



MEMORANDUM

TO: HONORABLE MAYOR &
CITY COUNCIL

FROM: G. Harold Duffey
Director, OPW

SUBJECT: Major Improvements to Waste
Management Bulky Service

DATE: November 3, 2021

City Administrator 
Approval

Date Nov 3, 2021

INFORMATION

Oakland Public Works (OPW) is proud to announce major improvements to the City of Oakland's bulky item collection program. The City Administrator reached an agreement with Waste Management of Alameda County, Inc. (WMAC) to dramatically improve Oaklanders' access to bulky item service at no additional cost. Effective November 15, 2021, Oakland Single-Family and Multi-family residents can manage the disposal of their bulky items in the following manner:

- All Oakland residents may schedule appointments with WMAC to drop off their bulky items at no charge at WMAC's Davis Street Resource Recovery Complex and Transfer Station (located at 2615 Davis Street in San Leandro).
- Each Multi-Family tenant can schedule a curbside appointment once a year directly with WMAC to properly dispose of their bulky items.
- Single-Family households can schedule an appointment for bulky items collection at the curbside, increased from once per year to twice per year.

There is no fiscal increase to the WMAC contract, and all services are provided by maximizing existing resources. During the one-year program, city crews will incorporate the 30 illegal dumping pickups currently assigned to WMAC, and WMAC will use its resources to collect an additional 50 bulky item curbside appointments per day. Incorporating the 30 pickups will eliminate burdensome administration and improve service.

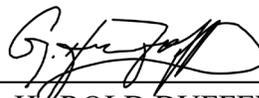
This builds on the progress already made by the City's successful Bulky Block Party service event series. OPW and its partnership with WMAC continues to provide more options for Oaklanders to conveniently and properly dispose of their bulky items.

Highlights of the updated service include:

- November 15, 2021 start date
- Program increases collection of residential bulky items from 150 collections per day to 200 per day
- Residents will also be able to schedule appointments to drop off bulky items at Davis St. 50 per weekday and 100 per day on Saturday
- Tenants in multi-family dwelling units will be able to directly schedule bulky item collection -- this collection will occur the last week of the month, up to 1,000 per month
- No cost to the City for this new enhanced program

WMAC will be announcing this improvement shortly via the attached materials. OPW is now preparing the City's announcement in coordination with the Mayor's Office and the City Administrator's Office, to be held on the November 15 start date. We welcome your questions and partnership to help raise awareness and access for our community.

Respectfully submitted,



G. HAROLD DUFFEY

Director, Oakland Public Works

For questions, please contact Sean Maher, Acting Assistant to the Director, at (510) 473-2610.

Attachments

--Waste Management press release and promotional materials

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION

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Waste Management Introduces New Bulky Junk Collection Program

New free curbside pickups and drop-off program for all Oakland residents

OAKLAND, CA – November 3, 2021 – A new free curbside bulky waste program that provides more curbside pickups and self-haul drop offs of oversized items and junk was announced today by Oakland’s waste and composting collection provider Waste Management of Alameda County, Inc.

Beginning November 15, all Oakland residents can schedule a free self-haul appointment to drop materials at the Davis Street Resource Recovery Complex and free bulky curbside pickup at their home or apartment building.

Both the self-haul drop offs and curbside pickups allow all housing units in the city, both single-family homes and apartment units, to dispose of up to four cubic yards of bulky items such as furniture, scrap metal, small consumer electronics, cardboard, extra landscape trimmings and other trash. The curbside collections also allow residents to dispose of additional items above the 4 cubic yards including tires, carpets, mattress, box springs, large appliances, televisions, computer monitors and other consumer electronics.

And, for the first time, the program allows renters in both single-family homes and apartments to directly access the free pickups instead of having to schedule through a property manager or building owner.

The expanded service is an effort by Waste Management of Alameda County, Inc. (WMAC) to help the City of Oakland combat illegal dumping and encourage residents to use WMAC’s free bulky service with the confidence that materials collected will be properly recycled and disposed.

“We’re doing our part to help keep Oakland clean and provide residents with as many opportunities as we can to use a free service that properly disposes of materials,” said WMAC President Barry Skolnick. “We’re working with the city to offer the service to more residents, provide more options for disposal and make scheduling an appointment or drop off as easy as possible.”

“Allowing residents in apartments to directly make appointments is a game changer for this program. It provides equity and inclusion to a program that was always easier for single family property owners to use,” said Harold Duffy, Oakland Public Works Director. “I commend Waste Management for working with the City of Oakland to provide all residents with easy access to properly dispose of Bulky item trash/waste.”

Oakland residents can schedule a Davis Street drop off or bulky curbside pickup appointment by calling 1-888-WM-Bulky. Residents can also visit OaklandRecycles.com/bulky to learn more about the new program.

All appointments will be scheduled in the order of request, but apartment residents will have all pickups schedule during the last week of each month when demand is highest as renters are moving.

For single family home residents, WMAC will make every attempt to schedule appointments within two weeks of the request. At the Davis Street Resource Recovery Complex, up to 50 appointments will be provided each weekday and 100 appointments on Saturdays.

Curbside pick ups will not occur from December 27 through January 14 as WM bulky collection trucks and drivers are dedicated to picking up Christmas trees.

Waste Management is also conducting a multimedia and digital advertising campaign to spread the word about this new program and will be sending information to all residents with detailed instructions on acceptable items, how to make appointments and how to set out materials. Advertisements are scheduled to be placed on bus shelters, on social media sites and in local publications to ensure every Oakland resident knows they have access to this free service.

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About Waste Management of Alameda County, Inc.

Waste Management of Alameda County, Inc. is a local provider of environmentally friendly solutions for waste. We are closing the loop on waste – turning food scraps and yard trimmings into compost, lumber debris into mulch and landfilled waste at the Altamont Landfill into biofuel. This clean-burning fuel helps to power our fleet of natural gas vehicles. We deliver local solutions with the knowledge and resources of the nation’s largest residential recycler, Waste Management. Visit www.wm.com for more information.

Featured News

- City of Oakland Trash, Compost & Recycling Rates Effective July 1,...
Trash, Compost and Recycling Services During Alameda County...
Prevent Edible Food Waste!
What are Bulky Pickup Services for Oakland Residents?

NEW AND IMPROVED PROGRAM STARTING NOVEMBER 15, 2021

FREE BULKY JUNK DROP OFFS AND PICKUPS FOR ALL RESIDENTS

All Oakland households can directly schedule a drop off and a curbside pickup appointment.



NEW FREE SERVICE! HAUL IT YOURSELF

Schedule a one-time drop-off of up to four cubic yards of bulky waste at the Davis Street Resource Recovery Complex in San Leandro – for FREE.



ADDITIONAL CURBSIDE PICKUP

Make an appointment to get rid of even more, up to four cubic yards of waste and limited number of large items like appliances, mattresses, and tires picked up – for FREE.

Appointments will not be available from Dec 27 – Jan 14 due to holiday tree pick ups. Apartment and Condo residents, please expect curbside pickups at apartments to be scheduled the last week of each month. Some exceptions may occur.

Property Managers: Tenants can now directly schedule curbside bulky collections or drop offs. You no longer have to manage bulky collections for your building. Tenants can call Waste Management directly at 1-888-WM-BULKY and schedule a pickup.

Every unit in your building can set out up to 4 cubic yards of bulky waste for each curbside collection appointment. Bulky waste includes furniture, bagged trash, and other items that do not fit into the curbside cart or bin. In addition, they can set out a limited number of large items like appliances, mattresses, electronics, and tires.

How to Request a Drop off or Curbside Pickup

- 1. Call 1-888-WM-Bulky (1-888-962-8559)
2. Mark your appointment on your calendar.

A confirmation with detailed instructions will be emailed to you. Please make sure you provide a valid email address when making the appointment.

Bulky Service Instructions

- BULKY DROP OFF – ALL CURBSIDE – SINGLE FAMILY HOMES CURBSIDE – APARTMENT/CONDO

Bulky Drop Off Service Instructions (All residents)

What do I need for my drop off appointment at the Davis Street Resource Recovery Complex?

- Date and time of appointment (listed in your confirmation email)
Proof of Oakland residency (e.g Drivers License, household bill)
Acceptable items packed for quick and safe drop off (see below)

Acceptable Items for Drop-Off Appointment

Up to 4 cubic yards (3 ft x 3 ft x 12 ft, approx.) of bulky waste that may include the following:

- Furniture and carpets
Non-hazardous items
(box or bag loose items),
Painted wood/doors, home remodeling debris
Appliances
monitors, electronics
Automobile tires
Scrap metal, cardboard
Plant debris, branches, clean wood

Unacceptable Items for Drop-Off Appointment

- Hazardous or Medical Waste
Dirt, Rock or Concrete (pay extra)

If you have more than the allowable amount and items, you will be charged additional rates for the number of yardage/items.

How To Prepare for Your Visit to the Davis Street Resource Recovery Complex.

2615 Davis Street – San Leandro, CA 94577

There are two drop off areas (Area A and Area B) for different materials (click here to view map). Please pack your vehicle for quick, safe and easy unloading of acceptable materials. Pack "Area B" items first, and "Area A" items last so you can unload "A" items first.

"A" Materials

Mattresses, Tires, Plant Debris (Green Waste)

"B" Materials

Bulky Goods (Garbage), Carpets, Unpainted/untreated wood, Appliances, Electronic Devices, Scrap Metal, Corrugated Cardboard



Single-Family Bulky Curbside Pickup Service Set-out Instructions

Place items at the curb by 6 a.m., on the day of your appointment to ensure collection. Do not place items curbside more than one day before your scheduled pick up date or you may be subject to a City fine. Set-outs over the allowed amounts are also subject to a fee.

What Can I Set Out?

Up to 4 cubic yards of non-recyclable bulky goods. (3 ft x 3 ft x 12 ft, approximately)



Up to 4 cubic yard of trash (3 ft x 3 ft x 12 ft, approx.)

Can include:

- Furniture and carpets
Non-hazardous items (box or bag loose items),
Painted wood/doors, home remodeling debris

Large Items: (Please keep separate from other items)

- 2 appliances
2 mattress or box springs
4 automobile tires or smaller (rims ok)
4 computer monitors, CPUs or TVs
Consumer electronics

Additional Accepted Items:

- Scrap metal
Cardboard (flattened & bundled)
Plant debris (paper bagged)
Branches (4ft long, 6 in. wide limit) and clean wood (must be bundled)

Typical Set Out Illustration



What Can't I Set Out?



No Hazardous or medical Waste. Please refer to the Alameda County HHW Program, Household-hazwaste.org, 1-800-606-6606



No Rocks, Dirt, Concrete or fiberglass. Visit the City of Oakland website for disposal options

Apartment / Condo Bulky Curbside Pickup Service Set-out Instructions

Place items at the curb by 6 a.m., on the day of your appointment to ensure collection. Do not place items curbside more than one day before your scheduled pick up date or you may be subject to a City fine. Set-outs over the allowed amounts are also subject to a fee.

What Can I Set Out?

Up to 4 cubic yards of non-recyclable bulky goods. (3 ft x 3 ft x 12 ft, approximately)



Up to 4 cubic yard of trash (3 ft x 3 ft x 12 ft, approx.)

Can include:

- Furniture and carpets
Non-hazardous items (box or bag loose items),
Painted wood/doors, home remodeling debris

Large Items: (Please keep separate from other items)

- 1 appliance
2 mattress or box springs
2 automobile tires or smaller (rims ok)
2 computer monitors, CPUs or TVs
Consumer electronics

Additional Accepted Items:

- Scrap metal
Cardboard (flattened & bundled)
Plant debris (paper bagged)
Branches (4ft long, 6 in. wide limit) and clean wood (must be bundled)

Typical Set Out Illustration



What Can't I Set Out?



No Hazardous or medical Waste. Please refer to the Alameda County HHW Program, Household-hazwaste.org, 1-800-606-6606



No Rocks, Dirt, Concrete or fiberglass. Visit the City of Oakland website for disposal options

Edit

NEW & IMPROVED!

FREE BULKY JUNK REMOVAL for ALL

**Now offering a self-haul option!
PLUS, get rid of even more waste -
up to 4 cubic yards!**



172 98th Ave
Oakland, CA 94603

**Call 1-888-WM-BULKY
to schedule your free
drop off or pickup.**



FREE BULKY JUNK DROP OFFS AND PICKUPS FOR ALL

Already used a bulky service appointment this year?
No problem - everyone starts fresh with this new program.



NEW SERVICE! HAUL IT YOURSELF

Schedule a one-time drop-off of up to four cubic yards of bulky waste at the Davis Street Resource Recovery Complex in San Leandro - **for FREE.**



CURBSIDE PICKUP

Make an appointment to get rid of even more, up to four cubic yards of waste and limited number of large items like appliances, mattresses, and tires picked up - **for FREE.**

Customers can order a second curbside bulky pick up only after using the drop off option (if possible) and dependent on availability. Appointments will not be available from Dec 27 - Jan 14 due to holiday tree pick ups.

Schedule your **FREE** drop-off or pickup today! Here's how:

1 Call **1-888-WM-Bulky** (1-888-962-8559) or visit **OaklandRecycles.com/Bulky**

2 **Mark your appointment on your calendar.**
A confirmation with detailed instructions will be emailed to you.

Please make sure you provide a valid email address when making the appointment.



OAKLAND RENTERS

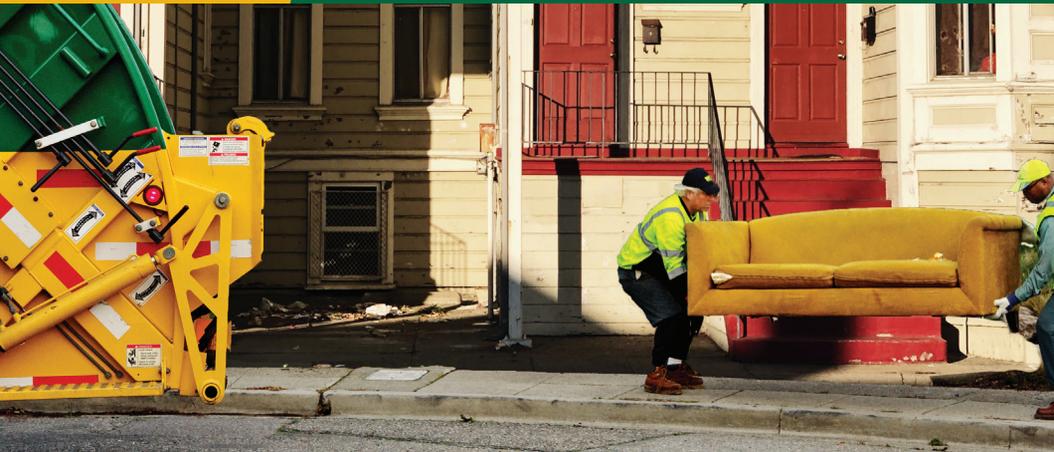
FREE BULKY JUNK REMOVAL for YOU!

Introducing a new service
designed for renters in Oakland.
You can schedule an appointment
directly with WM without a
property manager waiver.



172 98th Ave
Oakland, CA 94603

Call 1-888-WM-BULKY
to schedule your free
drop off or pickup.



FREE BULKY JUNK DROP OFFS AND PICKUPS FOR ALL

Oakland residents who live in apartments can now directly schedule a drop off and a curbside pickup appointment without property manager approval.



NEW SERVICE! HAUL IT YOURSELF

Schedule a one-time drop-off of up to four cubic yards of bulky waste at the Davis Street Resource Recovery Complex in San Leandro - **for FREE.**



CURBSIDE PICKUP

NEW TO YOU! Directly schedule with WM an appointment to get rid of up to four cubic yards of waste, plus a limited number of large items - **for FREE.**

Please expect curbside pickups at apartments to be scheduled the last week of each month. Some exceptions may occur. Appointments will not be available from Dec 27 - Jan 14 due to holiday tree pick ups.

Schedule your **FREE** drop-off or pickup today! Here's how:

1 Call **1-888-WM-Bulky** (1-888-962-8559) or visit OaklandRecycles.com/Bulky

2 **Mark your appointment on your calendar.**
A confirmation with detailed instructions will be emailed to you.

Please make sure you provide a valid email address when making the appointment.

