City Council 2-on-2 Briefing
Environmental Services Holiday Collection

City of Hendersonville

October 2026

What We're Asking

The change

- No collection on the day after Thanksgiving, Christmas Eve, or the first workday after Christmas
- Missed routes picked up on the next available workday, for every holiday

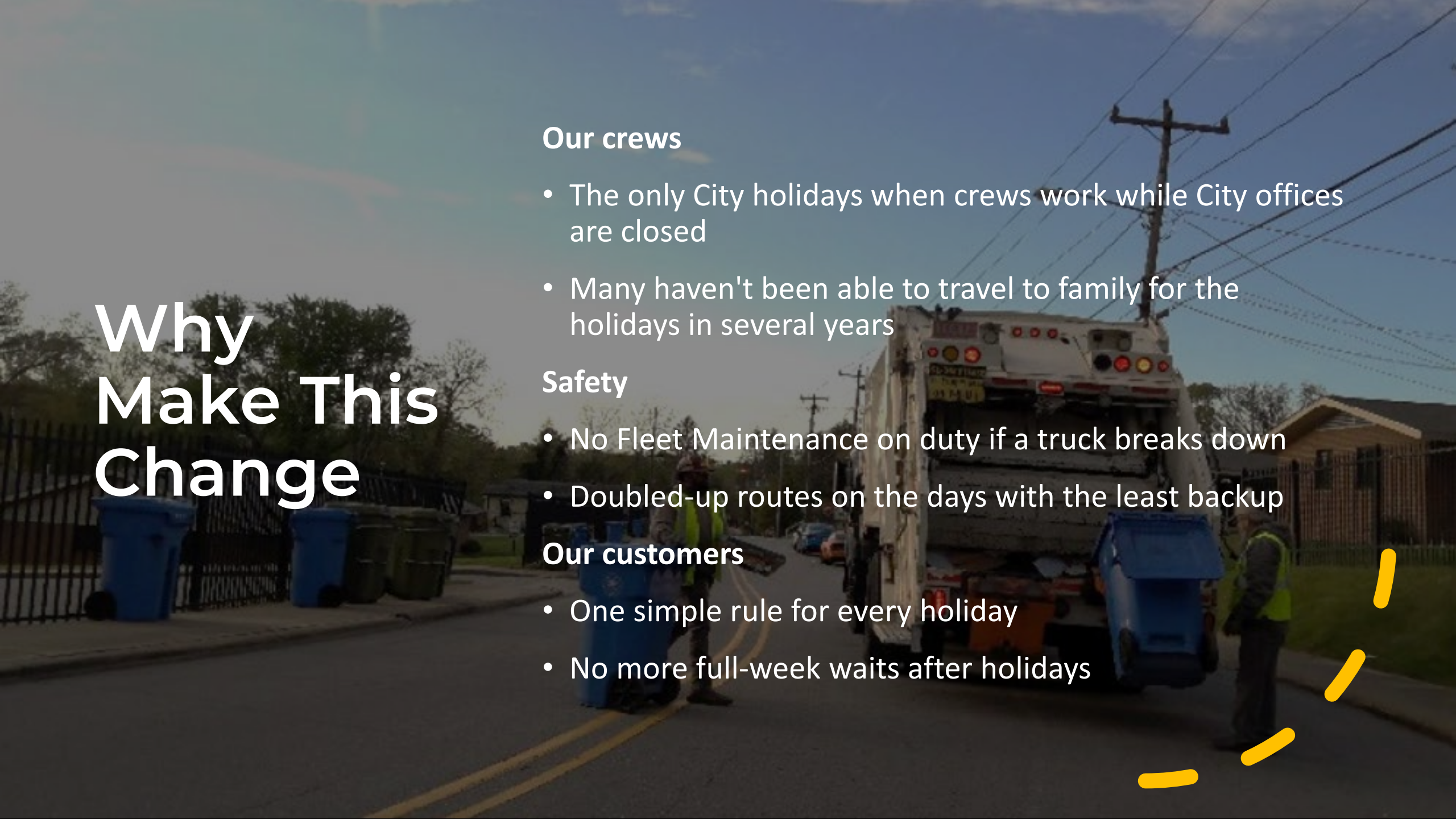
The ask

- Your support to start with Thanksgiving 2026
- Full Council review at the February 2027 workshop

How Holidays Work Today

Holiday (2026)	Date	How collection is handled today
Martin Luther King Jr. Day	Mon, Jan 19	Collected the following Monday
Good Friday	Fri, Apr 3	Collected the following Friday
Memorial Day	Mon, May 25	Collected the following Monday
Independence Day	Fri, Jul 3	Collected the following Friday
Labor Day	Mon, Sep 7	Collected the following Monday
Veterans Day	Wed, Nov 11	Collected the following Wednesday
Thanksgiving	Thu, Nov 26	Collected Fri, Nov 27
Day after Thanksgiving	Fri, Nov 27	**Crews work: Friday route + Thursday route**
Christmas Eve	Thu, Dec 24	**Crews work: regular Thursday route**
Christmas Day	Fri, Dec 25	Collected Mon, Dec 28
Christmas holiday	Mon, Dec 28	**Crews work: Monday route + Friday route**
New Year's Day	Fri, Jan 1, 2027	Collected the following Friday (Jan 8)

Shaded rows: Environmental Services crews run routes while City offices, including Fleet Maintenance, are closed.



Why Make This Change

Our crews

- The only City holidays when crews work while City offices are closed
- Many haven't been able to travel to family for the holidays in several years

Safety

- No Fleet Maintenance on duty if a truck breaks down
- Doubled-up routes on the days with the least backup

Our customers

- One simple rule for every holiday
- No more full-week waits after holidays

Proposed: Next Available Day

Missed routes are picked up on the next available workday, along with that day's regular route.

No collection	Route	Picked up	Stops that day
Thu, Nov 26 (Thanksgiving)	Thursday	Mon, Nov 30	2,291
Fri, Nov 27	Friday	Tue, Dec 1	2,316
Thu, Dec 24	Thursday	Tue, Dec 29	2,875
Fri, Dec 25 (Christmas)	Friday	Wed, Dec 30	1,985
Mon, Dec 28	Monday	Thu, Dec 31	2,291
Fri, Jan 1 (New Year's)	Friday	Mon, Jan 4	1,732

Accounts = active accounts on both routes. For comparison, crews currently collect about 2,230 on the Friday after Thanksgiving.

Every other holiday

Monday holiday
Picked up Tuesday

Wednesday holiday
Picked up Thursday

Friday holiday
Picked up the next Monday

Most Customers Won't Notice

57%

of customers see no change at Thanksgiving (Monday to Wednesday routes)

43%

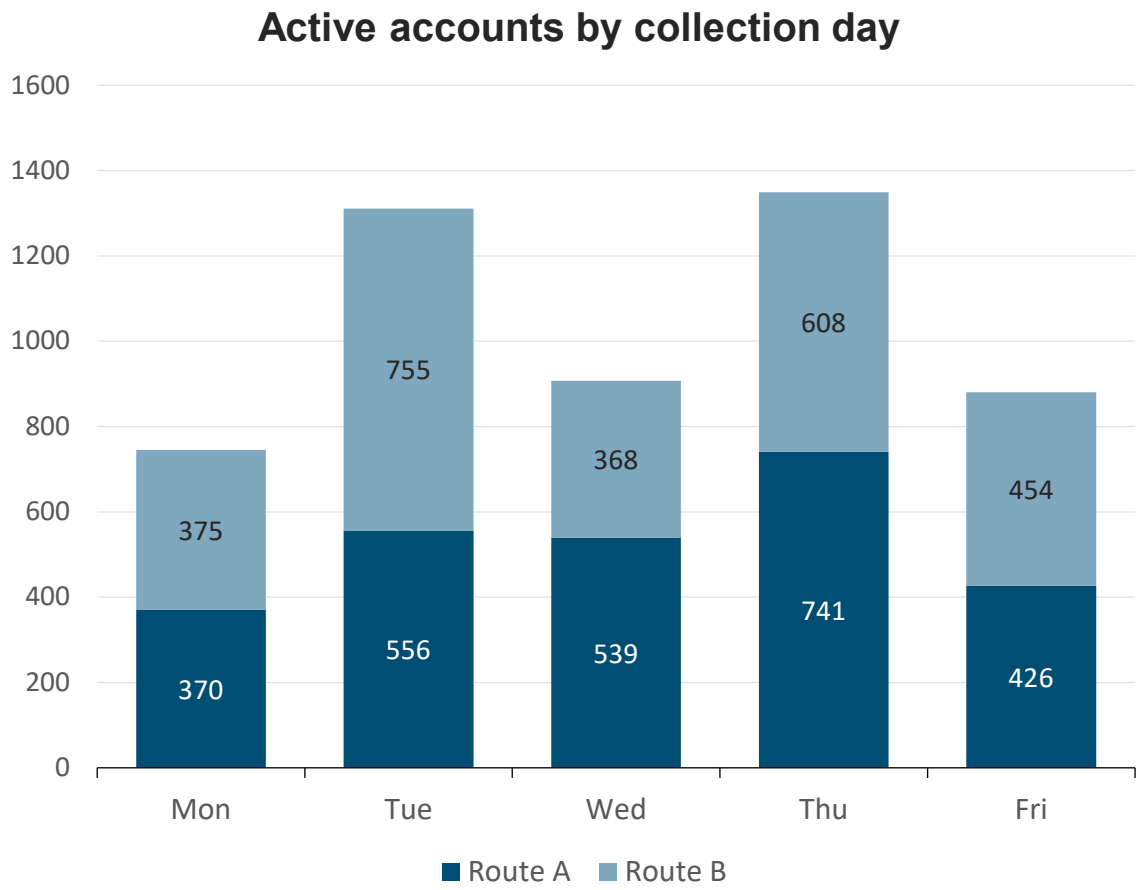
see no change at Christmas (Tuesday and Wednesday routes)

1 to 3 days

wait after other holidays, down from a full week

0

missed weeks. Every customer still gets every pickup.



Neighboring Communities

Community	Holiday collection practice
Black Mountain	No collection Nov 26 to 27 (Thanksgiving and the day after) or Dec 24 to 25, 2026.
Brevard	No collection Dec 24 to 26, 2025. No make-up day scheduled.
Waynesville	No pickup Dec 24 to 26, 2024. Routes collected the day before and the day after.
Asheville	No pickup on Thanksgiving day. Thursday route collected on Friday. Sanitation schedule is unaffected during Dec. 24-26.
Fletcher	Closed Nov. 26 & 27, collection picked up day before and day after. Dec. 24-25 no collection, pickup day before and day after.
Henderson County	Closed on Thursday Nov. 26, and Dec. 25 & 26, and New Years Day Jan. 1st.
Woodfin	Closed on Nov. 26 & 27, pickup Tue. And Wed. Prior. Closed Dec. 24-26 and pickup on Dec. 22,23, and 29 to make up. New Year's also collected a day prior.

Getting the Word Out

Led by Communications

- Website and updated holiday schedule
- Customer email and alerts (RAVE)
- Social media and media update
- Cart tags or door hangers on affected routes

Notice starts as soon as Council is comfortable

Oct to Nov 2026
Council 2-on-2 briefings

Early Nov 2026
Customer notice begins

Nov 26 to 27
Thanksgiving: first holiday under the new approach

Dec 24 to 28
Christmas

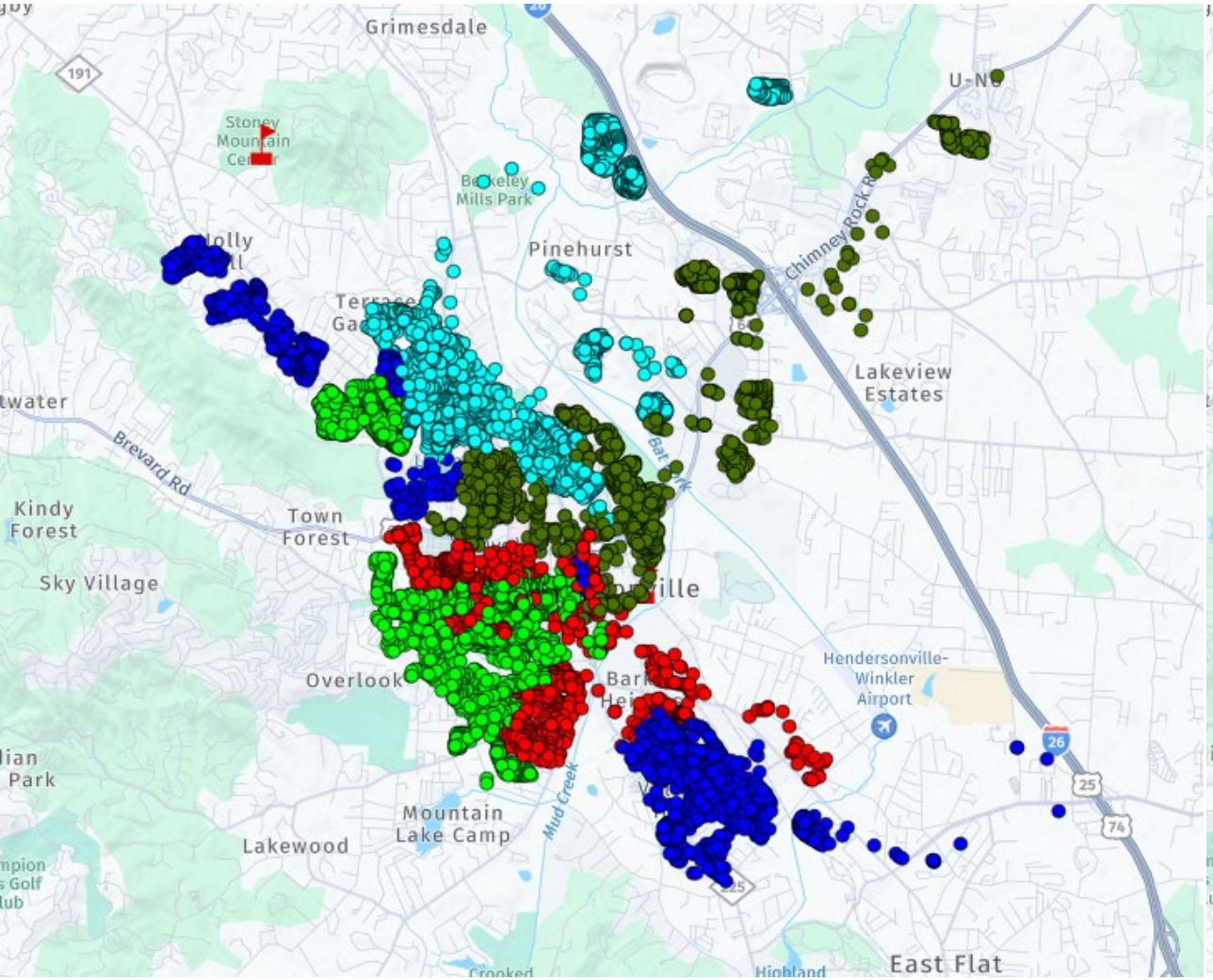
Feb 2027
Council workshop: formal review

Spring 2027
RouteSmart route rebalancing

Coming in 2027: Balanced Routes

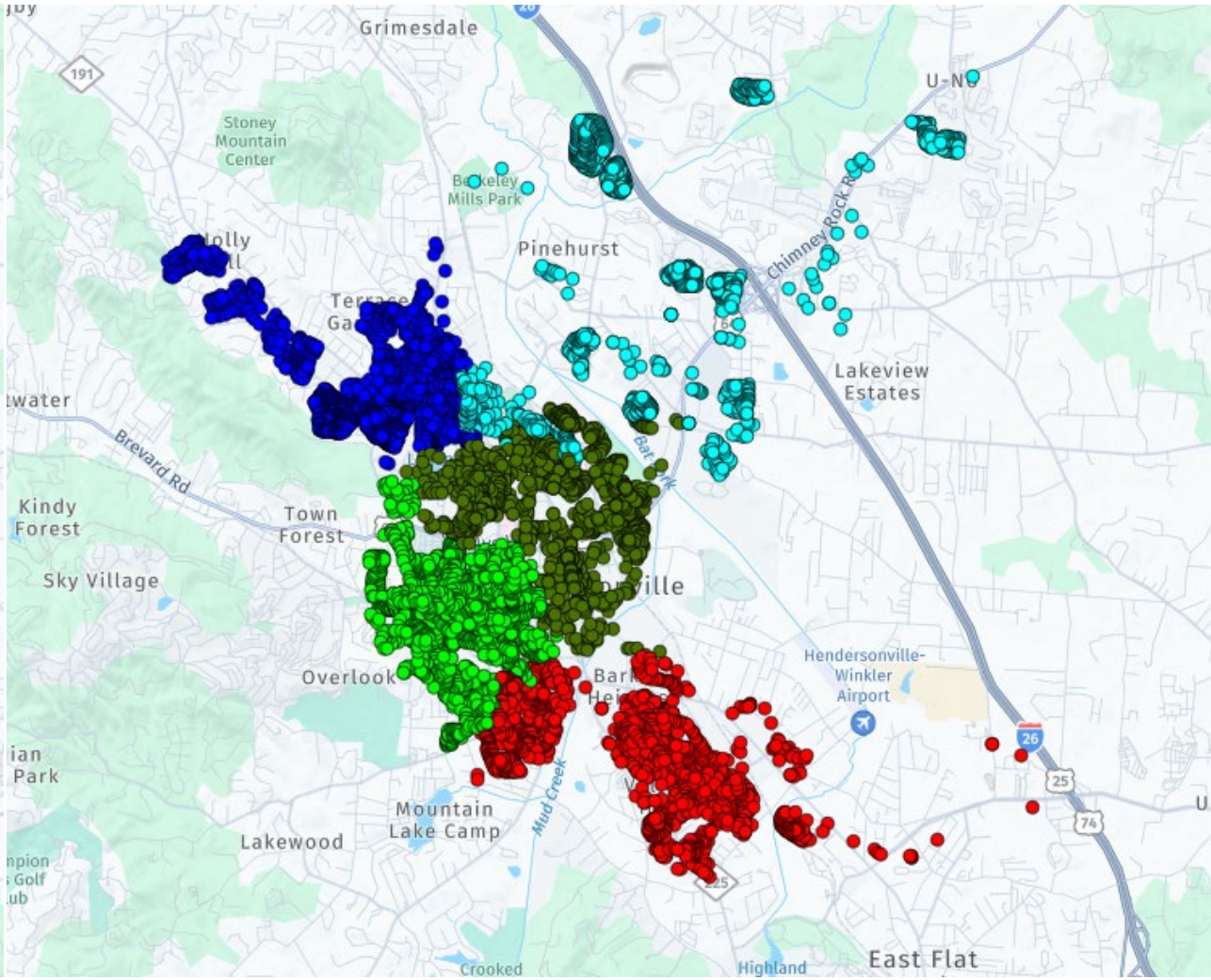
- RouteSmart route optimization goes live spring 2027
- Balances accounts and carts by day and route (Thursday has 1,349 accounts; Monday has 745)
- Some pickup days will change. We're keeping changes to a minimum as much as possible.
- Customers will get advance notice

Current Service Day Map



Monday
Tuesday
Wednesday
Thursday
Friday

Potential Service Day Map



Current Route Summary

Summary

Summary | Health Score: NA

!		Service Day	Stops	Lifts	Demand	Distance	Trips	Time	Cost ($)	UnSeq Stops	Service Time	Travel Time from Start	Travel Time to End
Route: A			**2,898**	**0**	**77,376.76**	**142.87**	**6**	**38:23**	**797.45**	**0**	**20:07**	**00:19**	**00:12**
		Monday	388	0	10,359.64	21.47	1	05:34	111.49	0	02:41	00:02	
		Tuesday	612	0	16,340.48	20.62	1	07:23	147.68	0	04:14	00:04	
		Wednesday	608	0	16,233.68	38.97	1	08:37	178.98	0	04:13		00:12
		Thursday	850	0	22,694.90	36.17	2	10:20	230.29	0	05:54	00:06	
		Friday	440	0	11,748.05	25.63	1	06:27	129.02	0	03:03	00:06	
Route: B			**2,783**	**0**	**74,306.29**	**133.19**	**6**	**37:14**	**762.09**	**0**	**19:19**	**00:23**	**00:12**
		Monday	433	0	11,561.15	22.10	1	06:06	122.04	0	03:00	00:02	
		Tuesday	793	0	21,173.04	31.32	2	09:43	211.98	0	05:30	00:04	
		Wednesday	466	0	12,442.26	25.29	1	06:42	134.16	0	03:14	00:03	00:12
		Thursday	620	0	16,554.08	23.99	1	07:34	151.47	0	04:18	00:06	
		Friday	471	0	12,575.76	30.48	1	07:07	142.44	0	03:16	00:08	
Tot...			**5,681**	**0**	**151,683.05**	**276.06**	**12**	**75:37**	**1,559.54**	**0**	**39:27**	**00:43**	**00:25**

Potential Updated Route Summary

Summary

Summary | Health Score: NA

!		Service Day	Stops	Lifts	Demand	Distance	Trips	Time	Cost ($)	UnSeq Stops	Service Time	Travel Time from Start	Travel Time to End
Route: A			**2,795**	**0**	**74,626.87**	**116.28**	**5**	**35:24**	**708.03**	**0**	**19:24**	**00:24**	**00:12**
		Monday	560	0	14,952.07	23.60	1	07:14	144.84	0	03:53	00:03	
		Tuesday	610	0	16,287.08	18.45	1	07:05	141.69	0	04:14	00:04	
		Wednesday	505	0	13,483.56	28.33	1	07:22	147.55	0	03:30	00:03	00:12
		Thursday	552	0	14,738.47	25.95	1	06:47	135.85	0	03:49	00:06	
		Friday	568	0	15,165.68	19.94	1	06:54	138.10	0	03:56	00:07	
Route: B			**2,886**	**0**	**77,056.58**	**123.42**	**5**	**36:51**	**737.13**	**0**	**20:02**	**00:20**	**00:12**
		Monday	516	0	13,777.27	27.68	1	07:14	144.72	0	03:34	00:04	
		Tuesday	606	0	16,180.28	19.88	1	07:14	144.97	0	04:12	00:04	
		Wednesday	572	0	15,272.48	31.72	1	07:56	158.71	0	03:58		00:12
		Thursday	566	0	15,112.28	25.54	1	07:12	144.25	0	03:55	00:05	
		Friday	626	0	16,714.28	18.60	1	07:13	144.47	0	04:20	00:05	
Tot...			**5,681**	**0**	**151,683.45**	**239.70**	**10**	**72:15**	**1,445.15**	**0**	**39:27**	**00:45**	**00:24**

Fleet Update

New garbage truck

- 3-person garbage truck, about $250,000
- Replaces our oldest garbage truck

Looking ahead

- Evaluating another truck purchase next fiscal year
- Keeps equipment on the regular replacement schedule the 2024 route study found we follow

Questions?
Are you comfortable starting this Thanksgiving?

City of Hendersonville

Environmental Services