

TOWN OF PALMER LAKE COMMUNITY MASTER PLAN RECONNAISSANCE INTERVIEWS WITH ELECTED & APPOINTED OFFICIALS

Community Matters Institute completed 13 confidential reconnaissance interviews with Town Officials. Five (5) Trustees and eight (8) Planning Commissioners signed up for these interviews. The originally scheduled interviews were to take place between January 21st through January 27th, 2022. We extended the schedule through March 7th to allow ample time for the remaining interviews.

These reconnaissance interview results, along with neighborhood meetings conducted by the Advisory Team in 2021, the Community-wide Survey conducted early in 2022, and Advisory Team workshops will inform the plan-making process.

Question 1: Most Important Issues facing Palmer Lake

(a) What are the most important issues (up to 5) facing the Town and those portions of the County and other jurisdictions that are within 3 miles of the Town boundaries over the next 3-5 years?

- Growth- We are in a state that is growing rapidly- COS, Monument, Denver, Castle Rock, and Larkspur-beyond our control. This will impact our community – the Plan that can preserve our interest.
- Natural resources, parking, roads, and water, are ever-growing topics.
- More impact on roads may not be our population.
- Lake area: main area with baseball, lake, etc.—how we preserve it is key.
- Productive revenue.
- Revenue stream
- Revenue
- Town Revenue
- Pay and retain Town Staff.
- Roads and Drainage.
- Police and fire.
- More businesses would be great if there is a small grocery store or market
- Like the way the lake is progressing
- Infrastructure is no good, how long before something catastrophic occurs.
- Leadership, corruption in the departments
- Adequate water.
- Complete the loop in the water system for the east end of town.
- Access to water
- Water infrastructure-we have plenty of water; the issue is getting it out of the ground.
- Need for an emergency water tank.
- Need for a regional water system; IGA with [Town of] Monument.
- Water is the number one issue! # of homes on wells with Dawson source. Denver Well is \$50K vs. \$22K water tap.
- Water or lack thereof.
- Water: Use and conservation
- Water- Use and conservation.
- The water fee structure is not conducive to water conservation.
- Water: Prepare residents for drip only, no sprinkler systems in 5-10 year horizon; grass requires sprinkler systems- not sustainable—Remember the drought and Hayman Fire. Educate ourselves- how important the water resource is!
- Who is responsible for maintenance? Of areas? -Need to know this and how it is being accomplished or not.
- Lack of water (below Ben Lomand).

Community Master Plan Reconnaissance Interviews- 5 Trustees and 8 Planning Commissioners

- Water
- Flood plain regulations.
- Need people to be more engaged- Vote for the people!!! 400 votes to become mayor, 200-300 votes to become Trustee
- More community-building events
- Build on more community events as we move forward--party online party- contests- community contests. One or two and do them well.
- The Town is evolving very quickly, it may cost more to live here.
- Finances, Economic development, tax revenue into town; money and water.
- 'Clickish' nature of neighborhoods- SW Glen vs. South East.
- We have a people issue.
- Voice in the community is often related to the length of time in the community- this is not right.
- Fire mitigation is key.
- Zoning is not applied or enforced equitably
- The older residents have different rights than the newcomers.
- Need 3-mile Planning Area boundary and Urban Growth Area Boundary to have a say and control developments like Red Rocks Ranch.
- Let's revisit why we are all here.
- We need better zoning.
- Need to think about what happens outside [Town limits] in the County.
- Roads: Traffic increase (i.e., Gap traffic will continue) and egress for emergencies (i.e., fire) no room to expand- getting off I-25
- 105 uses- noise, speeders, road repairs- CDOT responsibility
- Economic Sustainment: Does Palmer Lake need to consider a nominal fee for parking, etc.
- Maintain what we have at a cost; get smarter- no more penny pitching; think about a 1 \$ Grow Palmer Lake
- Suburban development in the rural area of Palmer Lake- encroachment- JZ's banker and builder bought 55 acres on south West corner-1/3 in the flood plain, mouse, zoned 5 acres down to .5 acres- Red Rocks Ranch; Forest View District-
- Water districts are antiquated
- Water Board- fixing inclusion fee---\$5,000 an acre.
- The boundary of the town is important.
- Environmental Protection: **Noise pollution**, light pollution (dark skies), protection of wildlife, protection, and use of Lake Area and reservoirs- understand who owns what; limited enforcement
- Change in the culture of the community.
- Unmanaged growth.
- Sprawl- housing on any piece of land.
- Architectural guidelines
- Control Density- more people, more traffic.
- Walkability.
- Highway 105 should be the real main street.
- On-street parking.
- Infrastructure- it's expensive to put in and cost of living and cost of housing
- Cost of living
- Sprawl- I am a builder!
- The attitude of: "I am here I don't want anyone else to come here."
- Only a certain amount of land outside of town-Palmer Lake Sanitation District- 500-600 homes (talk to Becky for San District Plan)
- Lack of compatibility of land use by those on our borders- no annexation plan- ever;
- Need planning area boundary
- Rumors that we will be annexed into Monument; Monument take over. Rumor vs. Reality
- Discussion of annexing Palmer Lake into Monument-PC- reactive; they will annex us- take our \$\$; this comes up every once in a while
- We don't plan for the future of Town; excited to plan for the future;

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- Was Trustee - Economic Development from DOLA, not any help
- Big commercial developments coming in.
- Lack of thoughtful zoning- [Create a] spreadsheet on the difference in categories of zoning.
- Building height; industrial next to residential.
- Growth and house building – need control, can't overbuild because of infrastructure

(b) What about over the next 10-15 years?

- Got to take advantage of 105 corridor—
- Tension existing residents vs. newer residents.
- Capitalize on spaces we have available. It's all restaurants- very small retail- no sidewalks- we need more walkability- add mixed-use and housing – Think Carmel CA.--Living above shops.
- Economic Development – leave Palmer Lake better than when I came on; Star Lighting, children-oriented
- Spend \$ in town, go home...Critical to run the town...better for our children.
- Retail Marijuana is not the answer...can do things to make Palmer Lake better for children.
- Growth will increase pressure on infrastructure.
- Managing growth.
- Realtors need to listen.
- Top 10 lowest property tax in the country!!
- Need to think about the long term.
- Fire protection and EMS.
- Need a standalone ambulance.
- Tri-lakes is not good for the Glen.
- Maintain the natural landscapes, views, open spaces (Lake and park area, reservoirs, and trails), and natural wildlife habitats—the natural beauty is precious- be smart about using- Palmer Lake resources being used on the lake; still have trouble with Parking; consider nominal fees.
- Roads- cannot widen them—no asphalt...
- Economic sustainment: Consider viable options in addition to property tax, business tax, etc.- always on radar..." taxes will go with new development"- this is false
- Loss of historical structures to new building- Happening in the Glenn—
- Scrapping of old homes- Chautauqua cabins, etc,
- Capture part of history
- Roads and traffic- issue—we are a suburb of Denver and Colorado Springs.
- 105 as a transportation issue.
- Possible overlay zone along 105
- Open space.
- Avoid 105 being "stripified."
- Do we control zoning?
- Controlled growth
- More businesses
- Continuation of above items
- Growth in Monument
- An increase in Monument crime has impacted Palmer Lake

Question 2: What does success look like?

(a) As a result of this Community Master Plan, what needs to happen for this effort to be a success?

- Guidelines and data to make decisions by.
- The 1995 Plan is very outdated, very broad, general, and not thought through.
- Awake the Lake- no guidance- what do we do with the \$\$\$ We need a plan for the Lake- and buy-in across the factions.
- The more comprehensive the Plan is the better.

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- How to proceed and make decisions—
- Implementation; anticipating growth- helping implement the Plan-
- Anecdotal decision-making at best— this [Plan] can guide decisions.
- Biased, no information for decision making- Plan will help.
- Different views based on Neighborhood-Lake Shadows area, the Town, the Glenn, Red Rocks Ranch 2.5 acres, south of that another neighborhood—diversity, eclectic community, melting – Million \$ earners; \$20K earners—socially economic diverse—1/2 drive to Denver.... all are part of the community.
- Cannot control change--- stop romanticizing the past- need a plan to move forward!!
- Make it a great place to retire
- Identify areas for non-residential development.
- Look at the area near PW sheds for retail space.
- Last mill levy past 6-7 years...no one wants to pay property tax- # 1 school district; teachers lowest-paid; 21 mills with fire at 10; ISO rating under 4; we average under 10 people at meetings!! 3,000 people don't understand fiscal realities;
- Strong police and fire- must believe in people of Town—
- Look at Manitou- how much \$\$ would MJ tax bring in—
- Look at all the gas revenue that goes to Larkspur and Monument- bring in a gas station; a convenience store.
- That we follow it—Work for 2 years- not follow it!!
- Implementation!
- Make sure officials follow through with the plan recommendations
- More businesses
- Writing grants: Palmer Lake has been told it doesn't qualify; we need low-income areas for grants
- Palmer Lake couldn't qualify for grants
- Palmer Lake is lumped in Colorado Springs and Monument
- The existing plan poorly describes Palmer Lake
- Mandatory so it needs to be effective
- Let's refer to the Master Plan when making decisions.
- Buy in (i.e., agreement) and support from everyone (residential owners and business owners).
- Get people involved!!! Cannot have your way on anything—people are locked down- N95 masks....not worth risking—smaller groups in an environment that is comfortable.
- 18 acres behind the lake- commercial Ben Lomand...retail on that commercial corner vs. dirt bike path.
- Leavenworth property- Elephant Rock—partner with a developer—part of the development could be a community center; fire and police station;
- \$250 K an acre raw with water;
- I want to know my neighbors- how can we build a sense of community?
- What can we do with the property around the lake?
- We need people to stop wanting to restrict non-residents from driving through neighborhoods- we have public streets!
- Security cameras to increase safety.
- Citizens and officials understand fiscal impacts.
- No more rash decisions.
- Entrances to Palmer Lake could be nicer.
- Influence commercial along 105.
- Straighten up zoning- larger lot size 7,500 sq. ft. vs. 5,000 sq. ft. Some like more density...I like a little space. The residential cluster concept might work in the outlying area. Inside town- you're looking at one or two lots.
- Open space is why people are here.
- Council, Planning Commission, and staff referring to [the Plan] regularly.
- Respect of those around us that we don't need to be rescued – other jurisdictions need to respect us. Acting like a victim—too poor.
- Improve our image with adjacent municipalities- metro districts, State, with the county.
- A cohesive sense of direction,

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- Completion of the Streetscape and more retail growth
- The active group with EDC- 16 people volunteered
- Public support.
- Town support.
- Be workable.

(b) What would you like to see come about as a result of it?

- Ability to make decisions- *not what I feel... I think this...I talked to so and so—citizens tell me this...* Looking for collective buy-in—
- The town that is more like others that are in the growth corridor...recognize the challenges ahead
- An aging population and I have only been here 15 years.
- Implement [the Plan] in a consistent manner.
- Use [Plan's] principle and policies when making decisions- it's a guide.
- Walk to school
- More community involvement, bring it to life--- stop thinking someone else is going to do.
- The plan should be attainable, it's a great tool and can provide a road map.
- The plan needs to be more analytical.
- Story of Palmer Life- everyone is busy mentality- 2022 form of entitlement—
- Reverse the apathy—Some are too busy to make a difference...
- Community event/Civic Center at Elephant Rock, maybe cottage retail and a corporate kitchen; use Town Hall as a smaller event space.
- No drainage plan for SF homes is required, but we should address issues of possible sheet flow, impact on other properties but nothing too costly.
- Building above existing homes- drainage, rockfall, etc.
- Ensure people build what was approved by the Town.
- Cottage Retail, small-scale locally owned businesses.
- Vision for Elephant Rock.
- A small gas station comes to town.
- Small convenience store in town where you can get bread, eggs, etc.
- Small food trucks are encouraged in town.
- Significant input from residents, and ideas on how to make Palmer Lake even better.
- Better town image- doesn't make a difference to people moving here. Design control on Commercial development.
- Success will be measured by how the public reacts to it; the theme should be the small-town atmosphere.
- Need more citizens involved that have an open view-Who will run for Board and Mayor?
- Connected to neighbors
- The history of the town
- Walkability- although need to drive to downtown.
- The lake -the issue is the lake is now everyone's lake; a place to be avoided- back to soccer, etc.; parking makes it a hassle; miserable experience because of too many people—east side of Lake- closed bathrooms, not maintained; 3 port-a-potties- El Paso County, paddle boarders vs. fisherman- volunteer effort to keep it clean.
- The variety of restaurants
- Streetscape plan that was done by Bill F and followed.
- Zoning changes; more diverse businesses but not chains; more logical land uses; better plan for the trails.
- Better trails; better signage; people don't want people coming in---reservoir road we have control; then look to better control in the national forest.
- To be a better town.
- Better business climate.
- Better business and public services.
- Infill development, like the town hall neighborhood.
- More businesses along 105 from downtown going east
- Better defined boundaries
- A better description of types of businesses that people would like to be here in the future

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- Look at different areas of the Town
- Palmer Lake is a very eclectic town, with different styles – needs to be more defined, existing plan states keep it like it is.
- Builders are not looking at the master plan.
- Either new construction or rebuilding
- Give some directions as to the next step, not knowing where to start.

Question 3: Quality of Life

(a) We want to determine what aspects of Palmer Lake are most important to you personally. Name up to five things about the Palmer Lake Area that are most important to the quality of life in the area.

- Preserve small-town feel—kids can walk to school, middle of nowhere in 10 minutes, events, chili cook-off—unique.
- Small Town
- Restaurants and entertainment
- Access to parks and trails
- History
- Like it being a small town with the lake, trails, art center, little shops north of the art center
- Lake; hiking, biking, and paddleboarding- utilization of outdoor amenities; walk around, play in the lake, eat; Town feels like a retreat!
- Peaceful small-town lifestyle.
- Birthday parties at Fire Department- big truck to play on...can't have anywhere else
- Location- I fly a lot- 1 hr. to DIA.
- Older people that care about traditions
- Time capsule- preserving the past- older people in town for their grandchildren.
- Quiet
- Mountains
- Monument Creek
- Natural setting
- Low density
- Aesthetically tucked up against mountains, trails, and surrounding open space gives the town its identity.
- Natural amenities: hiking, lake, wildlife – set Palmer Lake apart
- Want to see wildlife protected and preserved
- Keeping it simple, stay small town, keep dirt roads.
- Responsible growth--don't develop all the land around us.
- Preservation of natural landscapes, views, open spaces (Lake and park area, reservoirs, and trails), and natural wildlife habitats—need more control up around reservoir --laws or regulations – leash law; Sante Fe trail—dog on a leash. respect for the place.
- Ordinances- hillside, look at nuisance regs. What to expect and how to behave.
- Maintain small-town atmosphere (recognize and chat with each other at common places--post office, restaurants, etc.) with no major land developments.
- Local non-chain restaurants- anti-chain!!!
- Community activities (i.e., Yule Log event, holiday star, etc.) are very important.
- Greenhouse – so many things to do to build environment;
- Santa Mailbox 300 letters, secret Santa group.
- Natural beauty
- Not crowded
- Small town dynamic
- Outdoors
- No big boxes
- Close to Denver and Colorado Springs
- Small town

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- Water
- Dirt roads are okay- road maintenance – people don't understand the trade-off between paved and drainage on the edges.
- Code inspection issues- Drainage-considerations, fire, and perhaps rockfall- building above someone else- need to think about this.
- Small town feel; views, trails, the internet is good – the ease to get to Denver and COS- proximity to both.

b) How might change in the community affect these things? Positive and negative.

- We will not want to change- we need to plan for what is coming at us. [Citizens need to] stop trying to cling to past... that will kill it.
- Retail MJ will change all of that- Worried about [impacts] on a 16-year-old; 4th grader; and someone in kindergarten.
- Social media mentality—FB page---Parks Department –favorite photo favorite drawing of Palmer Lake...Decca Teenagers- great idea.; Palmer Lake kid of the month! Build community involvement! Involve kids in Economic Development—
- Concerned that change and new residents from places like California want more conveniences- many do not want fast-food restaurants, but we need to be more accepting of outsiders.
- Development pressures could have negative consequences.
- Urban sprawl.
- A transportation system that enables this; it's happening all over the country.
- No room for four lanes on 105.
- Positive: Adding parks like the east end of Palmer Lake, walking path
- Negative: transportation through is important to bring people to businesses, so it can't be all walking
- Amount of people, growth, and traffic.
- It's the wrong attitude to only want residents of the community to participate- we are pushing people away.
- We want restaurants and businesses that attract people!
- Maintain/loose presence of abundant wildlife
- More/less familiarity with neighbors
- Increase/decrease of tax revenue
- Increase/decrease of surrounding community residents using facilities (more/less wear and tear)
- Loss of close-knit community where people help each other
- We become an empty bedroom community.
- Old-timers have an agenda-they want to keep things exactly as they have been, but we cannot stop change.
- Depends on the change
- Violating history- negative; enhance them- then good.
- Branded work is important- East end of Town Marijuana store- this is the entrance- need entry features...
- Signs- branding
- Light industrial area- threatens Gateway- visuals of the architecture of what we like.
- Multi-generational housing/room rentals -5 homes plus a botanical wedding facility.
- "doll it up a little bit"- pole barn; dress up the outside.
- OVER use of parks and trails
- More traffic—
- Bring more people, more traffic, more business
- Our small-town feel might fade away a little bit

Question 4: Expectations

(a) What do you want the Community Master Plan to accomplish?

- Attitude adjustment
- Searchable plan;
- Increased revenue
- A good guideline on what the vision is

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- More organized growth-
- Elephant Rock—how to use it—
- More parks
- Guide to annexation- don't deal with Ben Lomand until the Master Plan is completed and we have an annexation plan in place.
- More cohesive development,
- Much more walkable
- Get compliant with the state.
- A good tool for the planning commission,
- Guide for updating code and guidelines.
- Improve the quality of life for residents.
- The plan should provide some guidance economically
- Code and ordinances are searchable.
- Interested in updating the zoning-different colors for different areas; look closely at the commercial zone- 105 to County line; look closely at the north part of Town, areas that adjoin 105.
- Take the roads that don't exist off the maps!
- Map the [Prebles Jumping] mouse habitat.
- Sense of unity among residents.
- I want to see groups come together.
- Map the neighborhoods- this reflects our history.
- People that live here full time have the same rights as those that live here part-time.
- Need to address Fire issue— one way in and one way out is very dangerous---look to fire mitigation!
- Fire Prevention and safety!
- Evacuation routes- upper reservoir not been mitigated.
- The issue with Tri-Lakes Fire--Don't follow-through
- I am concerned that there is no zoning inspection. Town staff reviews the blueprint of the house, the owner certifies it is correct, then people change the location on the lot after it is approved by the Town- this needs to be addressed!
- Builders know that the Town may not inspect the location of the new build after the initial approval.
- Builders are buying water taps and know they need to use the tap in a year, but they are playing games with these taps.
- Include history –
- Community is contested- on retail MJ—Manitou; last commutable community. 1/8 % higher; 6.8% sales tax
- Economic development—all commercial buildings for sale—most downtown businesses for sale- appreciated property values- cashing out—
- Guidelines for decision-making -I hope so.
- Protect and preserve Palmer Lake in terms of its environment, quality of life, and small-town atmosphere (per concerns listed in item 1 above), while simultaneously allowing and enabling economic sustainment.
- 5% not developed
- Southeast corner of Town- access Oakdale road- egress – 70 houses- two points of egress- 25 houses you need more than one point of access.
- Soft process
- [Plan] includes visionary guidelines
- [Plan] moves the community forward
- Great Sanitation plan!
- Address infrastructure- - band-aid fixes are not sustainable.
- Flooding [and] impacts on road contour.
- A little bit of education goes a long way.
- Issue of more \$ and more \$ - Fees continue to increase-- too much regulation- it's not fun- a lot of county and building code add on's- everything is more expensive; fees are rising on all fronts; EPA, etc.
- Keep historic structures but not old shacks.
- It [Plan] will help our role as Planning Commissioners.

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- More simple beautification efforts
- Address the often-discussed issue of ‘too much growth’—If the Town is to thrive, we must change.
- Increase mill levy and reduce reliance on grants.
- Look at ways to increase our budget including legalizing marijuana.
- Bring the resources that others are using to us- other resources that we can use
- Implementation plan.
- Tools in place, workbooks.
- Some feel they are above the others- people were voted in to perform— the issue of voting blocks- retail marijuana into Palmer Lake
- Specific plans for implementation.
- Zoning, Parks, recreation, and trails- connectivity—houses next to thoroughfare—mixed-use.
- Find more revenue for town- help with new businesses. Grants
- Should look at “10 principles of livable communities.”
- Attainable housing, incentivize, public money be brought to bear (tap fees)
- General description: need a motto for the Town and then go into the neighborhoods, map a way to accomplish that
- What makes Palmer Lake unique: people, from multiple generations, what it’s like to be a good neighbor (for example the fire department, the star, special events, welcoming neighbors)
- Emergency services adequate to meet the needs
- Being physically able to handle change
- Roads and water
- How does change happen

(b) Are there items or subjects that should be left out of the Plan?

- No
- Retail MJ
- No legislative issues!
- Long-drawn out history- not necessary- appendix online links to jump to different sections
- Maintain a certain feel- but not too regulated.
- Retail Marijuana –voted down 4 times- conservative community; vs. cash cow—hot topic—One on each end of town---don’t focus specific types of business
- Mixed-use development very favorable- east end of town identify with Monument
- PO ½ way between Monument VS. Palmer Lake
- Marijuana retail and grow – too political.
- Don’t need to nit-pick details like the schools
- How to get to the goals should be another process: Planning Commission, Board of Trustees, the public

Question 5: Community Change

(a) Who has the most to gain (who has power) and who has the most to lose (who have no power) as the community grows or changes?

- Citizens have the most to lose if we do not figure this out business owners have the most to gain.
- Calling fellow trustees names in the middle of board meetings—take them out in public- berated and emotionally drained.
- If we grow, we all win if we bring in economic development- or we all lose.
- Residents have a lot to gain we can attract people to town that will spend money and that will help the Town’s [fiscal] well-being.
- The businesses will gain if we can get more income generation.
- Citizens and the Board of Trustees have no power.
- Some Board members don’t read their packet and have no background.
- Citizens, if they trust the government.
- Nimbies
- Residents have the most to lose.

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- No idea who has the most to gain.
- A big developer has most to gain
- Losers could be residents- depending on how things get developed.
- Due to little remaining undeveloped land and the limited area along roads and SH-105 for expansion.
- Palmer Lake should experience little growth (in terms of residential growth and population).
- However, changes should primarily benefit all residential owners, with consideration/balance for business owners.
- Power – the restaurants, the Parks Commission, and Awake the Lake- they have the power.
- Lack of power – long-term residents- their needs are not taken into account. Quality of life not considered.
- No thought about senior services- group home; family-oriented...family-style living- very Palmer Lake—Mennonite presence—
- The angst between Monument and Palmer Lake but Monument gave us lots of information; two sister communities
- New residents; new residents vs. longtime residents—click of longtime residents- that seem to have a greater voice—sometimes the only voice
- Landowners, business owners, and the local residents have the most to gain if we can improve the quality of life.
- Hard to see an economic gain.
- Becoming an exclusive community, homeowners benefit from equity (in property), elderly property taxes.

(b) Who should have a voice in the Plan's development?

- As many people—e-mail individuals – leverage people – Advisors should get e-mails lists.
- Everyone—involve the elementary school.
- Everyone
- Everybody – public, Board of Trustees, Planning Commission, staff
- Consultant.
- Don't particularly agree with the advisory group.
- Better to have a survey or workshops.
- Get as many people involved as possible- the more involvement the better even if they do not live in town or do not live in town full-time.
- All Palmer Lake property owners (not renters) and business owners. Close to interstate, attributes.
- As many citizens as possible.
- Business owners
- Public Safety – Police and Fire
- Staff
- Everybody: people who live here, businesses, landowners.
- Control development for the benefit of the community.
- Staff serves citizens
- Lake dried up—contest bring water.
- Citizens not just lot owners; town staff should have a voice. Next Door; Community churches; Website; Town Board meetings; OCN

Question6: Positive Accomplishments

(a) What positive things have been done in the community in the past five years?

- Bridge; Lake fill, Parks Commission, Glen Park renovation, parking area
- Awake the Lake
- Elephant Rock was given to the Town
- New staff very positive- on top of things- #1 thing to come to town and do things correctly- very organized.
- Parks Commission dedicated – huge positive.
- Donating property- this creates opportunities and can create revenue.
- .5 K events
- Fire department changes

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- Infrastructure, changes to the roads
- Town staff, the town has hired very professional people
- Change over in Town Board; pedestrian bridge over RR, improved parking; better safety.
- Connecting lake to the main street.
- Park/green system.
- Natural environment.
- Beginnings of nice park development.
- Pedestrian bridge
- The improvements around the lake
- Parks Commission has done great things in the last five years.
- New Administrator.
- In the last two years significant strides:
 - Water billing
 - Easier to pay bills
 - Fixed messy accounts that led to more revenue
 - Coding the budget
- Parking for the trails
- Come to the Lake—trail race, desirable and a party—fun--- let's build on this---get a cross-section, grandkids, young kids. Movies in the park, fun makes a difference-it's free and there is really no place to go...when the weather is better- do something fun.... Why it's worth it—no one looks at it- Town website.
- The baseball diamond.
- Hiring new staff
- Increased parking.
- A mayor and staff that is invested in improving Palmer Lake for everyone (i.e., updating ordinances and codes, equal enforcement of ordinances and codes, etc.)
- A fire marshal who is enforcing the rules and actively encouraging mitigation- very good, I like it!!!
- Palmer Lake signed up to be Firewise community –teaching people how to get rid of slash etc...
- Renewal (refilling) of the Lake.
- Provisions for non-motorized craft to use the Lake.
- Construction of walking bridge over the railroad tracks
- Very happy with the Mayor - got to be fair. He's out there with the people.
- We live on acreage—pro mitigation for fires... a little more aware of fire hazards.
- Before this Mayor, seemed like business as usual—okay I'm Mayor- no real structure followed. Sure do this...no regard to rules. Step below HOA – who you know, people feel excluded... Not happy with the last two mayors.
- New staff has surpassed expectations.
- Awake the Lake was great, with parking areas and parks.
- Getting competent people into the Town office.
- Added staff are great and are appreciated.
- Parks
- Awake the Lake
- Fire and Police

(b) Prior to the last five years?

- Lake was empty; Boards were more cohesive – The Board is its worst enemy. Don't know. Think about who should run.
- Ballpark
- Construction of gates at the base of the reservoir trail for control of traffic and camping access during high fire hazard and other emergencies - no homeless issue.
- Awake the Lake project (cleaned lake, constructed playground, added sitting areas and gardens around the Lake, added benches, added volleyball court, added golf frisbee)
- Restaurant group
- Lake was dry

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- Town did not change very much.
- Local traditions.
- The fire department lacked a chief, police had a handful of people, part-time positions
- Deep hole of debt.

Question7: Issues, Relationships, and Insights

Are there any issues or relationships in the community we should be aware of? Do you have any concerns or insights?

- Bring in and involve the restaurant group; Awake the Lake, Parks people, Historical Society- these are people that care about the community a lot.
- Got to get restaurants- more data vs. less...
- There is a concern that the restaurants will take over the Town's personality.
- Some officials think the Master Plan [effort] is stupid.
- Apathy is very high.
- Long term residents are not welcoming-
- No dogs on reservoir road.
- Wildlife; fire bans too close it all.
- Dogs on trails. Facebook presence. More online presence.
- Sidewalks.
- There is mistrust between residents, the Board of Trustees, and Town Staff.
- Concerned about restrictions on what can be built in terms of certain design- we have a bunch of different styles.
- Board of Trustees often doesn't agree, bickering, lack of respect, feel sorry for the mayor
- Planning Commission is the opposite of this, able to accomplish things quickly
- No groups work together
- The Board is dysfunctional ... By partisan manner.
- Respect is a huge issue, Trustees whisper during meetings, it's their way or the highway—agenda-driven—4/3 vote or 5/2 surrounded by secret meetings. The rumor mill is ramped--- "I heard around Town."
- Retreats—Trustees are stabbing you in the back. Not grown-ups! The agenda is retail MJ!!!
- Bias against new development.
- The perception is that development means more cars and traffic.
- Concern about railroad bridge.
- Sidewalks are needed but are being opposed.
- Most people like dirt roads but becomes an issue.
- Neighborhood identity: exists in the Glen, by the fire station, in Forest View Estates.
- Get rid of fire and police. More violent crimes during the pandemic – guns into town...
- Old parcel in the middle of the park—vacant—cleaned up
- Board of Variances, PPACG important to the community
- Toxicity in community
- Need to enforce how close to tap—400ft- new line
- Lots with no water, no sewer, no road should not be sold!
- Tap fees, get people off wells...\$30K BUT no infrastructure. – local realtor group!!
- Need to work with realtors—They do what the client wants!!
- 10 miles... going to fire!!! Last week in August ballot.
- Need to be apprised of anything that goes through PC—communication!
- Favoritism; we are making things up as we go along- let's use the Master Plan to make decisions!
- Waste of time on the Board- opinions swaying decisions
- Monthly updates/ \$ to do the Master Plan---basic needs!
- I don't want the Plan to advocate for any big changes, just small changes in a focused direction.
- I would love to see an 8 ft. detached bike trail along 105.

Community Master Plan Reconnaissance Interviews- 5 Trustees and 8 Planning Commissioners

- Equitable availability of water and sewer taps for everyone- I did not know where the Town was with taps...Some individuals were buying taps and not using them- we had no idea... there is a time limit on how long you can hold a tap and not use it.
- No favoritism due to who you are or who you know- In 2000, there was a dog kennel at county line—issues – water and noise—we argued against it—
- Dark Skies- Offender was rehab facility on 105-they had to put cap lights on light fixtures...light pollution; 24/7 lighting -What is needed?
- Historically the Board has been corrupt and did not tell the citizens the entire truth.
- Current staff doing a better job than in the last 30 years.
- There is not a lot of experience on Board
- Over covenanted
- [Attitude of] my way or nothing.
- The conflict between neighbors.
- Some are stiff-necked and stubborn.
- Mayor excuses bad behavior.
- There are bullies in the community.
- How many people have hidden agendas? All for one, one for all needs, this needs to be practiced.
- Everyone thinks we are all on the same page until you do something.
- No one else shows up for anything!!! If I am doing it, cannot support anyone else.
- History of conflict- highly contested issues
- We have a Council with members exhibiting childish and unprofessional behavior without any consequences. It is hard to respect this type of behavior in leadership- ineffective in controlling; calling Trustee a liar, bickering between them; weak leader--- I don't go to the meetings...
- O'Malley's (Steak) Pub is a meeting place
- A lot of town talk, being cautious.
- The new staff is doing a pretty good job.
- The Advisory group is a little toxic, has agendas.

Anything else you would like to add or for us to know?

- Fiscal questions!!! IGA- \$160K a year.
- IGA- politically suicide on IGA and Retail MJ. Can adopt without a vote of people with MJ
- Fire Department- there is a lot behind the fire department see the association budget—Fire Department owns the land behind the station. Association \$\$...Chili super- \$\$ goes to the Association- own fire association 501 (c) 3-parking lot can be used. Fire great educational resource. Keep fire department in downtown.
- I can help with mapping exercise.... people that don't participate much—30 to 40 kids to Town Hall—know the kids—junior to youngest—upstairs at O'Malley's.
- Lots of people over 60 don't have computers.
- The current water fee structure does not encourage conservation.
- Well, we are told—" it's posted in the post office", but we don't go to the Post Office.
- Always, complainers – we all do the best we can.
- So glad you're here!
- Plan online with quick links
- Retreat and go over it [the Plan] in-depth—training
- Training before the PC meeting
- Over 2 hours- 1.5 hours.
- Stories about community.
- No formal communication
- Pedestrian trail, not having to walk on the shoulder along Highway 105
- Growth and house building – need control, can't overbuild because of infrastructure