



City of Victorville Environmental Programs
VictorvilleCA.gov/Recycle
(760) 955-8615

Residential Trash & Recycling Collection Guidelines

Updated July 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, organics, 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, recycling, and organics 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 organics container is 60-gallons in size and is to be used for loose garden trimmings and bagged food scraps only.

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.

QUESTIONS ABOUT YOUR BILL: Call the City of Victorville Customer Service Division at 760-955-5001

MISSED SERVICE & SERVICE ISSUES: Call Victorville Disposal Company directly at 760-245-8607 as soon as possible on your scheduled day to resolve any concerns. Please make sure containers are at the curb by 6:00 a.m. to avoid missed collections.

AUTOMATED COLLECTION GUIDELINES

DO:

- Put trash, organics, 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.
- Lids must be closed.

DO NOT:

- **Do not** put rocks, dirt, concrete, sod, sand or construction/demolition materials in your trash, recycle, or organics 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 \$20.53 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 \$20.53 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 black 95-gallon trash container, you can obtain additional trash containers at a cost of \$14.55 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 \$2.08 per month per container. Additional organics barrels are \$14.55 per month.

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 \$2.10 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.

TREE TRIMMINGS & EXTRA YARD WASTE/LEAVES

Tree trimmings/branches should be cut to fit fully **INSIDE** the organics barrel. The lid must close. If you have extra tree trimmings or leaves etc., the City of Victorville has a **FREE** garden trimming drop-off program for City residents. Please call the City's Environmental Programs Division at 760-955-8615 for more information. You must provide proof of City residency, including a valid photo ID and a current utility bill that shows your service address located in the City. This free program is not available to businesses, commercial landscapers, or commercial vehicles.

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 or 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.

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.

OIL, GREASE, PAINT, SOLVENTS, BATTERIES AND OTHER HAZARDOUS WASTE:

Do NOT put these materials in the trash, recycle, or organics barrels. These materials may be disposed of for free at the Household Hazardous Waste Disposal Facility at 14889 Loves Lane, off of Desert Knolls Dr, near the County Fairgrounds. Hours are Wednesdays and Sundays from 9:00a.m. and 4:00p.m. Call the City at 760-955-8615 for more information.

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, recycling, and organics service are billed on a monthly basis after service is provided.

Monthly Residential Fees as of July 1, 2024

Solid Waste Services*	\$46.44
Sewer Use Fee**	\$62.60
Storm Drain Fee	\$4.00
Hazardous Waste Fee	\$0.37

*Fee is Standard Service consisting of one 95-gallon black trash container, one 60 gallon blue recycle container, and one 60 gallon green organic waste container. Additional trash containers may be ordered at a cost of \$14.55 per month. There is no charge for the first extra recycling container. Second extra recycling containers are \$2.08 per month. An extra organics cart is \$14.55 per month. Note: Curbside audits of service levels and additional containers are periodically conducted to ensure accurate billing records. Drivers will not empty extra containers that are not on record/file.

****SEWER FEE:** Note—If your bill includes a “Sewer Use” fee, then this means that City records indicate your property is connected to the sanitary sewer system. If you are being charged the sewer fee, but your property is served by a septic tank, please contact the Customer Service Division at 760-955-5001 ASAP so that City records can be updated. Only properties connected to the sewer system should be charged the Sewer Use Fee.

HOLIDAY SCHEDULE: There is no residential solid waste pickup on New Year’s Day, Memorial Day, Independence day, Labor Day, Thanksgiving, or Christmas. If the holiday falls on a weekday, trash, recycling, and organics collection will occur one day later through the end of the week. For example, if the holiday falls on Tuesday, then Tuesday customers are collected on Wednesday, Wednesday customers are collected on Thursday, etc., up until Saturday. There is no Sunday pickup.