

COVID-19 Operations Update - Sanitation Division

Based on the County's 'socially distant service delivery strategy,' the Sanitation Division's administrative office is closed to the general public until further notice. However, we remain committed to maintaining our culture of service excellence. The following outline reflects our plans to maintain continuity within our operations:

Collections

At this time, there is no change in scheduled service for residential and commercial customers.

To help protect our refuse collectors as they service households, we strongly recommend residents sanitize their garbage and recycling roll carts prior to placing them at the curb. Residents should also ensure that all household garbage is placed in secure, durable plastic bags prior to placement in roll carts. All small and large cardboard boxes **MUST** be flattened prior to placement at the curb (large quantities of unflattened boxes will incur a special collection fee). Thank you for your efforts in support of our employees.

Virtual Customer Service Assistance

Residents can request service and make inquiries through the call center, email, and online platforms.

Call center - Customer service representatives can be reached at **404.294.2900** during normal operating hours - Monday through Friday, from 7 a.m. - 6 p.m. Due to a significant increase in call volumes over the recent past, there may be a delay with reaching a customer care representative. Thank you for your patience as we continue to serve DeKalb residents during this unprecedented time.

Email - Service requests, inquiries, or concerns can be submitted at sanitation@dekalbcountyga.gov. Our team members are committed to providing an official response within three business days.

Residential collections - new service • missed collections • collection schedules • dead domestic animal collections • garbage or recycling roll cart requests • general inquiries.

Commercial collections - missed collections • service changes • new commercial garbage or recycling service • requesting commercial containers • general inquiries.

Website/Online service request platforms - Customers can request garbage and recycling roll carts through the **Survey Monkey online platform**. Requests are processed daily. For online garbage roll cart requests, visit dekalbsanitation.com, and click on the **Residential Collections**, then **Roll Cart Requests** options. For online recycling roll cart requests, visit dekalbsanitation.com, and click on the **DeKalb Recycles**, then **Residential Single-stream Recycling** options.

Processing & Disposal

At this time, there is no change in transfer station and landfill operations.

Communications

Our communications team will disseminate information through various communication platforms, including our website, social media platform, and call center line greeting; the County's Communications Department; the Board of Commissioners; and city governments.