



Residential Trash & Recycling Collection Guidelines

Updated Jan 1, 2024

Trash and recycling service is mandatory in the City of Victorville, and it is the City's desire to provide you with the best possible service. We ask for your cooperation by complying with the following requirements.

Collection Day Information:

Collection Day: Trash and recyclables are collected once per week on the same day.

- Hours of Collection: Containers must be out for collection next to the curb by 6:00 a.m. of your scheduled day. Containers must be removed within 12 hours after collection.
- Residents must use the City hauler-provided automated containers for trash and recycling collection. The black trash container is 95-gallons in size and is to be used for regular trash. The blue recycling container is 60-gallons in size and is to be used for recycling materials only. The green barrel is 6 gallons in size and used for loose garden trimmings and bagged food scraps.

Note: All materials must be placed in the containers in order to be collected. Trash left on the ground next to the containers will not be collected.

Damaged Container Exchanges:

- If your container is damaged (i.e. broken or missing lid/wheels or cracks/holes in the container), please call a City Customer Service Representative at (760) 955-5001 to request a replacement. Containers damaged as a result of normal use will be replaced or repaired free of charge.
- If containers have been deliberately destroyed/vandalized by resident/homeowner, there will be a replacement charge.

Note: Automated containers are the property of the city's franchised hauler. They are provided to each household, but they do not belong to the resident or property owner.

Automated Collection Guidelines

DO:

- Put trash and recycling barrels at the curb by 6 a.m. of your scheduled pick-up day.
- Put barrels with wheels against the curb and handles facing your home.
- Put barrels at least 3 feet away from cars, mailboxes, and other barrels.
- To reduce litter, it helps to bag trash before putting it in the barrel. It also helps to put loose papers into a paper grocery bag before dropping into the blue recycling barrel.
- Blue barrel is for loose and dry recyclables only. Do not bag recyclables or put trash in blue barrel.
- Black barrel is for trash
- Green barrel is for loose garden trimmings and bagged food scraps.

DO NOT:

- Do not put rocks, dirt, concrete, sod, sand or construction/demolition materials in your trash or recycle barrels.
- Do not put more than 150 pounds in the barrels. Overweight barrels can not be dumped! You will need to download the barrel so that it can be dumped. There is a \$21.56 fee to have a trash truck re-turn and re-service the barrel once it has been downloaded.
- Do not over-pack barrels or materials will get stuck and barrel will not empty.
- Do not stack materials over the top rim of the barrels or on top of the lids. Lids must be closed!
- Do not put hazardous or toxic materials like motor oil, medicine, pesticides, etc. in your barrels. Do not put trash in the recycling container. There is a \$19.84 fee to have a trash truck return and re-service the recycle barrel as trash.

Extra Trash or Recyclables:

If you have more trash each week than will fit into your green or black 95-gallon trash container, you can obtain additional trash containers at a cost of \$13.93 per month per container. (This includes the cost for collection and disposal of the extra trash.) If most of your extra material is recyclable paper, then you may wish to order an extra recycling barrel. There is **no charge** for the first extra recycling barrel. Subsequent extra recycling barrels are \$1.99 per month per container.

If you have a one-time or occasional extra trash, you can call Customer Service at 760-955-5001 to request that extra bags of trash be removed. There is a fee of \$2.00 per bag. Bags will be serviced the same day as your regular trash service day only. You must call in advance to schedule extra bags to be picked up.

Trash Spills:

The Solid Waste Division and the Disposal Company are not responsible for spilled trash caused by weather, animals, birds, overfilled containers, or containers with open lids.

Missed Service:

Contact Victorville Disposal at (760) 245-8607 as soon as possible on your scheduled day in order to resolve any concerns. Please make sure containers are at the curb by 6:00 a.m. to avoid missed collections.

Fees:

Section 6.36.080 of the Victorville Municipal Code states that the property owner of record is responsible for payment of the sanitation fee. Fees for single-family residential trash and recycling service are billed on a monthly basis after service is provided.

Monthly Residential Fees as of July 1, 2022

Solid Waste Services	\$42.92
Sewer Use Fee	\$59.62
Storm Drain Fee	\$4.00
Hazardous Waste Fee	\$0.32

