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Dear DeKalb Resident:

I am delighted to look back on yet another progressive and productive year for our Division. As we introduced and advanced several major initiatives, we remained cognizant of the need to continually serve DeKalb residents with exceptionalism.

One of our foremost priorities in 2019 has been the integration of *automated side-loader trucks* into our collection fleet. Such an initiative aims to improve residential collection efficiency; lower operational costs; reduce employee liabilities and injuries; and adhere to our commitment to environmentally friendly practices. We have also remained focused on *preserving our landfill and extending its useful life* by beginning the construction of a new landfill cell. The *expansion of our recycling program*, including the implementation of the DeKalb County School District recycling program, reflects our continued focus on environmental sustainability.

Other noteworthy 2019 accomplishments include the *expansion of our service area* to include the city of Stone Mountain; the introduction of a *multi-language translator service* option within our customer service call center; *streamlining our service offerings* through the introduction of online, electronic and digital service request platforms; maintaining the basic components of the original *Operation Clean Sweep* initiative; and *training and professional development* for our employees.

The integration of the Beautification Unit within the Sanitation Division's operations is another transition of significance in 2019. Branded as *Keep DeKalb Beautiful*, this operation exists as two distinct units – the *Roadside Enhancement* and *Clean Communities* programs. This unique operation offers a variety of services to DeKalb communities, including litter collection; illegal dumping remediation; mowing services; and the ability to “adopt” locations throughout the County.

We remain optimistic about our Division's future growth and success. As we serve you in 2020 and beyond, we look forward to advancing our collective vision and mission. Best wishes for a safe and progressive 2020.

At your service,



Tracy Hutchinson  
Director - Sanitation Division • Beautification Unit