

# Trash & Recycling Collection Changes – Thanksgiving Holiday

# **Communications Objective**

To efficiently and effectively educate citizens living in the Thursday collection area that their trash and recycling service day will be moved due to the Thanksgiving holiday.

# <u>Audience</u>

Citizens living in the Thursday solid waste collection area. Friday customers will not be affected.

### <u>Messages</u>

- No trash and recycling collection on Thursday, November 26<sup>th</sup>, Thanksgiving Day.
- Thursday residential customers living north of 23rd Street/Clinton Parkway will have their trash and recycling picked up on Tuesday, November 24th and those living south of 23rd Street/Clinton Parkway will have their trash and recycling picked up on Wednesday, November 25th.
- For recycling routes, only recycling week #2 customers who live west of Kasold Drive will be affected.
- There will be no change for customers with Friday collection. Friday collection will occur on Friday, the day after Thanksgiving.
- Regular collection will resume the following week.

### **Communication Tools**

- Utility Bill Insert (October)
- Flame Newsletter (November)
- News Release
- City Website and Solid Waste Management Website
- City Facebook and Lawrence Recycles Facebook
- City Twitter
- Channel 25 Slide
- Online Calendars
- Post-it Notes on Trash Carts
- Lawrence Journal-World Ad
- PHP List Trash & Recycling News, Reduce Reuse Recycle, SAB
- Neighborhood Association Email Notification

### Utility Bill Insert

(This insert was included in the October billing statement.)



### Post-it Note

(Notes will be placed on Thursday customers' trash carts the week prior to Thanksgiving)

Residential trash & recycling collection changes over Thanksgiving holiday.	
Note: All Thursday trash customers will be affected. For recycling, only week #2 customers who live west of Kasold Drive will be affected.	
Thursday Customers:	Thanksgiving week collection:
North of 23rd Street/ Clinton Parkway South of 23rd Street/	Tuesday, November 24, 2015 Wednesday,
Clinton Parkway	November 25, 2015
The regular trash & recycling collection schedule will resume the week after Thanksgiving.         Holiday Toy Drive - Dec. 7 & 14         during yard waste collection         www.lawrenceks.org/swm    For questions, call 832-3032.	

#### Flame Newsletter

(Holiday trash and recycling schedule included in the November newsletter).



delayed by one day. Friday collection occurs on Saturday, December 26.

#### Friday, January 1 | New Year's Day

Friday residential trash and recycling routes delayed by one day. Friday collection occurs on Saturday, January 2.