



## Sanitation Service Change Program Frequently Asked Questions

### Phase II

Effective July 6, 2015, the DeKalb County Sanitation Division began once-a-week garbage, recycling and yard trimmings collection for all single-family residential households in unincorporated DeKalb and the cities of Brookhaven, Dunwoody and Lithonia. During Phase I, which was completed in fall 2015, garbage roll carts were delivered to all single-family homes in the Sanitation Division's service area. Phase II is underway, and focuses on implementing changes to garbage and recycling container requirements and collection procedures, increasing recycling participation, and providing optional garbage and recycling roll cart offerings.

#### **When did Phase II begin?**

Phase II began Dec. 1, 2015.

#### **What is the focus during Phase II?**

Phase II focuses on implementing changes to garbage and recycling container requirements and collection procedures, increasing recycling participation and providing optional garbage and recycling roll cart offerings. Requests for smaller, larger or additional garbage roll carts and larger recycling containers are being processed during this phase on a cart availability basis.

#### **What roll cart sizes are available during Phase II?**

During Phase II, 35-, 45-, 65- and 95-gallon garbage roll carts and 65-gallon recycling roll carts are available.

#### **What process is in place for submitting a roll cart request?**

Single-family residential customers can submit a recycling roll cart request, and additional and rightsizing garbage roll cart requests by visiting [www.rollingforwardtoone.com](http://www.rollingforwardtoone.com), and completing and emailing the residential roll cart application to [SanitationPhase2@dekalbcountyga.gov](mailto:SanitationPhase2@dekalbcountyga.gov), or dropping off or mailing it to: Sanitation Division, Administrative Office, 3720 Leroy Scott Drive, Decatur, GA 30032.

#### **What are the next steps once the roll cart application is submitted?**

Generally, within 72 hours of receipt of an application, a customer service team member will contact the customer with confirmation of receipt of the application, and provide further instructions. Follow-up instructions will include how to pay any required prepaid fees, and when the customer can anticipate receipt of the roll cart. For applications requiring no prepaid fees, generally, roll carts are delivered within 15 business days of confirmation of the receipt of an application. For applications requiring prepaid fees, roll carts are generally delivered within 15 business days from receipt of prepaid fees. Incomplete applications and the unavailability of carts requested can result in a delay in roll cart delivery.

#### **Is there a limit to the number of roll cart requests per customer?**

Each residential customer is allowed one garbage rightsizing (larger or smaller roll cart) request, and one recycling roll cart request. However, there are no restrictions to the number of additional garbage roll carts customers can request, providing the applicable annual sanitation assessment fees are paid.



**Are there any fees associated with garbage and recycling roll cart requests?**

Requests for recycling roll carts and 95-gallon garbage roll carts require a one-time \$15 prepaid fee, and are being delivered based on cart availability. These fees are nonrefundable. However, garbage roll cart rightsizing requests for 35-, 45- or 65-gallon roll carts are processed without additional fees, and are being delivered based on cart availability. Requests for additional garbage roll carts require an increase in annual sanitation assessment fees, and are being delivered based on cart availability. Additional prorated 2016 annual assessment fees must be paid in advance of the delivery of additional roll carts.

**Are there any special stipulations for requesting a 95-gallon garbage roll cart?**

All 95-gallon garbage roll cart requests require, in the first instance, a mandatory 30-day recycling subscription. New recycling customers can obtain either an 18-gallon recycling bin and bags, or immediately request a 65-gallon recycling roll cart. Requests for 65-gallon recycling roll carts require a one-time \$15 prepaid fee. At the end of the 30-day period, customers still in need of a 95-gallon roll cart will be required to prepay the one-time \$15 fee for delivery of a 95-gallon roll cart. Customers are limited to one 95-gallon garbage roll cart request. All prepaid fees are nonrefundable, and roll carts are being delivered based on cart availability.

**Are there any special stipulations for requesting additional garbage roll carts?**

Additional garbage roll cart requests require, in the first instance, a mandatory 30-day recycling subscription. New recycling customers can obtain either an 18-gallon recycling bin and bags, or immediately request a 65-gallon recycling roll cart. Requests for 65-gallon recycling roll carts require a one-time \$15 prepaid fee. At the end of the 30-day period, customers still in need of an additional roll cart will be required to prepay additional 2016 sanitation assessment fees beyond the standard \$265/year for servicing one garbage container. All prepaid fees are nonrefundable, and additional roll carts are being delivered based on cart availability.

**Will a customer be required to have an active recycling subscription prior to completing a recycling roll cart request?**

Yes, all requests for recycling roll carts require an active recycling subscription. Please visit [www.keepdekalbbeautiful.org](http://www.keepdekalbbeautiful.org) to sign up for our free single-stream recycling program.

**How soon after a roll cart request is submitted will the cart be delivered?**

For applications requiring no prepaid fees, generally, roll carts are delivered within 10 business days of confirmation of the receipt of an application. For applications requiring prepaid fees, roll carts are generally delivered within 10 business days from receipt of prepaid fees. Incomplete applications and the unavailability of carts requested can result in a delay in roll cart delivery.

**Can a customer request an additional 18-gallon recycling bin?**

Yes. Customers can request a second 18-gallon recycling bin. A one-time prepaid \$15 fee will apply.

**Is returning the 18-gallon recycling bin mandatory if a recycling roll cart is requested?**

Yes, once a recycling roll cart request has been processed, the customer will be required to return the 18-gallon recycling bin to the Sanitation Division either prior to the delivery of the 65-gallon recycling roll cart, or at the same time the 65-gallon recycling roll cart is delivered. Customers will experience a delay in recycling roll cart delivery if they do not adhere to these requirements. The 18-gallon bins are being repurposed and integrated into the DeKalb Makes Recycling Simple Partnership program with the DeKalb County School District.



### **Are there changes to garbage, recycling and yard trimmings container requirements and collection procedures?**

Effective April 18, 2016, the Sanitation Division implemented changes to garbage and recycling container requirements and collection procedures, which were approved by the DeKalb County Governing Authority. These changes are a critical component of the *Rolling Forward to One* sanitation service change program, and will minimize injuries to field collection service employees and the potential for damage to customer-provided containers. Customers not in compliance will not be serviced until their next scheduled collection day. A notice will be issued advising of the use of an unapproved garbage or recycling container. Noncompliant customers will also be required to place their garbage or recyclable materials in county-approved containers for servicing.

**Garbage collection service** - Effective April 18, 2016, only county-provided 35-, 45-, 65- and 95-gallon garbage roll carts are approved for garbage collection service. Customer-provided garbage containers from Home Depot, Waste Management, Herby Curby, etc., are **not approved** for garbage collection service. Secure, durable plastic bags are approved for excess garbage disposal, and can be placed next to customers' garbage roll carts on their scheduled collection day. Further, customers have the opportunity to obtain optional county-provided garbage roll carts to meet their garbage disposal needs, and are encouraged to consider these options.

**Recycling collection service** - Effective April 18, 2016, only county-provided blue 18-gallon recycling bins, blue 40-gallon recycling bags and blue 65-gallon recycling roll carts are approved for recyclable materials collection. Customer-provided recycling containers from a third party are **not approved** for recycling collection service. Customers have the opportunity to obtain county-provided 65-gallon recycling roll carts, 40-gallon recycling bags and 18-gallon recycling bins to meet their recycling needs, and are encouraged to consider these options. To subscribe to the Sanitation Division's FREE residential recycling program, please contact the division's customer service team at 404-294-2900, or visit [www.keepdekalbbeautiful.org](http://www.keepdekalbbeautiful.org).

**Yard trimmings collection service** - Customer-provided containers are approved for yard trimmings collection. Additionally, yard trimmings must be prepared according to the division's preparation procedures, and should be contained in 20- to 40-gallon containers or biodegradable paper bags. It is not required that containers are covered, but covered containers should have detachable lids.

For more information on these changes, please contact the Sanitation Division's customer service team at 404-294-2900 or [SanitationPhase2@dekalbcountyga.gov](mailto:SanitationPhase2@dekalbcountyga.gov), or visit [www.rollingforwardtoone.com](http://www.rollingforwardtoone.com), [www.dekalbsanitation.com](http://www.dekalbsanitation.com) or [www.dekalbcountyga.gov](http://www.dekalbcountyga.gov).

### **What should be done if a roll cart is inadequate to accommodate a customer's garbage needs?**

Customers who participate in our free single-stream curbside recycling program usually have ample space for weekly garbage collection. Recycling conserves landfill space and has many other benefits. Recyclable materials are collected on the same day as garbage, but by a different collection vehicle. Clean recyclable papers, tin, aluminum and plastics 1-7 can be placed directly into the familiar blue bin or a new recycling roll cart without the need to sort the recyclable materials. To subscribe to our FREE residential single-stream recycling program, please contact our customer service team at 404-294-2900, or visit [www.keepdekalbbeautiful.org](http://www.keepdekalbbeautiful.org) to have recyclable materials delivered to your home. Garbage should be bagged, securely tied and placed inside the roll cart. If the cart is inadequate to accommodate all garbage, excess bags of garbage can be placed next to the cart.



Customers also have the option of obtaining additional or a larger garbage roll cart. Additional annual sanitation assessment fees may apply. Please contact customer service at 404.294.2900 for more information.

**What should be done with old and unwanted garbage, recycling or yard trimmings containers?**

Any unwanted plastic or metal containers may be placed at the curb with markings clearly indicating **“recycle.”** These containers will be collected and processed with other recyclable materials. It is important that the Sanitation Division’s collection crews are fully aware that these containers are no longer needed by the resident, and should be collected for recycling. This will eliminate instances of collection crews mistakenly removing containers that were not intended to be collected for recycling. Additionally, unwanted garbage containers can be used for placement of yard trimmings and placed at the curb for collection.

**What happens if a roll cart is damaged?**

Carts are the property of DeKalb County’s Sanitation Division. Each cart has a Radio Frequency Identification (RFID) wafer, which identifies the household to which the cart is assigned. Additionally, the Sanitation Division maintains county-provided garbage roll carts. If a customer moves out of the service area, collection crews will pick up the customer’s roll cart and recondition it for use by a new customer. The Sanitation Division will repair any damaged lids, wheels or handles for county-provided roll carts. If the cart is not repairable, it will be replaced. However, it is the responsibility of the customer to keep the inside of the cart clean and free of loose garbage. The Sanitation Division does not maintain any privately owned or third-party containers.

**What process is in place for reporting and replacing a stolen roll cart?**

Please contact the Sanitation Division’s customer service team at 404-294-2900 or [sanitation@dekalbcountga.gov](mailto:sanitation@dekalbcountga.gov) advising of a stolen roll cart. The division will then research the identification number assigned to the roll cart and attempt to locate it. In the meantime, the collection team will assign a new county-provided roll cart to the customer’s location.

**What is the cost to the customer for replacing a stolen or damaged roll cart?**

There is no additional cost to the customer for replacing a damaged or stolen county-provided roll cart.

**What should be done with recyclable materials and yard trimmings each week?**

Recyclable materials and yard trimmings are collected on the same day, using different vehicles. However, as you currently do, please continue to prepare recycling and yard trimmings separately. Simply place your yard trimmings and recyclable materials containers at the curb next to your garbage roll cart. Yard debris must be bundled and tied, and placed in biodegradable bags or your old garbage containers for collection.

**How can a customer seek clarification on any issue pertaining to Phase II?**

Our customer service team is delighted to answer any questions or address any concerns you may have. Please call 404-294-2900 or email [SanitationPhase2@dekalbcountyga.gov](mailto:SanitationPhase2@dekalbcountyga.gov) for more information. Additionally, please visit [www.rollingforwardtoone.com](http://www.rollingforwardtoone.com), [www.dekalbsanitation.com](http://www.dekalbsanitation.com) or [www.dekalbcountyga.gov](http://www.dekalbcountyga.gov) for more information or the latest updates on the sanitation service change program.