

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