

City of Atlanta | Department of Public Works
Solid Waste Service Day Change
Frequently Asked Questions

What service change is Solid Waste making?

The City of Atlanta Department of Public Works has changed the day we provide curbside services for garbage, recycling and yard trimmings collection to many of our residential customers.

When does this new service day change go into effect?

The Service Day Change is effective Monday, July 9, 2018.

Why is the City of Atlanta implementing a service day change?

The reasons for the change include the need to balance routes (number of homes per collection vehicle), and provide greater efficiency and service delivery to customers.

Will household recycling and yard trimmings service change?

Yes, both recycling and yard trimmings will be affected. Both recycling and yard trimmings will be provided on the same day.

Will bulk collections service change?

No, there will be no changes to bulk collection services

What is my new collection schedule?

The City of Atlanta new solid waste collection schedule can be found by entering your address in the Atlanta Solid Waste web portal at www.atlantaga.gov/solidwaste, or by downloading the Atl Waste mobile app. You may also dial 3-1-1

Will this service day change affect my rates?

No, your rates will not be affected.

What are the benefits of the service day change?

Optimizing collection service areas **lessens the variance in route times** and evenly distributes work load across Solid Waste Crews. Optimizing the routes will **reduce the average distance traveled per route** by 20%, minimizing fuel and overtime cost.

How will I report missed collection for garbage, recycling or yard waste?

Visit atl311.com or Dial 3-1-1.