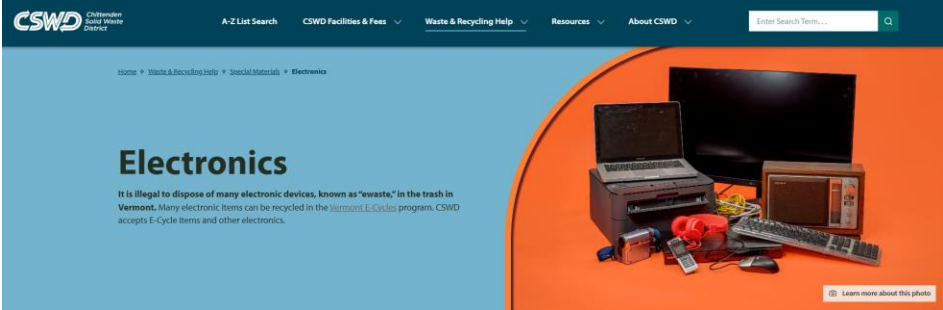
BDOC Postcard Follow Up – Our postcard hit mailboxes in Burlington, Shelburne, and South Burlington addresses (businesses, rentals and single homes) on April 4th. Ops has reported that BDOC traffic has seen an uptick since the postcard hit. Thank you to staff who let us know they had received postcards.

Marketing Agency Onboarding – We have begun working with our new agency on updating stickers and existing brochures and creating posters for Operations and Compliance. Meetings are being set up to educate them about what we do and what we are looking to do in the future. They will also tour our facilities in the coming weeks to see what we do on the ground. Stay tuned!



Web Updates

- **Electronics** - Marketing and Operations worked on making the [Electronics page](#) easier to understand. The state [ECycles](#) program is sometimes confusing for our residents so we hope that the reorganization and language changes are helpful.
- **Looking for our current Requests for Proposals/Bids?** [Here is a link.](#) This area will be seeing lots of activity over the next year or two. Marketing will be adding a link to the About CSWD drop-down menu to make it easier to find.



RFPs & RFBS

Request for Proposals or Bids

RFB No. 20250421 ORF Concrete Work The Chittenden Solid Waste District (District) is hereby requesting the submission of bids for concrete work at our Organics Recycling Facility (ORF) 860 Redmond...

Web Stats

(April 2025)



11K active users in **April!**



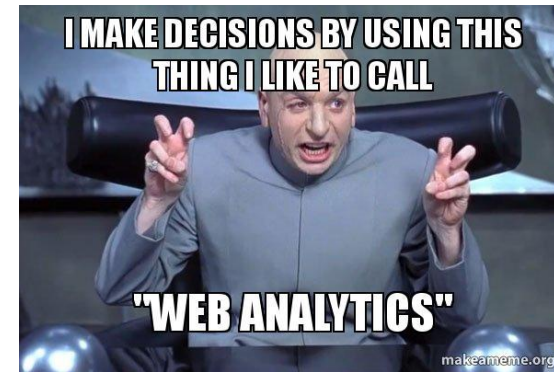
A-Z List – **5,747 views** of different materials (**April**)



Average time on site **1:33s**
(average time on most websites 52 seconds!)



The A-Z list page is still our most popular page (next to the Home page, of course!)



TOP TEN CSWD WEB PAGES - APRIL:

1. Home page
2. A-Z List
3. CSWD Facilities
4. Drop-Off Center - South Burlington
5. Drop-Off Center - Williston
6. Environmental Depot Appointments
7. Drop-Off Center - Essex
8. Green Mountain Compost
9. Drop-Off Center – Burlington
10. Environmental Depot

Media Mentions



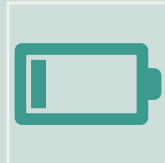
DEC Grant:

[MyChamplain Valley](#)
[Vt. Business Magazine](#)



Mattress Recycling:

[WCAX](#)



Battery Blitz:

[WPTZ](#)



Earth Day Op-Ed:

[Vt. Digger](#)
[The Other Paper](#)
[Vt. Business Magazine](#)





Social Media: Facebook

- Page views: 6,069
- Engagement: 151
- Total Followers: 1862
- Top Five Cities/Towns Engaged:
 - Burlington
 - South Burlington
 - Essex
 - Milton
 - Colchester
- Top Performing Post: Chuckles as the new Executive Director (346 views, 25 interactions)

Social Media: Instagram

1/6

FREQUENTLY ASKED
QUESTIONS SERIES

“When is the Rover
coming to my area?”



- Total followers: 818(+10 from March)
- Profile views: 4,560
- Content Type Reach:
 - Posts: 74%
 - Stories: 20%
 - Reels: 5%
- Top Performing Post: Rover Schedule
 - 459 views
 - 30 interactions
 - 14 shares
- Insights: Many brands see the most views and engagement from Reels, but our audience seems to prefer Posts.

Social Media: LinkedIn



Impressions: 247

Followers: 222

Top Post: WCAX
Mattress Recycling

Social Media: Front Porch Forum

CSWD Updates

New North End – No. 5309 • Beth Parent • Community Engagement and Outreach Manager, Chittenden Solid Waste District Board, Chittenden County
Posted to: Centennial, Downtown, Old North End, New North End (show all 26 ▼)
Apr 4, 2025

Announcement

The Rover is Coming

CSWD's mobile household hazardous waste collection unit, the Rover, is coming to a community near you. The Rover accepts a wide variety of household hazardous waste at no charge from Chittenden County residents (businesses must make an appointment at the Environmental Depot). This year, the Rover will be in Milton, Essex, Hinesburg, Williston, Richmond and Burlington. Click here for the complete schedule: cswd.net/information-library/the-rover/

Backyard Compost Workshop and Organics Recycling Facility Tour

Discover how your kitchen scraps and yard waste are transformed into nutrient-rich, eco-friendly compost that's perfect for your garden and essential for building healthy soils. This interactive experience combines practical composting tips and troubleshooting with an up-close look at the composting process in action. After the workshop, join us for a tour of our Organics Recycling Facility, home of Green Mountain Compost. (NOTE: you will be walking and standing for at least 30-minutes on the tour).

When: April 19, 9:30am-11:30am.

- Two posts per month Chittenden County wide
 - Facility Closings
 - Backyard Compost Workshop/ORF Tour
 - Job Openings
 - Rover Schedule
 - CSWD April Board Posting to FPF
 - What Goes Where Post- 17 unique post clicks

Outreach Activities: Business

- Business Visits: 33
- Networking Events: Burlington Young Professionals
- Blog post: Single Use Plastics
- Business Bulletin Newsletter: 47% open rate
- Presentations:
 - Vermont Landlord Association with KM(12 participants, 16 views on CSWD YouTube)
 - E.C.O. AmeriCorps Panel – 20 participants
- Earth Day Celebration in Burlington
 - Vermicomposting Demonstrations – 26 visitors



Outreach Activities: Schools



Tours: 18 (with help from Kim and Allison!!)



Classes Taught: 13



Backyard Composting Workshop: 25 participants



Battery Blitz:

4,000 lbs of batteries collected

7 schools

WPTZ Media Interview



Outreach Activities: Communities & Event Management

- Blog Post: [Become a Waste Warrior Volunteer](#)
- April Digest: 4,671 sends, 2,217 opens (50%)
- Presentations:
 - Vermont Landlord Association (with GS) – 16 views on CSWD YouTube
 - Project SEARCH (UVM Medical Center) – 12 participants
 - Decker Towers – 18 participants
 - Brownell Library – 8 participants
 - Burlington Garden Club – 40 participants
 - Wake Robin – 65 participants!!
- Waste Warrior Event: Vermont Unplugged Half Marathon
- Green Up Day Outreach to Towns, Coordinators and Public Works Departments

Marketing, Communications and Outreach Team

- Jen Holliday – Director of Communications and Public Policy
- Alise Certa – Marketing Manager
- Beth Parent – Community Engagement and Outreach Manager
- Rhonda Mace – School Outreach Coordinator
- Kat Moody – Community Outreach Coordinator
- Gabby Stevens – Business Outreach Coordinator





Chittenden Solid Waste District

ADMINISTRATIVE OFFICE

19 Gregory Drive, Suite 200
South Burlington, VT 05403

EMAIL info@cswd.net

TEL (802) 872-8100

www.cswd.net

#3.3

TO: Board of Commissioners
FROM: Sarah Reeves
DATE: May 19, 2025
RE: Executive Director Update

April 12 - PRESENT

- **NEW MATERIALS RECYCLING FACILITY PROJECT:**
 - Permit related site work is continuing, with geotechnical work the week of May 19.
 - We are meeting with the Williston Conservation Committee on May 21, and with the DRB on May 27.
 - We held the required grant project meeting with ANR in early May. This meeting was the first step in moving towards accessing the grant award. We've compiled and submitted the necessary project documents, and once notified that this component is complete we will move to request the grant proceeds.
 - I've submitted our application to the VT Municipal Bond Agency to access the remaining bond proceeds (\$12,000,000). The money should be available by late July, early August, in time for the first construction-related payment (as opposed to pre-construction work) to ReArch.
 - Groundbreaking is still tentatively scheduled for September.
- **MRF RECYCLABLES**
 - The Average Commodity Revenue figure for April was \$130.38, down \$3/ton from March. We are expecting a downturn starting May 1, due to panic pre-buying by manufacturers ahead of the federal tariffs, leading to excess inventory at mills and plastics processing facilities. The average through three quarters is well over budget, at \$129.29. FY25 budgeted ACR is \$75/ton.
- **BUDGET MEETINGS**
 - Budget meetings to date all went well, and our FY2026 budget is officially adopted. Among the feedback/questions CSWD received were compliments on the presentation of the information and the organization of our reserve funds, questions about ORF feedstock, recycling capacity at the new MRF, the state of biosolids, and consolidated collection.

June – July 15, 2025

- May 31: Rover in Essex 8:00am-3:30pm at the Drop Off Center, 218 Colchester Rd.
- June 14: Rover in Hinesburg 8:00am – 3:30pm at the Drop Off Center, 907 Beecher Hill Rd.
- June 16: Executive Board meeting, 5:00pm
- June 19: Juneteenth, all facilities closed
- June 25: Annual Organizational Board meeting, 6:00pm; Regular business Board meeting immediately following conclusion of annual meeting
- July 1: FY2026 begins
- July 4: Independence Day, all facilities closed

To: Board of Commissioners
From: Laura Tomasi, Accountant
Date: May 19, 2025
RE: Warrants, Reserves & Cash Balance

The following warrants have been reviewed by the Finance Committee and disbursements have been issued since the last submitted Finance Memo:

Warrant Date	Warrant Amount
04/15/2025	\$ 546,869.11
04/29/2025	\$ 622,928.61
05/13/2025	\$ 486,900.72

Reserve balances indicate how much of that cash has been assigned or committed for a particular purpose.

As of, **April 30, 2025**

Assigned Reserve balances are as follows:

Landfill Post Closure	\$ 1,000,000.00
Facility Closure	\$ 1,636,766.46
Capital Reserves	\$ 8,983,399.72
Biosolids Reserve	\$ 380,723.68
Debt Service Fund	\$ 390,400.00
Community Clean Up	\$ 85,225.05
Solid Waste Reserve	\$ 1,000,000.00
<u>Operating Reserve</u>	<u>\$ 1,409,888.32</u>
Total Designated:	\$ <u>14,886,403.23</u>
Total Undesignated:	\$ 0.00
Cash & Cash Equivalents:	\$ 8,346,836.36
Investments:	\$ 1,799,674.21
 Current Liabilities:	 \$ 243,363.03
(Less Post closure Payable)	



ADMINISTRATIVE OFFICE

19 Gregory Drive, Suite 204
South Burlington, VT 05403

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Breakdown of Community Clean Up Reserve by Location as of April 30, 2025:

Bolton	\$ 2,500.00
Burlington	10,000.00
Charlotte	5,000.00
Colchester	7,500.00
Essex Jct	4,100.00
Essex Town	7,500.00
Hinesburg	5,000.00
Huntington	2,500.00
Jericho	2,135.47
Milton	7,500.00
Richmond	5,000.00
Shelburne	3,989.58
S. Burlington	7,500.00
St. George	2,500.00
Underhill	5,000.00
Westford	2,500.00
Williston	5,000.00
Winooski	0.00

All Community Clean Up Funds are brought to their maximum balance at the beginning of each fiscal year.

TO: Board of Commissioners
FROM: Dan Goossen
DATE: May 28, 2025
RE: RFB No. 20250414 Front End Loader Purchase

CSWD Staff issued a Request for Bid (RFB) for the procurement of one front end loader per RFB No. 20250414, dated April 14, 2025. The Organics Recycling Facility (ORF) front end loader is one of three front end loaders at the compost facility carrying out all required work, including blending compost inputs, screening, moving materials, shredding yard waste, and loading out finished product to customer vehicles. The existing loader its replacing has reached its end of usable life after exceeding 12,000 hours of regular service at the ORF.

We will be trading in the 12,000-hour 2018 John Deere 644K as part of the purchase. Additionally, we will be trading in a 2004 Volvo EC160BLC Excavator that has been with the compost facility for two decades and has also reached its end of usable life. Finally, included in the trade-in for this new loader is an old set of forks and a bucket that no longer serve the current loader mix at the district.

Notable differences between this loader bid and former District loader bids are specification for a high-lift boom arm as well as a 4.25 cubic yard grapple bucket. Both additions are in response to changing needs within the ORF operations. With the arrival of in-house shredding operations this year, it has become clear that additional reach as well as the ability to grab full buckets of loose brush will greatly enhance the efficiency of processing yard waste. Current equipment can complete the operation, but the projected gains in efficiency from the long boom and grapple bucket capacity additions make the extra costs (\$3,500 and \$25,000 respectively) a great value addition. The new loader will also be furnished with an 8 cubic yard bucket which is the standard size for pad operations at the ORF.

CSWD received four bids from three vendors meeting our specifications for this equipment. A lightly used Volvo L110H without a long boom was among the bids received. This machine came in at the lowest bid price and ORF operations staff spent a week with this machine on an equipment demo. Though satisfied with the machine overall, in the end it was decided that the second lowest bid price machine would be a better fit for current operational needs. Please see Bid Evaluation grid below.

RFB No. 20250414 Front End Loader Bid Evaluation

Vendor Name	Milton Cat	United Construction and Forestry	Wood's CRW	Wood's CRW
Make/Model Proposed	Caterpillar 950	John Deere 644P	Volvo L110H Long Boom	Volvo L110H
Year of Manufacture	2025	2025	2025	2024
Hours if used	n/a	n/a	n/a	408
Full Bid Price for Base Unit w/8 cy bucket and desired options	\$376,350	\$334,524	\$332,450	\$291,500
Trade-in Value for old buckets and forks	\$3,500	\$5,500	incl.	incl.
4-Year Extended Warranty	\$4,600	\$5,011	\$7,400	incl.
Adjusted Equipment Price	\$377,450	\$334,035	\$339,850	\$291,500
Exceptions to RFB desired options	none noted	none noted	none noted	No long boom
Proposed Delivery	4-6 months	90 days	6-9 months	45 days
4.25 Yd Grapple Bucket	\$21,000	\$25,000	\$22,400	\$22,400
Trade-in Value for 2018 Deere 644K	\$50,000	\$51,000	\$43,000	\$43,000
Trade-in Value for 2004 Volvo Excavator	\$12,000	\$35,000	\$20,000	\$20,000
Total Cost to the District	\$336,450	\$273,035	\$299,250	\$250,900

The John Deere 644P from United Construction and Forestry meets our specifications, includes a high-lift option and was competitively priced. The proposed equipment has an identified useful life as a front loader for a seven-year timeframe. The CSWD FY26 Capital Budget has \$350,000 identified for rolling stock replacement of the ORF loader. In the FY24 capital plan this loader had been targeted for replacement in FY25. It was decided that we could squeak another year out of it however and for FY25 we pushed it into the FY26 budget. We are seeking purchase authorization for delivery and payment to occur as soon as possible after July 1st, 2025. Despite the additional desired items including a high lift, 4-year extended warranty, third function hydraulics, and a 4.25 cy grapple bucket, the final cost to the district would be well under the budgeted amount at \$273,035.

BE IT RESOLVED that the Board of Commissioners authorizes the Executive Director to enter into a contractual agreement with United Construction and Forestry, located in Williston, Vermont, for the purchase of the John Deere 644P and attachments in an amount not to exceed \$280,000.

###



Chittenden Solid Waste District

2024 Household Study

Conducted with Michael Moser

The Center for Rural Studies at the University of Vermont

Michael.Moser@uvm.edu



Purpose

- Understand our community's knowledge and their actions and viewpoint related to waste diversion and what motivates our community to make less waste.

-
- Know who are customers are, why they use our services and how we can we improve our services.

Methods

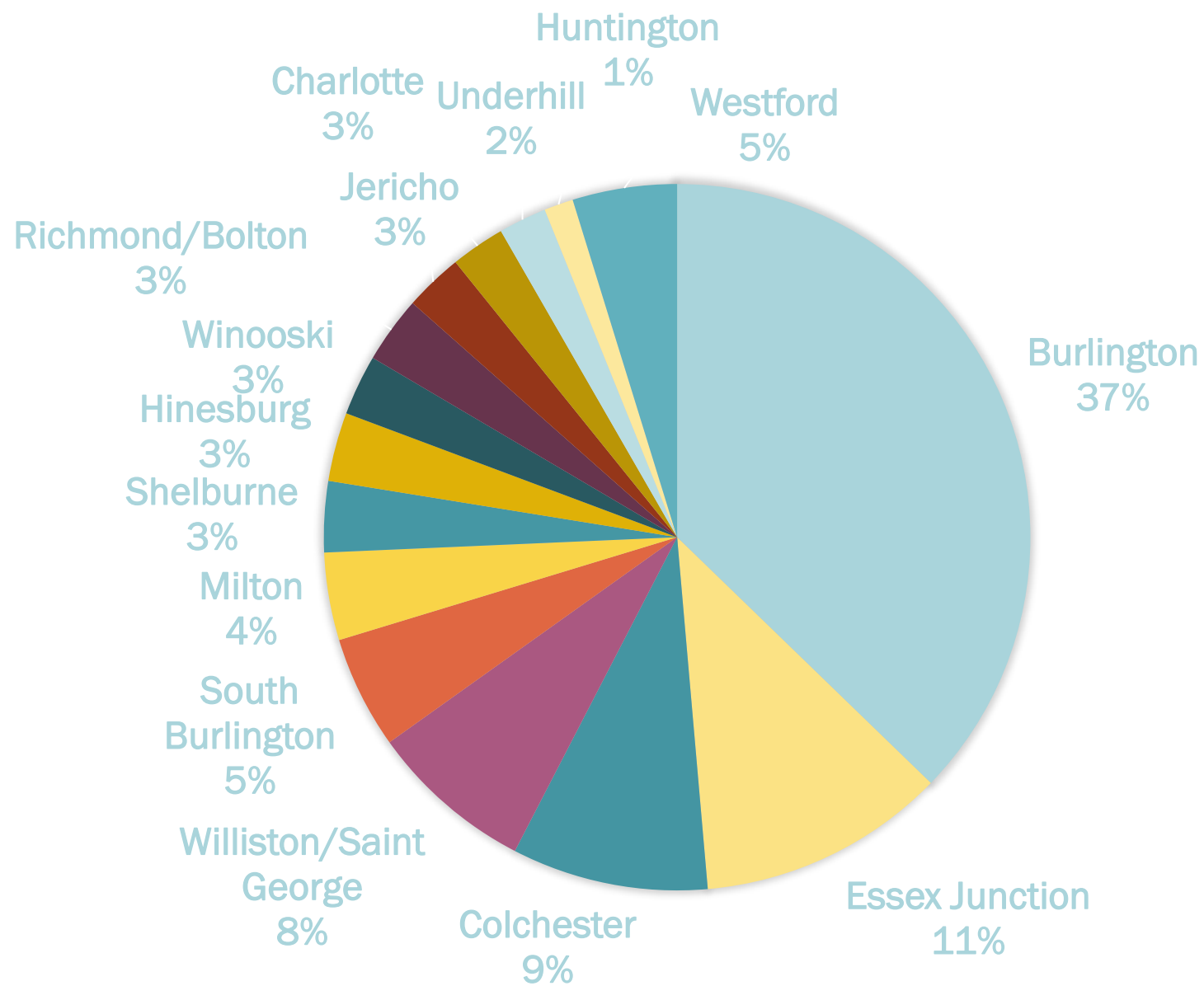
- Reviewed and Incorporated questions and themes from multiple past surveys and introduced new lines of questioning
- Refined an accessible and low-burden survey instrument-
 - Quantitative and Qualitative responses
- Survey fielded online in December 2024 using Chittenden County resident email addresses for outreach
- Over 1,800 respondents
- Survey Margin of Error at +/-2.3% overall



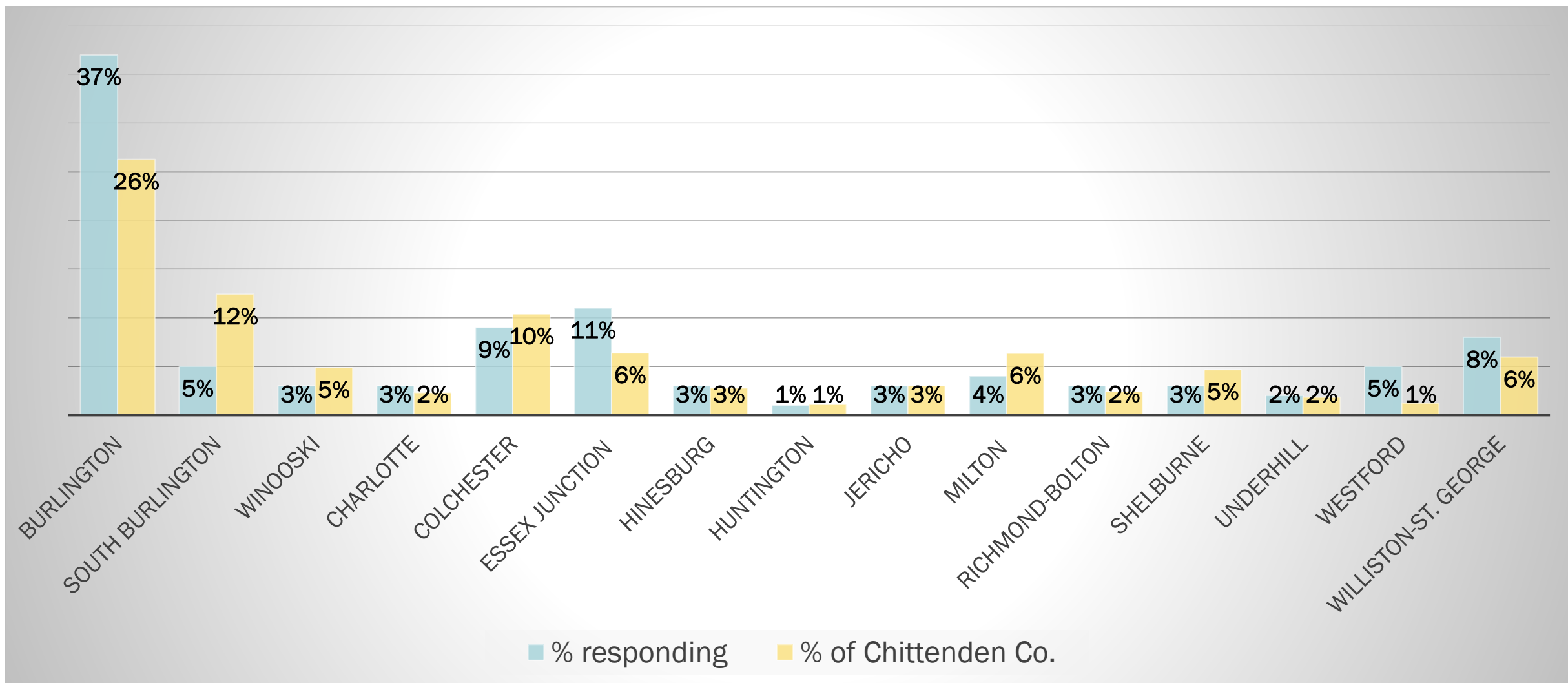
Demographic Results

- 90% have lived in Chittenden County for 5 years or more
- Good distribution across age, income & gender categories
- 86% Homeowners & 14% Renters (66% homeowners in Chittenden Co.- Census)
 - 23% have trash costs included in rent or condo fees
- 85% College Degree or Equivalent (64% in Chittenden Co.- Census)

Demographic Results- Town Residence



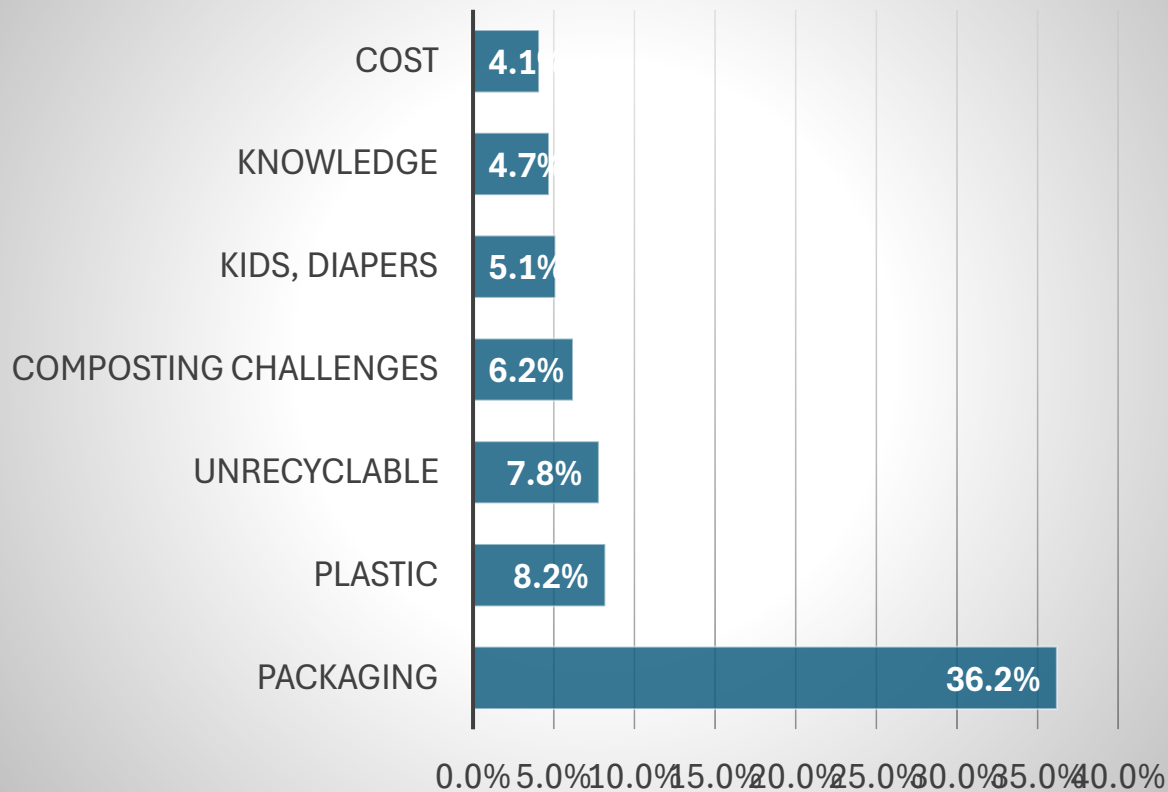
Demographic Results- Response Town and Town Population as Percents of Total



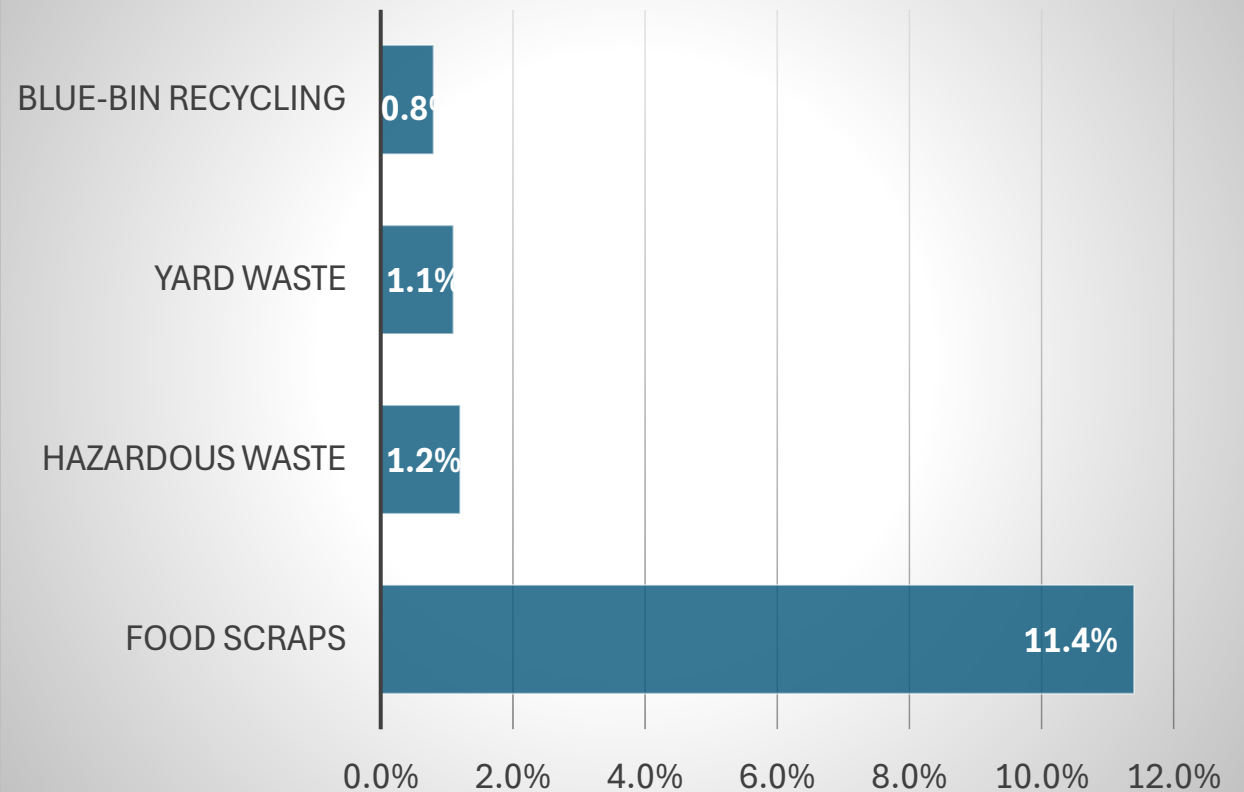
Overall Key Findings

- 97% of respondents feel it is somewhat or very important to reduce their waste.
- 91% say this is for environmental reasons

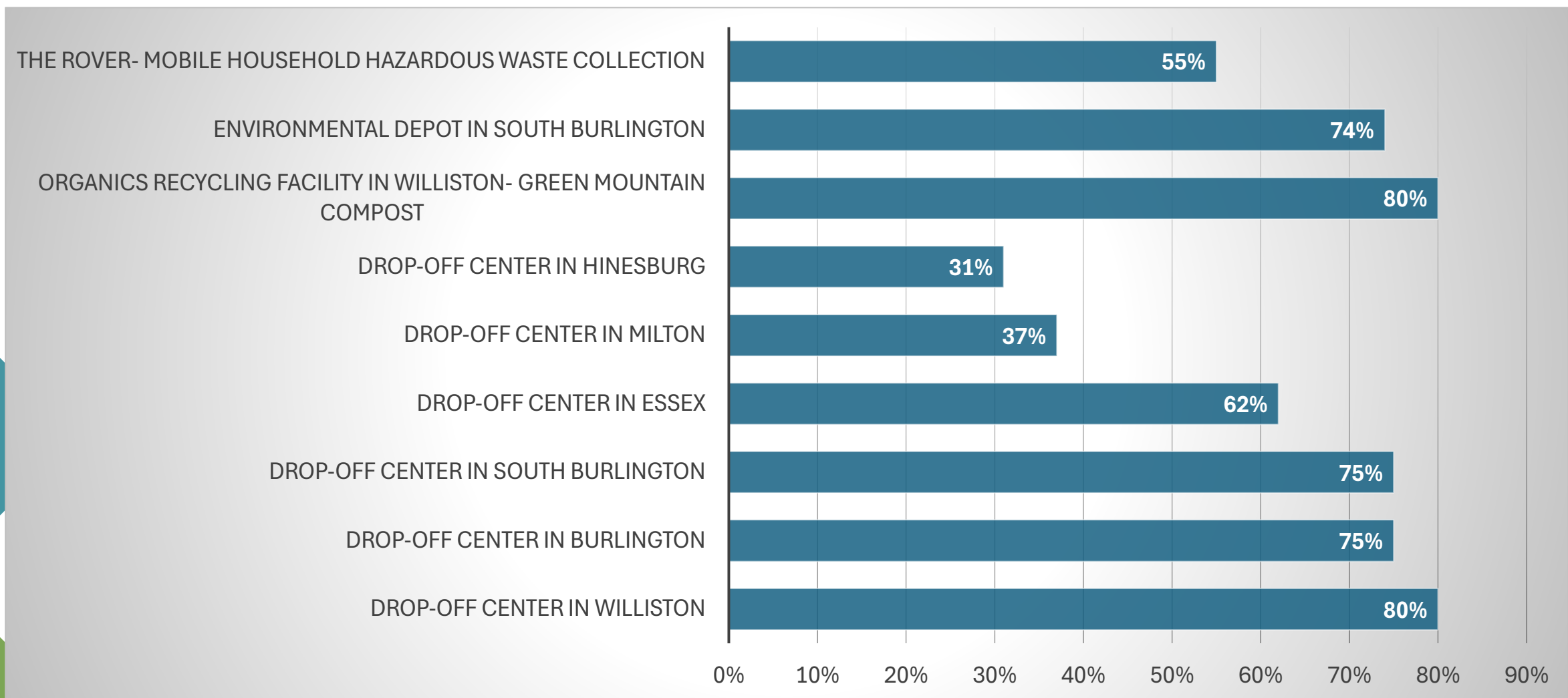
Top Reasons it is Difficult to Reduce Trash



Percent Who Throw These Items in the Trash



Awareness of CSWD Facilities



How Respondents Dispose of their Household Trash Most of the Time

- Hauler – 70%
- CSWD Drop-off Center – 27%
- Casella Drop-off Center Richmond – 2%
- Some other way – 1%
- Unsure – 0.3%



Amount Paid for Trash, Recycling & Food Scraps

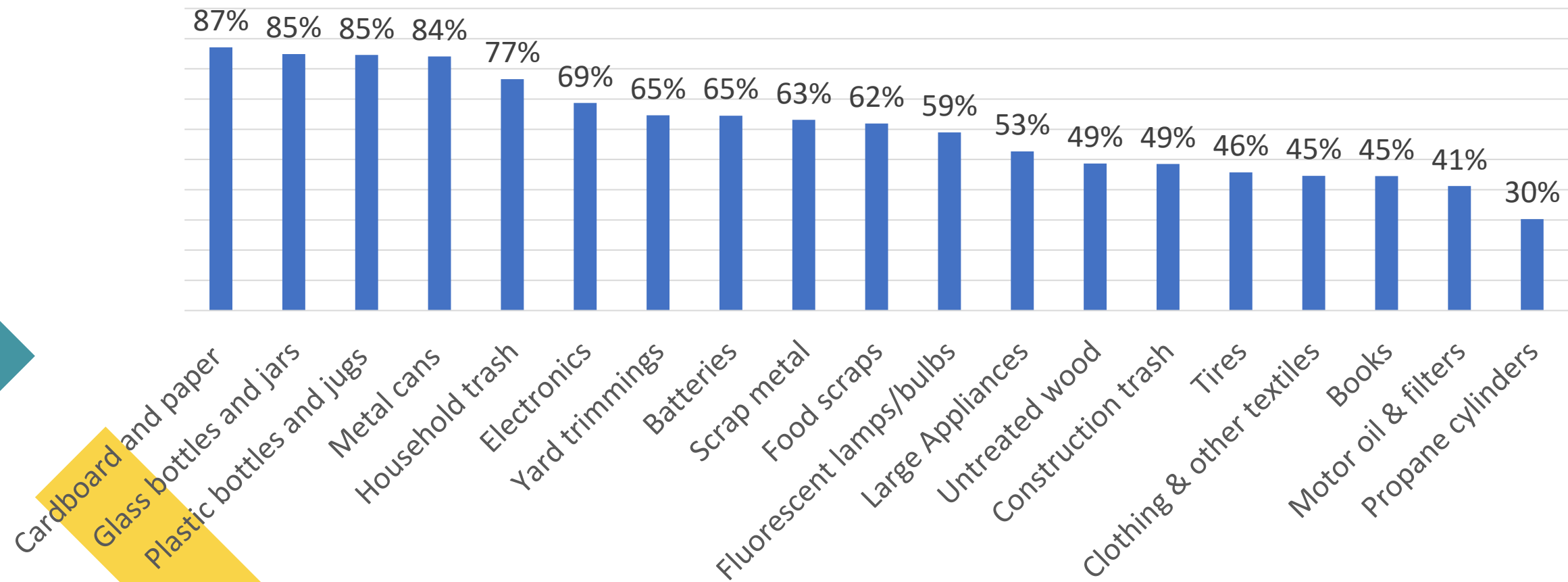
- Included in rent or condo fees - 23%
- Less than \$20 a month – 23%
- Between \$20 and \$30 a month – 11%
- Between \$30 and \$40 a month 8%
- Between \$40 and \$50 a month 12%
- More than \$50 a month – 24%

Drop-Off Centers Key Findings

- 85% of respondents have used a Drop-off Center
- 95% feel DOCs are either very easy or somewhat easy to use
- Top reasons DOCs were listed as not easy to use included:
 - limited hours, too far, no car or transportation and lines/crowded



Awareness of Drop-off Centers' Accepted Materials



Hazardous Waste Key Findings

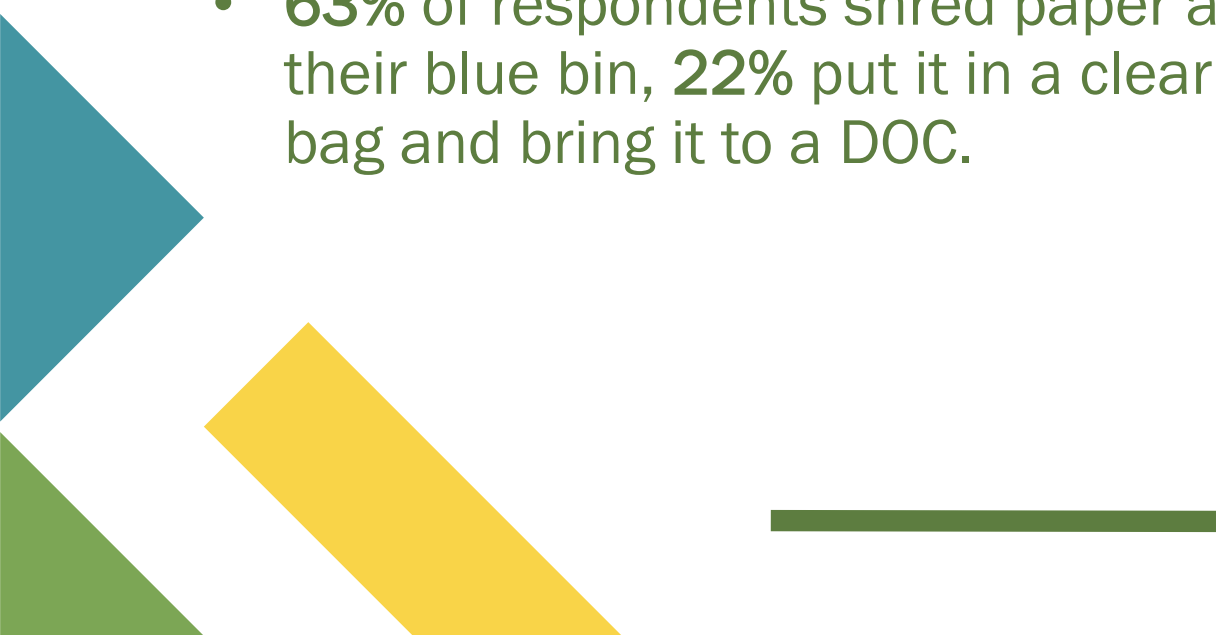


- 74% of respondents know about the Environmental Depot
 - 73% found it either easy or somewhat easy to use
 - 9% found it not at all easy to use with the top reason being the appointment system
- 18% of respondents have never used the Environmental Depot
- 55% of respondents know about the Rover
 - 38% found the Rover easy or somewhat easy to use
 - 6% found it not all easy to use with the top reason being the infrequent schedule
- 57% of respondents have never used the Rover

Organics Key Findings

- 80% of respondents know about the Organics Recycling Facility (ORF)
 - 44% found it either easy or somewhat easy to use
 - 4% found it not at all easy to use with the top reason being distance/location
 - 53% have never used the ORF
 - When asked how they manage food scraps:
 - 34% of respondents compost at home
 - 23% have haulers
 - 16% use DOCs
 - 5% use ORF
 - 5% use a garbage disposal
 - 11.4% put food scraps in the trash
-

Other Materials Key Findings

- **59%** of respondents redeem deposit containers and **13%** of those who do not redeem, donate instead
 - **32%** of respondents drop off plastic film at retail collection sites, **18%** are aware of retail collection for film but don't use it, **49%** are not aware of the opportunity
 - **63%** of respondents shred paper and **19%** of those that shred put it loose in their blue bin, **22%** put it in a clear bag in the blue bin and **13%** put it in a clear bag and bring it to a DOC.
- 

Marketing Key Findings

How would you prefer to receive information about CSWD?	
E-mail	43%
CSWD web site/internet	34%
Front Porch Forum	31%
Flyer/brochure in the mail/Direct mail	24%
CSWD email newsletter (The Digest)	21%
At the drop-off center	11%
From a company that picks up my trash or recycling	10%
Receive text messages from CSWD on my phone	7%
Facebook	5%
Newspaper	5%
Radio	5%
Friends/Family/Neighbors	4%
Television	4%
Call CSWD	3%
Unsure	3%
Some other way?	3%
From your kids' school	2%
X, formerly Twitter	1%



Open-ended Comments Key Findings

Over 290 open ended comments were received

- Over 100 of those comments were positive feedback and general support for CSWD, staff and facilities.
- Other comments included:
 - Support for City-wide collection or consolidation of haulers
 - Desire to have more hours or days open at DOCs
 - Complaints about the Depot appointment system
 - Want CSWD to collect film plastics
 - Want more information on how to recycle
 - Skepticism that recycling works
 - Complaints that DOCs are not consistent with acceptable materials
 - Desire to recycle more types of materials
 - Trash disposal at DOCs is expensive AND affordable
 - Cost of trash at curbside is expensive.



Chittenden Solid Waste District

2024 Household Study

Questions or Comments?





Chittenden Solid Waste District

2024 Community Services Study

Contents

Methodology & Statistical Representativeness.....	2
Results.....	2
What is your ZIP code?.....	2
How many years have you lived in Chittenden County?.....	2
Please select your age group.	3
How important is it to you to reduce the amount of waste coming from your home?	3
Why is reducing the amount of waste from your home very important?	3
Why is reducing the amount of waste from your home very important? Some Other Reason.....	3
Why is reducing the amount of waste from your home not at all important?	4
Did you know that Chittenden Solid Waste District (CSWD) has the following facilities?.....	4
If you use a Drop-off Center, which of the following do you use?	4
How easy is it for you to use the CSWD Drop-off Centers?	5
Why is it not at all easy to use the CSWD Drop-off Centers?	5
How easy is it for you to use the CSWD Environmental Depot?	6
Why is it not at all easy to use the CSWD Environmental Depot?.....	6
How easy is it for you to use the CSWD Rover mobile unit?.....	7
Why is it not at all easy to use the CSWD Rover mobile unit?	7
How easy is it for you to use the CSWD Organics Recycling Facility?.....	8
Why is it not at all easy to use the CSWD Organics Recycling Facility?	8
Which of the following materials are you aware that the Chittenden Solid Waste District's (CSWD) Drop-off Centers accept?	9
How do you dispose of household trash most of the time?	9
How do you dispose of household trash most of the time? Some other way	9
Please tell us any challenges that make it difficult to reduce the amount of trash coming from your home.	10
What does your household do with blue-bin recyclables like bottles, cans, cardboard, paper, etc. most of the time?	11
What does your household do with blue-bin recyclables like bottles, cans, cardboard, paper, etc. most of the time?	11
Something Else	11
Please tell us why your household throws recyclables in the trash instead of separating them and recycling them.	11
What does your house do with food scraps most of the time?.....	11
What does your house do with food scraps most of the time? Something Else.....	12
What does your household do with yard waste like leaves and grass clippings most of the time?	13
What does your household do with yard waste like leaves and grass clippings most of the time? Something Else	13
What does your house do with hazardous waste like chemicals, paint, engine oil, pesticides, etc. most of the time?	14
What does your house do with hazardous waste like chemicals, paint, engine oil, pesticides, etc. most of the time?	14
Something Else	14
Does your household bring back redeemable beverage containers to get the deposit back at a store or redemption center?	14
Why does your house not bring back redeemable beverage containers to get the deposit?.....	15
Why does your house not bring back redeemable beverage containers to get the deposit? Some Other Reason	15
Are you aware of the opportunity to drop off plastic bags and other plastic film at some retail locations like grocery stores for recycling?	15
Does your household ever shred paper documents?	15
What does your household do with shredded paper documents?	16
What does your household do with shredded paper documents? Something Else	16
How would you prefer to receive information about CSWD facilities and general information about trash, recycling, and composting?	16
How would you prefer to receive information about CSWD facilities and general information about trash, recycling, and composting? Some Other Way	17
On average, about how much does your household pay for trash, recycling and compost services per month?	17
How many people live in your home?	18
Do you own or rent your home?	18
Select the option that best matches your housing.	18
Other Housing.....	18
Select the category that best represents your self-identified gender.	18
Select the highest level of education you have completed.	19

Select the option for your household's entire income in 2023.	19
If there is some other relevant feedback or comment you would like to provide, please do so here.	19

Methodology & Statistical Representativeness

The survey was sent out to 36,888 accessible email addresses of people likely to be Chittenden County residents. The first outreach took place on December 1, 2024 with a single reminder email sent to non-respondents on December 9, 2024.

A total of 1,873 people responded to the survey. In 2023, the most recent year for which data is available, there were approximately 169,481 people residing in the County (U.S. Census Bureau, American Community Survey estimates). Using these two numbers, it is possible to calculate the level of statistical representativeness of the results overall. For this study, the results have a confidence level of 95% with a margin of error of 2.3%. This means that if the study were conducted 100 times, 95 of those times the results would fall within +/-2.3% of what is reported below.

Results

What is your ZIP code?

	Percent
Burlington 05401	25.8
Burlington 05408	13.1
Essex Junction 05452	11.8
Colchester 05446	9.4
Williston/Saint George 05495	7.9
South Burlington 05403	5.4
Milton 05468	4.2
Shelburne 05482	3.4
Hinesburg 05461	3.3
Winooski 05404	2.9
Richmond/Bolton 05477	3.1
Jericho 05465	2.8
Charlotte 05445	2.6
Underhill 05489	2.2
Huntington 05462	1.4
Westford 05494	0.5
Burlington 05402	0.1
Underhill Center 05490	0.1
Essex Junction 05453	0.1
Jonesville 05466	0.1
Total	100.0

How many years have you lived in Chittenden County?

	Percent
Less than 1 year	0.2

1-2 years	1.2
3-5 years	8.7
More than 5 years	90
Total	100

Please select your age group.

	Percent
18 to 24 years	1.3
25 to 34 years	9.1
35 to 44 years	20.4
45 to 54 years	15.3
55 to 64 years	18.7
65 to 74 years	22.5
75 to 84 years	11.6
85 years and over	1.1
Total	100

How important is it to you to reduce the amount of waste coming from your home?

	Percent
Not at all Important	2.1
Somewhat Important	27.5
Very Important	70.4
Total	100.0

Why is reducing the amount of waste from your home very important?

	Percent
Environmental reasons	91.0
Financial reasons	4.5
Some other reason (please describe)	4.6
Total	100.0

Why is reducing the amount of waste from your home very important? Some Other Reason

	Frequency
Trying not to be wasteful with any sort of resource.	1
survival of the planet. practical reasons	1
personal, local and global consumption & waste concerns!	1
Keep out of the dump	2
Junk mail comes in I have to recycle	1
It is the right thing to do, it makes sense,	3
I don't pay a hauler so the less waste the better	1
For my own wellbeing	1
Dumping cost is ridiculous. Our very high taxes should cover it as in most locations.	1
Don't like a messy home, declutter, downsize, neatness, space	7

Creation care, sustainability, financial, and health of my garden (through compost)	1
Both/All of the Above	39

Why is reducing the amount of waste from your home not at all important?

	Frequency
Generate very little waste.	14
reducing waste is just a way to try to control your like	1
My wife and I don't feel like we're going to change our current, responsible, habits	1
it has somewheres to go when i'm done with it	1
it doesn't make a difference	1
It comes to me and I have to get rid of it.	1
It all goes to trash anyway, after spend tons of money to recycle it.	1
I'm not a corporation	1
I use what I use and I recycle as required	1
I follow the rules and think there is more waste in government regulations	1
I am not buying in	1
more important things to worry about	5
because there is no easy way to do it and all of the sorting is ultra confusing. Forget about composting	1
don't care	3

Did you know that Chittenden Solid Waste District (CSWD) has the following facilities?

Note: Drop-off Centers are where residents can bring trash, recycling and other items for recycling or disposal often referred to by some as the dump.

	Percent Yes
Drop-off Center in Williston on Redmond Road	80.0
Drop-off Center in Burlington on Pine Street	75.2
Drop-off Center in South Burlington on Patchen Road	74.8
Drop-off Center in Essex on Colchester Road	62.2
Drop-off Center in Milton on Landfill Road	37.0
Drop-off Center in Hinesburg on Beecher Hill Road	31.4
Organics Recycling Facility in Williston- also known as Green Mountain Compost, for leaf, wood, yard and food waste only	80.4
Environmental Depot in South Burlington for year-round hazardous waste drop off	73.9
The Rover- mobile household hazardous waste collection unit	54.9

If you use a Drop-off Center, which of the following do you use? (Select any that you use)

	Percent
CSWD Drop-off Center in Williston	40.9

CSWD Drop-off Center in South Burlington	40.0
CSWD Drop-off Center in Burlington	24.8
CSWD Drop-off Center in Essex	23.3
I do not use a Drop-off Center	15.0
Casella's Drop-off Center in Richmond (Previously a CSWD Drop-off Center)	5.5
CSWD Drop-off Center in Milton	5.1
CSWD Drop-off Center in Hinesburg	3.6

How easy is it for you to use the CSWD Drop-off Centers?

	Percent
Very Easy	56.4
Somewhat Easy	38.3
Not at all Easy	4.7
Never Used	0.6
Total	100.0

Why is it not at all easy to use the CSWD Drop-off Centers?

	Frequency
limited hours or hours do not align	24
too far	11
No car, transportation	9
Length of line, crowded	9
Impractical waste transportation (in their car)	5
expensive	3
We have a newborn baby and everything needs to be convenient at the moment.	1
They always say you need to take that to some other distant location... then it's closed when I get there.	1
Their hours are so hard to keep track of and I shown up at a closed center multiple times.	1
The compost is very easy, everything else feels quite confusing and I don't know where to go	1
The Burlington one on pine doesn't have all the drop off options since the pandemic	1
South Burlington doesn't take all the things it used to and the trip to Williston is a hassle from the north end of Burlington	1
since the re-use zones closed it is much harder to drop-off and pickup items for reuse	1
Poor signage, directions and an unappealing/dirty environment. Used to use the dump out of state that was better and not gross to use.	1
frequently won't take what I need to get rid of	1
Payments usually a pain and takes preplanning.	1
One thing here one thing to Williston, can't use a trailer here you must go somewhere else. In Essex the charge depends on who is on duty and their mood !	1
Hard to know where to bring an item. The drop-off center is hard to navigate. I dislike using it.	1
confusion about what you take and what you won't take.	1

I live in Malletts Bay and have to drive to So. Burlington or Essex for Drop-off.	1
I have to reserve a vehicle with Car Share and I have to have the funds to do so. This is hard to do with rising costs of groceries and more taxes associated with electricity.	1
I had to make a reservation to drop off	1
I am somewhat disabled and the employees aren't a lot of help.	1
Hassle. Usually busy. Hard to get things dumped easily.	1
Hard to load stuff at home and unload it at the site	1
Hard to haul waste to the centers, especially large waste	1
driving can be a problem	1
Don't allow trailers at my preferred drop location.	1
Burlington no longer takes what I need adropoff center for.	

How easy is it for you to use the CSWD Environmental Depot?

	Percent
Very Easy	31.3
Somewhat Easy	41.9
Not at all Easy	8.9
Never Used	17.9
Total	100.0

Why is it not at all easy to use the CSWD Environmental Depot?

	Frequency
Have to make appointment	60
limited days/hours of operation	28
Distance/Location	24
don't have a car. Cannot Drive	5
you never know if they will take what you have.	1
You have to go on line need to have a way to call	1
Transport	1
Rover and the announcements of Rover were more accessible	1
there's never a line. more frequent rover visits is much much better for higher use by locals	1
Not so convinient	1
not physically able to do so	1
Not flexible.	1
not always convenient	1
Never a line, people standing around. Not economical	1
Mostly a pain on our end identifying what we can get rid of	1
Lines	1
in-take process	1
It's far away and I'm usually at work. My car is small and it is difficult to transport yard waste.	1
I would have to make at least 2 to 3 trips a week for compost	1
I want all these materials picked up at my house	1

I use it (S. burlington) for many years (30+), and those are too tight lately, need redesigning.	1
it's in an area that I don't frequently visit. Instead, material accumulates at my home and I utilize the rover when it comes around..	1
Only one location	1
Have to drive from Malletts Bay.	1
Getting through the farmers market or enduring Riverside Ave and Patchen road take way more time than should be necessary	1
do not know where it is	1
Disability	1
Confusing www site, scheduling, location...nothing easy about it...one has to be a die-hard environmentalist to do the right thing	1
Confusing	1
complicated appointment system, can't do drop off so I keep hazardous material in my home until there's enough to warrant dealing with the system.	1
so combo trip to S Burl drop off site with full can of trash and environmental depot nearly impossible to coordinate.	1
the online appointment system is unreliable, and phone calls returned randomly trailing into extended days before actually speaking to a person.	1
Access	1

How easy is it for you to use the CSWD Rover mobile unit?

	Percent
Very Easy	17.5
Somewhat Easy	20.0
Not at all Easy	6.0
Never Used	56.6
Total	100.0

Why is it not at all easy to use the CSWD Rover mobile unit?

	Frequency
(infrequent) schedule	30
Never know when it's there	14
Disability/Age/Mobility	3
You don't know how much you can bring until you are there.	1
scheduling not publicized in meaningful way, need to restart pine st visits, otherwise people will just put hazardous waste in the trash	1
Not so easy to get to.	1
not ready when it is available, or not having enough lead time to know when they will be in my area	1
lines	1
Limited drop off capability and availability	1
It hasn't come to Burlington	1

I usually miss it or when I see info about it "coming to town", it's not coming to Burlington so I might as well just go the Environmental Waste Depot in S Burlington.	1
I never know when they're going to be at a place until i see them and then i don't have time. I just go to the Depot by the airport.	1
I have no idea when or where it will be. I'm sure it is posted on the CSWD web site, but looking it up and needing to dispose of hazardous waste don't seem to sync up..	1
I don't know where to find the dates of where they will be when. I only see it posted at the drop off.	1
Hearing about when it's around is hard...	1
Have to drive from Malletts Bay.	1
collecting my items and storing until it is available	1

How easy is it for you to use the CSWD Organics Recycling Facility?

	Percent
Very Easy	25.8
Somewhat Easy	18.2
Not at all Easy	3.5
Never Used	52.5
Total	100.0

Why is it not at all easy to use the CSWD Organics Recycling Facility?

	Frequency
Distance/Location	16
Hours	7
Disability, Age, mobility	4
Inconvenient	2
We use a closed drop off facility for organics.	1
Transportation (can't move things in my car)	1
no container to hold refuse between drops.	1
transporting waste	1
To big a pain to take compost due to smell/mess. Easier to compost in the yard.	1
signage	1
Not easy to lug buckets of compost inside a car	1
No vehicle.	1
Much closer to go to Burlington Wood & Yard Waste	1
mostly a problem on my end...having to get the waste to you is difficult with our vehicle and schedules	1
it's really big and scary with the trucks	1
I don't have space in my life to go as frequently as I would need to to drop off all our compost.	1
i do not have a way to transport anything anything there	1
I can never find the hours; there is often no one there to tell me where to put what; sometimes have to park so far away from pile that I can't manage the weight of the compost.	1

I am in Burlington half the week, and work the days I am in Burlington. I would compost, but am not around frequently to put out the compost bucket for the paid service.	1
have taken bulk food scraps (>40 gallons) - the drop off area is gross	1
Hard to find and a little complicated	1
Collecting and transporting	1
access to transportation	1

Which of the following materials are you aware that the Chittenden Solid Waste District's (CSWD) Drop-off Centers accept?

	Percent Aware
Cardboard and other paper products (blue bin recycling)	87.1
Glass bottles and jars (blue bin recycling)	84.9
Plastic bottles and jugs (blue bin recycling)	84.6
Metal cans (blue bin recycling)	84.1
Household trash	76.6
Electronics	68.7
Yard trimmings	64.6
Batteries	64.5
Scrap metal	63.1
Food scraps	61.9
Fluorescent lamps/bulbs	59.0
Large Appliances	52.7
Untreated wood	48.7
Construction trash	48.5
Tires	45.7
Clothing & other textiles	44.6
Books	44.5
Motor oil & filters	41.2
Propane cylinders	30.3

How do you dispose of household trash most of the time?

	Percent
A company picks up the trash	69.7
Bring it to a CSWD Drop-off Center	27.1
Bring it to Casella's Drop-off Center in Richmond	2.1
Some other way?	0.8
Unsure	0.3
Total	100.0

How do you dispose of household trash most of the time? Some other way

	Frequency
Nate's Drop Off in Jericho	9

Vergennes garbage & recycling center	2
Meyers in Colchester	1
City picks it up	1
bring it to city market because our neighbors go through our trash if not	1
Combination of the above	1

Please tell us any challenges that make it difficult to reduce the amount of trash coming from your home.

	Frequency	Percent
Packaging	246	36.2
Plastic	56	8.2
Unrecyclable	53	7.8
Composting Challenges	42	6.2
Kids, Diapers	35	5.1
knowledge	32	4.7
Cost	28	4.1
Operating Times	22	3.2
(Over) Consumption	14	2.1
Physical or Mental Ability	14	2.1
Other	13	1.9
Transportation	13	1.9
Wastefulness, Disinterest	12	1.8
Film Plastic	10	1.5
Container (size, availability)	9	1.3
Distrust	7	1.0
Hazardous Items	7	1.0
Junk Mail	7	1.0
Sorting	7	1.0
Lack of Information	6	0.9
Space to store/sort	6	0.9
Time it takes	6	0.9
Construction, Manufacturing	5	0.7
Mixed or large household	5	0.7
Pets	5	0.7
Styrofoam	4	0.6
Location Distance	3	0.4
Messy, Smelly	3	0.4
Cheap Products that Break	2	0.3
Large Items	2	0.3
Large Items	2	0.3
Reuse zone	2	0.3
Scheduling for the Depot	2	0.3
Total	680	100.0

What does your household do with blue-bin recyclables like bottles, cans, cardboard, paper, etc. most of the time?

	Percent
A company picks up the recycling	47.7
The City of Burlington picks up my recycling	29.6
My household throws away recyclables in the trash	0.8
My household takes recycling to a Drop-off Center	21.2
Something else?	0.4
Unsure	0.3
Total	100.0

What does your household do with blue-bin recyclables like bottles, cans, cardboard, paper, etc. most of the time? Something Else

	Frequency
Takes for deposit	6
Reuse	1

Please tell us why your household throws recyclables in the trash instead of separating them and recycling them.

we don't have service
Recycling is pointless
Pain
Not enough space to keep and sort at home
Lightweight cardboard and paper can blow away leaving a mess. It is understood that combined with trash it is called "co-mingle" and is separated by facilities set up for it anyway.
It's easier to throw away than it is to wash, sort bring to a drop-off center.
I may only have one in a month so easier to put it in the dumpster
Easier, limited space
don't have pickup
Don't give a fuck
Cost

What does your house do with food scraps most of the time?

	Percent
A company picks up food scraps	23.0
My household takes food scraps to a CSWD or Casella Drop-off Center	15.7
My household takes food scraps to the CSWD Organics Recycling Facility	4.8
My household throws away food scraps in the trash	11.4
My household puts food scraps down the garbage disposal	5.1
My household feeds food scraps to pets or livestock like chickens or pigs	1.3
My household composts food scraps at our home	34.2
Something else?	3.7

Unsure	0.8
Total	100.0

What does your house do with food scraps most of the time? Something Else

	Frequency
A combo of drop off, home recycling and throwing away certain scraps not fit for home compost	1
Anything that I can compost I do, we have 3 tumblers and a caged unit	1
Backyard compost, except citrus and bones	1
Bones to CSWD	1
Both composting and livestock feeding	1
Both drop off center and a community garden compost at Callahan Park.	1
Bring scraps to place of work	1
burn	1
City Market Bin	2
Combo of compost, garbage disposal and tradh	1
Compost and animals	1
compost at home mostly but meat to Pine St drop off	1
Compost veggie scraps and bring meat and bone scraps to CSWD	1
Compost veggies at home. Meat to CSWD.	1
Compost, garbage disposal and sometimes trash	1
Dogs or throw away	1
Family member takes food scraps away. Company picks them up at her home	1
garbage disposal and compost we drop off at CSWD	1
home compost or drop off at CSWD depending on time of year	1
Home compost raw veggie waste; food scraps with fats and citrus go in trash	1
I bring my compost weekly to a relative who has a compost bin	1
I compost plant-based scraps and take meat & grease to CSWD in South Burl	1
I have very little scrapes. I eat mostly all leftovers.	1
I put it in a bag and throw it away at Cumberland farms	1
I take my food scraps to work where there is a compost bin.	1
I use frozen fruits and vegetables so I don't produce scraps	1
In the winter we sometimes use CSWD's composting facility	1
intervale	1
local composting	1
Meat bones go out in the trash.	1
Most goes to home compost. Meats/bones go to CWSD.	1
My household puts food scraps in green compost bags in with garbage	1
my household takes food scraps to the cswd organics recycling falcility. Also, we have a green cone from green mt. Used lightly for food scraps & meat/bones	1
My landlord does not provide composting so I take to work which has a bin of its own.	1

Put in compost bins at work	1
Put it with my neighbors	1
Take it to a farm that uses it for their livestock.	1
take it to city market	1
various	1
We attempt to compost but are just making wildlife fat and lazy	1
We bring meat scraps to CSWD and fruit or veggie scraps go on back yard compost	1
we compost and use garbage disposal	1
We compost at home and deliver food scraps to Drop-Off Center	1
We compost at home and drop off meat scraps at CSWD	1
We compost at home and some food scraps go to our pets	1
We have compost bins provided by landlord, however we aren't the best at composting. The bins get nasty in the winter, companies want them on the side of the road for pickup, however dogs pee on them and stuff and they get all gross. We prefer they come down our driveway but they don't anymore. So we compost less than we should	1
We put most in the "green cone" we bought from CSWD years ago. When full (colder months)we take to a CSWD in Williston	1
We throw it in the yard which is sort of like home composting?	1
We use a company and we have a worm bin	1
we use At your disposal in Jericho	1
We usually compost at our home, but when I got to CSWD, I bring whatever food scraps I have.	1
What we don't compost we feed to our chickens. Except bones. We do throw bones into the trash	1
Worm compost in summer	1

What does your household do with yard waste like leaves and grass clippings most of the time?

	Percent
A company picks up my yard waste	11.1
My household takes yard waste to a CSWD or Casella Drop-off Center	18.2
My household takes yard waste to the CSWD Organics Recycling Facility	5.9
My household puts yard waste in the trash	1.1
My household composts yard waste on our property	53.7
Something else?	5.9
Unsure	4.1
Total	100.0

What does your household do with yard waste like leaves and grass clippings most of the time? Something Else

	Frequency
McNeil Plant	78
Burlington picks it up	16
Burn it	4

we take it to a farm so they can compost	1
--	---

What does your house do with hazardous waste like chemicals, paint, engine oil, pesticides, etc. most of the time?

	Percent
My household takes hazardous waste to the CSWD Environmental Depot	49.2
My household takes hazardous waste to the CSWD Rover	7.6
My household puts hazardous waste in the trash	1.2
My household puts hazardous waste down the drain	0.1
My household takes hazardous waste to a CSWD Drop-off Center	18.3
My household takes hazardous waste to a store	1.6
My household does not have any hazardous waste	13.1
Something else?	2.8
Unsure	5.9
Total	100.0

What does your house do with hazardous waste like chemicals, paint, engine oil, pesticides, etc. most of the time? Something Else

	Frequency
Stored in garage, basement, etc.	31
Take to work	4
Recycle oil	3
The small private company that picks up our trash will take and dispose of for an additional charge	1
The drop off center, Rover and Environmental Depot.	1
paint is returned to store, oil to drop-off center, chemicals to environmental depot	1
My son takes it to a friends garage to dispose of	1
Liquids down the drain, paint gets taken to the drop-off center	1
I wait for the CSWD takeback days and just store them at my house otherwise	1
Given up going to Environmental depot and most at home- engine oil to drop off.	1
engine oil to the store, let paint cans dry out. dont have many other chemicals, but throw most of the rest out	1
CSWD, store, etc.	1
We wait for Green up day and bring to our local school	1
Our community collects it and drops it off	1
All of the above, except down the drain other than cleaning paint brushes/rollers	1

Does your household bring back redeemable beverage containers to get the deposit back at a store or redemption center?

	Percent
Yes	58.9
No	41.1
Total	100.0

Why does your house not bring back redeemable beverage containers to get the deposit?

	Percent
I donate them instead	13.1
It takes too much time or effort	76.3
Some other reason (describe)	10.6
Total	100.0

Why does your house not bring back redeemable beverage containers to get the deposit? Some Other Reason

	Frequency
Leave for bottle pickers	33
No space for them.	6
just don't think of it	5
Recycling for clean water fund	4
Unaware this is a thing.	4
There isn't a convenient redemption center	4
Not sure where to bring	4
No transportation	4
They don't accept many of our cans.	3
Machines never seem to work.	2
the machines never work and the staffed redemption center have difficult hours	1
Most of the places are dirty and often busy with homeless people doing the same.	1
I think the state gets unclaimed deposit money and that's okay	1
I didn't grow up with redemption centers and haven't started using them yet.	1
Collecting trash for \$ is Bullshit	1
Assume that challenges the economics of recycling services provided in Burlington	1

Are you aware of the opportunity to drop off plastic bags and other plastic film at some retail locations like grocery stores for recycling?

Note: Plastic film includes items like food storage bags, bubble wrap, case overwrap, plastic shipping envelopes, ice bags, salt and wood pellet bags.

	Percent
Yes, I know about this opportunity and I do drop-off plastic film at a retail collection site.	32.7
Yes, I know about this opportunity and I do not participate.	17.9
No, I was not aware of plastic film collection at some retail locations.	49.4
Total	100.0

Does your household ever shred paper documents?

	Percent
Yes	63.0
No	36.7
Unsure	0.3

Total	100.0
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What does your household do with shredded paper documents?

	Percent
Shred them at home and put them in a sealed clear plastic bag and put them in the recycling bin with other recyclables that are picked up	22.4
Shred them at home and put them in a sealed clear plastic bag and bring them to a CSWD drop-off center	13.2
Shred them at home and put the shredded paper loose in the recycling bin.	19.2
Shred them at home and put them in the trash	7.3
I bring documents for shredding to work	10.5
I bring documents to a location that shreds them	16.0
Something else? (Write in)	11.3
Total	100.0

What does your household do with shredded paper documents? Something Else

	Frequency
Burn them	40
Shred at home, put in paper bag for recycling	33
compost	31
Shred and reuse (packing, litter box)	8
shred and recycle	8
white bag and place in recycling for pick up	3
I put it in the trash	2
SecureShred picks them up	1
CSWD in Hinesburg has separate binn for shredded documents	1
Combination of shred at home and drop off at CSWD	1

How would you prefer to receive information about CSWD facilities and general information about trash, recycling, and composting?

	Percent
E-mail	42.6
CSWD web site/internet	33.8
Front Porch Forum	31.2
Flyer/brochure in the mail/Direct mail	23.8
CSWD email newsletter (The Digest)	20.7
At the drop-off center	10.8
From a company that picks up my trash or recycling	9.9
Receive text messages from CSWD on my phone	7.2
Facebook	5.4
Newspaper	5.3
Radio	4.7
Friends/Family/Neighbors	4.1

Television	3.7
Call CSWD	3.0
Unsure	2.6
Some other way?	2.5
From your kids' school	1.9
X, formerly Twitter	0.8

How would you prefer to receive information about CSWD facilities and general information about trash, recycling, and composting? Some Other Way

	Frequency
Website	4
Do not want correspondence	4
Bluesky	4
Landlord	3
Through condo association (newsletter)	2
instagram	2
all of the above	2
telephone	1
The best way is to tell or warn all the residents what they should do when they get rid of their trash. Orally, not in written letters.	1
Signs at stores that sell items (eg. propane)	1
Mastodon, Threads	1
I have found the old book you sent out has helped. An up to date one might be nice.	1
Honestly Burlington subreddit is how I hear everything about burlington	1
From Kat when we volunteer as Waste Warriors :)	1
Dated posters for housing developments.	1
booklet to keep on hand	1
At work	1
QR code	1

You have almost completed the survey.

Your answers for these last few demographic questions help CSWD better understand how to serve the community. We remind you, your responses are confidential.

On average, about how much does your household pay for trash, recycling and compost services per month?

	Percent
The cost is included in rent or condo fees	23.2
Less than \$20 a month	23.2
Between \$20 and \$30 a month	10.6
Between \$30 and \$40 a month	7.5
Between \$40 and \$50 a month	11.5
More than \$50 a month	24.0

Total	100.0
-------	-------

How many people live in your home?

	Percent
1	16.5
2	47.3
3	15.8
4	14.9
5	3.6
6	1.0
7	0.3
8	0.2
More than 8	0.4
Total	100.0

Do you own or rent your home?

	Percent
Own	86.0
Rent	14.0
Total	100.0

Select the option that best matches your housing.

	Percent
Detached single-family home	72.0
Mobile home	1.6
Townhouse/Condominium	13.1
Apartment/Duplex	13.1
Other, please specify	0.2
Total	100.0

Other Housing

Tenement
Inn
Co-op

Select the category that best represents your self-identified gender.

	Percent
Male or Trans Male	41.9
Female or Trans Female	56.1
Gender Fluid, Non-binary	1.9
Another gender self-identification	0.1

Total	100.0
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Select the highest level of education you have completed.

	Percent
Less than high school (no diploma)	0.2
High school graduate/GED	5.8
Some college or equal training (no degree or certification)	9.0
College degree or equal training certification	84.9
Total	100.0

Select the option for your household's entire income in 2023.


	Percent
Less than \$25,000	3.3
\$25,000 to \$50,000	10.4
\$50,000 to \$100,000	34.5
\$100,000 to \$200,000	36.1
\$200,000 or more	15.6
Total	100.0

If there is some other relevant feedback or comment you would like to provide, please do so here.

1. Do away with the Environmental Depot reservation requirement . 2. Accept metals, batteries, and most other recyclables at Pine Street
A big generator of trash in Burlington is the spring move out of college students each year
A lot of things closed during COVID and now I don't know what is available anymore, so that info would be helpful
A shared food scrap composting program for larger apartment complexes would be welcome--not sure our management co. would go for it though
A way to ask a CSWD employee if something is recyclable - especially helpful if I could send a picture of the item
Accurate information about the recycling stream. What actually gets used and how. How much of our blue bins ends up in the trash? Does it get sent to a third world country?
Always happy to have more communication from CSWD about the best ways to get rid fo trash. Love that they go ot the local schools to talk to the kids, woudl be a great time to also send that info home to the parents. Also composting options would be great to know more about. We compost in the yard but it does attract animals.
Appreciate all you do!
Appreciate the efforts of the CSWD to meet the needs of the community. Thank you.
Appreciate you
Appreciate you trying to divert more from going into the landfill and truly recycling waste
Bring back the Reuse Zones!
Burlington facility is closer and I used the "old" facility exclusively. After it closed, I started going to SoBu and haven't switched back because I like to bring my yard waste and make only one trip. Might use BTV in the winter...
Collection days (similar to college move out) for batteries & other hazardous waste would bring community engagement & attention
Continue to pass on information about drop off location/material type

Cost is too expensive. Don't mind less drop off locations if better hours and less cost
costs keep going up for "required" servoces
Cswd does a great job. Thank you!
CSWD is sometimes cost prohibitive
CSWD is well run, very organized, and the people working there very friendly. Keep up the great work. If I could recycle plastic bags there at a drop off center I would rather do that than the grocery store. Thanks
CSWD personnel at the drop off centers are very knowledgeable and helpful.
CSWD provides a great service
CSWD rates for trash are too high. They used COVID to jack up the prices and they never came back down. It is despicable.
Don't charge for just recycling
Drop off centers should be open both Saturday and Sunday. most people work all week!
Enjoy CSWD newsletters
Essex employees are not nice or helpful.
Even though I collect plastic film and drop it off at area stores that accept it I am under zero illusions that this material actually ends up being recycled. I also am under no illusions that any of the plastic you folks collect (or Burlington collects) is actually recycled. I am also well aware that you don't actually recycle glass - it ends up pulverized and either stockpiled and/or ends up mixed in with asphalt and used in paving. It's incredibly frustrating to fund operations that are not honest with the public about where major recycling streams actually end up.
excellent place to bring trash
Expand the hazardous waste depot to common hours, even if those hours are narrow. The current system is awful to use! Even when showing up on time for an appointment, the workers on-site ask if I have an appointment and never check that I'm the correct person. It's a waste of my energy.
Expand the recyclables to include milk and ice cream cartons.
Figure out a way to handle Omnipod 5 Insulin Pumps! These need to stay out of the trash - and I'm stock piling them in my home. The buildup is very discouraging!
Find a better way to use the Enviromental Depot. I had used several times per yr before the appointment requirement, but have used it maybe 1x total since.
Food scrap pickup is too expensive. Trash pickup is too expensive.
For those who do not redeem returnable bottles/cans; I wish people would share their returnable bottles & cans & give them away to others. Eg. we don't redeem ours, but we put a basket out the night before pick up so others can benefit from this. We leave out cans out & give them to one person. One night, when I saw a person going through others' recyclable cans, I was saddened to see this. So, we put out a basket & wrote 'just for you' . we've been doing this for 1year & a half. Our person picks them up separately from the other recyclables. Just a thought... I wish it could be so for everyone. :)
Full coverage to recycle any and all recyclable materials, and accessible options to do so, without having to pay obscenely for it. I hate throwing recyclable materials in the trash because the option doesn't exist, or because it's so limited that I can't handle the piling up of materials, and just need to get rid of them. Styrofoam is the worst, most poorly handled one I'm aware of.
Garbage collection is extremely expensive, but I don't want to put trash in my vehicle to bring it to the dump. On top of that, I definitely don't want to pay for food scrap collection. If it was a free addition to my Casella pickup, I would be inclined to handle food waste much better than I do.
Generally you do a very good job.
Gets very confusing , expense and time
Good survey
Good work CSWD!
Great job!!
Great that you are collecting feedback on the use of CSWD services!
Grocery store receipts! We've read that they cannot be recycled because of the filmy material most get printed on. Are there solutions or mandates to help reduce the waste there?

Guys at the Essex facility are excel
Hard to get my trash bin over the gate to dump trash or recycles. Have lost it once, but guy retrieved it. Loved it when the gate could open but I get it about safety....
Have a place on the webpage to answer what to do with an item that's not covered in the "what to do with" on the page. Show examples of plastic items with a valid recycle number that is still not recyclable. Highlight that black plastic is not presently recyclable.
Have Rover come to sites more often
having to trailer my yard waste to Williston (in a trailer smaller than a pickup truck box) seems like a carbon waste when CSWD used to grind it and truck it from the drop off center. I understand to commercial or dump trailers at the drop off center, but many home owners have small trailers to they can have efficient vehicles instead of pick up trucks
Historically, we have received booklets from CSWD on the services, sites, hours, etc., which I kept as a resource and reminder of the many things we could do to reduce waste. However, I have not seen these booklets in the last five years or so and I am unlikely to search this information online. Even a one-page chart with relevant information would be helpful as a quick guide to recycling and disposing of waste.
Hours of operation for waste facilities make it difficult for 9-5 employees to use them
How can we be assured that the trash and recycling materials are not mixed together and do not stay separated?
I absolutely love the Patchen Rd staff. They are super helpful and friendly. After so many years of dropping off my trash, I love seeing them and chatting each time I go.
I am deeply committed to reducing waste. I try hard not to purchase single use items and produce very little trash.
I am hoping that Burlington moves forward with city-wide trash collection so that trash and recyclables can be collected on the same day on our street. Currently we have a different collection company coming every day to pick up trash from different houses.
I am so glad that CSWD exists and appreciate all you do to help people minimize their trash.
I am very happy with the CSWD Facilities and the service I receive when I visit.
I appreciate CSWD :) Thank you
I appreciate knowing about CSWD services, but please don't send email or brochures/flyers to my mailbox. I am overwhelmed by mail and don't read it. I do read FPF and go to the CSWD website when needed. Please provide info that way, thanks!
I believe the city should do garbage and recycling as part of our taxes. Excess garbage such as furniture appliances and mattresses and such should be extra cost.
I choose not to own a car, so I'm glad I can compost at home and have my trash & recycling picked up. My workplace collects old batteries, light bulbs, & film plastics. I can even take my yard waste to McNeil by bike! When I have other items to dispose of, a little research on your website helps me plan when & where to drop them off, so I can reserve a CaShare vehicle accordingly. My trash hauling costs are low because my neighbors & I generate so little trash, we're able to share a tote & have it picked up every 2 weeks.
I compost and burn, dump is getting expensive,
I didn't know that shredded paper had to be in a clear bag, I always used a normal/white trash bag. Now I know and will use that
I do not use a trash pickup service as I do not generate enough trash to justify the cost.
I feel that I am more interested than many of my friends/family ensuring that I do everything right with regard to this stuff. I DO feel that we pay way too much for trash pick up -- we use Casella and pay over \$50/mo for basically one trash bag/week. The city does pick up our recycling (paid for through our taxes) and then we pay an additional \$20/month for compost pick-up.
I go once a week, one stop shopping. Gets me out of the house.
I hate having to make appointments to use the environmental depot
I have a car but It seems difficult unless one owns a car. Have absolutely no idea how to address that.
I hope you try to take this survey because it is not user friendly
I like to mention: great customer service in Hinesburg as well as Williston. Thank you!

I live in Hinesburg and mostly use the Hinesburg Drop-off center. I really do like the "New" Wednesday hours in addition to the Saturday hours. Also...appreciate that scrap metal and all of the lightbulbs, electronics, oil, clothing, batteries can be recycled here!
I love no-sort recycling, separating things would be less successful for my family. Thank you!
I love the facility in Williston for compost and leaves!
I love the Williston drop off center, tell them they are valued!
I miss being able to take yard waste, batteries, etc to the Pine St. center.
I moved here about 3 years ago. Every other place I've lived, the trash and recycling service was provided by the city. Just like Recycling is by Burlington now. Although, compost was a pilot program it seemed to be working. I pay Duffs a lot. Only recently did the Pibe Street location start taking trash and recycling. And I was not aware so I signed up for Duffs. Now I know I plan to cancel Duffy's and use Pine street more.
I really liked when the reuse shed was open at Redmond Road. I consistently brought my trash to the Williston Drop-Off Center until CSWD closed this reuse shed. I enjoyed stopping in to see the gently used items people left in here while dropping off my trash. Once this was closed I went with curbside trash pick up.
I really wish the environmental depot collected plastic film because it's easier to bring everything to one location than trying to remember to bring plastic film to the grocery store. I also didn't know plastic covered as many things as your question indicated like wood pellet bags, etc., so that would be good information to broadcast, however, it would be nice To be able to get rid of that at the depot as well since it's easier to take everything to one place. Otherwise your facilities are wonderful. That's my only complaint.
I so very appreciate the hard work that the CSWD does. Education, advocacy, outreach, community messaging, is critical to our future environmental wellbeing.
i started bringing my trash to the CSWD drop-off when carrier pick up got too expensive, even for just 2/month pickup. if carriers had a cheaper option, either fewer pickups or a smaller trash can, i would probably go back to that. for example, when we lived in CA, Waste Management offered a little 10gal trash can and free compost/green bin pick up.
I still miss having the CSWD location on Blakely Road in Colchester.
I think CSWD does a great job.
I think cswd does a terrific job
I think CSWD is a tax on trash that is absolutely unnecessary. Leave it to professional, efficient private companies like Casella. You just make trash more expensive for everyone. I look at your facilities & just see enormous waste of money. I know you say your a fee per ton and not a tax but given it's not optional, you are a tax. You add no value.
I think CSWD Rocks!!! Good job...
I think Dave in Essex is super professional, helpful and has great customer service skills
I think it's a crock of  that they will not pick up recycling unless it all fits in the wheeled container we have. I have had cardboard boxes, cut, broken down and placed in a cardboard box beside or on top of the blue container. The driver said "Unless it is placed inside the wheeled container, wee ed will not take it!" This must be a Burlington South End. Rule. They seem to have the power in this City. I know the New North Enders do not. I figured after the Police fiasco , the "Good Idea Fairy" would have had enough. I guess not.
I understand that there is a lot of plastic waste that is not recyclable. I would appreciate knowing more about what is recyclable and what is not.
i used to pay Myers to pick up trash but the service was bad so I now take my trash to South Burlington every week or less. It is way less expensive and much easier.
I want the truth about plastic recycling. does it really happen? especially plastic films. my son worked at Shaws and said they threw it all in the garbage.
I wish cost for disposing of furniture was less, but do understand the pricing.
I wish CSWD would provide an avenue for recycling plastic film/plastic bags. It is difficult for us to incorporate this into our grocery shopping and would make sense for CSWD to provide an avenue for more plastics.
I wish the city or other organization picked up lawn and yard refuse. Very painful to load my car many times during fall and spring.

I wish there were a better way to recycle the plastic bags. The grocery stores often do not have capacity for enough or don't have the staff to manage it. I have two contractor bags full of recyclable polybags, but don't know of a place to drop them off.
I wish there were not so many garbage companies. Every day there are loud garbage trucks and some of the drivers are not safe. They go too fast down the street and I worry about the kids.
I wish we could follow Brattleboros model of pay to throw. When I lived there, their program helped me significantly cut back on my waste!
I wish yard waste was collected! It's getting challenging for my husband and I to load up his truck and go to wood waste.
I wonder about consolidating neighborhoods to reduce costs AND how many trucks run through them. We live in Butler Farms/Oak Creek and certainly a more efficient pick up system could be developed.
I would like to start brining my trash and recycling to CSWD near me. It seems to be cheaper, but I need to have more Days and hours in which I can.
I'm fortunate to live near a Drop Off Center (Essex). The people are knowledgeable, helpful if needed and so kind.
If it was easier to transport recycling/trash I'd use the dump over a trash service- they're so expensive and the dump is reasonably priced
If the city of Burlington mandates composting, they should haul it away free of charge without taxpayer money. We pay \$20/month for biweekly pickup.
IF the products we put into the recycling bin ACTUALLY get recycled (and not just dumped into landfills), then CSWD needs to communicate this result with verifiable data. The prevailing public sentiment is that recycling efforts are ineffective or wasted, and promoting recycling is simply "greenwashing".
If there are questions that I can't find the answer to on the web, would be nice to be able to call someone at CSWD. Last time I tried, I couldn't find a phone number.
I'm grateful for your noted efforts in improving our community through thoughtful waste management practices!
I'm very thankful for the CSWD center and I appreciate the work you do!
Include trash pickup in our outrageous taxes
Instructions from CSWD often change and are confusing as a result.
it is a disgrace that the reuse zones have been closed for so long, re-open them already!
It would be great if the drop off centers were open all weekend, with decent hours, instead of being closed Sundays and having limited hours on Saturdays. Most people work Monday through Friday so having drop off, particularly for yard waste only open Saturdays for limited time makes it hard. Also, for the Essex drop off, they have moved the yard waste inside the facility, which makes it necessary to wait in line to drop off yard waste. In the past, it was just outside the gate so you did not have to wait in line with people dropping off.Trash
It would be great to have a city/county trash curbside pickup, rather than 3 companies servicing our small street.
It would be great to have a small CSWD center near Charlotte/Shelburne or have the Hinesburg location open more days of the week.
It would be helpful to have a larger recycling bin.
It would be helpful to provide details of tours to the local MRF for the general public. These are great ways to learn more about waste management and recycling. Thank you!
It would be nice if the different drop off centers had different days, so if I can't drop on a Monday for example, I can go to a different facility that day
It would be nice to know what can be reused as opposed to thrown away, like a place to bring stuff that people put on the side of the road that says free to take, rather than have to pay to get rid of it. There's lots of reusable junk out there
It would be nice to know which of the items we recycle are actually being recycled into usable items. It would be good if compostable utensils and other compostables were allowed to be put in the compost. We have a lot of work to do to educate the public about what can be composted.
It would be so great if there were municipal trash and compost pickup. Also schedules like Corvallis OR with weekly recycling and compost pickup and trash pickup only every other week. What would serve us even better would be a program like Ithaca NY that has weekly recycle pickup and a tag system for trash pickup.
It'd be great to have a poster that guides ppl on details of what to do with different types of trash, that could be hung on the fridge or condo common area

it's cheaper for us to take trash etc to cswd than have home service. thanks for all you do!
It's hard to know what plastic bags/film are recyclable and what aren't. Would like more detailed info about this to be published. Also, never know whether lids are ok to recycle with bottles and jars or not.
It's laughably insane that three or four different garbage trucks, from three or four different companies, drive through our neighborhood _every week_. This system is wasteful of resources (fuel, road wear) and detrimental to our quality of life (noise pollution, air pollution, traffic). There should be one truck, one day a week. It's disappointing that Burlington caved so easily to so-called "grass roots" opposition transparently manufactured by the trash companies.
Its time to resend booklet on all the topics discussed in this survey. Burlington
I've always wondered how much to rinse recyclables since I am also concerned about water usage. Do they actually need to be rinsed?
I've taken my own trash to the dump for over 20 years.
Just keep it priced low so more people will use the program.
Just keep sending out e-mails, web updates on what to recycle and how to recycle items. Reminders are great. Also suggestions on how to store food craps before taking them to CSWD would be good too.
Just want to say Thank you for all you have done over the years to keep out environment healthy!!! Another reason we are so lucky in our brave little state of Vermont!!!
Keep it up!!! Grateful to have drop off centers. Wish the "reuse" zones would come back
Keep up the good work
Keep up the good work
Keep up the good work
Keep up the good work!
Keep up your good work!
Keeping VT green.
Let people drop any kind of waste at any location. Have your employees truck it to your location specializing in a certain category of waste. PLEASE !!!! It will stop people from putting the wrong stuff in the regular garbage. I know many people that get sent away with the wrong type of stuff they are trying to get rid of. They only have 1 day off a week and your line is long. The \$ at the gate cause people to not bring in their unwanted stuff.
Love CSWD!
Love having CSWD
Love that these services are available. Very aware when traveling what happens when not!
Making compost pickup free would dramatically increase composting in Burlington
Male or female should not be with trans male or trans female. Not the same. Should be it's own category
More education and outreach to households would be great. The plastic film recycling at our grocery store is always stuffed to it's capacity. Need better receptacles
More education....
More options at Burlington CSWD facility
More people will participate if it's less complicated and more convenient. I also don't appreciate being legislated into composting!
More types of items should be allowed in blue bins: household batteries, steel under 20 lbs, paint in gallon pails, motor oil in gallon jugs, electronics, etc. Energy used to drive to cswd facility outweighs energy saved in recycling.
Open Mondays Bring back the shed to recycle household goods
Open the dump on Sunday
open the wood waste at McNeil power plant on the Sunday. Especially in the spring and fall. More open hours for environmental depot.
Overall CSWD is doing a fantastic job - thank you!
Overall CSWD is easy to deal with. The employees are very helpful, thoughtful, and friendly. However, the constantly changing goals of recycling from state law, city rules, or the "good idea fairy" make this complicated and confusing. The trash and recycling program goals should be clear and understandable.
Paper mailings of cswd resources and basic info

Payment options are so limited - check or exact change. Wish the drop off centers took credit cards.
Please allow trailers back at S Burlington and Essex
Please announce change of hours publicly. My husband went on a Monday and he didn't know the hours had changed so he had to leave the trash in the truck for Tuesday
Please do not put advertisements on doors or door knobs. It's an invitation for a home invasion or burglars.
Please do not raise the cost of living by making trash pickup a municipal service. It costs me \$3-6 a month to dispose of trash. I don't want to pay any more taxes! The cost of living here is out of control - using the dump is one way to help me save money.
Please keep educating on recycling and waste reduction!
Please remove the appointment only at CSWD hazardous waste drop off
Please try to recycle black plastic.
Please, please, PLEASE, require weekly pickup of household compost by current trash haulers.
Pricing, policies, and operating hours seem arbitrary. I have been recycling since before it was mandatory. It has never recovered to pre-mandatory levels. I fear that too many recyclables are not actually being recycled. And for a mandatory practice, all drop-off centers should be able to handle the materials--without requiring an appointment. Most of the staff have been very helpful and friendly. The above issues are management issues. Hope these comments are helpful.
Publicize information about recycling sites in Chittenden county
Really love the Williston facility - friendly and helpful staff. I do miss having compost dropoff be close to where you drop off other materials, though.
Recommend that CsWD drop off accepts credit/debit cards.
Recycling is often not real recycling, excessive production of trash is the problem.
Regarding the plastic film, I reuse this until it degrades and falls apart. Usually at that point it is too soiled to be recycled.
Seems CSWD works hard to service and inform the community.
Several years ago you put out a booklet that showed what items could and could not be recycled. Like orange juice coated cardboard container. I think it would be beneficial to have an update book for people to use. I have used ours a lot.
Should be free pick up for compost trash!
So thankful our community has such an extensive and numerous recycling options/facilities... thanks!
Something that prevents us from going to the dropoff center is needing to have cash for payment
Special collections for digital media, disks, CDs, VHS, and other nonelectronic old storage for secure destruction and recycling. Old waste that
Such a fan of the Essex Transfer Station. The employees are the best and always so helpful!
Survey takes time to answer questions. I hope you get the info you want. It is not eloquent!
Survey was well done.
target told us that they don't actually recycle the film and just throw it away
temporary signage regarding leaf pick-up date, christmas tree pickups-date
Textile & clothing recycling is high on my list. Vancouver has an excellent program where new Americans & others turn the recycled clothing into reusable vegetable & grocery bags among other things.
Thank you
Thank you CSWD for all the work you do to help process waste in the most environmentally friendly way.
Thank you CSWD!
Thank you for all that you do!
Thank you for all you do! Let's do more! Thanks for working on this. I want to work on medical waste after we solve household waste!
Thank you for all you provide!
Thank you for conducting this survey. It is so easy to recycle and compost.
Thank you for doing this survey! Happy holidays!
Thank you for keeping costs down. We would love to get a large stand-up recycling bin for free.
Thank you for providing excellent drop off service!

Thank you for the opportunity to take this survey.
Thank you for the services that you provide!
Thank you for the work you do!
thank you for what you do!
Thank you for your work
Thank you to all the friendly and helpful staff!
Thank you!
thank you, I wish you were back in Richmond
Thanks for all of your hard work
thanks for all you do
Thanks for all you do to keep Vermont clean
Thanks for all you do!
Thanks for all you do!
Thanks for caring! ❤️
Thanks for decentralizing all these services!
Thanks for doing a great job!
Thanks for doing great education and outreach!
Thanks for doing the survey. We drop off trash and recycling every week. All the staff are always helpful and friendly.
Thanks for the opportunity to participate.
Thanks, hope this helps
The a-z resource has a lot of potential, but is missing a lot of things. I go to check it frequently and often find what I am looking for is not listed.
The city of Burlington should contract a combined trash, recycling, compost service. It makes no environmental sense to have multiple entities driving around Burlington doing the same redundant service!
The crew you have at Essex are a great group of guys, they are second to none.
The CSWD agents at the dropoff sites are friendly and helpful
The drop off on Pine street has improved in a variety of ways that I did not know about until someone onsite gave me a similar survey. While I'd like more people to know about the services available, I'd like it even more if there wasn't so much to know. I'd prefer this all to be a city service, for trash, compost and recycling, with an occasional "large item" pickup.
The exorbitant cost of trash removal is causing more and more individuals to illegally dump refuse and other hazardous materials around the state.
The folks that work at Essex drop off are very nice and helpful.
The largest city in Vermont is Burlington. We are required to compost by law. Yet the Burlington compost dropOff is only open two days a week. That is not acceptable, it should be 6-7 days a week, and also have before/after work hours.
The lines at the Williston site can be long at times. It's wishful thinking, but it would be nice if checks were not allowed as a payment method because it takes a long time for people to write those. It would also be nice if a "Please have payment ready" sign in front of the shed. Also, I'm impatient, so it's okay to ignore all that :)
The options for some questions could be clearer, especially the one about recycling plastic bags at the store. Would like to see required compost pickup for rental units in the same way that garbage and recycling services are required, or at least more clarity to landlords if it is already required. given the mandatory composting law.
The people at Essex and Williston centers are always very helpful and friendly. They are a great team.
The people behind the booth at the drop off center in Essex are always friendly. Also I think have extended hours 1 day a week or month so you don't have to leave work early to do a drop off would be helpful. Even if you charge an additional fee for that time.
The private compost collection company for our condos doesn't clean out the huge bin after dumping into the truck. They washed out the bins when the collection first started. Not anymore. It is disgusting. They should have to return to the original cleaning. Also the bags don't fit the bins properly & collapse into the bin often.

The recycling bin lids are left open after the recycling is pickled up, which causes them to fill with water or snow if it's raining or snowing. It would be helpful if they could shut the lids after collecting the recycling! I'm guessing it is hard for older folks to empty the rain out of them when it fills up.
The Williston Dump is always clean and well organized. However location is inconvenient. Could you place containers somewhere closer in town for easier access?
There are rumors/myths about recycling not actually working, e.g. that most of what we put in recycling actually gets thrown away. It would be great to know what's accurate. For example, is glass really recycled or not?
There's a news letter? I had no idea.
Think about language access and ways to get stuff to hazardous waste for people with technology skills. More info in other languages about recycling, composting, hazardous waste etc
This was a fun survey! I hope to win a giftcard for my responses as i could really use it! Thank you for the opportunity
This was a good survey. Thank you!
to expand the pickup recycle to include compostables
Too many "rules/ways" to handle refuse.
Too much plastic that I'm told is NOT reused
Trash is expensive, rates seem to be going up frequently
Trash pickup from residence every 2 weeks exceeded \$60/month and was damaging the driveway and lawn. I now take trash and recyclables to Vergennes every month for \$6
Trash pickup is overpriced that should be looked at
Want clarity on what can go in recycling and what shouldn't.
Want some easy how tos on composting and electronic waste
We always have a good experience using the CSWD drop-off services. Keep up the good work!
We appreciate all the CSWD does for the community
We appreciate the options to divert materials from the landfill. We fully compost (in our backyard during the summer and via CSWD drop-off in the coldest months). We fully recycle. We have reduced our waste to where we have an \$8 bag of trash to drop off at CSWD about every 6 weeks. It's possible! Granted, we don't have children using disposable diapers living with us. Diaper waste volume can be crazy...speaking from personal experience, it's not that hard to use washable cloth diapers and diaper covers once you figure it out, and it's way cheaper over the longer run.
We appreciate you all so much!
We are always impressed by how neat and well-organized the drop-off centers are. Great job. Thanks for your hard work.
We are glad to participate in activities that help us all. First, we have to perceive the benefit. Second, if something becomes mandated, there must be a way to accommodate it without undue hardship or it will be ignored. For instance, not allowed to throw away electronics (computers) in the trash. Okay, make special trip to Williston to throw three items away, only to find to space full. Should not be that big of a deal to allocate more space if the demand is there. Still stored at the house. If it is mandated it must be accommodated.
We are trying our best to lessen the amount of packaging and plastics into our house.
We are very appreciative of your work
We are very happy that Pine St. Drop-off Center is back to accepting a full range of trash, metal, compost, etc.
We are very happy with the disposal options and the courteous staff at the South Burlington drop-off location.
We don't do it right as a community. We need to process and dispose locally (incinerate using converted McNeil facility) but NIMBYs would put up a fuss.
We have a neighbor that takes their garbage and throws it out beside their house and let the dogs and rats and wild animals eat it.
We have toured the recycling facility and would like to see more neighborhood participation in the composting- maybe sealed neighborhood containers that were collected like the dry recycling. The new bigger bins Burlington required have substantially improved the amount papers flying around the neighbor
We love having the opportunity to dispose of as many items as we can responsibly through CSWD. Thank you!
We need a drop off area somewhere in the Mallets Bay Area, Colchester.

We need more training in schools and workplaces (including govt agencies) about what can and can't be recycled and composted. It can be done in a positive way - you can help! You have the power to ___! I'm sick of picking up trash, picking compostables out of trash, picking recycling out of the compost bin, etc. I once pulled about 15 bread bags out of the compost container at a CSWD facility, dumped the bread back in, threw out the plastic bags the loaves were in (felt bad about throwing them out, but they were covered in disgusting, rotting food), and told staff at the facility there were at least another dozen I couldn't get to. This past weekend I saw a lady throw a large plastic bag of food into the compost bin, and found mums still in their black, plastic containers in the compost dumpster - it's...it's disheartening. People are so effing lazy.
We own a cottage on a lake in a more rural area than Chittenden County., The cost of pickup in the rural areas is excessive. When possible, we use the rural drop off center to process our recycling
We thank you for your services.
We try to do our part in protecting the environment.
We use Cassella for trash and recycling.
We wish there was a facility similar to Barre, Vt in Chittenden County. They used to take many extras like apple sauce pouches and many other hard to recycle items. We also miss the reuse centers that you had. We see neighbors trash cans overflowing with items that aren't allowed in their trash like clothing, metal and wood overflowing out of it. Casella should educate their customers better. Maybe inform them about CSWD that takes metal, wood, leaves and clothing etc. I'm guessing these people don't know or are too lazy to bring the stuff to the proper facilities.
We would prefer city run trash services so trash trucks aren't always on the road, in the neighborhood and compost pickup by the city, since it's required
weekend hours sometimes feel limited for drop off to waste centers
We've already focused on reducing our waste, so it's not that we aren't trying to do so -- we should be able to have a smaller trash container at a lesser price but Cassella's economics around this leave a bit to be desired.
When we first bought our house, we had the option to have our garbage collected, but it was too costly. It was far cheaper to bring my trash to a CSWD drop-off center, and I've been doing that for almost 20 years now. It's convenient, and everyone is always friendly and helpful. The amount of time and money I've saved by taking a trip out myself each weekend is well worth the effort. Thank you!
Why does the City not pick-up trash and compost? Why is this privatized in Burlington? We pay an incredible amount in taxes to not have these services included, like in other cities in the country.
Wish it wasn't so high to lift the garbage at the centers to dispose. Every year it gets harder to do
Wish the price was lower
Would be better to have city trash pick up for Williston and other towns, more efficient than small private companies. Less trucks and emissions.
Would be great to include have a program where local farmers pick up proper scraps for feed for free
Would be wonderful if we could have someone pick up yard waste
Would like reliable info regarding how much of the plastic in the blue bins is actually recycled.
Would like to know where it all goes after we drop it off with you! More education on recycling plastic bags... and colored plastics
would love to have weekly recycle pick up, and composting options that were easier, and less smelly. current company only picks up recycling every other week, we end up having to use trash for some because there isn't enough room..
Would love to receive some simple tips on how to make recycling more efficient. Like if it makes things easier on the system to remove the labels from soup cans or if a clear plastic bottle has an opaque colored plastic lid, should I separate the lid from the bottle? Just some easy tips for helping the system work more efficiently would be great!
Would really like more info on how to recycle various plastics.
y'all do a great job-- thank you! And I'm excited we can now recycle pizza boxes
You all do a great job, keep up the good work. You are one of the best deals in town. Thanks
You are doing a good job. I am not always sure if some plastic containers can be recycled because it seems that changes from time to time.
You are doing a great job. I am concerned that, even though I bring recycling to CSWD, there are not buyers for all the plastic, etc. so it still ends up in the landfill.

You need to find a place to put the trash and not pretend that it will all recycle. Also recycling needs to be easy and we can;t take each thing to different places. Finally the cost to do all of this must be low - stop raising the cost of living in Vermont with each little thing
Your facilities do an awesome job! Also, who wants to pay some outfit to take stuff away when it's so easy to go to your site? Love it!
Your facility staff are great. Closures on odd days make it hard
your policys keep it expensive. your solutions need to be more economical
Your staff are courteous, efficient, obviously well trained. I wish wood ash disposal were included in trash fee.
your Website is horrible! Entirely lacks clear and specific information on what materials can go where. CSWD really has failed at getting this right. it impacts reducing the waste stream.

#7.

TO: Board of Commissioners
FROM: Sarah Reeves, Executive Director
DATE: May 20, 2025
RE: Annual Organizational Meeting, Election Process – Hybrid Meeting

The 2025 Annual Organizational meeting is scheduled for Wednesday, June 25, 2025. At this meeting, the Board of Commissioners elects a Chair, Vice-Chair, Treasurer, Secretary, and an Executive Board.

Charter Guidance

Article II, Section 3 of the CSWD Charter states:

Annually, on or before the fourth Wednesday in June, commencing in 1989, the Board of Commissioners shall hold its organizational meeting. At such meeting, the Board of Commissioners shall elect from among its membership a Chair and a Vice Chair, each of whom shall hold office for one year and until his or her successor is duly elected and qualified. The Chair and Vice Chair are eligible to be elected to successive terms without limit.

Article III, Section 1 states:

The Board of Commissioners annually shall elect from among its members a chair, vice chair, treasurer and secretary, and such other officers as it deems appropriate for the conduct of its business. Upon majority vote of the Board the treasurer or secretary may be non-Board members.

Article III, Section 10 states:

The Board of Commissioners shall have the authority to establish an Executive Board and grant such powers to it as it may deem necessary. The Executive Board shall consist of the Chair of the Board of Commissioners and four members of the Board of Commissioners elected by the Board of Commissioners.

Nomination and Election Process – Virtual Meeting

The Executive Director will collect nominations, including self-nominations, for positions **through close of business (4:30pm) Friday, June 13, 2025, via e-mail**. A memo listing the nominees received will be included in the Board packet for the Annual Organizational Meeting. Additional nominations will be solicited at the Annual Organizational Meeting on June 25, 2025. Commissioners may nominate another commissioner for an elected position, but the nominee's name will only be added to the ballot with the nominee's assent. All new self-nominations will be added to the ballot at that time. Nominations will close for officer positions one by one.

For example, nominations will be sought for the position of Chair. When all nominations have been received, nominations will close, and voting will commence. If there are two or more nominations for any elected position, each commissioner will record their vote with the Secretary and a Teller

appointed by the incumbent Chair. Each Commissioner, in alphabetical order by member city or town, will be called to exit the public session and join a breakout room, or to provide their vote in-person to the Secretary and Teller. When the vote for Chair is completed, the process repeats for Vice Chair, Secretary, and Treasurer in turn should there be contests with more than one nominee.

Additional nominations will be sought for Executive Board when the Officer elections are complete. Commissioners may select **up to four members** to serve on the Executive Board (the Chair is automatically a member of the five-member committee). If more than five Commissioners are on the Executive Board ballot, the breakout room process will be used.

Duties of the Officers

Chair: The chair shall preside at all meetings of the Board of Commissioners. The chair shall also perform all of the duties incident to the position and office.

Vice Chair: During the absence of or inability of the chair to perform their duties, the vice chair shall perform such duties.

Secretary: The secretary shall have the custody of the public records of the District and shall record all votes and proceedings of the District including meetings of the District and meetings of the Board of Commissioners. The secretary shall also prepare and warn all meetings of the District and Board of Commissioners in accordance with Vermont law and shall cause the annual report approved by the Board of Commissioners to be distributed to the legislative bodies of the member municipalities. The secretary shall also perform all the duties and functions incident to the office of a secretary or clerk of a municipal corporation.

Treasurer: The treasurer shall have the custody of the funds of the District and shall be the disbursing officer of the District. When authorized by the Board of Commissioners, the treasurer shall sign, make, or endorse in the name of the District all checks and orders for the payment of monies and pay out and disburse the same. The treasurer shall perform all of the duties and functions incident to the office of treasurer of a municipal corporation.

Committees

Currently active committees are the Executive Board and one standing committee, the Finance Committee. The Investment Committee meets as needed, usually once a year, and has traditionally been comprised of the same members that serve on the Finance Committee. Over the years, we've established a variety of ad-hoc committees (Ordinance, Recycling Market Development, Franchise Study, Executive Search, etc.) to work on short-term projects.

The Chair serves as an ex-officio member of all committees.

Executive Board

The Executive Board meets on the third Monday of each month as needed, typically 10 times per year. The Chair of the Board of Commissioners currently functions as the Chair of the Executive Board.

Finance Committee/Investment Committee

The Finance Committee was established by the Board of Commissioners in 1996, and its members are appointed by the Chair of the Board. The Finance Committee has begun to meet regularly during the year, not solely for budgeting purposes. The expectation can be that the Finance Committee will meet approximately eight times per year. The Treasurer of the Board of Commissioners is automatically a member of the Finance Committee and generally serves as Chair.