
RE: Web Contact Form: TRASH COLLECTION

From Town of Palmer Lake <noreply@civicplus.com>

Date Thu 3/27/2025 5:50 PM

[REDACTED]

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Submitted on Thu, 03/27/2025 - 5:50 PM

Submitted by: Anonymous

Submitted values are:

First Name

Michele and Brian

Last Name

Lawrie-Munro

Email

michele.lawriemunro@yahoo.com

Subject

TRASH COLLECTION

Question/Comment

Thank you for looking into single hauler trash and recycling service for our community. We support the idea (as well as the option to have bear proof bins) but would hate to lose the option to put our service on hold when we are traveling or do not need it. This is allowed by our current provider, Apex/Infinite, so we'd appreciate knowing if that is also an option with Republic or Waste Connections. Additionally, we didn't see in Republic's proposal what size bins they offer? We absolutely need a 96 gallon one for our recycling since it is a bi-weekly service like we currently have (and we fill that up). We have also been very happy with Apex/Infinite customer service - they are much better than Waste Management who we used years ago. A final note from both of our professional experience: beware the low cost bidder.

The results of this submission may be viewed at:

https://www.townofpalmerlake.com/admin/structure/webform/manage/general_contact/submission/6

RE: Web Contact Form: Trash Collection

From Town of Palmer Lake <noreply@civicplus.com>

Date Fri 3/28/2025 9:09 AM

[REDACTED]

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Submitted on Fri, 03/28/2025 - 9:09 AM

Submitted by: Anonymous

Submitted values are:

First Name

Stephen

Last Name

Nesbitt

Email

snesebitt@aussieswithtails.com

Subject

Trash Collection

Question/Comment

Important Features:

Number one is customer service. That means:

- no missed pickups without clear communication.
- committed customer service meaning customer service is easy to get hold of, helpful regards missed pickups, billing issues and pickup holds, and follows through.

Community Impact/Concerns

No we are utterly against a single hauler system. Under a single hauler system we cease to be the customer. In such a system Town would be the defacto customer and the hauler would have little incentive to address *our* issues or needs.

In dictating a single hauler system the Town of Palmer Lakes assumes full responsibility for the actions/inaction of the chosen provider. Any issues or concerns that we have with the provider, we will direct to the Town of Palmer Lake for resolution.

For what it's worth, the original provider we contracted with when we moved to Palmer Lake was an absolute disaster - missed pickups, constant price increases, utter indifference to our issues in needs. As such, we made the choice - and had the choice - to find another provider who provided the services we needed, wanted and valued. That's a prerogative we wish to maintain.

The results of this submission may be viewed at:

https://www.townofpalmerlake.com/admin/structure/webform/manage/general_contact/submission/696

RE: Web Contact Form: Trash

From Town of Palmer Lake <noreply@civicplus.com>

Date Tue 3/25/2025 6:57 PM

To 

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Submitted on Tue, 03/25/2025 - 6:57 PM

Submitted by: Anonymous

Submitted values are:

First Name

Kevin

Last Name

Magner

Email

kmag728@gmail.com

Subject

Trash

Question/Comment

I love the idea of a town wide trash collection service. It saves us money and less weat and tear on our roads.

The results of this submission may be viewed at:

https://www.townofpalmerlake.com/admin/structure/webform/manage/general_contact/submission/671

Dawn Collins

Subject: FW: Web Contact Form: Trash Collection

From: Town of Palmer Lake <noreply@civicplus.com>
Sent: Friday, March 21, 2025 9:07 AM
To: Tish Torweihe <tish@palmer-lake.org>
Subject: RE: Web Contact Form: Trash Collection

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Submitted on Fri, 03/21/2025 - 9:07 AM

Submitted by: Anonymous

Submitted values are:

First Name

Brian

Last Name

Yavanian

Email

brianyavanian@hotmail.com

Subject

Trash Collection

Question/Comment

Waste Connections send like a no brainer, but I am very concerned as to why their price is so much lower than the other two bids. Are we able to get a price/service guarantee in writing to hold them accountable to pickup timely? Can we ask for a two year fee guarantee?

The results of this submission may be viewed at:

https://www.townofpalmerlake.com/admin/structure/webform/manage/general_contact/submission/656

Dawn Collins

Subject: FW: Single hauler trash pick up

From: Tim & Laurie Caves <tlccaves@yahoo.com>
Sent: Friday, March 21, 2025 9:03 AM
To: Tish Torweihe <tish@palmer-lake.org>
Subject: Single hauler trash pick up

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Hi Tish, not sure who we are supposed to email with out thoughts so you were the winner ;D

I think the cheaper the better. We started with waste mgmt but they were pricey so we switched to Infinite/apex, but even they have gone up considerably in the past year....so I vote for Waste connections. Cathy Wilcox said her neighborhood has an exclusive agreement with them in Red Rocks ranch and have been very happy with their service.

Just my humble opinion. :)

Laurie

"Alone we can do so little, together we can do so much"
Helen Keller

Soli Deo Gloria

Laurie Caves
CarePortal Family Advocate
Lewis Palmer School District
New Life North
719-640-0462

Dawn Collins

From: Angela Brown <angele82000@yahoo.com>
Sent: Friday, March 21, 2025 5:23 PM
To: Dawn Collins
Subject: Trash service

-----WARNING: This email originated from outside the Town of Palmer Lake. DO NOT CLICK on any attachments or links from unknown senders or unexpected emails. Always check the sender's display name and email address are correct before you communicate.-----


Hello Dawn,
I hope you are having a good week!
I wanted to give feedback on the trash service idea the town is considering. It's not a terrible idea, but I would definitely recommend the town using Apex. We have used a couple of the other trash services and really were not happy. Apex is local, they have great customer service and always on time. The other services, not so much.
Thank you!
Angela Brown, 209 Park St.

Dawn Collins

From: admin@example.com <noreply@civicplus.com>
Sent: Sunday, March 23, 2025 2:22 PM
To: Dawn Collins
Subject: Trash Collection

-----WARNING: This email originated from outside the Town of Palmer Lake. DO NOT CLICK on any attachments or links from unknown senders or unexpected emails. Always check the sender's display name and email address are correct before you communicate.-----

Name: Bob Radosevich
Email: Judgebob@aol.com

Message: *Cost: can it be locked in for a minimum of 3 years and be allowed annual price adjustment of 5-7% per year thereafter? Contract to be renegotiated after 10 years? *Weekly collection of 2 cans or bags? Additional cans or bags at a negotiated price? Note: if there are more than -X- number of complaints in a year, TOPL can. Terminate contract. (weather and holidays excluded) *I don't believe that you will get many to agree on companies. I also don't believe "truck damage " is prevalent, except for the overloaded dump trucks. * I would like to see yard waste collection, limited to bags and trash can containers. * Is this for ALL of PL? Is there an "opt out"? * We have found Republic to be reliable, established. "Cheapest isn't always the best". Respectfully, Bob Radosevich (judgebob@aol.com) 

Dawn Collins

Subject:

FW: ph msg: Jerry Parsons, 164 Shady Ln - TRASH

Jerry called to note his support for a single hauler for trash.

Christi Birkeland
Management Specialist
(719) 481-2953



Town of Palmer Lake
42 Valley Crescent/PO Box 208
Palmer Lake, CO 80133
www.townofpalmerlake.com

Dawn Collins

From: admin@example.com <noreply@civicplus.com>
Sent: Tuesday, March 25, 2025 12:02 PM
To: Dawn Collins
Subject: Trash Collection

-----WARNING: This email originated from outside the Town of Palmer Lake. DO NOT CLICK on any attachments or links from unknown senders or unexpected emails. Always check the sender's display name and email address are correct before you communicate.-----

Name: Laura Mawdsley
Email: lmawdsley@comcast.net

Message: Hello, I live on a private road here in Palmer Lake - Pinecrest Way. We have 11 residences and a wedding business that use this road; as such we have annual HOA dues that are used to maintain the road (plowing, asphalt work, etc.). We, too, decided that we would all use a single trash collector to reduce wear on our road. We settled on Tri-Lakes disposal which become Infinite and is now Apex. I am content with their service and would not be interested in any other business. I am wondering if our road would be excluded from the single hauler concept - since our road is private and does not provide a through way for any other residents. I personally am fine with being excluded as our little community likes to work together to tackle our common problems. Also, the rate that I get from Apex is only \$3.00 a month more that what their rate would be as posted on this website. My household gets a senior discount that lowers our fee (we also do recycling). Three dollars a month reduction isn't enough for me to change my service. Waste Connection seems much lower and that makes me wonder how viable they are as an ongoing service. So these are my thoughts and my one question. If you'd like to reach out to me you can email me or call on my land line: 719-481-1540. Thanks!! Laura Mawdsley 176 Pinecrest Way,

Palmer Lake 