

Dear DeKalb Resident:

Over the past year, our team has leveraged evolving industry trends and technological advances; prioritized sustainability practices and initiatives; enhanced the customer experience; and set clear and measurable key performance indicators to track progress toward our goals. Our focus remains employee development, improving operational efficiencies, and enhancing service delivery. The following highlight improvements in our core operational areas;

Customer Care

Enhanced customer experiences leading to improved customer trust, loyalty, and satisfaction; expanded customer feedback mechanisms and insight (such as Google reviews); improved call center employee recruitment and retention; improved call and email response wait times; sustained the relational customer experience model.

Collections

Technological advancements aimed at collection route optimization, safety, and reduced operating costs; a sustained focus on employee recruitment and retention.

Communications

Explored emerging communications trends; enhanced information sharing across all communications channels; enhanced online presence.

Safety

Expanded in-house safety training; created an internal Safety Empowerment Team tasked with identifying safety challenges and creating strategies for reducing accidents/injuries, improving public safety protocols, and enhancing the Safety team's culture.

Employee Recruitment, Development & Retention

Increased GED program participation; tailored leadership training programs, employee development plans, and technical skills training; increased mentorship and network building opportunities.

Customer trust and loyalty lead to proactive solutions, informed decision-making, and greater transparency. We believe in the importance of open communication, personalized experiences, and aligning our values with our customers' expectations. Thank you for taking this journey with us in 2025 as we strengthen our service commitment to DeKalb residents.

Best wishes to you and yours for a safe and rewarding New Year.

At your service,

Tracy A. Hutchinson | Director
Sanitation Division • Beautification Unit

**DEKALB COUNTY SANITATION
2025 EVENTS AND
RECYCLING INITIATIVES**

Christmas Tree Collection

December 26, 2024, through January 9, 2025

Spring Household Hazardous Waste Event*

March 15

Spring Paper Shredding Event*

May 17

Fall Paper Shredding Event*

October 18

Christmas Tree Collection

December 26, 2025, through January 8, 2026

*Event dates are subject to change
due to weather and other factors.

Visit www.dekalbsanitation.com for detailed
information on residential and commercial
service offerings.



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
@DKalBSanitation

Administrative Office
3720 Leroy Scott Drive
Decatur, GA 30032

Lobby hours
Monday - Friday
9 am - 3 pm



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2025 RESIDENTIAL HOLIDAY COLLECTION SCHEDULE

DEKALB COUNTY SANITATION DIVISION



DEKALB COUNTY SANITATION 2025 HOLIDAY CALENDAR

2025



 Recycling initiatives

HOLIDAY	HOLIDAY OBSERVED	COLLECTION SCHEDULE
New Year's Day	Wednesday, January 1, 2025	New Year's Day observed. Collection service will run one day late for Wednesday and Thursday customers.
Martin Luther King Jr. Day	Monday, January 20, 2025	No service on Monday, Jan. 20. Collection service will run one day late for all customers.
Presidents Day	Monday, February 17, 2025	No service on Monday, Feb. 17. Collection service will run one day late for all customers.
Memorial Day	Monday, May 26, 2025	No service on Monday, May 26. Collection service will run one day late for all customers.
Juneteenth	Thursday, June 19, 2025	No service on Thursday, June 19. Thursday customers will be serviced on Friday.
Independence Day	Friday, July 4, 2025	Independence Day observed. No change in collection service.
Labor Day	Monday, September 1, 2025	No service on Monday, Sept. 1. Collection service will run one day late for all customers.
Veterans Day	Tuesday, November 11, 2025	Veterans Day observed. Collection service will run one day late for Tuesday, Wednesday and Thursday customers.
Thanksgiving Holiday	Thursday, November 27, 2025 Friday, November 28, 2025	No service on Thursday, Nov. 27. Thursday customers will be serviced on Friday.
Christmas Day	Thursday, December 25, 2025	No service on Thursday, Dec. 25. Thursday customers will be serviced on Friday.