



Dear DeKalb Resident:

This past year features the successful transition to a time of greater stability, determination, certainty, and progress. As we look back with gratitude and humility, it is a pleasure to share the following 2022 accomplishments:

Collections

Route optimization for commercial and residential collections.

GIS/Technology

Audited/optimized collection-related routes and related processes.

Safety & Training

Improved employee and public safety protocols; enhanced in-house training program, including the implementation of the PACE Defensive Driving Program; pursued state of Georgia commercial driver training facility and instructor certifications.

Processing & Disposal

Improvements within transfer station operations and processes; construction of a new landfill cell; begin the process for resuming operations at the Renewable Fuels Facility.

Customer Care Call Center

Reopened administration building to in-person services; enhanced/expanded online and in-person service options.

Communications/Public Outreach

Resumed signature public events, i.e., paper shredding and household hazardous waste (HHW) events; enhanced/expanded online presence and informational/public outreach processes.

Personnel/Employee Development & Retention

Job fairs with on-the-spot recruitment; expanded female crew supervisor/leader portfolio; welcomed new graduates through the GED program; in-house and external employee recognition and appreciation opportunities; enhanced employee services.

Our team welcomes the global mission for a sustainable and resilient post-COVID-19 recovery, and we remain steadfast in our commitment to serve with efficiency, accountability, resilience, and integrity. Thank you for your support in 2022, and we look forward to serving you in 2023 and beyond. Best wishes for a safe, healthy, progressive, and rewarding new year.

At your service,

Tracy Hutchinson
Director - Sanitation Division & Beautification Unit