



# City of Lawrence

**The Flame | July 2020**

**"We Have  
Tomorrow —  
Bright Before  
Us, Like A  
Flame."**

*Langston Hughes*

## NEW LAWRENCE LISTENS APP ALLOWS RESIDENTS TO REQUEST SERVICES FROM THE CITY

In May 2020, the City of Lawrence launched a new app, Lawrence Listens, which is a community engagement platform powered by SeeClickFix. Lawrence Listens allows citizens to request service assistance from the City with the simple click of a button.

Lawrence Listens is a name many residents may already find familiar. The new app is an extension of the already existing Lawrence Listens online survey tool. The app will help the City create a "one-stop-shop" for receiving feedback from our community.

In the new tool, available both from the City of Lawrence website and through a mobile app, the survey and service request features are combined to give

residents one platform where they can share their City of Lawrence-related feedback.

"We're thrilled to offer Lawrence Listens as a new way for residents to communicate directly with the City," said City Manager Craig Owens. "Our hope is that, through the app's continued usage, the City will continue to become more transparent, collaborative and responsive in recognizing and serving the needs of our residents."

Through the service request feature of Lawrence Listens, residents can easily ask for the City's assistance with a variety of concerns, from potholes to downed tree limbs, from parks issues to vandalism/graffiti, and much more.

After downloading the Lawrence Listens mobile app (information available below for Apple and Android users), or accessing on the City of Lawrence website, residents will be asked to set up a simple profile before they start submitting requests. Once submitted, those service requests are routed to the appropriate City department, which then works to review and address the request, communicating to the resident throughout the major steps in the process.

Once the user has created an account, submitting a request takes only a few simple steps:

1. Click the "New request" button.
2. Take a photo of the issue.
3. Drop a pin showing the location on a map.
4. Select a category and give a quick description of the issue.
5. Hit submit.

City staff will receive the request and process it as appropriate, giving comments back to the user and updating them on progress in real-time.

Residents interested in downloading the Lawrence Listens app can search for "Lawrence Listens" in the Apple App and Google Play stores.

Lawrence Listens, including both the surveys and service request feature, can also be accessed by visiting the City website: [lawrenceks.org/listens](http://lawrenceks.org/listens)

# Get to Know Jeff Crick, Director of Planning & Development Services

In June 2020, the City of Lawrence announced that Jeff Crick would become the new Planning & Development Services Director for the City of Lawrence - Douglas County Planning & Development Services Department. Jeff has been with the City of Lawrence since 2013 and has served as the Planning Manager for the department since 2018. He began his new role in June.

Crick has more than 12 years of experience in varying levels of planning and community development. He previously served as a long-range planner with the city of Columbia, South Carolina.

While at the City of Lawrence, Crick has worked on a variety of projects, including the Comprehensive Plan, Plan 2040 and the Oread Neighborhood Design Guidelines.

Crick was selected for the Director position after a national search involving a field of candidates from multiple states. The City utilized several interview panels during the process, which included representatives from Douglas County, neighborhood leaders, the Chamber of Commerce, the business community and planning experts.

Here is some information and fun facts to help you get to know Jeff better:

**Hometown:** Liberal, Kan.

**Places you have lived:** Liberal, Kan., Columbia, S. C., and Lawrence, Kan.



**Education:** I earned both my Bachelor of Arts in political science and history as well as my Master of Urban Planning degrees from the University of Kansas.

**Favorite sports team(s):** Arsenal Football Club & Sporting Kansas City.

**Favorite thing to do for fun in Lawrence:** Going for walks on the Levee.

**Currently watching on Netflix:** The English Game.

**Favorite summertime activity:** Watching soccer games.

**What you're most excited for as Director of Planning & Development Services:** The opportunity to listen and work with everyone to bring positive changes to our community.

## MOVING SOON?

Make sure you **PLAN AHEAD** with these helpful tips from our Solid Waste Team:

**Make sure ALL trash is bagged and in your trash cart.**

- Small amounts of extra trash that can't fit in your cart should be bagged and set near your trash cart at the curb.
- A roll-off container can be rented for large amounts of trash but needs to be reserved a week in advance.

**Have an item too large for your cart?**

- Couches, appliances, automobile tires and other large items can be disposed of by filling out the Special Item Pickup form online (link below).

**Leave your green and blue carts!**

- Green trash carts and blue recycling carts belong to the address they were delivered to, not the tenant. Do not take these carts when you move.
- If you purchased a brown yard waste cart from the City, that cart is yours and you can take it with you.

**Need to get rid of paint, cleaners, pesticides or other hazardous materials?**

- Hazardous wastes should not be put in your trash cart. Schedule an appointment to drop them off at the Household Hazardous Waste Facility.

**What about recycling options?**

- Find out where to recycle cardboard boxes, plastic bags, electronics and more across the City by searching the Recycling Directory online.

**Visit [lawrenceks.org/swm](http://lawrenceks.org/swm) to rent a roll-off, request a special item pickup, schedule a Hazardous Waste appointment or search the Recycling Directory.**

## Frequently Asked Questions about Backflow

A complete list of FAQs, along with other program information, can be found online at: [lawrenceks.org/mso/backflow](http://lawrenceks.org/mso/backflow)

**What is backflow?** Backflow is a reversal of the intended flow direction of fluids, in our case potable water. Water main breaks, high demand or higher consumer pressure due to gravity or pumps could cause chemicals or other foreign material to enter the public drinking water system.

**Who can test my backflow assembly?** Testing must be performed by one of the listed registered certified backflow testers found at [lawrenceks.org/mso/backflow](http://lawrenceks.org/mso/backflow).

**Do I have to have my backflow prevention assembly tested?** Yes. City of Lawrence code Chapter 19 Article 7 requires that backflow assemblies be tested on an annual basis to ensure their effectiveness.

Backflow prevention assemblies have internal seals, springs, and moving parts that are subject to fouling, wear, or fatigue. Therefore, all backflow prevention assemblies have to be tested annually to ensure they are functioning properly to protect the public water system.

**What if I don't use my irrigation system anymore?** If your irrigation system is still connected to the City water line, you are required to have your device tested. If you would like to disconnect your system, the backflow preventer must be removed and the line from the water supply must be capped with a waterproof plug or cap. The City of Lawrence recommends

this work be done by a licensed plumber or professional irrigation company. When completed, fill out the Permanent Removal Form available online at [lawrenceks.org/mso/backflow](http://lawrenceks.org/mso/backflow) and send with an invoice copy for work performed to [MSO@lawrenceks.org](mailto:MSO@lawrenceks.org).

**How do I check the status of my test?**

Check the test status of your backflow preventer online at: [aquabackflow.com/tmb-resources](http://aquabackflow.com/tmb-resources). Enter the Site ID information from your notice and your house number, and the due date and tester will be available. If this information is not available, you can contact your tester for the status of the test entry.