

Dear DeKalb Resident:

As I look back on the past year with gratitude, I see a year of challenges, but progress. I see a DeKalb community of increased faith and resolve, focused on the rewards of perseverance and determination during what are still very challenging times. Undoubtedly, our team has made great strides over the past year, and it is my pleasure to feature some of our employee-, customer-, and service-focused accomplishments.

Our enhanced culture of **investing in employees** features additional personal and professional development programs, including the GED program. Through the Customer Care call center's new 311 Oracle Cloud phone system, we empowered our customer care representatives with institutional knowledge aimed at creating a more enhanced **customer engagement and relationship management experience**. To reassure our residential customers of our commitment to a culture of service excellence, we expanded our deployment of larger capacity 95-gallon garbage roll carts aimed at **improving curbside collection efficiency**. This initiative will continue in 2022, with additional households within select automated side-loader (ASL) collection routes to receive larger capacity roll carts.

To ensure our continued partnership with county agencies, we created a **real-time information-sharing data platform** serving our division and Code Enforcement, with the ability to easily track, process, and resolve residents' bulky item and special collection requests, assessments, service assignment status, and concerns. As we pursued more technologically advanced communication processes throughout our operations, we worked with industry leaders to facilitate more contemporary, convenient, effective, and efficient tracking and **communication processes** within our Residential Collection operation (our largest operational unit).

With a high probability of additional challenges in the coming year, our team embraces the concept of serving within a *'changed and virtual world'*. We remain steadfast in our commitment to serving with efficiency, accountability, resilience, and integrity. Thank you for your patronage and support in 2021, and we look forward to serving you in 2022 and beyond. Best wishes for a safe, healthy, and rewarding new year.

At your service,

Tracy Hutchinson
Director - Sanitation Division • Beautification Unit

DEKALB COUNTY SANITATION 2022 EVENTS AND RECYCLING INITIATIVES

Martin Luther King Jr. Day Event*

January 17

Spring Household Hazardous Waste Event

March 12

Operation Spring Clean Sweep*

(Curbside Bulky Item Collection)

Date TBD

Paper Shredding Event*

June 11

Landfill Amnesty Day

Date TBD

Fall Household Hazardous Waste Event

October 15

Operation Holiday Clean Sweep*

(Curbside Bulky Item Collection)

Date TBD

Curbside Christmas Tree Recycling

12/26/22 - 01/05/23

*Events are tentative and subject to change

Visit 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

A Tradition of
Efficiency • Accountability
Resilience • Integrity

404.294.2900

DeKalbSanitation.com

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Decatur, GA 30032



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2022 RESIDENTIAL HOLIDAY COLLECTION SCHEDULE

DEKALB COUNTY SANITATION DIVISION



DEKALB COUNTY SANITATION 2022 HOLIDAY CALENDAR

2022

JANUARY

S	M	T	W	T	F	S
					31	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					

FEBRUARY

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27	28					

MARCH

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APRIL

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MAY

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JUNE

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JULY

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31						

AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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31						

HOLIDAY	HOLIDAY OBSERVED	COLLECTION SCHEDULE
New Year's Day	Friday, December 31, 2021	New Year's Day observed. No change in collection service.
Martin Luther King Jr. Day	Monday, January 17, 2022	No service on Monday, Jan. 17. Collection service will run one day late for all customers.
Presidents Day	Monday, February 21, 2022	No service on Monday, Feb. 21. Collection service will run one day late for all customers.
Memorial Day	Monday, May 30, 2022	No service on Monday, May 30. Collection service will run one day late for all customers.
Juneteenth	Monday, June 20, 2022	No service on Monday, June 20. Collection service will run one day late for all customers.
Independence Day	Monday, July 4, 2022	No service on Monday, July 4. Collection service will run one day late for all customers.
Labor Day	Monday, September 5, 2022	No service on Monday, Sept. 5. Collection service will run one day late for all customers.
Veterans Day	Friday, November 11, 2022	Veterans Day observed. No change in collection service.
Thanksgiving Holiday	Thursday, November 24, 2022 Friday, November 25, 2022	No service on Thursday, Nov. 24. Thursday customers will be serviced on Friday.
Christmas Day	Monday, December 26, 2022	No service on Monday, Dec. 26. Collection service will run one day late for all customers.