

DRAFT – TELEPHONE SURVEY VERSION

Chittenden Solid Waste District
Household Solid Waste Survey 2021

Hello, this is _____ from _____. We're conducting a survey of Chittenden County residents about trash, recycling, and composting. The survey will help evaluate and improve the services you receive, and all responses will be kept completely anonymous. It should take about XX minutes to complete. May I ask you some questions?

Are you age 18 or older?

- | | | |
|---|-----|--|
| 1 | Yes | [CONTINUE SCREENING] |
| 2 | No | [ASK TO SPEAK WITH SOMEONE WHO IS;
TERMINATE IF NO ONE AVAILABLE] |

FOR CELL PHONE SAMPLE ONLY:

Have I reached you on your cell phone or a landline?

- | | | |
|---|------------|----------------------|
| 1 | Cell phone | [CONTINUE SCREENING] |
| 2 | Landline | [THANK & TERMINATE] |

Is there at least one phone inside your home that is currently working and is not a cell phone?

- | | | |
|---|-------------|-------------|
| 1 | Yes | [TERMINATE] |
| 2 | No | [GO TO Q1] |
| 3 | Don't know | [TERMINATE] |
| 4 | No response | [TERMINATE] |

DON'T READ OPTIONS UNLESS SPECIFIED OR RESPONDENT DOESN'T SEEM TO UNDERSTAND THE QUESTION.

1) What town or city do you live in?

- | | | | |
|----|------------------------------------|----|-----------------------------|
| 1 | Bolton, Bolton Valley, West Bolton | 11 | Richmond, Jonesville |
| 2 | Burlington | 12 | Shelburne |
| 3 | Charlotte | 13 | South Burlington |
| 4 | Colchester | 14 | St. George |
| 5 | Essex | 15 | Underhill, Underhill Center |
| 6 | Essex Junction | 16 | Westford |
| 7 | Hinesburg | 17 | Williston |
| 8 | Huntington, Hanksville | 18 | Winooski |
| 9 | Jericho, Jericho Center | 19 | Other [Specify]: _____ |
| 10 | Milton | | [TERMINATE IF OTHER] |

1A) NOT A QUESTION TO ASK, JUST TO CODE: If the response to Q1 is a:
2, 13, or 18, code as a 1

- 4 or 10, code as a 2
- 5, 6, or 17, code as a 3
- 3, 7, 8, 11, 12, or 14, code as a 4
- 1, 9, 15, or 16, code as a 5

2) For your regular household trash and recycling, do you have a hauler who provides curbside pickup or do you use a drop-off center, known to some as “the dump”?

- | | | |
|----|----------------------------|------------|
| 1 | Curbside/pick up/dumpster | [GO TO Q3] |
| 2 | Drop-off/dump/landfill | [GO TO Q4] |
| 3 | Bring to work | [GO TO Q4] |
| 4 | Both curbside and drop-off | [GO TO Q4] |
| 5 | Other [Specify]: _____ | [GO TO Q4] |
| 98 | Don't know | [GO TO Q4] |
| 99 | No response | [GO TO Q4] |

3) How much do you pay per month for trash and recycling service?

- | | |
|----|------------------------------------|
| 1 | Nothing/Zero |
| 2 | Less than \$10 |
| 3 | \$10-\$14 |
| 4 | \$15-\$19 |
| 5 | \$20-\$24 |
| 6 | \$25-\$29 |
| 7 | \$30-\$34 |
| 8 | \$35-\$39 |
| 9 | \$40-\$44 |
| 10 | \$45-\$49 |
| 11 | \$50-\$54 |
| 12 | \$55-\$59 |
| 13 | \$60-\$64 |
| 14 | \$65-\$69 |
| 15 | \$70-\$74 |
| 16 | \$75 or greater |
| 17 | Included in rent, condo fees, etc. |
| 18 | Other [Specify]: _____ |
| 19 | 98 Don't know |
| 20 | 99 No response |

4) On a scale of 1 to 10, with 10 being the highest best rating, how would you rate the trash and recycling service you receive?

- | | |
|---|---|
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |

8 8
9 9
10 10
98 Don't know
99 No response

5) Do you ever take items other than regular trash and recycling to a drop-off center, such as leaves, food scraps, wood, electronics, motor oil, used clothing, old furniture, scrap metal, batteries, or appliances?

1 Yes
2 No
98 Don't know
99 No response

6) The next question is about curbside collection of trash and recyclables. In most cases in Chittenden County, if you want curbside service, you can choose which hauler comes to your home to pick up your trash and recyclables. Many other communities (including some in Vermont) have chosen to assign routes to specific haulers through a bidding process, so that only one hauler provides services to a given neighborhood. This type of system can reduce costs for haulers, reduce air and noise pollution, reduce the impact of trucks on the roads, improve neighborhood safety, and lower the overall cost to consumers. Curbside customers would no longer have a choice of haulers, though all haulers in the system would be required to maintain specific service standards. In addition, some of the current haulers might not win contracts. Would you support or oppose this type of system?

1 Support
2 Oppose
3 Not enough information
4 No opinion
98 Don't know
99 No response

7) Would you support this type of system for just curbside collection of household food scraps?

1 Yes
2 No
3 Not enough information
4 No opinion
98 Don't know
99 No response

8) On a scale of 1 to 4, with 1 meaning Not at All Important and 4 meaning Extremely Important, how important is the cost of trash and recycling services to you?

1 1
2 2
3 3
4 4
98 Don't know
99 No response

9) Using the same scale, 1 meaning Not at All Important and 4 meaning Extremely Important, how important is it to you to reduce the impact of trucks on local roads?

- 1 1
- 2 2
- 3 3
- 4 4
- 98 Don't know
- 99 No response

10) Using the same scale, 1 meaning Not at All Important and 4 meaning Extremely Important, how important to you is improving neighborhood safety by reducing the number of trash and recycling trucks?

- 1 1
- 2 2
- 3 3
- 4 4
- 98 Don't know
- 99 No response

11) Using the same scale, 1 meaning Not at All Important and 4 meaning Extremely Important, how important is it to you to be able to choose a hauler for trash and recycling services?

- 1 1
- 2 2
- 3 3
- 4 4
- 98 Don't know
- 99 No response

12) What do you do with household recyclables, for example, bottles, cans, cardboard, paper? **[MULTIPLE RESPONSES POSSIBLE]**

- 1 Drop off at designated recycling locations in my region
- 2 Set out for collection by my hauler or town for recycling
- 3 Return for deposit
- 4 Put in my trash (curbside or drop-off)
- 5 Other **[Specify]:** _____
- 98 Don't know
- 99 No response

13) What do you do with leaves and yard trimmings, such as grass clippings? **[MULTIPLE RESPONSES POSSIBLE]**

- 1 Leave on lawn or elsewhere on property
- 2 Compost at home
- 3 Drop off at designated composting locations in my region
- 4 Set out for collection by my hauler for composting

- 5 Removed by landscaper/maintenance company
- 6 Put in my trash (curbside or drop-off)
- 7 Burn
- 8 Don't have any
- 9 Other **[Specify]**: _____
- 98 Don't know
- 99 No response

14) What do you do with food scraps? **[MULTIPLE RESPONSES POSSIBLE]**

- 1 Put down garbage disposal
- 2 Compost at home
- 3 Drop off at designated composting locations in my region
- 4 Set out for collection by my hauler for composting
- 5 Use for animal feed
- 6 Put in my trash (curbside or drop-off)
- 7 Other **[Specify]**: _____
- 98 Don't know
- 99 No response

15) What do you do with leftover hazardous products (e.g., chemicals, paint, automotive fluids, pesticides, batteries, fluorescent lamps, mercury-containing products)? **[MULTIPLE RESPONSES POSSIBLE]**

- 1 Bring to Environmental Depot/Depot
- 2 Bring to Rover
- 3 Bring to Drop-Off Center
- 4 Bring to CSWD/District
- 5 Bring to a store/retailer
- 6 Put down the drain
- 7 Put in my trash (curbside or drop-off)
- 8 Don't have any
- 9 Other **[Specify]**: _____
- 98 Don't know
- 99 No response

16) Do you currently work outside the home in Chittenden County?

- 1 Yes **[GO TO Q17]**
- 2 No **[GO TO Q19]**
- 98 Don't know **[GO TO Q19]**
- 99 No response **[GO TO Q19]**

17) Are you able to recycle at work?

- 1 Yes
- 2 No
- 98 Don't know
- 99 No response

18) Does your workplace collect food scraps separate from trash for composting?

- 1 Yes
- 2 No
- 98 Don't know
- 99 No response

19) CSWD needs to replace its almost 30-year-old recycling facility in Williston, where your blue-bin recyclables are sorted and prepared for market. The new facility will be more efficient and effective, saving time, money, and energy. It will also increase what can be recycled. CSWD will need voter approval to borrow approximately 18 million dollars to build the new facility. The bond would not increase your taxes. We would pay back the loan over 20-25 years with a modest increase in the fee charged to haulers that bring recyclables to the MRF. The private hauling companies would pass the cost on to their customers. The cost to the average household is estimated to be less than 50 cents per month. Given this information, do you think you would vote to allow CSWD to borrow money for this project?

- 1 Yes [GO TO Q22]
- 2 No [GO TO Q20]
- 3 Not enough information [GO TO Q21]
- 4 No opinion [GO TO Q22]
- 98 Don't know [GO TO Q22]
- 99 No response [GO TO Q22]

20) What is the main reason you would not support this project?

- 1 The project is too expensive
- 2 I don't want to pay more for recycling
- 3 Other [Specify]: _____
- 98 Don't know
- 99 No response

21) What additional information would you like to receive? [MULTIPLE RESPONSES POSSIBLE]

- 1 What's wrong with current facility?
- 2 Where will the new facility be built?
- 3 Other [Specify]: _____
- 98 Don't know
- 99 No response

22) How would you prefer to receive new information about trash, recycling, and composting in Chittenden County? [MULTIPLE RESPONSES POSSIBLE]

- 1 Drop-off center
- 2 Hauler
- 3 Newspaper
- 4 Television
- 5 Radio
- 6 Friends/Family/Neighbors

- 7 Children
- 8 CSWD hotline
- 9 CSWD web site/internet
- 10 Flyer/brochure in the mail/Direct mail
- 11 E-mail
- 12 CSWD email newsletter (The Digest)
- 13 Front Porch Forum
- 14 Facebook
- 15 Twitter
- 16 Text me
- 17 Other **[Specify]**: _____
- 98 Don't know
- 99 No response

23) What is your overall impression of the Chittenden Solid Waste District? **[READ OPTIONS 1-4]**

- 1 Positive
- 2 Negative
- 3 Not enough information
- 4 No opinion
- 99 No response

24) Do you support manufacturers being required to bear more responsibility for the costs of recycling or landfilling their products or the packaging used for their products?

- 1 Yes **[GO TO Q25]**
- 2 No **[GO TO Q26]**
- 3 Not enough information **[GO TO Q26]**
- 4 No opinion **[GO TO Q26]**
- 98 Don't know **[GO TO Q26]**
- 99 No response **[GO TO Q26]**

25) Would you still support this if it increased the cost for the product?

- 1 Yes
- 2 No
- 98 Don't know
- 99 No response

26) How could trash and recycling services in Chittenden County be improved? **[MULTIPLE RESPONSES POSSIBLE]**

- 1 Cheaper/free
- 2 Curbside collection of food scraps/yard debris/compost
- 3 Better/more drop-off center hours
- 4 Municipal/franchised/consolidated collection
- 5 Accept more items for recycling **[Specify]**: _____
- 6 More public awareness/participation
- 7 They could not be improved/I'm satisfied

- 8 Other **[Specify]**: _____
- 98 Don't know
- 99 No response

My last few questions are for comparison purposes only. Your responses will be kept strictly confidential.

a) In which of the following age brackets do you fit?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 7 75 to 84
- 8 85 or older
- 99 No response

b) What is the highest level of education that you have completed?

- 1 Less than 9th grade
- 2 Some high school
- 3 High school graduate/GED
- 4 Some college
- 5 Associate degree
- 6 Bachelor's degree
- 7 Graduate or professional degree
- 99 No response

c) Do you own or rent your home?

- 1 Own
- 2 Rent
- 3 Other **[Specify]**: _____
- 99 No response

d) How long have you lived in Chittenden County?

- 1 Less than 1 year
- 2 1-2 years
- 3 3-5 years
- 4 Greater than 5 years
- 98 Don't know
- 99 No response

e) Which of the following ranges best describes your combined annual household income?

- 1 Less than \$10,000

- 2 \$10,000 to \$14,999
- 3 \$15,000 to \$24,999
- 4 \$25,000 to \$34,999
- 5 \$35,000 to \$49,999
- 6 \$50,000 to \$74,999
- 7 \$75,000 to \$99,999
- 8 \$100,000 to \$149,999
- 9 \$150,000 to \$199,999
- 10 \$200,000 or more
- 99 No response

f) Gender **[RECORD; DON'T ASK]**:

- 1 Male
- 2 Female
- 3 Uncertain

That concludes our survey. Your feedback is very valuable in evaluating and improving services that Chittenden Solid Waste District provides to our local community. Thank you very much for your time.

[If they have questions, please ask them to call 802-872-8111.]