



# LANCASTER CONNECTION

## SPRING 2020



### United States

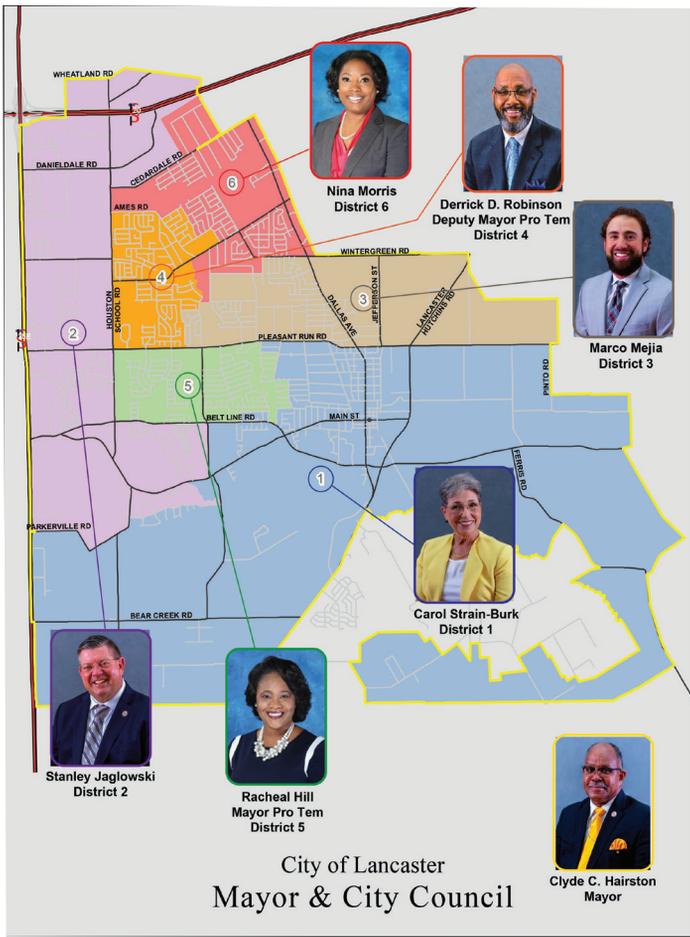
# Census

# 2020



## IMPORTANT THINGS TO DO THIS SPRING:

- Take the 2020 Census. Respond online, by phone or mail.
- Turn the page to take the Citizen Survey.



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## Stay Connected:

**Tune into Channel 16 -  
Spectrum Government  
Access Channel**

**Watch City Council meetings  
live by going to the City website,  
[www.lancaster-tx.com](http://www.lancaster-tx.com). Then  
click on agendas and minutes, and  
you will see a link to the meetings.**



### About the Lancaster Connection

The Lancaster Connection is distributed to residents throughout the City of Lancaster four times a year. This free newsletter is available for you to be aware of the latest events in your city, plan for free events, and for you and your family or friends to find the nearest park and its amenities; and even register for affordable and rewarding classes and groups.

Should you have any questions or recommendations for future newsletters, feel free to contact us at [communityrelations@lancaster-tx.com](mailto:communityrelations@lancaster-tx.com) or 972-218-1300.



# 2020 Citizens Survey

Thank you for participating in our survey. Your feedback is important.

Completing this survey should take approximately 3-4 minutes and your answers will be completely anonymous. Please answer the following questions and submit to [communityrelations@lancaster-tx.com](mailto:communityrelations@lancaster-tx.com) or City of Lancaster, P. O. Box 940, Lancaster, Texas 75146 when finished. This survey can also be completed electronically at <https://www.surveymonkey.com/r/9TTRM78> Thank you.

1. How long have you lived in Lancaster?
  - Less than 3 months
  - 3 to 12 months
  - 1 to 5 years
  - 6 to 10 years
2. How would you classify the quality of life in Lancaster?
  - Excellent
  - Good
  - Fair
  - Poor
  - Don't know
3. How would you classify Lancaster as a place to raise children?
  - Excellent
  - Good
  - Fair
  - Poor
  - Don't know
4. How likely would you recommend someone to relocate their residence to Lancaster?
  - Very likely
  - Somewhat likely
  - Somewhat unlikely
  - Very unlikely
  - Don't know
5. City services that should receive the most emphasis over the next two years (please rank 1 most important).
  - Maintenance of City Streets
  - Quality of Police Service
  - Parks/Recreation/Library programs
  - Enforcement of City codes and ordinances
  - Effectiveness of City communication with public
  - Quality of Utility Billing
  - Quality of Fire service
  - Customer service received from City employees
  - Quality of Downtown (Town Square)
  - Animal Services
6. How safe do you feel in your neighborhood?
  - Very safe
  - Somewhat safe
  - Neither safe or unsafe
  - Somewhat unsafe
  - Very unsafe
7. Please rate the quality of Lancaster's solid waste & recycling services.
  - Excellent
  - Good
  - Fair
  - Poor
  - Don't know
8. Please rate the quality of City sponsored events.
  - Excellent
  - Good
  - Fair
  - Poor
  - Don't know
9. What do you value most about living in Lancaster?
  - Friendly people
  - Family-oriented
  - Educational opportunities
  - Small-town feel
  - Safety and low crime rate
  - Good quality of life
  - Community development
  - Other (please specify)
10. Please rate Lancaster's various aspects of Development in the City (residential, business, and industrial).
  - Excellent
  - Good
  - Fair
  - Poor
  - Don't know

11. What should be the City's top priorities?  
(please rank 1 most important)
- Manage growth, sustainability
  - Maintain small-town feel
  - Quality growth and development
  - Public Safety
  - Job creation
  - Maintain streets and roads
  - Downtown (Town Square) enhancement
  - City beautification
  - Parks & Recreation
  - Sidewalks, hike and bike trails

12. What has been the MOST improved service in the past year throughout the City of Lancaster?

- Communication
- Public safety (Police & Fire)
- Street maintenance
- Parks/Recreation/Library programs
- Neighborhoods
- Code Compliance
- Building Permits & Inspections
- Animal Services
- Quality of Utility Billing
- Customer service received from City employees
- Other (please specify)

13. Please rate the overall direction that Lancaster is taking.

- Excellent
- Good
- Fair
- Poor
- Don't know

14. Have you downloaded the FREE City App on your mobile device? (Please select all that apply.)

- Lancaster City app - for reporting concerns
- Recycle Coach app - for trash/recycling/bulk trash collection reminder
- none

15. Through what source(s) do you receive information from the City?

- TV News
- Newspapers
- Word of mouth
- Fliers
- City website
- Social media
- Lancaster Today - monthly newsletter
- Lancaster Connection - quarterly magazine
- Lancaster Live - weekly newsletter
- Other (please specify)

16. Would you support a tax increase for the following?

- Street enhancement
- More sidewalks
- Downtown (Town Square) enhancement
- No tax increase
- Other (please specify)

17. Please select your gender.

- Male
- Female

18. Which category below represents your age?

- 18-24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or better

19. Which of the following best describes your education level?

- Less than High School
- H.S. Diploma or GED
- Some college
- Bachelor's Degree
- Graduate Degree
- PhD

20. Which of the following best describes your annual household income level?

- \$0 - \$24K
- \$25K - \$49K
- \$50K - \$74K
- \$75K - \$99K
- \$100K or more

21. Do you own or rent your current residence?

- Own
- Rent

22. Please write down any comments you have about city services.

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# 2020 Census

## Help shape the future of Lancaster



### Fill out your Census form today:

The 2020 Census is happening now! Every 10 years the U.S. Census Bureau counts every person living in the United States. You should have already received a census form in your mailbox. If you have not, go online to [www.2020census.gov](http://www.2020census.gov) and click respond, start questionnaire, and locate the button that says "if you do not have a census ID".

Be sure to count everyone who lives in your home. Don't forget to include children and infants.

### [Where can I find my 12-digit Census ID?](#)

Please enter the 12-digit Census ID found in the materials we mailed to you or left at your door.

 -  - 

[If you do not have a Census ID, click here.](#)



### ACT NOW!

Visit [www.2020census.gov](http://www.2020census.gov)

### 3 ways to respond:

#### 3 ways to take the Census



Online



By Phone



Paper Form



## Top 3 Reasons to Fill Out the 2020 Census

### Reason #1

Many of your community's programs — those supporting education, roads, health care and emergency services — depend upon funding census data determines.

### Reason #2

Your city uses census data to plan for vital changes in the community.

### Reason #3

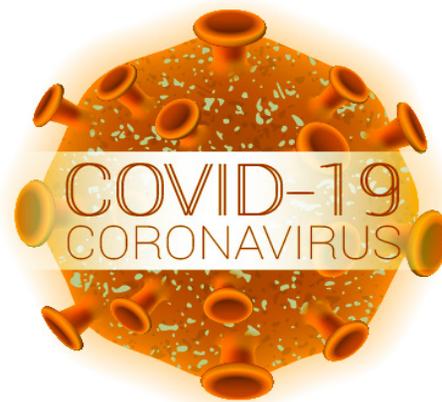
Many companies establish new business locations based upon census data. They're looking for a workforce and customers.

Need a bonus reason? It's required by law.

### Let's put community first

Fill out the 2020 Census today and get counted!

# Facts About COVID-19 (CORONAVIRUS)



It is important you know the facts about COVID-19, so you may protect yourself and loved ones.

COVID-19 can make anyone sick regardless of race or ethnicity.

## Helpful Information:

### How the virus spreads:

According to the Centers for Disease Control and Prevention (CDC) COVID-19 spreads from person to person, through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Please keep 6 feet distance from others for your safety.

### Symptoms:

Symptoms may appear 2-14 days after exposure. Please contact the Dallas County hotline at 972-692-2780 if you think you may have the virus. If you have a fever, cough, and difficulty breathing, call your doctor before visiting the hospital. If you do not have a doctor, please call the hospital before arriving.

### Drive- thru testing sites:

Test sites are available at the Ellis Davis Field House (9191 S. Polk St., Dallas, TX 75232) and the American Airlines Center (Lot E Victory Ave.). You must meet the criteria to be tested: hospitalized patients with symptoms, healthcare facility workers, workers in congregate living settings, first responders with symptoms, residents in long-term care facilities or other congregate living settings, including prisons and shelters with symptoms.

You must have these symptoms to be tested at the testing sites: fever, cough, shortness of breath, chills, muscle pain, new loss of taste or smell, vomiting or diarrhea, and/or sore throat. Once each site has given out 500 lab tests, the site will close for the day. The site will reopen the next morning at 8 a.m.

BE HEALTHY, BE CLEAN



CLEAN & DISINFECT



SOCIAL DISTANCE



PICK-UP & DELIVERY



Stay Home

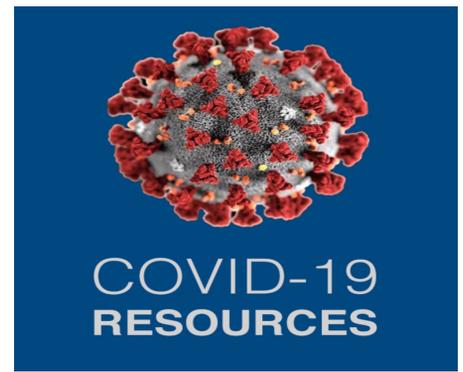
Stay Healthy

Stay Strong

# Available Resources

If you think you have come in contact with COVID-19, call the Dallas County hotline at **972-692-2780**.

For the most updated information, visit the City's website at **[lancaster-tx.com/1372/COVID-19](http://lancaster-tx.com/1372/COVID-19)**.

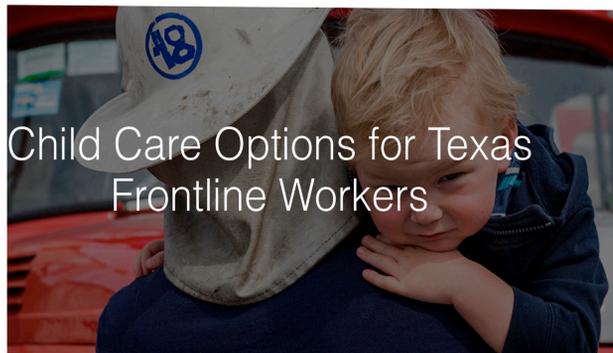


**Dial 2-1-1** for local community resources regarding healthcare, utilities, food, and housing. Visit **<https://hhs.texas.gov/services/health/coronavirus-covid-19>** for additional information.

A close-up photograph of two hands holding a white document or piece of paper. The background is slightly blurred, showing what appears to be a desk or table.

**Get relief from the financial impacts of coronavirus**

**Mortgage help:** Fannie Mae can assist with mortgage payments. Please visit <https://www.knowyouroptions.com/covid19assistance>.



## **Childcare for essential workers:**

The Frontline Child Care Portal allows essential workers to search for child care facilities near them, as well as facility operating hours and the number of seats available. Visit <https://frontlinechildcare.texas.gov>.



## **Disaster behavioral health services:**

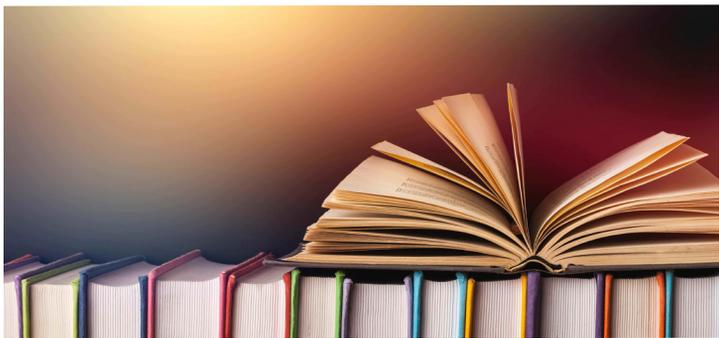
Following a disaster, emergency or incident, it is common for those in and around the impacted region to experience distress and anxiety about safety, health and recovery.

Please go online and visit Texas Health and Human Services and click on COVID-19 for a list of resources.

# Additional Resources



**Eat healthy:** It is important to eat well-balanced meals during COVID-19 to try and stay healthy. Contact the North Texas Food Bank at 214-330-1396 if you are in need of food assistance.



**Take a break** from electronics, and open up a good book. Visit the Lancaster Veterans Memorial Library at 1600 Veterans Memorial Parkway for drive-thru pick-up. Be sure to call 972-227-1080 before you drive to pick-up your reading materials.

## Get out of the house:

Visit Lancaster's hike & bike trails.



## Ten Mile Creek Preserve 900 Nokomis Rd

### Amenities:

-  Walking Trails
-  Benches Along Trails



for more info call: 972-218-3700

It might be nice to get some fresh air and recharge during this pandemic. Remember, when walking or running on the trails to practice social distancing.

Visit <http://www.lancaster-tx.com/387/Park-Sites> for additional information.

# Lancaster Parks and Recreation

City of Lancaster, TX - Municipal Government  
Published by [?] · April 20 at 5:07 PM · 🌐

It's Monday, so let's get moving!!  
#MovingMondays #RecAtHome



City of Lancaster, TX - Municipal Government  
Published by [?] · May 4 at 4:55 PM · 🌐

The word of the day is... **CARDIO!!**  
Kicking off this week with a high intensity workout right from home.  
#MovingMondays is in full swing! #RecAtHome



## Workout:

Join the Parks and Rec team for a virtual workout every Monday, Wednesday, and Friday at 5:00 p.m. Visit the City's Facebook page: City of Lancaster, TX - Municipal Government for #MovingMondays, #WorkoutWednesdays, and #FitnessFridays.

City of Lancaster, TX - Municipal Government  
Published by [?] · Yesterday at 5:25 PM · 🌐

Time to get creative with this fun and colorful paperbag project!  
Comment a photo of your paperbag creations below!  
#RecAtHome



City of Lancaster, TX - Municipal Government  
Published by [?] · March 30 at 12:26 PM · 🌐

Are you looking for a fun project to do with the kiddos while at home during COVID-19? Gloria Lemus with our Parks and Rec Department is here to show you how to make slime! #StayHomeLancaster #StayHomeTexas



## Fun for the kids:

Visit the City's Facebook page for arts & crafts, and best hygiene practices on Tuesdays, Thursdays, and Fridays at 3:00 p.m. #TurnUpTuesdays #ThankfulThursdays #FamilyFridays

# Lancaster Animal Shelter



The Lancaster Animal Shelter recently had a facelift! Check out the new mural on the outside of the building.

Call 972-218-1210 to adopt a pet today!



# Lancaster Veterans Memorial Library



1600 Veterans Memorial Parkway

## Curb-side pick-up:

Please call 972-227-1080 to pick-up your favorite reading materials. Be sure to call ahead to reserve your items.

## Or go online to reserve items:

<https://lvml.bywatersolutions.com/>

When your items are ready for pick-up the library will call you. Pick up items at the drive-thru on the south side of the building.

## Available virtual items:

Go online to access reading materials  
<https://www.lancaster-tx.com/149/Library-Services>

- Toddler Time
- Family Story Time
- Online Computer Classes
- Writer's Group

## Schedule of virtual events:

- Toddler Story Time is Tuesdays mornings at 10:30
- Family Story Time is Wednesdays mornings at 10:30
- Crafts and activities are available online at <http://www.lancaster-tx.com/538/Programs-and-Events>
- Microsoft Word Basics computer class
- Zoom Writing Group: contact [sbagley@lancaster-tx.com](mailto:sbagley@lancaster-tx.com) for each week's meeting information



CHECK OUT BOOKS  
FROM HOME WITH  
**RB DIGITAL**

Free ebooks, audiobooks,  
magazines, and comics!!

LANCASTER VETERANS  
MEMORIAL LIBRARY

972-227-1080



## Children's e-books and games:

Find these available items on  
Tumblebooks-  
[https://www.tumblebooklibrary.com/  
Home.aspx?categoryID=77](https://www.tumblebooklibrary.com/Home.aspx?categoryID=77)

# Municipal Court



**Lancaster Municipal Court**

**200 W. Main Street**

## Deferred Disposition

To submit your Deferred Disposition request online, go to [www.trafficpayment.com](http://www.trafficpayment.com).

## Tickets & Payments

Call the Municipal Court at 972-218-1334 with any questions about payments or tickets.

# Lancaster Regional Airport



**Lancaster Regional Airport**

**730 Ferris Road  
Lancaster, TX  
75146**

**972-227-5721**



The Lancaster Regional Airport is open and is available for full - service operations.



## Hangar Space:

- Corporate Hangar Space
- T-Hanger Information

Aircrafts are flying and fuel is still be sold!

# Country View Golf Club

## Special pricing during COVID-19:

Monday - Friday (taxes included)

18 holes of golf w/ cart - \$30  
18 holes of golf walking - \$20  
Senior (60 years or older) - \$25  
Junior (under age of 18) - \$10 (walking only)  
Twilight 2 p.m. w/ cart - \$20  
Twilight walking - \$15

Weekend

18 holes of golf w/ cart - \$35  
18 holes of golf walking - \$25  
Senior (60 years or older) - \$25 (after noon)  
Junior (under age of 18) \$10 (walking only)  
Twilight 2 p.m. w/ cart - \$20  
Twilight walking - \$15

## Summer Golf Camps

Country View Golf Club is gearing up for their Summer Golf Camps - NTPGA Junior Golf. These camps introduce kids to the game of golf, teaching them full swing fundamentals, putting etiquette, and safety. Visit [www.NTPGAJuniorGolf.com](http://www.NTPGAJuniorGolf.com).



PGA Northern Texas Section Foundation  
Lancaster The Shining Star of Texas

### SUMMER GOLF CAMPS

BOYS & GIRLS 6-12

\$299

A half-day, week-long camp to introduce kids to the game of golf by teaching them full swing fundamentals, putting, chipping, bunker play, rules, etiquette and safety. Campers receive a set of golf clubs with a golf bag and an NTPGA logoed hat.

**COUNTRY VIEW GOLF CLUB**

JUNE 1-5    JUNE 8-12    JUNE 15-19  
JUNE 22-26    JULY 6-10

[WWW.NTPGAJUNIORGOLF.COM](http://WWW.NTPGAJUNIORGOLF.COM)



## What you need to know:

- Tee time reservations are to be made online
- Check-in by phone the day of your time
- Arrive 15 minutes before your time
- No fivesomes
- Leave the flagstick in the hole
- Cups have been modified
- The snack bar window is open for Grab-n-Go items

## For your safety:

- Golf carts are available for single rider use only
- Golf carts are cleaned, sanitized, and disinfected between each use
- All common items such as coolers and trash cans have been removed from the golf course

240 W. Beltline Road  
972-227-0995



# 2020 ELECTION

On March 18, 2020, Governor Greg Abbott issued a proclamation suspending the provisions of the Texas Election Code to allow political subdivisions to postpone their 2020 local elections. Given the current health crisis, Lancaster elections have been postponed to **November 3, 2020.**



## **Tuesday, July 14, 2020 Primary Runoff Election**

Early Voting begins Monday, July 6, 2020 through Friday, July 10, 2020 7 a.m. - 7 p.m.

Primary Runoff Election Day Tuesday, July 14, 2020

## **General Election-**

**Tuesday, November 3, 2020**

## **Tuesday, November 3, 2020 Presidential Election**

First Day to receive an annual application for ballots by mail - Jan. 1, 2020

Deadline to mail overseas and military ballots - Sept. 19, 2020

Last day to register to vote in this election - Oct. 5, 2020

First day to vote early in this election - Oct. 19, 2020

Last day to receive an application for ballot by mail in Dallas County office - Oct. 23, 2020

Last day to receive federal post card application - Oct. 23, 2020

Last day to vote early in person in this election - Oct. 30, 2020

Last day to receive ballots by mail, election day by 7 p.m. - Nov. 3, 2020

Election Day - Nov. 3, 2020

Last day to receive domestic ballot by mail postmarked by election day - Nov. 4, 2020

## **Presidential Election**

Oct. 19, 2020- Oct. 23, 2020

Visit [www.DallasCountyVotes.org](http://www.DallasCountyVotes.org) for additional information.



# Civic Leadership Academy



## About the Academy

Have you ever wondered how potholes are repaired, or how the fire department is able to respond so quickly to emergencies? How does the City of Lancaster prepare its budget, or decide where a park should be located?

Citizens are welcome to learn the answers to these questions and more during our annual Civic Leadership Academy. Civic Leadership Academy is a program that teaches Lancaster residents about City of Lancaster operations.

## The Mission

- To improve citizen's understanding of city government
- To develop citizen understanding of their role in city government
- To provide an opportunity for citizens to become more involved in civic democracy
- To see how tax dollars work to improve quality of life for all residents
- To provide an inside look at the operations of the City of Lancaster

## Structure

- Nine week class begins September 3, 2020.
- Weekly 2 hour classes (Thursdays from 6:30 p.m. to 8:30 p.m.)
- Participants will hear presentations from representatives of City departments.
- Light meal provided at each class for participants only from 6:10 p.m. to 6:30 p.m.
- Free to participants.
- Graduation Ceremony at a designated City Council Meeting

## Eligibility

- Not running or currently serving in a political office
- Must be willing to commit to attendance of sessions
- Must be a Lancaster resident or City employee
- 18 years of age or older



# Civic Leadership Academy Application

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

E-mail Address \_\_\_\_\_

Cell # \_\_\_\_\_ Home # \_\_\_\_\_ Work # \_\_\_\_\_

How do you prefer to be contacted? \_\_\_\_\_

Polo Shirt Size: \_\_\_\_\_

Applicant Background \_\_\_\_\_

Number of years you have lived/worked in Lancaster \_\_\_\_\_

Community Involvement Activities \_\_\_\_\_

What are your expectations from this program? \_\_\_\_\_

[Lancaster-TX.com/CLA](http://Lancaster-TX.com/CLA)

What particular questions would you like to have answered regarding the City of Lancaster during the Academy? \_\_\_\_\_

## Agree & Understanding

**About the Academy:** *The Lancaster Civic Leadership Academy is an 8 week program that allows City residents to learn more about the functions of City departments and services "behind the scenes," allowing them to access information regarding how and why things happen. It is free to Lancaster residents and City employees.*

Are you 18 years of age or older? \_\_\_\_\_

Have you attended Lancaster Civic Leadership Academy within the last 3 years? \_\_\_\_\_

By signing, you agree with the following statement: "I hereby give my permission for the City of Lancaster to use any still photograph(s) and/or video(s) footage, in which I may appear for whatever purpose(s) deemed appropriate. I do voluntarily and with the understanding there is no remuneration."

\_\_\_\_\_  
Signature

# While Home Help Us Help You Common Parking Violations

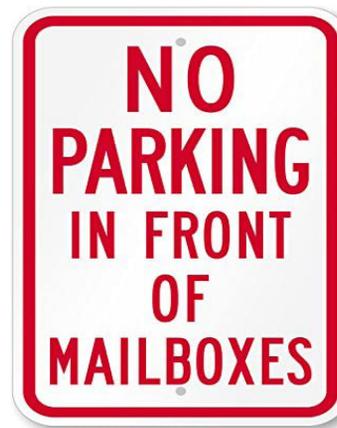
## Parking Do's

With more people home, be mindful of where you park your vehicles. Here are a few options, you could park in your driveway or garage. This will allow City trash and recycling trucks to easily drive down your street.

## Parking Dont's



## Do Not Park in Front of Mailboxes



Ordinance (Sec.22.06.004) prohibits leaving or parking a motor vehicle, boat or other impediment upon any public street or alley between the hours of 7 a.m. and 6 p.m. within ten feet of a mailbox, except a US Postal Service vehicle, and except on Sundays and federal holidays.



Do not park in the opposite direction of the flow of traffic.

## Parking Dont's

No parking vehicles over one and one-half tons in dwelling district.

Code of Ordinance Sec. 22.06.007  
It is unlawful for any truck-tractor with a weight or carrying capacity in excess of one and one-half (1-1/2) tons upon any street within area zoned by the development code as a single-family dwelling, two-family dwelling, or multiple-family district.



## Parking During Bulk Week

Residents should utilize their driveway and garage or brush and bulk will not be picked up.



# City Code Violations

## **Bulk Brush - Ord. 2006-05-16 Section 13.1208**

Brush and bulk collection shall be provided 6 times per year (all even months) to all residential properties. All brush shall be placed between the curb line and the sidewalk. The maximum quantity of bulk brush shall be contained to 12 cubic yards. Bulk brush will only be picked up on even numbered months and according to your weekly pickup calendar. If the quantity of bulk trash exceeds the maximum of 12 cubic yards it will be the owner's responsibility to remove the bulk brush from the property.



## **High Weeds and Grass - Ord. 2006-07-24 Section 8.1015 (e)**

All premises and exterior property shall be maintained from weeds and grasses in excess of 12 inches, including rights-of-way areas between property lines and the paved street. Where alleys are not paved it shall be the responsibility to maintain to the centerline of the grass alley easement. Any weeds in excess of 48 inches in height will be abated by City Contractor without notice of violation being sent. If you receive a notice of violation for grasses under 48 inches in height you are allowed 10 days to resolve the violation.



## **Overhanging Trees and Shrubs - Ord. 2006-07-24 Section 8.1015 (f)**

It shall be unlawful for any person in control of property to allow to hang, overhang grow into or over any street or alleyway within the City growth below 14 feet in height above grade surface or 7 feet in height above any sidewalk grade surface. Failure of the owner to fail to comply with City Ord. shall allow the City of Lancaster to abate the violation at owner's expense.



# City Code Violations Continued

## **Parking on Unapproved Surfaces - Ord. 2006-07-24 Section 8.1015 (b) (19)**

Parking of vehicles in residential zoned areas shall be on approved surfaces of concrete or asphalt. If your particular subdivision parking pads are primarily gravel surfaces and historically have been used in your subdivision then gravel is an approved surface if approved by the City of Lancaster Code Official.



## **Swimming Pools, Spas, and Hot Tubs - Ord. 2006-07-24 Section 8.1016 (a) (b)**

Swimming pools, spas, and hot tubs must be maintained in a clean and sanitary condition. All must be drained into a sewer clean-out at the house. All properties containing a swimming pool, spa or hot tub must be enclosed behind a fence or walls designed to prevent children from wandering into the pool or spa/hot tub area. Fences shall be a minimum height of 72 inches and no openings, holes or gaps larger than four inches in any direction. All gates or doors to enclosure shall be self closing and self latching.



## **Fences - Ord. 2006-07-24 Section 8-1015 (e) (i)**

All fences shall be maintained in good repair and structurally sound condition. Repair of fences requires a building permit and inspection by the City of Lancaster. Permit for fences are only approved for standard fence materials. Metal panels, barb wire, or electric fences are not allowed in a residential zoned neighborhood.



Sign up for



**CodeRED**<sup>®</sup>  
Emergency Alerts

## Spring Time Weather

During the spring months, you can expect to see moderate to severe storms such as heavy winds, hail, flashfloods, or even tornadoes in the City of Lancaster.

Please download the **CodeRED** AlertApplication to your smart phone to receive real-time weather updates. You can also visit <http://lancaster-tx.com/AlertCenter.aspx>.

Once you download the app, you will receive alerts if you are in the direct path of the storm.



Notifications will be sent after storm warnings are issued by the National Weather Service.

The caller ID will say CodeRED, so you will know who is calling you.

# Stormwater

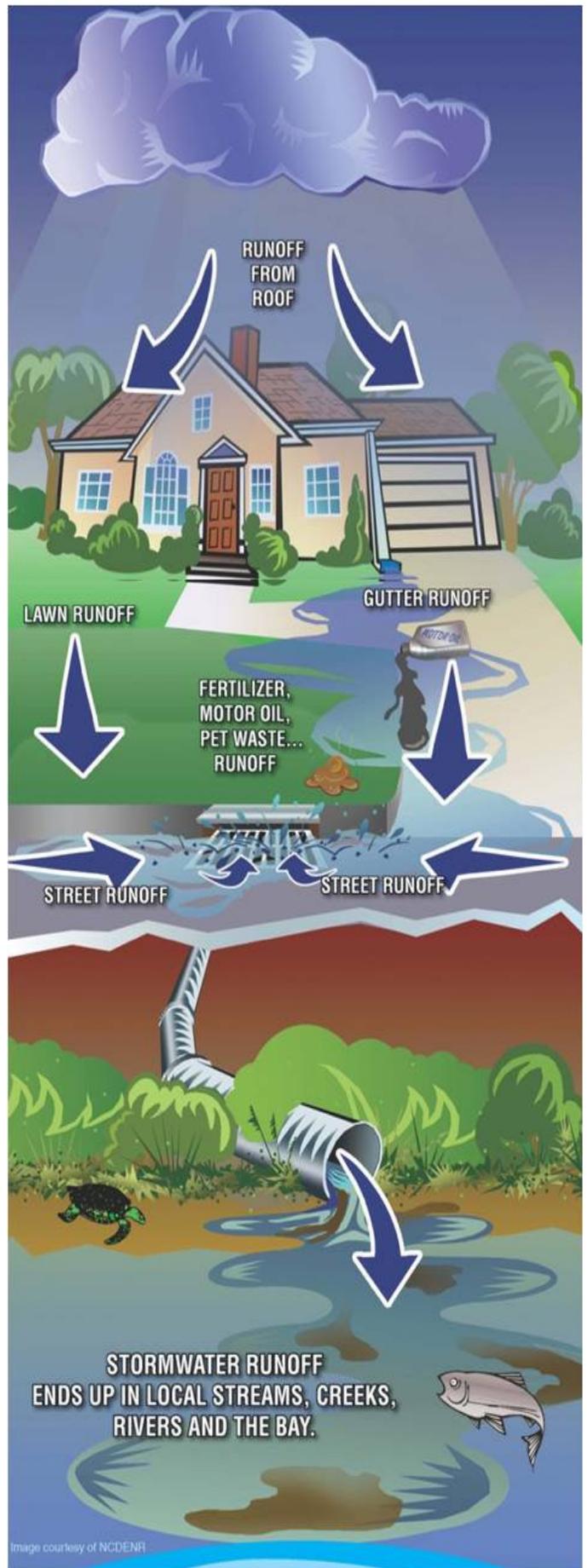
The City of Lancaster is committed to keeping our storm-water drain clean and free of debris. Here are few ways to help keep our water clean.

- Never dump anything down storm drains or into streams and report anyone who does.
- Apply lawn chemicals according to the label. Do not over apply chemicals and never apply before a rain event.
- Keep grass clippings and other yard waste out of street gutters and storm drains. Drains blocked by excessive debris could cause flooding. Compost or mulch instead.
- Dispose of used motor oil, paint, and other household chemicals properly.
- Do not dispose of used cooking oil by dumping it outside or in a storm drain.
- If you have, a septic tank pumped and inspect your system regularly.
- Do not litter. Put trash in its place.

# Streets

Be courteous to other drivers when you travel through a construction zone to help prevent accidents.

Pay attention to orange cones and barrels on the roadway. These are used to direct the flow of traffic. You are responsible for any damage to your vehicle if you make contact with the construction barrels or cones.



# Water & Wastewater

There are a number of ways to save water, and they all start with you.

## In the kitchen:

- When washing dishes by hand, don't let the water run while rinsing. Never run the dishwasher without a full load.

## In the bathroom:

- Shorten your shower by a minute or two and you will save up to 150 gallons per month.

## In the laundry:

- Use your clothes water only when they are full. This will save up to 1,000 gallons a month.
- Washing dark clothes in cold water saves both water and energy while it helps your clothes to keep their colors.
- Match the water level to the size of the load.

## Plumbing and appliances:

- Check water requirements of various models and brands when considering a new appliance.
- Check all waterline connections and faucets for leaks. A slow drip can waste as much as 170 gallons of water each day, or 5,000 gallons per month.

## For outdoor use:

- Do not over-water. Soil can hold only so much moisture, and the rest simply runs off. A timer will help, such as a kitchen timer. Apply only enough water to fill the plant's root zone. Excess water beyond that is wasted. One and a half inches of water applied once a week in the summer will keep most grass alive and healthy.



## Please do not Flush

Even though a product may be small enough to be flushed, does not mean it should be. Flushing items that are not meant to be flushed, including those labeled *flushable*, can lead to problems in the sewer system, at the wastewater treatment facility, and for the environment.



SANITARY WIPES



FEMININE HYGIENE PRODUCTS



MEDICATIONS & SUPPLEMENTS



CHEMICALS



TRASH



METALS & PLASTICS



FATS, OILS & GREASE

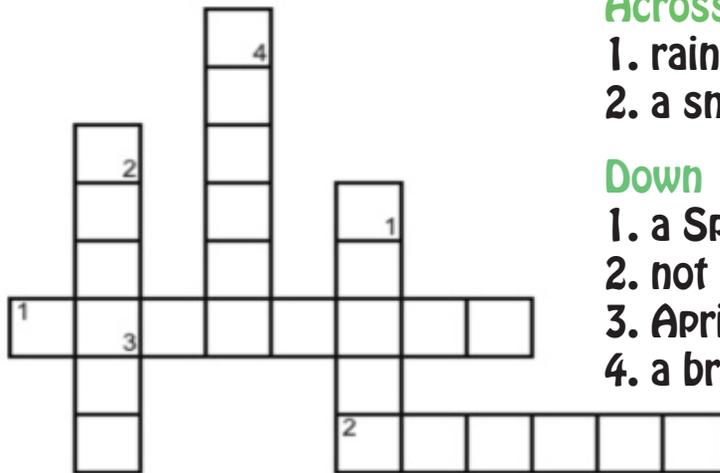
Last Digit of Address	Watering Days Allowed
0, 2, 4, 6 or 8 (even numbers)	Sundays and Thursdays
1, 3, 5, 7 or 9 (odd numbers)	Saturdays and Wednesdays
No address number	Sundays and Thursdays



# Family Puzzles

Find answers on page 26

## Spring Crossword Puzzle



### Across

1. rain or sun protection
2. a small pool of water

### Down

1. a Spring flower
2. not hot or cold
3. April showers bring \_\_\_\_\_ flowers
4. a brief fall of rain

## Spring Word Search



1. flowers
2. rain
3. grass
4. birds
5. umbrellas
6. butterfly
7. bee
8. bunny
9. chicks
10. puppies
11. kittens
12. lilacs
13. cleaning
14. fishing
15. walking
16. picnic

# Residential Solid Waste

**Regular Trash** is picked up ONCE a week. All trash must be secured in bags within your GRAY cart.



**Recycling** is picked up ONCE a week with trash pickup. Everything within the **BLUE** cart must be recyclable materials.

If at any time you do not comply within the above mentioned guidelines, your address will be documented as NO PICK UP for that week's collection. Place all trash items out no later than 7:00 a.m. for pickup between 7:00 a.m.

and 7:00 p.m. on your service days. Please ensure the trash receptacle and the **recycle cart** are separated by at least three (3) feet, and three (3) feet away from obstacles such as mailboxes, cars, fences, gas meters, and drainage ditches. Please ensure there is a 16-foot clearance above your cart. Position trash cart with the wheels toward the residence.

## We provide assistance

If you are physically unable to roll your cart or take your recycling cart to your pickup location, help is available.

Disabled individuals may qualify for a manual trash collection by submitting a manual collection form available at City Hall along with a Doctor's note stating your need for special assistance. This special assistance program allows the driver to get out of the waste truck and pickup the trash/recycling cart from your property without it being placed by the curb.

For more information or questions please call 972-218-1300 or email [communityrelations@lancaster-tx.com](mailto:communityrelations@lancaster-tx.com).

## RECYCLABLES

**Clean Paper • Cardboard • Plastic • Bottles and Cans**





NO WAX LINED BOXES  
OR STYROFOAM



NO PLASTIC BAGS  
OR COMPOSTABLE BAGS

# Frequently Asked Questions

## When do I set out my bulk/brush items?

All bulk/brush items must be set out and ready for pickup by 7:00 a.m. the Monday of your collection week.

You may begin placing your bulk/brush items out for pickup two days (Saturday) before your bulk / brush **collection week**.

## Can I put my bulk/brush on my vacant lot?

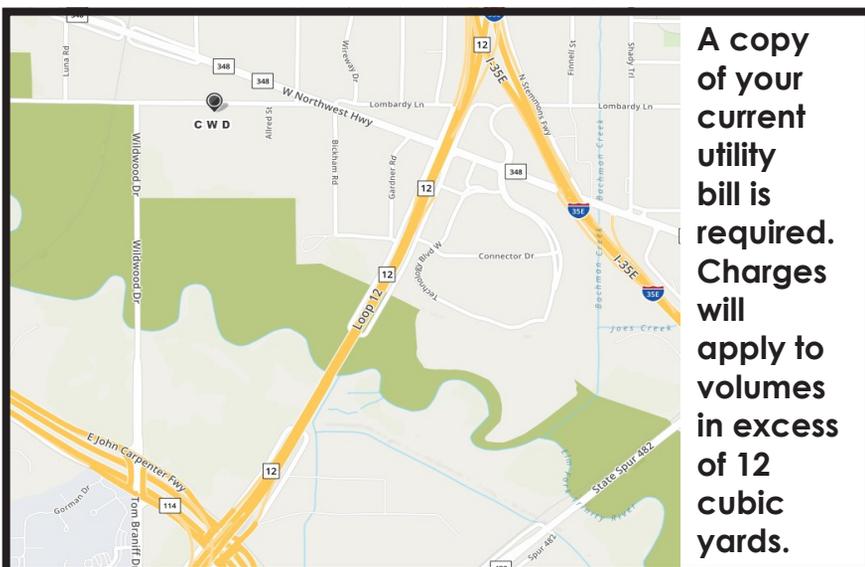
Vacant lots generally do not have active water accounts with the City. If your brush/bulk is on your vacant lot, we cannot take payment.

You will need to contact CWD customer service at 972-392-9300 and you will be able to pay CWD directly for the special brush/bulk pickup service.

## What if I have bulk/brush on the odd months of the year?

On odd months, residents may drop off up to 12 cubic yards (size of a Volkswagon Beetle) of brush/bulk at the CWD transfer station at the following address:

2010 California Crossing Road  
Dallas, TX 75220



## Curb side brush/bulky waste collection:

### ACCEPTABLE

- Washing machines/dryers
- Water heaters
- Kitchen appliances
- Yard tools
- Furniture
- Bundled carpet in 4 ft. lengths
- Bagged leaves
- Refrigerators/freezers (must be tagged certifying removal of refrigerant)

### PROHIBITED

- Commercial construction and remodeling debris (call CWD for estimate)
- Household hazardous waste (paint, motor oil, pool chemicals, etc.)
- Tires, batteries
- Propane tanks

## How do I schedule a special bulk/brush pickup?

Special bulk pick up requests are needed in writing from the account holder. Please send this request to [communityrelations@lancaster-tx.com](mailto:communityrelations@lancaster-tx.com) with a subject title "Special Pickup".

## What is the minimum fee for a special bulk/brush pickup?

There is a \$68.96 minimum fee on every special bulk/brush pickup; price may increase depending on the size of the bulk/brush. The charge is added to your next water bill.

# Stay Connected



*on social media*

**Facebook** - [Facebook.com/CityofLancasterTX](https://www.facebook.com/CityofLancasterTX)



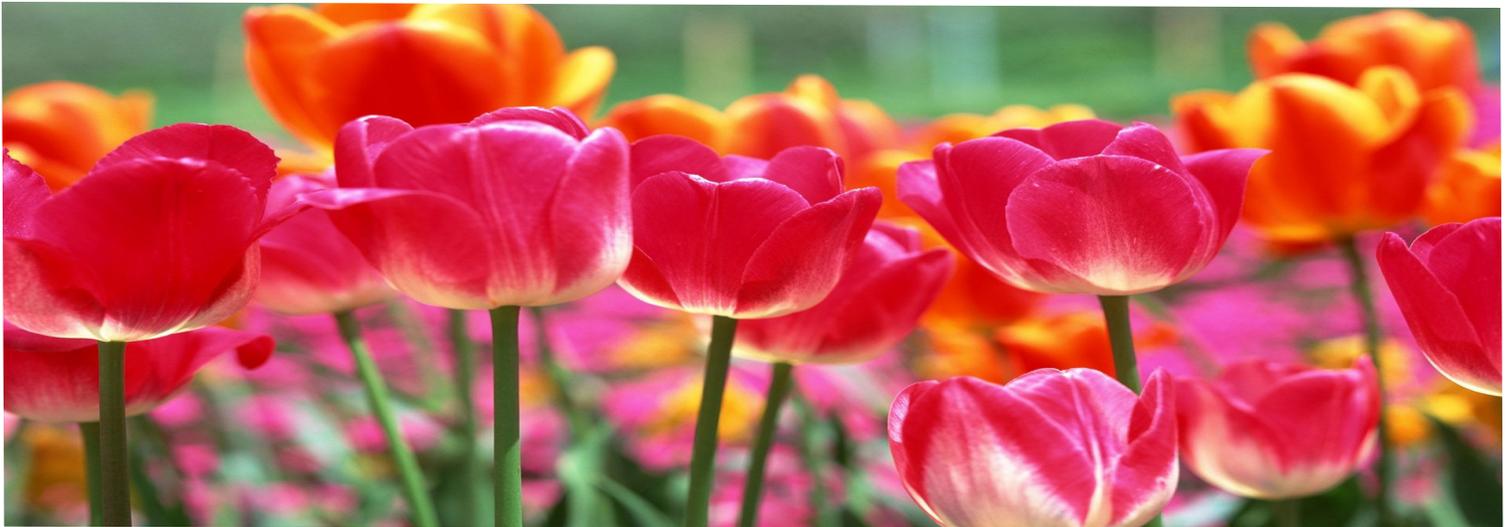
**Twitter** - [Twitter.com/Lancaster\\_TX](https://twitter.com/Lancaster_TX)



**Instagram** - [Instagram.com/Lancaster\\_TX](https://www.instagram.com/Lancaster_TX)



**Youtube** - [Youtube.com/Lancastercityof](https://www.youtube.com/Lancastercityof)



## Puzzle Answers

### Spring Crossword Puzzle

#### Across

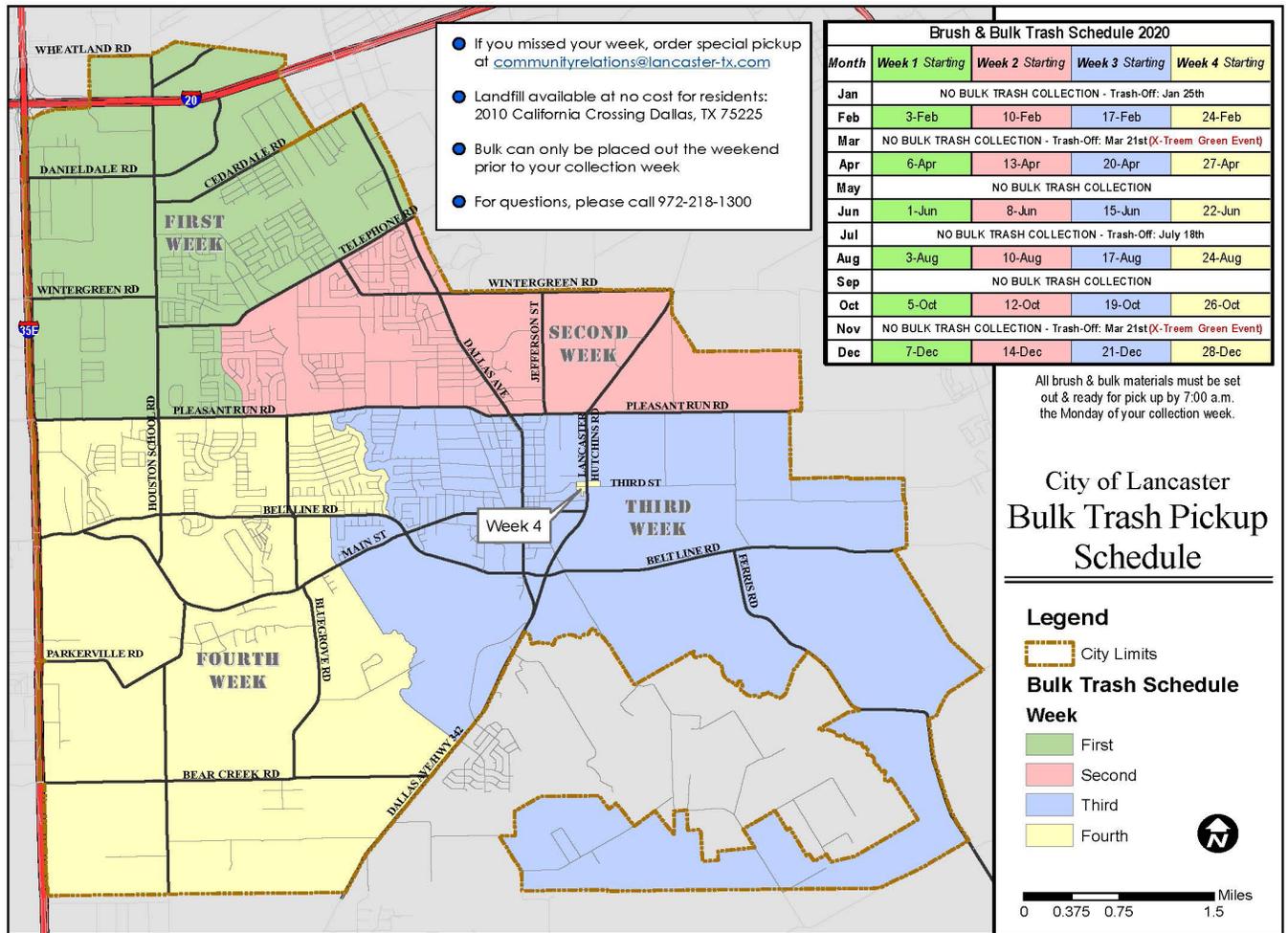
1. Umbrella
2. Puddle

#### Down

1. Tulip
2. Warm
3. May
4. Shower

# Bulk Trash Pickup - Bi Monthly

Even Months of the Year



**Missed bulk must be reported to the City at 972-218-1300 the week following your pickup week.**

**Bulk/Brush is picked up EVERY OTHER MONTH on EVEN months of the year.**

**February                      August**  
**April                              October**  
**June                                December**

Please refer to map above to find your service area and the chart to identify your bulk/brush service week.



You may also access this information on the RecyclingCoach App found in the I-Tunes and the Google Play store.

**How much bulk/brush will CWD pick up?**

12 cubic yards will be picked up on the event months of the year.

**How much is 12 cubic yards?**

12 cubic yards looks like the size of a Volkswagon Beetle.



If apps are not your thing, you can go to the City website at [www.lancaster-tx.com/1081/Interactive-Maps](http://www.lancaster-tx.com/1081/Interactive-Maps), click on Bulk Trash Schedule, enter your address and it will populate your bulk/brush pickup schedule.



City of Lancaster  
P. O. Box 940  
Lancaster, TX 75146

PRSR STD  
US. Postage  
LANCASTER, TX  
Permit No. 4

## POSTAL CUSTOMER LANCASTER, TX

### How can I stay connected with the City of Lancaster?



- City website - [www.Lancaster-TX.com](http://www.Lancaster-TX.com)
- Weekly email newsletter - Lancaster Live - [www.Lancaster-TX.com/NotifyMe](http://www.Lancaster-TX.com/NotifyMe)
- Monthly newsletter - Lancaster Today - [www.Lancaster-TX.com/NotifyMe](http://www.Lancaster-TX.com/NotifyMe)
- Quarterly newsletter - Lancaster Connection - mailed to all Lancaster Residents
- Social Media - follow the links below:
  - Facebook - [Facebook.com/CityofLancasterTX](https://Facebook.com/CityofLancasterTX)
  - Twitter - [Twitter.com/Lancaster\\_TX](https://Twitter.com/Lancaster_TX)
  - Instagram - [Instagram.com/Lancaster\\_TX](https://Instagram.com/Lancaster_TX)
  - YouTube - [YouTube.com/Lancastercityof](https://YouTube.com/Lancastercityof)



### Information at my fingertips!

Download the NEW FREE app from your Apple store or Google Play and get a personalized trash collection schedule.

This app allows you to set reminders for your trash, recycling, and bulk/brush collection from an hour, 12 hours, 24 hours, 48 hours or even a week prior to collection at no cost to you. Search "Recycle Coach" and select LANCASTER, Texas for your location.



Download the official City of Lancaster free mobile app (Lancaster TX).



### Important Numbers:

Animal Services	972-218-1200
Building Inspections/Code Compliance	972-218-1200
City Career Opportunities	972-218-1794
City Hall	972-218-1300
Country View Golf Course	972-227-0995
Dallas County Health Department (Immunizations)	214-819-1800
Dallas County Tax Office	214-653-7811
Development Services	972-218-1200
Driver's License Office	469-272-9301
Economic Development	972-218-1314
Facility Rentals	972-218-3706
Fire (Non-Emergency)	972-218-2600

Lancaster Regional Airport	972-227-5721
Library	972-227-1080
LISD Administration	972-218-1400
Municipal Court	972-218-1334
Parks Operations	972-218-3709
Planning & Zoning	972-218-1307
Police (Non-Emergency)	972-218-2700
Public Works	972-275-1752
Recreation Center	972-218-3700
Senior Life Center	972-218-3780
Texas State Auxiliary Museum	972-218-3790
Volunteer Opportunities	972-218-3706
Water/Sewer Repair	972-218-2324
Water/Utility Billing	972-218-1328