
RE: Web Contact Form: Trash Collection

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

Date Mon 3/31/2025 7:55 PM

To Tish Torweihe <tish@palmer-lake.org>

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Submitted on Mon, 03/31/2025 - 7:55 PM

Submitted by: Anonymous

Submitted values are:

First Name

Alex

Last Name

Hawkins

Email

hawkinsa@comcast.net

Subject

Trash Collection

Question/Comment

1. Cost and Value Perception:

Waste Connections pricing quoted is clearly the least expensive however there is no information regarding any drop-off/pickup/96 gallon container charges. This needs to be determined/confirmed and shared with residents for consideration before making a selection. It is also important to know and guarantee that the selected service provider isn't low balling the initial offer only to raise prices significantly in the coming months/years. \$13.50 per month for weekly trash pickup (96-gallon + 3 bags) and including bi-weekly recycling would be a welcome change if it's good service. \$5 per can per residence fee provision needs to be better explained, documented, and considered.

2. Service Preferences:

Affordable and reliable services with a strong focus on customer service and customer satisfaction are critical. The last thing we need in Palmer Lake is a trash service provider who does a poor job and provides poor customer service.

3. Concerns and Issues:

One concern with moving to a single trash collection provider is the removal of competition which tends to improve customer service and price competitiveness. Terms need to be put in place to ensure that these are covered. What happens if we are not satisfied with services being provided?

4. Community Impact:

I sincerely doubt that the trash service trucks have any significant impact on our roads. I am sure that everyone would welcome less expensive trash collection as long as services were of high quality. It is also important that collection drivers operate safely and do not speed through neighborhoods and on roads like Suncrest.

5. Additional Services:

Including free pick up of three extra bags with weekly service is an important feature to help balance fluctuating needs.

The results of this submission may be viewed at:

https://www.townofpalmerlake.com/admin/structure/webform/manage/general_contact/submission/7

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RE: Web Contact Form: Trash Collection

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

Date Fri 3/28/2025 4:54 PM

To Tish Torweihe <tish@palmer-lake.org>

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Submitted on Fri, 03/28/2025 - 4:54 PM

Submitted by: Anonymous

Submitted values are:

First Name

Warren

Last Name

Seese

Email

wseese58@comcast.net

Subject

Trash Collection

Question/Comment

Regarding a single trash collection service, we would support a weekly service from Waste Connections provided there are rules and regulations on how much our service may increase on an annual basis.

The results of this submission may be viewed at:

https://www.townofpalmerlake.com/admin/structure/webform/manage/general_contact/submission/701

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