



PUBLIC HEARING DELINQUENT HAULER CHARGES

JUNE 10, 2025

Department of Public Works
Solid Waste Management

Noel Castillo, Director

UNIFORM HANDLING SERVICE BACKGROUND

Uniform Handling Service (mandatory trash service) was established in 2004, for unincorporated 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. To comply with Senate Bill 1383, Uniform Handling was approved in 2022 for all unincorporated residential and commercial properties, unless granted a waiver from the State.

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 accounts.
- Waste Haulers mailed out a County-generated hearing notice by May 23, 2025, to inform residential and commercial property owners with delinquent accounts of the hearing and the option to pay the outstanding bills by August 13, 2025, to avoid the delinquent fees going on the property tax roll.
- If the amounts are still outstanding after sufficient notice, the accounts will be submitted to the Auditor-Controller/Treasurer/Tax Collector to collect funds through the property tax roll and liens will be recorded against the properties.

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	1631	82	5.03%	\$34,430.28	2 nd / 3 rd
2	Unincorporated Montclair	1893	200	10.57%	\$59,075.04	4 th
5	Unincorporated West Fontana	4814	782	16.24%	\$361,409.38	2 nd / 3 rd
6	Bloomington	5572	887	15.92%	\$360,300.84	5 th
8	Muscoy, Unincorporated San Bernardino	3849	363	9.43%	\$127,069.06	2 nd / 3 rd / 5 th
9	Unincorporated North Rialto	510	81	15.88%	\$38,087.10	5 th
10	Del Rosa, Devore	7082	662	9.35%	\$256,915.69	2 nd / 3 rd / 5 th
11	Unincorporated Loma Linda	215	31	14.42%	\$10,663.87	3 rd
12	Mentone, Oak Glen, Unincorporated Redlands, Angelus Oaks, Mountain Home Village	3294	156	4.74%	\$71,362.65	3 rd
16	Lake Arrowhead, Crestline, Running Springs	23271	2173	9.34%	\$750,848.65	1 st / 3 rd / 5 th
18	Spring Valley Lake, Hesperia Oak Hills, and Apple Valley	5411	114	2.11%	\$68,231.45	1 st
19	Victorville, Adelanto, Town of Apple Valley, Landers and Lucerne	1268	144	11.36%	\$49,316.22	1 st / 3 rd
20	Phelan, Pinon Hills	2345	415	17.70%	\$246,393.60	1 st / 3 rd
23	Barstow, Lenwood-Hinkley and Kramer Junction	2333	304	13.03%	\$119,534.49	1 st / 3 rd
25	Morongo Valley, Joshua Tree, 29 Palms, Unincorporated Yucca Valley	5138	220	4.28%	\$135,707.70	3 rd
	TOTAL	68,626	6,614	9.64%	\$2,689,346.02	



QUESTIONS?

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