



**City of Victorville**  
**Sanitation Division**  
**Commercial Trash/Recycling Collection Information**  
(Please save for future reference.)

We in the Sanitation Division welcome you to Victorville and would like to take this opportunity to wish you and your business every success.

Because trash collection service is mandatory, top priority is given to providing you with the best possible service. You will find that your cooperation and attention to the following guidelines and City codes will not only benefit the community in general, but can also save you time and money.

**SANITATION BILLING, RATES, FEES, ETC.**

Commercial (including multi-residential) sanitation customers are billed monthly. All questions regarding bills, billing procedures, rates, fees, etc., should be directed to the Commercial Sanitation Division at (760) 955-5087.

**CITY BUSINESS HOURS**

Monday—Thursday    7:30 a.m. —5:30 p.m.  
Please note that City offices are closed every Friday.

Friday Service Issues: Note: For assistance with service issues (extra pickups, missed pickups, bulky item pickups) on Fridays, please call Victorville Disposal Company directly at 760-245-8607. Victorville Disposal will be able to take care of the service issue. For any billing issues, please call the City's Commercial Sanitation Billing Division at 760-955-5087 during regular office hours.

**RECYCLING IS MANDATORY**

California State Law AB 939 requires all cities to reduce the amount of waste to landfills by 50 percent. In addition, State Law AB 341, effective July 1, 2012 requires all businesses and "public entities" that generate 4 or more cubic yards of trash per week to implement recycling programs. Per AB 341, multi-family complexes of 5 or more units are all required to recycle. The City of Victorville Municipal Code Section 6.36 also requires the separation of designated recyclable materials from trash.

In addition, recycling can save your business money. The City of Victorville has implemented a comprehensive Business Recycling Program. See the Commercial Recycling Program brochure for details on how to participate, or call the Recycling Program at (760) 955-8615 for further information.

**TRASH/RECYCLING COLLECTION SERVICE**

**COLLECTION DAYS:**    Trash—Currently available up to 6 days per week (Monday through Saturday)  
                                  Recycling—Currently available 6 days per week (Monday through Saturday)  
                                  All locations must have service at least once per week.

**COLLECTION HOURS:**   Containers must be accessible for collection no later than 5:30 a.m. on scheduled pickup days.

\*Note: Trash/Recycling barrels (carts) may be placed for collections after 6:00 p.m. of the evening prior to collection day, and must be removed no later than 8:00 p.m. on the day of collection.

**HOLIDAYS:**    There is no trash or recycling pickup on the following legal holidays:

New Year's Days  
Memorial Day

Independence Day  
Labor Day

Thanksgiving Day  
Christmas Day

**HOLIDAY SCHEDULE:** During a week containing a holiday, there is no collection on the holiday, and for the remainder of the week, collection is one day later than regular scheduled. For example, if the holiday falls on Tuesday, then Tuesday customers are collected on Wednesday; Wednesday customers on Thursday; Thursday on Friday; Friday and Saturday customers are then collected on Saturday.

\*Note: Customers scheduled for 6 days a week trash collection may be provided with an extra bin(s) or extra pickup(s) to accommodate holiday trash, as necessary.

### **TRASH AND RECYCLING CONTAINERS**

**AUTHORIZED CONTAINERS:** Customers must use only City provided and City approved containers for collection. Compactor Boxes are the only exception. Customer-provided compactor boxes may be used but must be approved by Victorville Disposal Company prior to use for collection. For further information, please call Commercial Sanitation at (760) 955-5087.

### **TYPES/SIZES OF CONTAINERS AVAILABLE:**

- 1) Plastic Barrels - 95 gallon trash and 60 gallon recycling.
- 2) Metal Bins (dumpsters) - 1 1/2 cubic yards, 2 cubic yards, 3 cubic yards, 4 cubic yards, and 6 cubic yards
- 3) Metal roll-off boxes - 10 cubic yards, 20 cubic yards, 30 cubic yards, and 40 cubic yards.

### **COLLECTION GUIDELINES:**

#### **Do:**

- ✓ Make sure the disposal truck/driver has unobstructed access to containers by 5:30 a.m. on the scheduled pickup day(s). If access is blocked by vehicles, equipment, material or by trash/rubbish on the ground and around the container(s) and/or trash container enclosures, drivers have been instructed not to empty blocked containers. You will be notified by the Sanitation Division and required to remove obstructions to allow for collection. There may be a charge for an extra pickup.
- ✓ Bagging trash and recyclables prior to placement in the trash or recycling containers will reduce littering that can occur during the collection process (especially on windy days). Note: Recycling—leaving the mouth of the bags containing recyclables untied or using clear plastic bags greatly expedites the processing of the materials.
- ✓ Please! White bins (dumpsters) and blue barrels are for recyclables only. Remember, everything placed in recycling containers is delivered to our Materials Recovery Facility where PEOPLE have to separate all items by hand.
- ✓ Fill containers no more than level full. Overfilling containers invites pests, may release foul odors, and can cause loose trash to spill or be blown onto the ground and into traffic creating City code violations.
- ✓ Keep container lids closed when not in use. Open containers attract pests, will emit foul odors, and can become death traps to wildlife and domestic pets.

#### **Do Not:**

- ✗ Do not put hazardous or toxic materials, motor oil, vehicle batteries, paint, pesticides, etc. into your containers. For lawful disposal procedures for such materials, refer to your business plan or call San Bernardino County Fire CUPA Program at 909-386-8401.
- ✗ Do not put tires in your containers. The landfill charges a special handling fee for tires and your container will not be emptied until tires are removed or you will be charged for special handling. Call 760-955-8615 for disposal options.
- ✗ Do not put large, bulky, heavy items in containers. Lifting and dumping such items can create a safety hazard and may cause damage to compacting equipment in the truck. (See “Special Handling” under “Other Services” below.)
- ✗ Do not place trash or salvageable items on the ground or in the trash container enclosures. Items outside of containers will not be collected, and it is a violation of City codes to deposit such materials on the ground, or to allow such materials to remain on the ground.
- ✗ Do not put cooking oil/grease in trash/recycling containers. Call the Recycling Program at (760) 955-8615 to receive a list of vendors who provide grease hauling services.
- ✗ Do not over fill containers. Materials will get stuck and the container will not empty.
- ✗ Do not overload containers with heavy materials such as rocks, concrete, dirt, sod, and construction/demolition debris. (See “Overweight Containers” under “Other Services” below.)

## OTHER SERVICES

**EXTRA PICKUPS:** If your container is over full prior to a scheduled pickup day, you can prevent an unsightly mess and/or code violations by ordering an extra pickup by calling the Sanitation Division at (760) 955-5087. If you call by noon, collection will be made on the same day. If you call after noon, collection will be made on the next day. There is a fee for this service (inquire when you call and order the extra pickup) and it will be added to your sanitation bill.

**MISSED PICKUPS:** If it appears that your container was not emptied on a scheduled collection day, report it to the Sanitation Division as soon as possible. The disposal company will return and empty your container. Our Code Enforcement Division will also be notified for investigation and resolution.

**CONTAINER EXCHANGES:** There is no fee for container exchanges requested due to graffiti or mechanical disrepair (i.e. leakage, bent or broken lids or wheels). Dirty bins and bins emitting foul odors will be exchanged one time per year free of charge. There is a fee for exchanging dirty/smelly bins more than one time per calendar year. Report the container condition to the Sanitation Division and allow 3 to 4 days for the exchange.

**OVERWEIGHT CONTAINERS:** Downloading of overweight containers is the responsibility of the customer. It can be done by the customer, or by the disposal company for a special handling fee. Fees vary with the weight and type of material and will be added to your sanitation bill.

**BULKY ITEM PICKUP/SPECIAL HANDLING:** For a fee, the disposal company will collect large, hard-to-handle items (i.e. old furniture, appliances, equipment, etc. ) which are not allowed in containers. Call the City of Victorville Commercial Sanitation Billing at 760-955-5087 for more info.

**CONTAINER LOCKING DEVICE:** For a one-time fee per bin, the disposal company will equip bins (dumpsters) with a locking device. It is up to the customer to provide a combination lock for the container and to provide the City Sanitation Division with the combination numbers. Locking devices for recycling bins are provided at no charge. For further information, call the disposal company directly at (760) 245-8607.

**ON CALL SERVICE:** Call the Sanitation Division at (760) 955-5087

**TEMPORARY SERVICE:** Call Victorville Disposal at (760) 245-8607.

**SERVICE IMPROVEMENTS/CHANGES:** Note: Sanitation Division field representatives are available to come to your business and answer questions, give pointers on how to maintain your service in a cost effective manner, or clarify any information contained in this packet. Please call us and make an appointment.

**GRASSCYCLING/COMPOSTING PROGRAMS:** The Recycling Program will provide you and/or your gardener/landscaper with current information regarding grasscycling which diverts grass clippings from your container and therefore from the landfill. The Sanitation Division can also provide a list of local facilities that accept garden trimmings, brush, and other green waste materials for composting.

**REPORTING ILLEGAL DUMPS IN CONTAINERS AND "DUMPSTER DIVING":** Unauthorized depositing and/or removal of materials from City provided trash/recycling container are (as most City code violations) misdemeanors, each punishable by a fine for \$500 and six months in County jail, or both.

To report a scavenger or illegal dumper, please call Sanitation Code Enforcement at 760-955-5095. Evenings, weekends, call Police non-emergency dispatch at 760-956-5001. Be ready to provide as much relevant information as possible (i.e. date, time, exact location, description of persons, vehicles, and license plate numbers.) A Code Enforcement Officer will be dispatched to the location to take appropriate action. **IMPORTANT—DO NOT CONFRONT VIOLATORS.**

## QUESTIONS?

Please call the City of Victorville Commercial Sanitation Division at (760) 955-5087.

*Updated July 2015*