

**Curbside trash & Recycling Survey
Summary 6/20/2026**

Question	# of Responses	Response Details			
1. Do you participate in Shutesbury's curbside Pay-As--You-Throw (PAYT) program?	211	No	Yes		
		14	197		
		7%	93%		
2. How many people live in your household (including yourself)?	214	1 - 2	3 - 4	5 or more	
		149	56	9	
		70%	26%	4%	
3. How satisfied are you with the current curbside PAYT service?	208	Somewhat dissatisfied	Somewhat satisfied	Very dissatisfied	Very satisfied
		9	46	2	151
		4%	22%	1%	73%
4. Do you ever use more than one trash bag in a week? If yes, approximately how many weeks per year does this occur?	214	1 - 12 weeks	12 weeks or more	Mostly after a holiday	No, never
		103	26	30	55
		48%	12%	14%	26%
5. How convenient is the current curbside pickup schedule?	211	Somewhat convenient	Somewhat inconvenient	Very convenient	
		27	3	181	
		13%	1%	86%	
6. Have you experienced service issues in the past year?	211	Communication issues	No issues	Occasionally missed pickup	
		4	165	42	
		2%	78%	20%	
7. The program includes 50 trash bags per household per year. Are you satisfied with this amount?	213	Far too few	Mostly enough	Not enough	Yes, enough
		11	48	36	118
		5%	23%	17%	55%
8. Do you purchase additional PAYT trash bags beyond the 50 included per year?		No	Occasionally	Yes	

	211	116 55%	36 17%	59 28%																
9. If yes, approximately how many additional bags do you purchase per year?	97	10 (1 pack)	20 (2 packs)	30 (3 packs)	40+ (4 or more packs)															
		48 49%	29 30%	8 8%	12 12%															
10. Do you purchase a sticker for the Leverett Transfer Station?	213	No 82 38%	Yes 131 62%																	
11. If yes, how often do you visit the Leverett Transfer Station?	139	1 - 4 times per month	A few times a year	Bought, but never used	Every other month															
		19 14%	78 56%	16 12%	26 19%															
12. If cart service were offered, what size would you prefer? Note: The term Cart refers to a wheeled trash container. Note: our current trash bags hold 33 gallons. Select 1 size for trash and 1 size for recycling: (2 answers total)	204	For Recycling - Large (64 gallon)	For Recycling - Small (35 gallon)	For Trash - Large (64 gallon)	For Trash - Large (64 gallon), For Recycling - Large (64 gallon)	For Trash - Large (64 gallon), For Recycling - Small (35 gallon)	For Trash - Small (35 gallon)	For Trash - Small (35 gallon), For Recycling - Large (64 gallon)	For Trash - Small (35 gallon), For Recycling - Small (35 gallon)	For Trash - Small (35 gallon), For Recycling - Large (64 gallon)	For Trash - Small (35 gallon)									
		2 1%	1 0%	5 2%	74 36%	14 7%	5 2%	19 9%	83 41%	1 0%										
13. Would getting the cart to the end of your driveway present a physical challenge?	211	No	Not sure	Only in the winter	Somewhat	Yes														
		114 54%	11 5%	20 9%	34 16%	32 15%														
14. How would you feel about replacing the town-wide curbside service with individually paid private trash service?	210	Somewhat opposed	Somewhat support	Strongly opposed	Strongly support															
		28 13%	14 7%	164 78%	4 2%															
15. Do you bring used household batteries to Town Hall for disposal?	210	I was not aware of this option	No, never	Yes, occasionally	Yes, regularly															
		83 40%	61 29%	64 30%	2 1%															

16. Have you utilized the Textile collection bin located at the Highway Dept. parking lot?	211	I was not aware of this option	No, never	Yes, occasionally	Yes, regularly
		32 15%	39 18%	98 46%	42 20%

17. Have you utilized Household Hazardous Waste collection days in Amherst?	211	I was not aware of this option	No, never	Yes, occasionally	Yes, regularly
		25 12%	99 47%	76 36%	11 5%

18. Do you feel confident about what can and cannot be placed in the recycling bin?	210	Not very confident	Somewhat confident	Very confident
		5 2%	102 49%	103 49%

19. Do you use the "Recyclopedia" or "Beyond the Bin" link on the Town Recycling webpage to check disposal guidance? Town Recycling page — https://shutesbury.org/recycling Recyclopedia — https://recyclesmartma.org/results-materials/ Beyond the Bin — https://recyclesmartma.org/beyond-the-bin-search/	210	I was not aware of this option	No, never	Yes, occasionally	Yes, regularly
		67 32%	37 18%	97 46%	9 4%

Additional comments:

Thank you for your service!

Please get single stream recycling.

Curbside pickup is an important service provided by our taxes. I want to maximize that payment and have curbside pickup and large containers for our convenience.

I do not want to pay for private trash pick-up, I just need more bags annually. I would rather pay for additional bags than an unknown amount for private pick-up.

My answers above reflect my position on the subject absent of any other changes. For example, I would strongly oppose eliminating our trash pickup and replacing it with private if no other changes were implemented. If we saw a corresponding tax decrease, then I could get on-board with that kind of change. Right now, our town has egregiously high taxes for minimal town services, so extracting one of the few services provided without any other changes would be very unwelcome. We need town services that benefit the citizens of the town, beyond just sending more and more money to the town library.

If the town switches to individually paid trash pick up, will we see a reduction in our taxes?

I do have questions about recycling of lightbulbs, batteries encased in an electric toothbrush and that sort of thing. I think our trash pickup is an essential service and one that the town
As a Village Neighbor volunteer, I don't have to pay for a sticker

thank you for the survey - this is good for democracy

Thank you for offering this survey, it reminded me of a few things I haven't been doing properly. I am confused about recycling padded mailing bags and the new kind of plastic - doesn't stretch - that so much produce is in (trader joe's) I'll look at the links you sent

Having dimensions of the large cart would be necessary for me to answer question 12 as we just built a small structure to keep the bins during the week.

There are not enough trash bags to get through the year to begin with. Compound that with having cats with litter boxes that need to be completely dumped and cleaned periodically and I have to buy extra bags every year.

(1) We find it easier to bring batteries to Staples--you don't have to tape the connections and it's right there near grocery shopping (just FYI). (2) A few trash bags get destroyed by critters before being collected, which is why we tend to need more than the 50 every year. Hazards of rural life! Perhaps having a cart would reduce this? We use a bin sometimes but not always, for reasons (a.k.a. husbandly trash-management stylings...)

If we went to a paid private service I would only be interested if our taxes went down by a measurable amount. Otherwise, I think the curbside pickup is a very helpful amenity and also keeps trash out of the woods and local nature areas

We greatly appreciate the effort of the recycling committee's efforts.

Please don't mess with our excellent trash service!!

We have seniors on fixed incomes who have difficulty making ends meet, and this economy is difficult for everyone. This is why I believe that trash service should be bought cooperatively by the town. Negotiating with a group and having one service will provide more energy, time and money efficient--and also consistent--trash and recycling collection. I also feel strongly that we need to keep our current system if possible rather than moving to a cart system. I had to ask for the largest carts because sometimes (but not often) I use more than one bag for trash and/or recycling. We would be paying for more expensive carts than I would really need on a regular basis if we bought the large ones, but if we bought the smaller ones I would be stuck on heavy trash or recycling weeks.

We should simplify this process by letting residents use a trash can sticker! It would be significantly better and easier than what we've been doing! Other towns (ie Concord , MA) utilize the barrel sticker and it's a lot easier! Considering how high taxes already are, we shouldn't have to keep using the bs bag system that we've been. For working residents the bags are a nightmare. Often when more are needed, it's a wild goose chase trying to get more and/or they're not available. Completely unnecessary if a year long barrel sticker were implemented! No more hunting down scattered distribution days/times....can we PLEASE change this archaic and aggravating bs bag system... we don't need carts either. Just mail us a resident

Our driveway is 0.2 miles long, so I would not be rolling two carts out to the road. I think the carts would be a very bad idea. I would have to lift both of them into a vehicle. Even the smaller sized carts would likely not fit together in a Subaru Outback. This is not a survey question, but I hope there is not a push to have comingled paper and container recyclables. This would be stepping backwards. Thank you for the excellent committee work over the years.

If private service would pick up. at our garage, we would like that. Otherwise, prefer town. We use Amherst transfer station. Can't get cans up the driveway (elderly). Put in car, go to dump, once and done. Also, won't put cans out night before because animals, but don't want to get up so early to put them out in morning. Use Leverett for take it or leave it. Love that.

Casella has been a less-than-optimum vendor for trash & recycling services. Their timing is inconsistent and they have occasionally left trash bags and recycling contents in the bins.

Current pickup is not at the end of our driveway, but at the end of the road onto which our driveway passes. Hauling a wheeled "cart" to the road, in winter, would be challenging for us.

If taxes will go down, get rid of town wide pickup and let us choose our own options.

I like using our bags, not bins.

We should have normal trash collection without having to use special bags or carts. We should just be able to put trash bags in the garbage and have a truck take them away. This is how we have been able to dispose of garbage in every other place we lived. We should not have limitations on trash disposal. Taxes are very high in Shutesbury and this is a basic service!

I bought a compost bin when I picked up my trash bags and I love it.

I am glad and thankful the Town offers this service I am 79 years old

Early-morning pickup can be a challenge, especially in winter. Can't leave trash out overnight due to animals. But sometimes we miss the early morning pickup. Also, sometimes neighborhood dogs rip up our bags in the morning. It would be great to have wheeled trash barrels, especially if they're sturdy enough to keep animals out. Thanks for your volunteer service and for offering this survey. One other thing I'd like to mention is that it's hard to have a cat if you live in Shutesbury, due to how difficult it is to dispose of litter (we were told by the last recycling cmte to bury it in our yard, which we physically can't do). We'd love to adopt another cat, but can't because of the litter situation. Cats need homes and they provide companionship, which is nice for longtime residents like us. I wish that was a little easier. Thanks for listening.

I think the town should do away with trash bags. And I think everyone should have a large trashcan on wheels and a large recycle bin on wheels that the trash truck can use the arms just to pick them up and dump them in the trash truck

Please err on the side of larger bins. The bigger bins themselves don't weigh much more than a small bin but make it possible to deal with occasional overages. Especially if the proposal is to disallow additional trash bags or require a trip to the transfer station.

We feel very lucky to have town-side curbside pickup, it feels like a real luxury in a rural town. We would understand if you had to switch service options, but would be so sad. I think we do our recycling properly, but are still a little confused about waxed box containers (e.g. milk cartons) and are anxious on a nation-wide scale that recycling isn't able to be reused frequently (although nothing much Shutesbury can do about that). Thank you to everyone who works to deal with our town's trash. It might not feel glamorous, but it's important work and we appreciate you!

Pretty satisfied with current program, no changes are necessary from our standpoint.

how much money can be saved by getting rid of the shutesbury only plastic bags

I would prefer a mixed recycling (combining plastic/glass/metal/paper) but sorting is fine. Also, didn't know trash was called PAYT because we don't pay other than taxes for bags.

I live on one of the roads where we have to drive the trash to the end of the road in winter because the truck can't get down. It would be great to offer small containers since I'm not sure the large ones will fit in my small car. I think TownWide trash service is a really important thing to reduce illegal dumping and reduce private trash truck traffic on our small roads and costs for everybody.

We are 77 & 83 and really have no place to store a rollable bin. It would have to sit up by our garage and be an eyesore 365 days/year! I would probably have to roll it out empty and then put stuff in it. I have enough difficulty now getting trash and recycling up to the road and have to do it in several small trips during the week. Any older person who lives a distance from the road would probably have a similar problem. I hate to think of my trash and recycling bins sitting up there as "decoration" every day . . . and then there is also the issue of them potentially being stolen. There is simply no space to keep them inside the garage and no easy way to get them in and out of the garage with the cars in it. Rollable bins are just NOT a good option for us or for many others we know. . . . And BTW I just paid \$10 for a new Recycle container for roadside pickup. If you change the services so I cannot use it for this purpose I will want to return it and get my money back!

As a single person who creates very little waste, I would love the PAYT option! I assume taxes would be adjusted accordingly....

Leverett Stickers should be free for senior citizens. Gosh, we have paid sooo much in taxes in our lifetimes, we deserve some perks from our town.

If our current carting contract is too expensive, I would rather see an in town transfer station over private collection.

The trash bags used to greatly annoy me, now it's just a hassle when there's extra trash some weeks. Single stream recycling would be a step up and make things easier. Given how little the town provides us for our taxes, I would hope it would continue to include trash pickup without extra charges.

We are happy with the current service.

Our neighbors consistently put trash bags out the night before pick up which leads to increased bear and raccoon activity in the neighborhood, which is dangerous, especially for young kids and dogs. Requiring pick up via a wheeled container would be a huge advantage in keeping people, dogs, and wildlife safe.

I am opposed to carts if that service will cost more than bags. Supposedly our trash costs were going to increase substantially if we stayed with our previous hauler, because they were upgrading to a cart system. So we switched to our present hauler, still using bags, who has been great this year. (They did have problems with their truck breaking down, but I think they fixed their problems. Anyway, a separate issue.). Why will we probably go to a cart system? If it ain't broke ...

I like the idea of having larger bins because I sometimes miss a week or two, mostly for recycling but sometimes for garbage, so occasionally the extra capacity would be helpful.

Please provide single stream recycling or pick up both paper and containers every week.

I appreciate town-wide service included in our taxes

Would it reduce taxes if we paid for trash privately? If so, by how much? Is this more or less than private trash would cost? What of elderly on fixed incomes who may not be able to afford private pick up?

Weather permitting, I would love curbside pickup. The truck could backup Haskins Way just as it does on Lake Drive and GP Ext

Did not purchase LTS this year but have in the past

1. issue with new bags-can't get paper wrapped off of bags-glued to bundle. 2. Can't find white pull straps-have to dig for them. 3. need a better supplier for

Regarding carts, we'd need two for recycling since currently we have a paper and container bin in the house, and larger garbage cans in the garage that we bring to the street. Also, the primary issue right now is that one needs to bring garbage out on the morning of pickup since occasionally animals can get to the bags overnight. So carts might help with this. I LOVE the Leverett Transfer Station option, esp for larger items - it is a great deal.

Thanks to the RSWC!

35 gal cart which be a problem when we have more than 1 bag of trash. Our pickup is at road intersection 300 feet from our driveway.

Bottles and cans collection at Library should be done by the recycling committee now instead of library volunteers. Not interested in any size cart option. Bring back bulky waste day at the DPW. Keep the Leverett Transfer Station as an option for Shutesbury residents. Great service!

In the winter if there is packed snow or ice on my driveway, getting the cart up to the road may present a challenge.

question 3 comment: We appreciate good communication between the provider, the recycling coordinator, and the town members regarding schedule changes due to storms or other issues.

question 13 comment: We had a good conversation with each other about changing our trash storage location if cars are used. Thanks for getting us to think about this.

question 14 comment: Town-wide curbside service is a great use of tax money to provide access to best practices for disposal of trash and recycling for every household in town.

We run out of bags by the end of March. We have a long driveway-it be a challenge in the winter. I use the ARPS bins for textiles.

But I do have the list of what can be recycled.

I would be interested in a Leverett Transfer station model - either use their station for a fee or have our own as a community builder. Upcoming trash contract increases will likely have to be an override issue.

We use the Amherst transfer station a few times per year, but that was not an option in the survey

Thank you for everything you do for our town!

Thank you!

The current payt system works great. Please don't change it.

If it's not broke why are we fixing it!! Also no room to store those bins, also those who live on street that the trucks don't go down will have to drag bins down the main road. Years ago they tried this and on Shore Drive company put bins private land (lwa) and has to remove them

Please don't mess with our excellent trash service!

We only use 1 bag every 2 weeks. Cart service; but what happens if people produce more garbage than the 35 gallon cart will hold? Private trash; if it's not paid through our taxes, people will toss in the woods!

I would love single stream recycling but understand that may

It would be impossible to roll a big cart down my long driveway on carver rd east then down to wendell rd at my age

Why is it called "pay as you go"? What is "cart service"?

Thank you for all that you do to keep this running smoothly! The communication about pick ups was very much appreciated over the winter.

I have tried to use Amherst hazardous waste and styrofoam collection and have found communication about it to be confusing or possibly inaccurate, though user error is always a possibility! Better communication about opportunities would be much appreciated.

Why I oppose the change to a trash cart: For my household, trash pickup is not at the end of my driveway, it is at the end of a private road (not plowed by the town). So I take my trash/recycling out in my car as I leave for work. In winter there can be significant snow/ice on the road, so it would sometimes be impossible to take a trash cart out for trash pickup. When there is no snow/ice it would be possible, but significantly more difficult and less convenient than the current trash and recycling system.

Thanks for this, Question 14 is the most critical one I see in the survey. Absolutely opposed to private paid trash replacing town wide service. We will see SO MUCH MORE dumping in the woods and bear trouble. Please please please do not move in that direction.

Thank you for asking. And for your committee's work.

Foresee issues for Pine Drive, senior residents. Would be a hardship in winter