

# 2026 RESIDENTIAL HOLIDAY COLLECTION SCHEDULE

DEKALB COUNTY SANITATION DIVISION

## Dear DeKalb Resident:

Over the past year, our team has leveraged industry trends and technological advances to improve operational efficiencies, enhance service delivery, and elevate the customer experience. Our improvements integrate customer- and employee-centric approaches, hardware products, software platforms, and enabling technologies such as artificial intelligence (AI). This integrated approach has resulted in the following enhancements:

### Collections

Implemented Routeware and Samsara smart-city technologies aimed at route optimization, improved safety, and reduced operating costs.

### Communications

Explored emerging communications trends, unified communications platforms, and the benefits of leveraging technology such as AI.

### 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.

### Employee Retention & Development

Introduced an internal Employee Connection Group to enhance employee relations and increase employee engagement and retention; enhanced leadership and employee development opportunities.

### Safety

Enhanced in-house safety training; implemented technological advancements such as Samsara dash cams in trucks to reduce accidents and incidents, anticipate safety risks, and provide AI-powered intelligence for driver coaching and education.

Enhanced customer trust and loyalty lead to proactive solutions, informed decision-making, and greater transparency. We believe in the power of open communication and personalized experiences, while aligning our values with our customers' expectations.

Thank you for taking this journey with us in 2026 as we strengthen our service commitment to DeKalb residents and businesses.

Best wishes for a safe, healthy, and rewarding 2026.

Yours in service,  
The DeKalb County Sanitation Division

## DEKALB COUNTY SANITATION 2026 EVENTS AND RECYCLING INITIATIVES

**Christmas Tree Collection**  
December 26, 2025, through January 8, 2026

**Spring Paper Shredding Event\***  
May 16

**Fall Paper Shredding Event\***  
October 17

**Christmas Tree Collection**  
December 28, 2026, through January 7, 2027

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

Visit [www.dekalbsanitation.com](http://www.dekalbsanitation.com) for detailed  
information on residential and commercial  
service offerings.



**DeKalb County**  
GEORGIA

### Customer Care Team

Public Works Department  
Sanitation Division

[e sanitation@dekalbcountryga.gov](mailto:sanitation@dekalbcountryga.gov)

A Tradition of  
Efficiency • Accountability  
Resilience • Integrity

[404.294.2900](tel:404.294.2900)  
[DeKalbSanitation.com](http://DeKalbSanitation.com)  
[@DKalbSanitation](https://twitter.com/DKalbSanitation)

Administrative Office  
3720 Leroy Scott Drive  
Decatur, GA 30032

**Lobby hours**  
Monday - Friday  
9 am - 3 pm

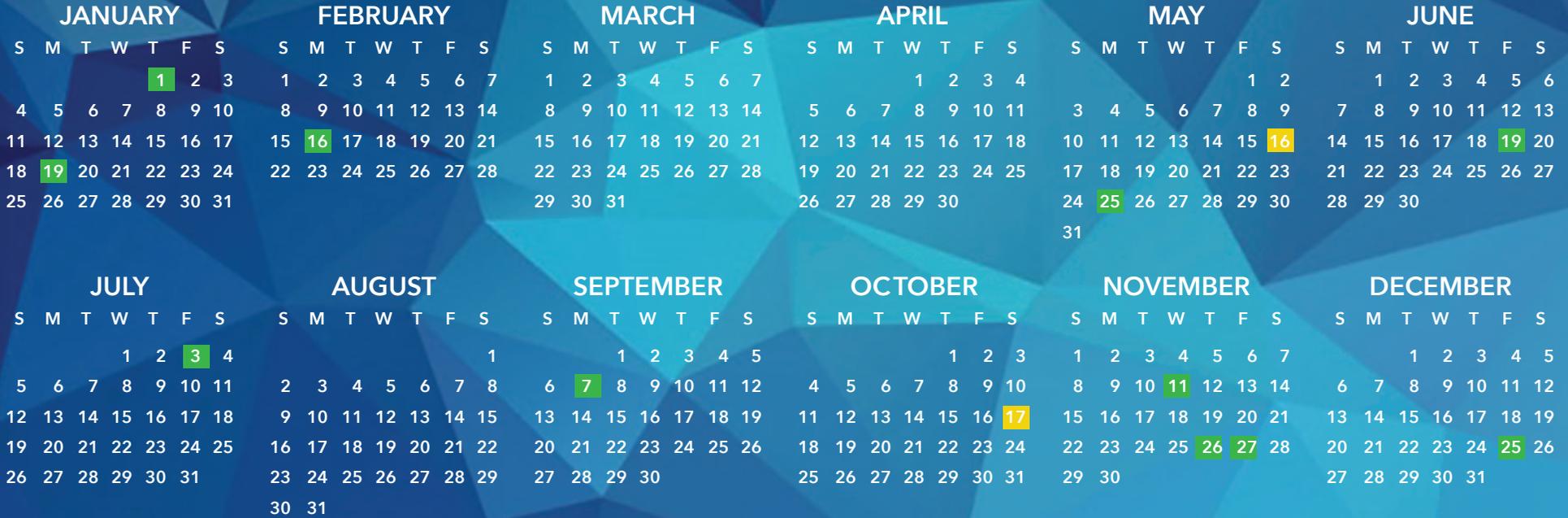


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# DEKALB COUNTY SANITATION 2026 HOLIDAY CALENDAR

2026



Collection schedule may change due to inclement weather.

 Recycling initiatives

HOLIDAY	HOLIDAY OBSERVED	COLLECTION SCHEDULE
New Year's Day	Thursday, January 1, 2026	No service on Thursday, Jan. 1. Thursday customers will be serviced on Friday.
Martin Luther King Jr. Day	Monday, January 19, 2026	No service on Monday, Jan. 19. Collection will run one day late for all customers.
Presidents Day	Monday, February 16, 2026	No service on Monday, Feb. 16. Collection will run one day late for all customers.
Memorial Day	Monday, May 25, 2026	No service on Monday, May 25. Collection will run one day late for all customers.
Juneteenth	Friday, June 19, 2026	Juneteenth observed. No change in collection service.
Independence Day	Friday, July 3, 2026	Independence Day observed on Friday, July 3. No change in collection service.
Labor Day	Monday, September 7, 2026	No service on Monday, Sept. 7. Collection will run one day late for all customers.
Veterans Day	Wednesday, November 11, 2026	No service on Wednesday, Nov. 11. Collection will run one day late for Wednesday and Thursday customers.
Thanksgiving Holiday	Thursday, November 26, 2026 Friday, November 27, 2026	No service on Thursday, Nov. 26. Thursday customers will be serviced on Friday.
Christmas Day	Friday, December 25, 2026	Christmas Day observed. No change in collection service.