



**TOWN OF PALMER LAKE
BOARD OF TRUSTEES - MEMO SUMMARY**

DATE: October 10, 2024	ITEM NO.	SUBJECT: Direction to Explore Single Hauler Collection (Trash Service)
Presented by: Town Administrator Collins		

Background

Per request of Mayor Pro Tem Stern and Mayor Havenar, note the following proposed for single hauler collection.

What has changed?

Wage and Cost inflation will lead to far higher prices and Open Market; subscription customers will be impacted the hardest in the months to come. Price increases are still in the early innings and will continue in an effort to catch up with rising costs. Expect to see consistent price increases over the next several quarters in open market that are not price protected by HOA, single hauler agreements. These increases are not temporary... more a reset on new normal.

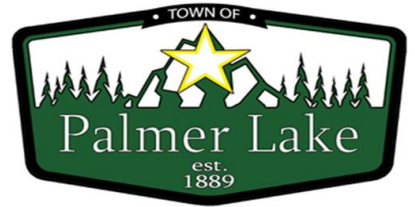
Continued driver labor challenges and rapid cost inflation has led solid waste collection companies to shrink their residential operating footprint and prioritize HOA/Dense service areas higher than open market, less dense work. This will limit competitive service options in open market communities for the foreseeable future. Consistent service levels will continue to be a challenge until labor markets improves (duration unknown and may never swing back) .

Given today’s market uncertainty, a single hauler, long-term collection agreement will provide significant savings to your community and improve service levels by providing haulers dense, efficient routes.

Why act now? Benefits to Single Hauler HOA Collection

Single hauler will greatly reduce cost of collection, price protect, and improve service levels for the HOA. Collection day will be a top priority due to density and size of community. Individual subscription pricing can be increased at any time/for any reason and due to the recent labor challenges, many haulers are moving away from this type of hard to service, inefficient work (lack of density) or dramatically increasing the price on the back of the resident. Recommend notifying community now and offering a 3-month transition period for residents to convert from open market subscription to single hauler collection. Typically, subscription customers pay for an entire quarter. This will allow for smooth transition and no double payment of services during the transition period.

Haulers will prioritize HOA collection higher than individual subscription leading to fewer collection delays and it promotes investment in technology to improve customer experience and have a single point of contact when delays occur.



Fewer collection vehicles will reduce wear and tear on the roads and traffic in your community. More efficient and timely routing on a single day of collection. Individual subscription is unorganized, and collection may occur on any given day of the week by 5-7 different companies. Significant more traffic and increased risk with this type of collection. Uniformity at the curb on collection. Carts are to be provided by the hauler to keep the street clean, deter rodent issues, and free of litter/torn bags at the curb.

Safety – Less trucks in your community and one-day of collection per/week will keep our streets less congested and safer. Expand service levels for the residents within the HOA. Example: bulky item collection, spring clean-up, community events, HOA discount for Roll off.

Good for the environment: Single hauler will reduce vehicle miles traveled in HOA reducing greenhouse gas emissions and fuel consumption, while allowing HOA/hauler to communicate specific education campaigns to boost recycling efforts in the HOA.

Recommended Action

Staff supports this initiative to explore options for single hauler collection of trash in the town. It will entail collecting proposals from multiple sources, as interested. If the Board supports this, staff will proceed with soliciting proposals.