

Member, Board of Supervisors  
District 4



City and County of San Francisco

**KATY TANG**  
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**SUPERVISOR TANG ANNOUNCES CUSTOMERS CAN NOW REQUEST BULKY  
ITEM PICKUP THROUGH 311**

*Customers can now dial 3-1-1 to request free curbside collection of unwanted household items*

**San Francisco, CA** – Today, Supervisor Katy Tang joined San Francisco 311 Director Nancy Alfaro, Director of San Francisco Public Works Mohammed Nuru and Recology Regional Community and Government Affairs Manager Paul Giusti to announce a new option to request curbside collection of bulky items. Previously, customers had to request a pickup of their unwanted items by calling Recology directly or by using Recology’s online form. Updating this process is part of a larger effort to combat the ongoing problem of illegal dumping in the Sunset District and throughout San Francisco.

“Illegal dumping contributes to a lack of pride in our neighborhood, and our community has expressed that street and sidewalk cleanliness is extremely important to them,” said Supervisor Tang. “Allowing residents to make a request for pickup using one simple number, 3-1-1, will make it easy for customers to request their no-charge curbside collection and will contribute to a clean and safe neighborhood.”

Recology’s existing RecycleMyJunk program collects unwanted large items such as appliances, electronics, mattresses and furniture, directly from resident’s homes. It will now be more straightforward to schedule a pickup from Recology.

“Recology wants to thank Supervisor Tang for her foresight and leadership on this concept and the great folks at 311 for making it easier for customers to call and schedule a Bulky Item Pick-up from their home or apartment,” said Paul Giusti. “Residents only have to remember to call 3-1-1, provide their contact information and a Recology customer representative will quickly get back to them to schedule a convenient day for the pickup.”

Despite the availability of the free service from Recology, illegal dumping is still a major challenge for our neighborhoods.

“More than 3,000 requests a month come in regarding cleanup of illegal dumping in the City – a problem that negatively impacts the quality of life in our neighborhoods,” said San Francisco Public Works Director Mohammed Nuru. “The bulky item pickup program provides residents with a viable and easy option to properly and legally discard unwanted items, such as old

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mattresses and broken chairs. Expanding access to the program through 311 is a smart and beneficial move.”

Part of the 311 Customer Service Center mission is to serve as a single point of entry for service requests from the public.

“We want residents to be aware of this great, free service already provided by Recology,” said Nancy Alfaro, Director of San Francisco 311. “We also want to decrease the barriers for residents to access these services and build on the great partnership between Public Works, Recology and 311.”

This is the first step in making these types of requests even easier for the public. Within the next several months, 311 staff will create a custom eForm collecting the same information required on the Recology online form, which would then get routed automatically to Recology. This will provide the customer with a tracking number, as well as enhance data collection and reporting to continue to improve the customer experience. To learn more about Recology’s RecycleMyJunk program, visit [www.recyclemyjunk.com](http://www.recyclemyjunk.com). To find out what types of city services you can request through 311, visit [www.sf311.org](http://www.sf311.org) or call 3-1-1 24 hours a day, 7 days a week.

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