

Transition to Frontier Waste Solutions FAQ's

Effective June 1, 2023, the City will partner with *Frontier Waste Solutions* as the new sanitation service provider for areas of Pasadena previously serviced by Waste Management. This vendor change will not affect the collection routes currently serviced by City of Pasadena Municipal Sanitation Crews. Please see this list of frequently asked questions (FAQs) regarding Frontier Waste Solutions:

Will my collection days change with Frontier Waste?

- Possibly. In order to achieve efficient and cost-effective services, Frontier Waste Solutions divided the city into six smaller daily sections as opposed to the previous vendors' four larger sections. This allows for smaller, more manageable routes and better collection service.
- Some customers will be assigned a Saturday collection day as a result of the enhanced service section collection routes.
- Recycling days are now conveniently scheduled at the same time as one of your trash days.

How do I know what my new trash/recycle/bulk service days are?

- There are several ways to check service days with Frontier Waste:
 1. Download the [Frontier App](#) on your mobile device for information on your days of service, alerts, and communications directly with Frontier Waste Solutions.
 2. Contact Frontier Waste directly at 936-258-9035
 3. Click [here](#) for an interactive Google map.
 4. Visit www.frontierwaste.com

Will I need to buy a new plastic rolling trash toter bin?

- No. If you currently have a city-issued rolling toter, you can use that. If you do not have a city-issued rolling bin and would like one, please contact Frontier Waste Solutions directly: (936) 258-9035 or www.frontierwaste.com
- You may also use a generic toter, purchased from stores such as Home Depot, Lowe's, Walmart, etc. Just make sure it has wheels and a handlebar.
- You can also use regular large plastic trash bags or the [brown paper bags](#) sold at the City of Pasadena Sanitation Department (120 N. Pasadena Blvd).

Who do I contact if I have a service issue or question?

- Download the [Frontier App](#) and log your service needs directly there.
- Contact Frontier Waste Solutions directly at 936-258-9035 or www.frontierwaste.com
- You can also make a report with the Mayor's Action Line at (713) 475-5555.

• **What is the Frontier Waste Holiday Schedule?**

- Frontier Waste will not collect trash on Thanksgiving Day and Christmas Day.
- If your collection day falls on one of those two holidays, please hold your trash until your next scheduled pickup day.

• **How do I dispose of old appliances?**

- Leave these at the curb on your scheduled collection day and our Frontier crew will report it to the city for pick-up.
- You can also call the city sanitation department directly to schedule a pickup at: (713) 475-7884.

• **How do I get rid of paint, oil or hazardous waste?**

- The City of Pasadena offers curbside hazardous waste pickup.
- Call the city's sanitation department for details: 713-475-7884 or [watch this video](#).

• **What about disposal options for home construction projects, such as dumpsters or roll off boxes?**

- **Any home construction projects are required to have the proper permitting through the [City of Pasadena Permit Department](#) and a roll-off box from Waste Management.**
- Once the [proper permitting](#) is approved, the resident should call Waste Management at (281) 487-5000 to obtain a roll-off box.

