

## Kristen Mueller

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**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Thursday, March 11, 2021 9:27 AM  
**To:** Veronica Hernandez UTBlg; Flores Jr, Mike  
**Cc:** Kim Turner; Vicky Cortez; utilityclerk; Customer Srvc Box; Munoz,John; 'publicworksdirector'  
**Subject:** RE: (Universal City) LEAVES - Sunrise Canyon  
**Importance:** High

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Good morning Veronica,

Thank you for your call this morning and for sending this follow-up email. As promised - I am looping in our local Operations Manager, Mike Flores. Mike will assist in getting an answer for you from his Residential Route Managers assigned to the area.

I am also requesting, during the next collection periods, that our Residential Route Managers provide end-of-day updates to the City. Our hope is that these updates will provide you with an understanding of which areas of the City are complete, pending, and any addresses that our significantly out of compliance.

Would you be so kind to share a list of POC emails for our team to share this information? For situational awareness across the board, I'm hoping we can notify your department along with Randy's in the case any calls make it over to the front desk at Public Works?

**Christopher M. Cox**  
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**From:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Sent:** Thursday, March 11, 2021 9:07 AM  
**To:** Cox, Christopher <ccox6@wm.com>  
**Cc:** Kim Turner <ACM@uctx.gov>; Vicky Cortez <vcortez@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>  
**Subject:** [EXTERNAL] LEAVES  
**Importance:** High

Good morning,

We have been receiving many calls as to why the bags of leaves are not being picked up, mainly the Sunrise Canyon subdivision. It is that time of year where everyone is raking their yards, spring clean up. What I am asking, is there a specific time frame as to when all the bags of leaves will be picked up? I would like to have an answer for when the next customer calls in. Thank you for your assistance.

*Happy St. Patrick's Day*

*Veronica Hernandez*

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