

Dear DeKalb Resident:

What a difference a year makes. The COVID-19 pandemic undoubtedly created a renewed sense of purpose and global connectedness; and encouraged a greater awareness to examine the fundamental things in life that oftentimes go unappreciated.

Let's reflect on the past year. As we transitioned to the 'new normal' of this changed world, our Division took extraordinary steps to ensure continuity of services based on the County's 'socially distant service delivery strategy.' Streamlining many aspects of our operations and service offerings remained our foremost priority, and we are delighted to share the highlights of our efforts.

We launched our first-ever **bulky item/special collection request online platform** that integrates a service request platform and third-party payment portal. Many of our methods for submitting service requests have been optimized through the implementation of various **online service request platforms**. We completed a major **website** overhaul toward a more user-friendly approach for navigating the site. We reached **optimal staffing levels** at our Customer Care call center, with a necessary **telephone system upgrade** to complement this staffing optimization.

Our automated side-loader (**ASL**) **collection trucks** were deployed within select garbage and recycling collection routes throughout the County. We engaged in an aggressive **field collection team recruitment and training** campaign to ensure adequate staffing levels for operating the ASLs and servicing our **expanded collection service area** of 2,500 households in the city of Doraville. A **new landfill cell** was opened at our Seminole Road Landfill in anticipation of our ever-increasing customer base. Construction of a second cell is underway. Our residential single-stream **recycling program** customer base experienced its largest year-to-year annual increase.

We spare no effort in this cause to embrace a changed world. Our team remains committed to serving you with courage, accountability, efficiency, integrity and resilience in 2021 and beyond.

At your service,

Tracy Hutchinson
Director - Sanitation Division • Beautification Unit

DEKALB COUNTY SANITATION 2021 EVENTS AND RECYCLING INITIATIVES

Martin Luther King Jr. Day Event*

January 18

Spring Household Hazardous Waste Event

Date TBD

Operation Spring Clean Sweep*

(Curbside Bulky Item Collection)

Date TBD

Paper Shredding Event*

Date TBD

Landfill Amnesty Day

Date TBD

Fall Household Hazardous Waste Event

Date TBD

Operation Holiday Clean Sweep*

(Curbside Bulky Item Collection)

Date TBD

Curbside Christmas Tree Recycling

12/27/21 - 01/06/22

*Events are tentative and subject to change

Visit www.dekalbsanitation.com for a complete and updated listing of 2021 programs, events and recycling initiatives.



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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DeKalb County
GEORGIA
Public Works Department • Sanitation Division

DeKalb
single-stream recycling
A Sanitation Division Initiative

2021 RESIDENTIAL HOLIDAY COLLECTION SCHEDULE

DEKALB COUNTY SANITATION DIVISION



DEKALB COUNTY SANITATION 2021 HOLIDAY CALENDAR

2021

JANUARY

S	M	T	W	T	F	S
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FEBRUARY

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JULY

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AUGUST

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NOVEMBER

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DECEMBER

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HOLIDAY	HOLIDAY OBSERVED	COLLECTION SCHEDULE
New Year's Day	Friday, January 1, 2021	No change in collection service.
Martin Luther King Jr. Day	Monday, January 18, 2021	No service on Monday, Jan. 18. Collection service will run one day late for all customers.
Presidents Day	Monday, February 15, 2021	No service on Monday, Feb. 15. Collection service will run one day late for all customers.
Memorial Day	Monday, May 31, 2021	No service on Monday, May 31. Collection service will run one day late for all customers.
Independence Day	Monday, July 5, 2021	No service on July 5. Collection service will run one day late for all customers.
Labor Day	Monday, September 6, 2021	No service on Monday, Sept. 6. Collection service will run one day late for all customers.
Veterans Day	Thursday, November 11, 2021	No service on Thursday, Nov. 11. Collection service will run one day late for Thursday customers.
Thanksgiving Holiday	Thursday, November 25, 2021 Friday, November 26, 2021	No service on Thursday, Nov. 25. Thursday customers will be serviced on Friday.
Christmas Day	Friday, December 24, 2021	Christmas Day observed. No change in collection service.
New Year's Day	Friday, December 31, 2021	New Year's Day observed. No change in collection service.