



PUBLIC HEARING

DELINQUENT HAULER CHARGES

Public Works
Solid Waste Management Division

Presented By: Noel Castillo, Director
June 25, 2024

UNIFORM HANDLING SERVICE BACKGROUND

- Uniform Handling Service (mandatory trash service) was established in 2004 for residential property owners in the San Bernardino Valley and majority of the Mountain areas to assist the County in meeting waste diversion requirements within Assembly Bill 939, which mandates the County to divert 50% of all waste from landfills. It was approved in 2022 for commercial businesses.
- Uniform Handling Service is a cost-effective, standardized way to provide refuse collection service, reduce illegal dumping, and enhance recycling programs.
- Alternatives to Uniform Handling Service are:
 - County Self-Haul Exemption Program – residents and businesses haul their own waste in lieu of paying for mandatory trash service.
 - Fee Waiver Program – residents with infrequent use of property, and/or less than six kilowatts of daily average power usage per month can opt out of mandatory trash service.

DELINQUENT ACCOUNT PROCESS

- County Code states:
 - The contracted franchise hauler cannot discontinue service for residential or commercial properties in a Uniform Handling area because of non-payment for service.
 - Residential or commercial accounts that remain unpaid for 90 days or more become delinquent and fees shall be considered a debt owed to the County, subject to the lien process.
- To mitigate delinquent fees, Waste Haulers:
 - Perform monthly robo-calls notifying customers of their delinquent account;
 - Include messages regarding delinquency on bills; and
 - Mail a direct notice to delinquent residential accounts.
- Waste Haulers mailed out a County-generated hearing notice by June 11, 2024, to inform residential and commercial property owners with delinquent accounts of the hearing and the option to pay the outstanding bill before it goes onto the property tax statement on August 20.
- If the amount is still outstanding after sufficient notice, the account is submitted to the County to collect funds through the property tax roll and a lien is recorded against the property.

DELINQUENT ACCOUNTS

Delinquent accounts are those which did not qualify for an exemption or a fee waiver, were not paid, and are now in delinquent status.

| County Franchise Area | General Service Area | Total No. of Accts | No. of Delinquent Accts | % of Non-Compliance | Delinquent Amount Including Fees | Supervisory District |
|-----------------------|--|--------------------|-------------------------|---------------------|----------------------------------|---|
| 1 | Mt Baldy, San Antonio Heights | 1,734 | 74 | 4.27% | \$25,511.48 | 2 nd /3 rd |
| 2 | Unincorporated Montclair | 1,943 | 257 | 13.23% | \$89,108.88 | 4 th |
| 5 | Unincorporated West Fontana | 4,779 | 765 | 16.01% | \$289,885.59 | 2 nd /3 rd |
| 6 | Bloomington | 5,870 | 1015 | 17.29% | \$392,145.83 | 5 th |
| 8 | Muscoy, Unincorporated San Bernardino | 4,429 | 681 | 15.38% | \$266,390.75 | 2 nd /3 rd /5 th |
| 9 | Unincorporated North Rialto | 502 | 96 | 19.12% | \$41,066.58 | 5 th |
| 10 | Del Rosa, Devore | 6,957 | 1101 | 15.83% | \$376,063.43 | 2 nd /3 rd /5 th |
| 11 | Unincorporated Loma Linda | 213 | 25 | 11.74% | \$10,377.85 | 3 rd |
| 12 | Mentone, Oak Glen, Angelus Oaks, Mountain Home Village | 3,428 | 160 | 4.67% | \$78,114.35 | 3 rd |
| 16 | Lake Arrowhead, Crestline, Running Springs | 21,357 | 2215 | 10.37% | \$691,241.49 | 1 st /3 rd /5 th |
| 18 | Spring Valley Lake, Hesperia and Apple Valley | 5,186 | 37 | 0.71% | \$6,046.07 | 1 st |
| 19 | Victorville, Adelanto, Town of Apple Valley, Landers and Lucerne | 5,098 | 108 | 2.12% | \$25,297.22 | 1 st /3 rd |
| 20 | Phelan, Pinon Hills | 2,143 | 118 | 5.51% | \$84,122.88 | 1 st /3 rd |
| 23 | Barstow, Lenwood-Hinkley and Kramer Junction | 3,235 | 224 | 6.92% | \$62,245.71 | 1 st /3 rd |
| TOTAL | | 66,874 | 6,876 | 10.28% | \$2,437,618 | |