



DeKalb County
GEORGIA

Department of
Communications

www.dekalbcountyga.gov

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FOR IMMEDIATE RELEASE

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DeKalb Continues Deployment of 95-Gallon Garbage Roll Carts

Curbside collection efficiency improved

DECATUR, Ga. – In support of the third phase deployment of automated side loader (ASL) collection trucks, the DeKalb County Sanitation Division will continue its 95-gallon garbage roll cart curbside exchange project, starting **Jan. 24, 2022**.

During the fall of 2020, 43,000 households within the Central, East, and South service areas received 95-gallon garbage roll carts. As this phase continues, **14,000 more households** on select East DeKalb ASL garbage service routes within the cities of Stonecrest, Lithonia, and Stone Mountain, will be issued a larger capacity 95-gallon garbage roll cart in exchange for their existing 65-gallon garbage roll cart.

The 95-gallon roll cart decreases excess curbside garbage; improved curbside collection efficiency and serviceability; reduced employee workplace injuries; and decreased labor, fuel, and operating costs. This approach enhances the Sanitation Division's ability to successfully serve its rapidly increasing customer base.

Households with 95-gallon garbage roll carts must follow the Sanitation Division's curbside preparation and collection procedures requiring the placement of all household garbage in secure, durable plastic bags and inside the roll carts. Excess curbside garbage placed outside of the 95-gallon roll carts will not be manually collected by Sanitation Division employees.



The new 95-gallon roll cart improves curbside collection efficiency, decreases excess curbside garbage, and creates more aesthetically pleasing communities.

(more)

DeKalb Continues Deployment of 95-Gallon Garbage Roll Carts, p. 2

This curbside exchange project will take place on regularly scheduled collection days, shortly after garbage collection has been completed by the Sanitation Division.

To determine if your household will receive a 95-gallon garbage roll cart, residents can visit www.dekalbsanitation.com, click on the homepage graphic referencing the curbside roll cart exchange project address verification, and follow the instructions provided.

The 95-gallon garbage roll cart is the standard county-issued garbage container. However, special consideration will be given to residents with medical conditions, disability, and other circumstances that make handling a larger capacity 95-gallon roll cart difficult. Residents who may qualify for special consideration should contact the Sanitation Division via email at 95Exchange@dekalbcountyga.gov.

This \$1.9 million phase three investment was proposed by DeKalb County CEO Michael Thurmond in the Fiscal Year 2020 budget, which was unanimously approved by the Board of Commissioners.

For more information, questions, or concerns about this project, contact the Sanitation Division's Customer Care team at 404-294-2900 or 95Exchange@dekalbcountyga.gov, visit www.dekalbsanitation.com, or follow @DKalbSanitation on Twitter.

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Frequently Asked Questions

STONECREST, LITHONIA & STONE MOUNTAIN SERVICE AREA 95-Gallon Garbage Roll Cart Curbside Exchange Project Frequently Asked Questions



What is the project's focus?

Previously issued 65-gallon garbage roll carts are inadequate to handle the needs of many households, resulting in overflowing garbage containers, excess curbside garbage, and slower curbside collection. In an effort to improve curbside collection efficiency, reduce excess garbage at the curb, and optimize route collection activity using automated side loader (ASL) trucks, we are replacing 65-gallon garbage roll carts for larger capacity 95-gallon garbage roll carts for up to 14,000 households in the Stonecrest, Lithonia, and Stone Mountain service areas.

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

The roll cart exchange project begins January 24, 2022, and will be completed within five weeks.

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

Visit www.dekalbsanitation.com and click on the homepage graphic referencing address verification.

How can I submit an inquiry, or a question or concern regarding the project or my new roll cart?

Please email 95Exchange@dekalbcountyga.gov, or contact the Customer Care team at 404-294-2900.

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 65-gallon 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 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?

All households with a 65-gallon roll cart will automatically receive a 95-gallon roll cart.

I already 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, service the cart, and return 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 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 apply 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 95Exchange@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 the standard garbage container when establishing new 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.

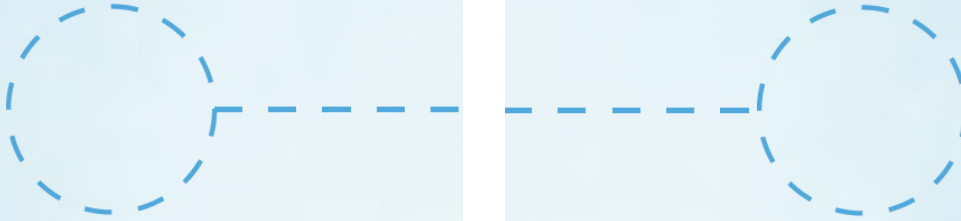
I am not on an ASL garbage route, but would like to upgrade my 35, 45- or 65-gallon roll cart to a 95-gallon roll cart?

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. A one-time \$15 prepaid 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 95Exchange@dekalbcountyga.gov. A Customer Care representative will provide guidance on the next steps for completing the process.

Door Hanger



95-GALLON GARBAGE ROLL CART CURBSIDE EXCHANGE PROJECT



Dear Residential Customer:

The Sanitation Division's upgrade to automated side loader (ASL) trucks within your neighborhood improves curbside collection efficiency and serviceability; decreases labor, fuel, and operational costs; reduces employee workplace injuries; optimizes garbage collection routes; and enhances the ability to serve the Sanitation Division's ever-increasing customer base. In support of these goals, **please ensure there is no excess garbage at the curb**, and all household garbage is placed in secure, durable plastic bags inside your roll cart. To assist you with this excess garbage compliance request, it is our pleasure to exchange your 65-gallon roll cart for a larger capacity 95-gallon roll cart.

Excess curbside garbage can be collected for a prepaid special collection fee by submitting a request online; **OR** you can request a second 95-gallon roll cart to increase your household's garbage disposal capacity – **an increase in sanitation assessment fees will apply**.

Thank you for your compliance and joining our quest to ensure more aesthetically pleasing DeKalb communities. It is always a pleasure serving you.

(404) 294-2900 • 95Exchange@dekalbcountyga.gov

Residential Collection Procedures



Household garbage – place in secure, durable plastic bags prior to placing in roll cart; **no excess garbage is permitted outside of 95-gallon garbage roll carts**; only county-provided roll carts will be serviced.



Recyclable materials – loosely placed in roll cart; visit www.dekalbsanitation.com for a listing of acceptable materials; **only county-provided roll carts will be serviced**.



Boxes – must be flattened or a special collection fee may apply.



Yard trimmings – biodegradable bags or durable 20- to 40-gallon plastic or metal containers not exceeding 50 lbs.; no plastic bags; limbs and brush must be four feet or less in length and neatly stacked and bundled; large volumes may require a special collection fee.



Collection day procedures – containers placed curbside by 7 a.m. and removed by 7 p.m. on designated collection day.



Bulky items – household appliances; furniture; etc.; schedule collection at www.dekalbsanitation.com.



Special collections – fee required; excess curbside garbage; improperly prepared yard trimmings; tree parts; comingled piles; automobile tires (up to four); large quantities of unflattened boxes; etc.; schedule payment and collection at www.dekalbsanitation.com.



Prohibited materials – needles; batteries; dirt; rock; concrete; automobile bodies and parts; liquid paint; oil and hazardous materials; prohibited materials mixed with garbage.

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