

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Friday, January 29, 2021 9:37 AM
To: Kim Turner CtMgr
Subject: Re: [Universal City] WM Commercial Hours

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Good morning Kim,

I discussed this with the Hauling and Operations Team this morning. We will be reinforcing the message with our dispatchers that plan the routes for our drivers. Thank you very much for sharing this information. I pray you have a blessed weekend.

Christopher M. Cox
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On Jan 28, 2021, at 4:02 PM, Kim Turner CtMgr <citymanager@uctx.gov> wrote:

<image001.gif>
Good afternoon Chris,

I hope your week is going well. I wanted to touch base with you regarding two calls that I received from residents that live behind the colonial Funeral Home and the Grace Community Church on Kitty Hawk Road. The general concern is the WM is picking up the dumpsters at 5:00 AM in the morning. This doesn't usually occur, but has started to happen a bit more often. Would you kindly remind the drivers that the Universal City contract has a pick-up time clause to it? Again, it this is not an ongoing situation, but appears to only be happening in this one area.

Sec. 2-3-24. - Time of collection.

Contractor shall make no collections in residential districts prior to 7:00 a.m. and collections in business districts shall not be commenced earlier than 6:00 a.m.

Thanks for your assistance.

Kim M. Turner
City Manager
City of Universal City

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