

*CITY OF*  
**MONROVIA**  
*RESIDENTIAL &  
MULTI-FAMILY WASTE  
AND RECYCLING  
COLLECTION GUIDE*



# WELCOME TO ATHENS SERVICES

The City of Monrovia and Athens Services have partnered to provide your community with enhanced waste, recycling, and organics services. At Athens Services, we value each and every customer. We are committed to providing proactive, high-quality collection services to the residents of Monrovia. This guidebook includes important program details to ensure you receive the full benefits of your solid waste, recycling, and organics services.

## GENERAL INFORMATION

### ATHENS SERVICES

5355 S Vincent Ave., Irwindale, CA 91706

Phone: (888) 336-6100

Fax: (626) 709-5601

[www.AthensServices.com](http://www.AthensServices.com)

### CUSTOMER SERVICE IS OUR PRIORITY

Our customer service staff takes great pride in the opportunity to serve you. Our team is specially trained to respond quickly to your needs and service requests.

### CUSTOMER CARE CENTER:

7:00 a.m. - 5:00 p.m. (Monday - Friday)

7:00 a.m. - Noon (Saturday)

CLOSED (Sunday)






### COLLECTION HOURS:

6:00 a.m. - 6:00 p.m.

To speak with an Athens Customer Service Agent please call (888) 336-6100. Agents are also available to assist you over live chat. Please visit [AthensServices.com/Customer](http://AthensServices.com/Customer) to LIVE CHAT with an agent.

### SERVICE REQUESTS & QUESTIONS

For all service requests please call (888) 336-6100.

-  Request a bulky pickup
-  Request additional containers
-  Order a temporary bin or rolloff
-  Schedule a cart washing
-  View service maps

### BILLING INQUIRIES

Athens Services has several convenient ways to pay your bill. To make a payment or for questions regarding billing, please contact Athens Services at (888) 336-6100 visit [Billing.AthensServices.com](http://Billing.AthensServices.com).

Athens Services Billing

P.O. Box 60009, City of Industry, CA 91746

## HOLIDAYS OBSERVED

Athens Services observes the following holidays:

**New Year's Day** (January 1st)

**Memorial Day** (last Monday in May)

**Independence Day** (July 4th)

**Labor Day** (first Monday in September)

**Thanksgiving Day** (fourth Thursday in November)

**Christmas Day** (December 25th)

Observed holidays can create a one-day delay in collection services. If the holiday falls on a Monday through Friday, collection services for the remainder of the week will be delayed by one day. If the holiday falls on a Saturday or Sunday, there will be NO DELAY in service. **Please note:** during a holiday, if your collection falls on a street sweeping day, place your containers on the curb, not in the street.

### STREET SWEEPING

In addition to the holidays listed above, street sweeping will not take place on Martin Luther King Jr. Day, Presidents' Day, and Veterans Day.

# RESIDENTIAL COLLECTION SERVICES: RECYCLING, TRASH, AND ORGANICS

Single-family standard residential collection service includes three (3) 96-gallon automated carts: (1) black/trash cart, (1) blue/recycling cart, and (1) green/organics cart. Alternative cart-size packages are available upon request. Residents may request additional carts as needed. Please note additional carts are subject to an additional fee.



## CART PLACEMENT

- Please place carts at the curb or adjacent alley on your collection day before 6:00 am and remove all carts by 6:00 p.m. on service day.
- It is preferred practice to place carts with their wheels against the curb and spaced at least one (1) foot apart from each other. Please distance carts at least three (3) feet away from parked vehicles and other objects.
- Cart lids should be fully closed. Please remove any excess materials and properly dispose of them on your next service day. If you find that your carts are regularly overfilled, consider requesting additional containers.
- To avoid a missed pickup, please ensure carts are not blocked as automated collection trucks require unobstructed access.

## ROLL OUT SERVICES

Athens Services offers complimentary cart roll out services to disabled customers who do not reside with an able-bodied individual. To qualify for this service customers must provide documentation, such as a letter from their physician. Please contact Athens Customer Care for more information.

## WEIGHT AND VOLUME LIMITS

Carts cannot exceed a weight limit of 150 pounds. Overweight carts can damage the containers and collection truck. Do not overfill or tightly pack carts. All items inside the cart must freely fall out when emptied. The following should not be placed into your waste cart: auto parts; hazardous waste; construction debris such as bricks, concrete, dirt, gravel, rock, and sand; or other heavy materials. Please order a construction debris container for those materials. If a container is unserviceable, Athens Services will leave a warning notice indicating why the container was not emptied. To avoid another missed pickup, please correct the issue prior to your next collection day.

## BEAR BARRELS

Athens Services offers bear resistant barrels to customers living in areas populated by wildlife. Athens bear-resistant barrels come as a 96-gallon cart, include an easy-locking lid and are durable and maneuverable. Bear resistant barrels are offered for the black and green cart for a nominal monthly fee. To order your bear barrels, please contact Athens Customer Care.

## SENIOR DISCOUNT

Monrovia residents age 62 and older may be eligible to receive a discount on their residential services. To learn more or to apply please contact Athens Services at (888) 336-6100.

## WHAT GOES IN MY CONTAINER?

The following is a useful guide on how to properly dispose of common household waste.



Athens' "What Goes Where" interactive, online recycling guide features over 450 items and acts as the go-to resource for correctly disposing, reducing, reusing, recycling, and composting unwanted waste material. Check out the guide by visiting [CanIRecycleMy.com](http://CanIRecycleMy.com) or scanning the QR code.

### BLUE CART = RECYCLING

**If empty of liquid and food,** the following is acceptable in your **blue recycling container.**

#### Plastic:

- Plastic #1 beverage bottles/ jugs (with cap) & to-go clamshells
- Plastic #2 & #5 detergent jugs & food containers

**Paper:** (clean, dry, and no metal or lamination), magazines, mail, office paper, newspaper, paper bags, & telephone books

**Cardboard:** broken down cardboard, corrugated fiberboard, & clean pizza boxes

**Glass:** bottles & jars only (remove lids)

**Metals:** aluminum cans, foil, & trays, scrap metal, steel cans & tin cans



### GREEN CART = ORGANICS

**Green Waste:** branches; flowers; grass clippings; hedge trimmings; leaves; weeds; & untreated/unpainted lumber, plywood, & scrap wood.

**Food Scraps:** fruits; vegetables; bread; rice; pasta; cheese; dairy; coffee grounds; coffee filters; meat; bones; poultry; seafood; soft shells (e.g. lobster, crab, & shrimp)

#### Food-Soiled Paper:

\*All items must be 100% plant-fiber based with NO petroleum based plastic, wax, or bio-plastic coating, liner, or laminate. Must be soiled ONLY with food or drink liquids.

- 100% fiber based, compostable to-go containers & servingware, egg cartons (paper), paper napkins & kitchen towels, plates, packaging, and pizza boxes



### BLACK CART = LANDFILL

**Glass:** ceramic, porcelain, & non-food related glass

**Food Containers:** chip bags, compostable "plant-based plastic," juice pouches, paper coffee cups, snack bar wrappers, tea bags, & tea wrappers

**Paper:** bathroom & facial tissues, envelopes (padded and Tyvek), laminated or plastic coated paper, napkins, photographs, & receipts

**Plastic:** plastics #3 & #6 (hard & foam); all black plastics; bubble wrap; disposable gloves; garden hoses; empty motor oil containers; plastic bags & film (e.g. dry cleaning bags & cellophane); plastic toys; tarps; & small plastics (e.g. utensils, straws, serving cups, etc.)

**Misc.:** unusable clothing & fabric; cacti & succulents; cigarette butts; diapers; hard shells (e.g. clams, mussels, & oysters); lint; palm fronds; pet waste; produce stickers; & yucca leaves





## **HOLIDAY TREE RECYCLING**

Athens Services collects and composts real holiday trees and foliage into a nutrient-rich soil amendment that can be used in agriculture, public parks, and landscaping.

### **Disposal Instructions** (Real Trees)

- Remove all stands, lights, ornaments, tree skirts, and tinsel
- If your tree is more than six (6) feet in length, please cut it in half
- Place your tree curbside for collection - trees are collected on regular collection days beginning December 26th and ending the third Saturday after Christmas
- If you miss the collection period, please cut up your tree and place it in your organics waste container

Artificial trees, flocked trees, and trees coated with fire retardant are **NOT** recyclable or compostable; they will be treated as trash. If the artificial tree is still usable, please consider donating it. Broken or no longer usable artificial trees should be disposed of as part of a bulky item collection.

## **BULKY ITEM COLLECTION**

Athens Services provides single-family customers with two (2) FREE bulky item collections per calendar year. Residents may place up to four (4) cubic yards of material per pickup. Please note additional fees may be applied should the items exceed four (4) cubic yards. To arrange for a pickup, please get in touch with Athens at least forty-eight (48) hours in advance of the desired pickup date. Items will be collected on the customer's regularly scheduled collection day.

### **ACCEPTABLE BULKY ITEMS**

Furniture (including chairs, sofas, mattresses, and rugs); appliances (including refrigerators with and without Freon, ranges, washers, dryers, water heaters, dishwashers, plumbing fixtures, small household appliances, trees, shrubs, brush trimmings or other materials that are tied together forming an easily handled package not exceeding four (4) feet in length or thirty-five (35) pounds in weight, and other similar items, commonly known as "White Goods").

### **UNACCEPTABLE BULKY ITEMS**

Bulky items do not include car bodies, construction debris, electronic waste, universal waste, and items weighing more than sixty (60) pounds, exceeding four (4) feet in width and eight (8) feet in length, or items that cannot reasonably be moved with equipment of the type which, pursuant to industry standards, would normally be carried in a truck collecting bulky items. Excess bags of trash that do not fit in your cart will not be considered bulky items.

### **How to Schedule a Bulky Pickup**

- Requests must be made at least 48-hours in advance of your normal collection day by contacting Athens at (888) 336-6100 or online at [AthensServices.com/Bulky](https://AthensServices.com/Bulky)
- Residential bulky items are picked up on your collection day
- Place bulky items within three (3) feet of the curb next to your container by 6:00 a.m. on your scheduled collection day



## ***MULTI-FAMILY RESIDENTIAL (FIVE UNITS OR MORE) COLLECTION SERVICES***

Standard multi-family (properties with five units or more) services consists of bin(s) for mixed waste recycling and carts for organics recycling. Customers may select from a variety of bin sizes including: one-and-a-half (1.5), two (2), three (3), four (4), five (5), and six (6) cubic yards in capacity.

Under SB 1383, multi-family dwellings that generate two (2) cubic yards or more of solid waste per week are required to subscribe to organics waste and recycling services.

### **MULTI-FAMILY BULKY ITEM COLLECTION**

Athens Services provides multi-family customers with two (2) FREE bulky item collections per calendar year. Residents may place up to four (4) cubic yards of material per pickup. Additional fees may be applied should the items exceed four (4) cubic yards. Please contact Athens within forty-eight (48) hours in advance of the desired pickup dates. To schedule a pickup, please visit [AthensServices.com/Bulky](https://AthensServices.com/Bulky) or call Athens Customer Care at (888) 336-6100.

### **DISPOSAL INSTRUCTIONS**

Place bulky items scheduled for collection on the property's designated refuse area. Please DO NOT block or restrict access to the bins. Please see page six (6) for additional information regarding acceptable items for bulky disposal.

### **AVOID OVERFILLING YOUR BIN**

To avoid a missed pickup please make sure your container's lid is fully closed. Overfilled containers are subject to additional service fees and are at risk of non-collection.





## OVERFILLED & OVERWEIGHT CONTAINERS

Overfilled and overweight containers are subject to overage fees and run the risk of non-collection. If a container is unserviceable due to being overfilled or overweight, a warning notice will be attached to the container noting why the container was not able to be serviced.

Aside from being unsightly, overfilled containers can pose potential health and safety hazards to Athens drivers and the environment. Overweight containers can damage the body of the container and/or the collection truck, and cause spillage of material into the street.

### A container is considered overfilled when:

- It is filled above the rim
- The container lid does not close
- There is excess material spilling outside of the container

### A container is considered overweight when:

- It is too heavy for a driver to safely maneuver for service
- Container contents include heavy materials such as auto parts, concrete, dirt, rocks, large pieces of tree trunks, or construction debris

### To avoid overfills & overweight:

- Remove any excess waste materials
- Do NOT tightly pack contents - all waste materials inside a container must freely fall out when emptied
- Do NOT add heavy materials to containers
- Break down cardboard boxes
- Request a bulky pickup for larger items
- Order a temporary roll-off container for construction and demolition projects

## IMPROPER PLACEMENT OF MATERIALS

Athens Services is not required to collect any waste or materials that are not properly placed inside its designated collection container. For any large excess materials, consider scheduling a bulky item pickup.

## ORDERING ADDITIONAL CONTAINERS

To order additional carts, replace broken carts, or make changes to your cart size package, please call Athens at (888) 336-6100 or submit a request online at [AthensServices.com/Request](https://AthensServices.com/Request).



## **E-WASTE & HOUSEHOLD HAZARDOUS WASTE (HHW)**

**ELECTRONIC WASTE** (e-waste) can include those devices that utilize electrical wiring, plug into an electric outlet, or require a battery or light bulb. Examples include, but are not limited to, computers and accessories, circuit boards, extension cords, flash lights, microwaves, phones, stereos, televisions, and more.

### **E-Waste Recycling Self-Service Drop Off**

At no additional charge, Monrovia residents are eligible to dispose of e-waste at the Monrovia Public Works Yard.

#### **🚗 Monrovia Public Works**

600 S. Mountain Ave., Monrovia, CA 91016  
Hours: Monday - Friday, 7:00 a.m. - 4:30 p.m. (closed on holidays)  
Phone: (626) 932-5575

### **FREE HOUSEHOLD HAZARDOUS WASTE (HHW) & E-WASTE DISPOSAL THROUGH LA COUNTY**

To participate, residents may gather their HHW or e-waste and bring it to any of the round-ups or permanent collection center.

- 🚗 Time: Saturdays from 9 a.m. to 3 p.m.
- 🚗 Location: Check the LA County Public Works HHW webpage for the latest event in your area.

Acceptable items include fluorescent bulbs, used motor oil, used oil filters, anti-freeze, paint, paint thinner, turpentine, cleaners with acids or lye, pesticides, herbicides, household batteries, car batteries.

Please **DO NOT** bring: explosives, ammunition, radioactive materials or waste from businesses.

### **How to Prepare:**

- 🚗 Do not mix products together.
- 🚗 Place them in a sturdy box, preferably in their original, labeled containers.
- 🚗 Limit of 15 gallons or 125 pounds per vehicle.
- 🚗 Be prepared to leave your containers.

For more information: Call 1-888-CLEAN-LA (1-888-253-2652) or Public Works, Environmental Services at (626) 932-5575.

Reduce Household Hazardous Waste by purchasing only products you really need. Use up products you already have at home. Make an effort to purchase products that are water-based, less hazardous and are non-toxic.

**Recycle Leftover Paint** - California residents and businesses can now recycle leftover paint for free at local retail stores. For locations and program details, visit [PaintCare.org](http://PaintCare.org) or call (855) 724-6809. You can also drop off paint at an LA County Hazardous Waste Collection Event or a permanent location within LA County.

## **USED OIL AND FILTER RECYCLING**

Pick up a used oil kit from the Public Works Department.

- 🚗 Never mix other fluids with the used motor oil. Contaminated oil will not be accepted.
- 🚗 Always leave used motor oil with an attendant.
- 🚗 NEVER leave used motor oil after business hours!
- 🚗 DO NOT dump used motor oil down storm water drains. It is illegal to dispose of motor oil or other pollutants down a stormdrain.
- 🚗 Recycle your used motor oil filters at the Certified Collection Centers (where available).

Certified Used Oil Collection Centers accept used filters. Check with your local auto shop for disposal options.





## MEDICINE

Too often, we find individuals flushing unused medications down the toilet or sink. Disposal of these substances is detrimental for our environment. You can dispose of medication for FREE at a Los Angeles County HHW Collection EventS and at various Permanent centers.

### LOCATIONS IN OR NEAR MONROVIA TO DISPOSE OF MEDICAL WASTE

- Vons Pharmacy - 130 W. Foothill Blvd, Monrovia, CA 91016
- Vons Pharmacy - 745 W. Naomi Ave, Arcadia, CA 91007 (*Location accepts controlled and non-controlled medications, call (626) 358-7542 for more information*)
- Sav-On Pharmacy #0561 - 298 Live Oak Ave, Arcadia, CA 91006 (*Location accepts controlled and non-controlled medications, call (626) 446-9261 for more information*)
- LA County Sheriff - Temple City
  - 8838 Las Tunas Dr, Temple City, CA 91780 (*Location accepts controlled and non-controlled medications, call (626) 446-1902 for more information*)
  - Drop box available 24/7 (*Call (626) 448-9861 for more information*)

## SHARPS

Sharps waste include hypodermic needles, pen needles, intravenous needles, lancets, and other devices that are used to penetrate the skin for the delivery of medication derived from a household.

### Tips for Properly Disposing Sharps

- Sharps waste should be placed in a state approved container.
- You can pick up a container from the Public Works Yard at 600 S. Mountain Avenue.
- The City provides (1) container per Monrovia household. Call (626) 932-5575 to confirm availability.
- Another alternative is to place your sharps waste in a container that does not leak, break, or puncture. It must be taped, sealed, and labeled "SHARPS".
- Seal sharps container when it reaches 3/4th capacity.
- Keep sharps containers out of reach of children and pets.

### DO NOT

- Do not flush sharps or medications down the toilet or drain.
- Do not place sharps in trash, green waste, or recycling containers.
- Do not place needles in used plastic milk jugs, bleach bottles, or soda bottles.

Sharps (Syringes, Lancets and Needles) may be dropped off at the Monrovia Health Center located at 330 W. Maple Avenue. The Monrovia Health Center is only accepting the containers that are for personal use (no commercial containers) and they must be sealed. One container per person.

### Monrovia Health Center

- Mondays, 8:00AM - 10:30AM,  
Wednesdays, 1:00PM - 3:00PM
- Call (626) 256-1642 for more information

Monrovia residents may pick up a FREE sharps container at Monrovia City Hall. You can also drop off your sharps container at one of the LA County Hazardous Waste Collection Events or one of the permanent locations within LA County.



## **SCAVENGING**

Scavenging is the theft of recyclable materials. For safety reasons, Athens does NOT recommend residents confront scavengers. Residents can consider placing the recycling cart out the morning of collection, instead of the night before, to reduce unwanted activity.

## **THERMOSTAT RECYCLING**

Removing your old thermostat can be dangerous for your home and for your community. Old thermostats contain small amounts of mercury; so they need to be properly recycled. Recycle your old mercury thermostat and get a \$5 rebate! Find a location to at [Thermostat-Recycle.org/Where-To-Recycle/](https://Thermostat-Recycle.org/Where-To-Recycle/).

## **BACKYARD COMPOSTING**

The Los Angeles County Department of Public Works sponsors free Smart Gardening Workshops to learn about composting, grass cycling, and gardening techniques. For more information, call the LA County Department of Public Works at 1-888-CLEAN-LA (1-888-253-2652) or visit [SmartGardening.com](https://SmartGardening.com).

## **COMPOST GIVEAWAY EVENTS**

Compost is a nutrient-rich soil amendment as a result of natural decomposition of organic materials such as leaves, twigs, grass clippings, and/or food scraps. Athens Services will be hosting two compost giveaway events per year. These events are a great way to close the loop in recycling organics waste turned into compost and returned to the community for reuse. Visit [CityofMonrovia.org](https://CityofMonrovia.org) for upcoming event dates

## **YARD SALES**

Yard sales can be held for only two consecutive days – one sale each six months. No signs to be put on public property. All goods, products and merchandise subject to police inspection. To apply for a yard sale permit please contact the Neighborhood & Business Services Division at (626) 932-5582

## **CLEAN CITY INITIATIVES**

In addition to helping the City comply with SB 1383, Athens also provides street sweeping, downtown porter services, bus stop maintenance, and pressure washing services at no additional cost to the City or ratepayers. Residents may report issues or send requests by phone or online for the following:

**GRAFFITI REMOVAL** to have graffiti removed, call the Graffiti Hotline at (626) 812-5253. The normal turnaround time for graffiti removal is 72 business hours.

**ABANDONED BULKY WASTE** in the alley or public right of way shall be reported to Athens at (888) 336-6100.

Illegal dumping is NOT okay! It creates safety concerns for the neighborhood and is an eyesore to the community. If someone dumped an item in front of your property and did not call it in, don't be a grump, report the dump! Report the item by Calling Athens at (888) 336-6100.

# MANDATORY RECYCLING LEGISLATION

## MANDATORY COMMERCIAL RECYCLING (AB 341)

To further California's recycling efforts, AB 341 established a statewide recycling goal of 75% by 2020. This law requires California commercial or public entities that generate four or more cubic yards of solid waste per week, and multi-family dwellings of five or more units, to arrange for recycling services.

## CALIFORNIA'S SHORT-LIVED CLIMATE POLLUTANT REDUCTION STRATEGY (SB 1383)

Targets the reduction of methane emissions from landfills. The law establishes targets to achieve a 75% reduction in the level of the statewide disposal of organics waste from the 2014 level by 2025. It also requires that at least 20% of currently disposed edible food be recovered for human consumption statewide by 2025.

Beginning January 1, 2022, all businesses, multi-family complexes, and single-family home residents are required to subscribe to an organics collection service and must separate into their green organics container ALL of their green waste, food scraps, and food-soiled paper (100% fiber based). For more information, visit [AthensServices.com/SB-1383](https://AthensServices.com/SB-1383).

## ORGANICS WASTE EXAMPLES



### GREEN WASTE

- Flower & hedge trimmings
- Grass clippings
- Leaves & branches
- Lumber, scrap wood, & plywood (not painted or treated)
- Weeds



### FOOD SCRAPS

- Bread, rice, & pasta
- Cheese & dairy
- Coffee grounds & filters
- Fruits & vegetables
- Flowers & herbs
- Meat, bones, & poultry
- Seafood & soft shells
- Pet food (non-medicated)



### FOOD-SOILED PAPER\*

- Food-stained paper
- Paper egg cartons
- Paper napkins & kitchen towels
- Pizza boxes
- Plates
- To-go boxes (no coating)
- Wooden & fiber-based utensils

*\*Must be 100% fiber-based. NO materials with petroleum based plastic, wax, or bio-plastic coating, liner, or laminate.*

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PRINTED ON RECYCLED PAPER



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