

95-GALLON GARBAGE ROLL CART CURBSIDE EXCHANGE PROJECT FREQUENTLY ASKED QUESTIONS



What is the project's focus?

In 2015, we issued 65-gallon garbage roll carts as the County's standard garbage container. However, the 65-gallon roll cart is inadequate for many households' garbage needs, resulting in overflowing containers, excess garbage at the curb, and slower collection service. In an effort to improve curbside collection efficiency using **automated side-loader (ASL) collection trucks**; minimize excess curbside garbage; and ensure more aesthetically pleasing communities, we are replacing some households' 65-gallon roll cart for a larger capacity 95-gallon roll cart. Recently deployed ASLs assist with improving curbside collection efficiency and serviceability; decreasing labor, fuel and operational costs; reducing employee workplace injuries; facilitating garbage collection route optimization; and enhancing the ability to serve the Sanitation Division's ever-increasing customer base.

When does the project begin and how long will it take?

The project begins in late October and will be completed within approximately eight weeks.

How can I verify if my household will be a part of this project?

Approximately 43,000 households on ASL garbage routes throughout the Sanitation Division's service area will be part of this project. To determine if your household is included, please visit www.dekalbsanitation.com, click on the homepage graphic titled "95-gallon garbage roll cart curbside exchange project address verification" and follow the instructions.

Will there be any changes to my curbside preparation and collection procedures?

Larger capacity 95-gallon garbage roll carts are provided in an effort to eliminate excess curbside garbage. Therefore, households with 95-gallon roll carts **must ensure** that all garbage is containerized, and placed inside the roll cart in secure, durable plastic bags. No excess garbage must be placed outside the roll cart.

How will the curbside roll cart exchange process work?

Curbside exchanges of existing 65-gallon garbage roll carts for 95-gallon roll carts will occur Monday through Friday, from 7 a.m. – 7 p.m., on residents' scheduled collection day (immediately after field collection teams have serviced residents).

I have a 35- or 45-gallon roll cart. Can I keep it?

Due to space constraints and their inability to accommodate larger roll carts, some households were issued 35- or 45-gallon roll carts in 2015. As a courtesy, these households will be allowed to keep their carts, and will not be required to obtain a larger capacity 95-gallon roll cart at this time.

I have a 65-gallon roll cart. Can I keep it?

Households with 65-gallon roll carts will be unable to keep them, and will automatically receive a 95-gallon roll cart.

I have a 95-gallon roll cart and paid a \$15 upgrade fee? Can I keep it?

No roll cart exchange is required for residents who already have 95-gallon roll carts. We are unfortunately unable to reimburse residents who have already paid the \$15 upgrade fee.

What if I am a disabled resident with back-door service?

Disabled residents will also receive a 95-gallon garbage roll cart. However, as a courtesy, we make special collection provisions for disabled residents. Termed "back-door service," our collection teams retrieve the resident's county-issued garbage roll cart from an approved location, services the cart, and returns it to its original location. For more information on how to apply for back-door service, visit www.dekalbsanitation.com, and click on the "Service for Disabled Residents" homepage graphic.

I received a 95-gallon garbage roll cart in exchange for my 65-gallon roll cart, but it is too big and I don't want to keep it. What should I do?

95-gallon garbage roll carts are now the standard county-issued garbage container. However, special consideration is given to residents with medical conditions, disability, and other special circumstances that make handling a larger capacity 95-gallon roll cart a challenge. Residents who believe their circumstances qualify for special consideration should consider applying for back-door service. Requests will be evaluated on a case-by-case basis, and approval will be granted per the guidelines for qualifying for back-door service.

I have several roll carts. Can I keep them?

For households with two or three 65-gallon roll carts, only one will be exchanged for a 95-gallon roll cart. Residents can keep the other 65-gallon roll cart(s), but will be required to pay the appropriate annual sanitation assessment fees of \$350 (two carts) and \$435 (three carts). The exchange process will not apply to residents with several roll carts that includes a 95-gallon roll cart.

I have several roll carts and would like to return one/some of them. What should I do?

Residents with more than one roll cart can return one/some of them, and their annual sanitation assessment fee will be adjusted accordingly. Requests can be submitted to sanitation3720@dekalbcountyga.gov.

I am establishing new residential sanitation service and my home is on an ASL garbage route? What size roll cart will I receive?

The 95-gallon roll cart is now the county's standard garbage container when establishing new residential sanitation service.

My garbage roll cart is damaged or stolen and I would like to replace it. What size roll cart will I receive?

A 95-gallon roll cart will be provided to residents submitting damaged or stolen roll cart replacement requests. Replacement requests can be submitted by visiting www.dekalbsanitation.com.

I am not on an ASL garbage route, but would like to upgrade my 35-, 45- or 65-gallon roll cart to a 95- gallon roll cart?

Residents wishing to upgrade an existing roll cart to a 95-gallon roll cart can visit www.dekalbsanitation.com to submit a roll cart upgrade request. The one-time \$15 prepaid roll cart fee applies.

My household was approved for this project, but I was missed during the curbside exchange process. What should I do?

Our teams will work diligently to ensure the exchange process occurs in a timely manner. However, delayed collection schedules due to holidays and other factors can affect the project's timeline. Residents who are missed can submit an inquiry to sanitation3720@dekalbcountyga.gov. A Customer Care representative will provide guidance on the next steps for completing the process.