

Dear DeKalb Resident:

While the current economic landscape remains challenging for all industries, including the solid waste industry, we remain focused on fiscal responsibility and elevating our operational processes, services, and customers' experiences. Our customer-centric trends over the past year are reflected in ongoing improvements within several of our operational areas.

#### Collections

Collection service optimization through improved route safety and planning, reduced operating costs, and an expanded/improved collection fleet.

#### Customer Care

Enhanced online and in-person service request options; the implementation of enQuesta, an intuitive customer billing interface that integrates customer service and billing functions; the implementation of programs and strategies aimed at improving customer trust, loyalty, engagement, retention, and satisfaction; adopting a combined transactional and relational customer experience model.

#### Communications

Enhanced online presence; printed QR code-enabled webpage cards for core services and programs; public messaging and services that align with the evolving customer experience landscape due to generative AI and other emerging technologies.

#### Safety & Training

Improved public safety protocols; enhanced in-house employee training programs; innovative safety-focused competitions; certified in-house CDL instruction.

#### Personnel/Employee Development & Retention

Expanded management roles for female employees; expanded employee development opportunities; increase in industry-specific employee recognition opportunities.

Our team is committed to serving with efficiency, resilience, accountability, and integrity. Thank you for your patronage in 2023, and we look forward to serving you in 2024 and beyond. Best wishes to you and yours for a safe, healthy, and rewarding new year.

Yours in service,



Tracy A. Hutchinson  
Director - Sanitation Division • Beautification Unit

## DEKALB COUNTY SANITATION 2024 EVENTS AND RECYCLING INITIATIVES

**Spring Household Hazardous Waste Event\***  
March 16

**Spring Paper Shredding Event\***  
May 18

**Fall Paper Shredding Event\***  
October 19

\*Event dates are subject to change  
due to weather and other factors.

Visit [www.dekalbsanitation.com](http://www.dekalbsanitation.com) for detailed  
information on residential and commercial  
service offerings.



DeKalb County  
GEORGIA

Customer Care Team

Public Works Department  
Sanitation Division

[sanitation@dekalbcountyga.gov](mailto:sanitation@dekalbcountyga.gov)

A Tradition of  
Efficiency • Accountability  
Resilience • Integrity

404.294.2900

[DeKalbSanitation.com](http://DeKalbSanitation.com)

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DeKalb  
single-stream recycling  
A Sanitation Division Initiative

# 2024 RESIDENTIAL HOLIDAY COLLECTION SCHEDULE

DEKALB COUNTY SANITATION DIVISION



# DEKALB COUNTY SANITATION 2024 HOLIDAY CALENDAR

2024

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Recycling initiatives

HOLIDAY	HOLIDAY OBSERVED	COLLECTION SCHEDULE
New Year's Day	Monday, January 1, 2024	<b>New Year's Day observed.</b> Collection service will run one day late for all customers.
Martin Luther King Jr. Day	Monday, January 15, 2024	<b>No service on Monday, Jan. 15.</b> Collection service will run one day late for all customers.
Presidents Day	Monday, February 19, 2024	<b>No service on Monday, Feb. 19.</b> Collection service will run one day late for all customers.
Memorial Day	Monday, May 27, 2024	<b>No service on Monday, May 27.</b> Collection service will run one day late for all customers.
Juneteenth	Wednesday, June 19, 2024	<b>No service on Wednesday, June 19.</b> Collection service will run one day late for Wednesday and Thursday customers.
Independence Day	Thursday, July 4, 2024	<b>No service on Thursday, July 4.</b> Collection service will run one day late for Thursday customers.
Labor Day	Monday, September 2, 2024	<b>No service on Monday, Sept. 2.</b> Collection service will run one day late for all customers.
Veterans Day	Monday, November 11, 2024	<b>Veterans Day observed.</b> Collection service will run one day late for all customers.
Thanksgiving Holiday	Thursday, November 28, 2024 Friday, November 29, 2024	<b>No service on Thursday, Nov. 28.</b> Thursday customers will be serviced on Friday.
Christmas Day	Wednesday, December 25, 2024	<b>No service on Wednesday, Dec. 25.</b> Collection service will run one day late for Wednesday and Thursday customers.