

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Wednesday, April 7, 2021 8:40 AM
To: customersrvc@wm.com
Cc: mflores2@wm.com; ccox6@wm.com
Subject: RE: Online Form Submittal: Fix It Form

Importance: High

We have provided a map several times.

Veronica Hernandez

Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711



From: Customer Srvc Box <customersrvc@wm.com>
Sent: Wednesday, April 7, 2021 8:36 AM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>
Subject: RE: Online Form Submittal: Fix It Form

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Veronica,

You can provide a map and we will share with our operations team.

A missed service ticket 291079 already being entered to ensure the trash is recover.

Best Regards,
Leomaris

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Wednesday, April 7, 2021 7:34 AM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>

Subject: [EXTERNAL] FW: Online Form Submittal: Fix It Form

Importance: High

Is there anyway we can add a map in the truck for the driver to follow? Especially where Universal City ends. Or how can we help this customer? Please advice.

Veronica Hernandez

Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711



From: Kristen Mueller <kmueller@uctx.gov>

Sent: Tuesday, April 6, 2021 4:09 PM

To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Kim Turner CtMgr <citymanager@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>

Subject: FW: Online Form Submittal: Fix It Form

From: noreply@civicplus.com <noreply@civicplus.com>

Sent: Tuesday, April 6, 2021 1:58 PM

To: Kristen Mueller <kmueller@uctx.gov>

Subject: Online Form Submittal: Fix It Form

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Fix It Form

Do you have a question, comment or concern? Here's the way to get it addressed -- fast. Help us to help you -- use this "FixiT Form". Fill it in -- Send it in-- We will do the rest!

To complete the FixiT Form:

1. Mark the box which best describes the situation.
 2. Give us a brief description of the situation/concern and where it is located.
 3. Fill in your name, address, and daytime phone number so that we may keep you informed.
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4. We will forward your request to the appropriate department. Response to your request will be as prompt as possible.

Should a situation require urgent attention, phone the City immediately at 210-659-0333. For Police, Fire, and Medical Emergencies always call 911. Thank you for your assistance and for using the “FixIT Form.”

Please indicate the situation to be addressed by checking the appropriate box: **Garbage Collection Issue**

Brief Description (or other problem not listed)

I live at a corner of Universal City and Selma, the driveway faces Phoenix and the house faces Parthenon Place. Several times a year, over the past 20 some years, I assume when WM gets a new driver or otherwise the normal drivers changes, my garbage gets skipped as they think I'm Selma. Calling WM is a 50/50 chance getting that week's pickup rescheduled, no less resolve the issue.

I don't know if anything can be done. It's frustrating enough living within WM's restrictive pickup requirements (# yard bags, loose branches/such cut and bundled, etc.), but when they just skip my pickup completely as they pickup my neighbors, it really is infuriating. So my garbage sits days sometimes at the sidewalk - when you call they ask to leave it out - I get the feeling that's to appease the client to thinking they're actually dispatching someone or something to pickup they missed, but instead figure they'll just get it on the next pickup day.

Location of Problem **█ Parthenon Place - Universal City, Tx 78148**

Contact Information

Your Name: Steve Simons

Your Address: **█ Parthenon Place - Universal City, Tx 78148**

Phone Number: 210-240-9168

Email Address: **█**

Please help us serve you better. Failure to accurately complete the above information may result in the City's inability to fully investigate or resolve the situation described above. The City assumes no responsibility for incomplete forms or misinformation provided on the Fix It Form. If you are unwilling or unable to supply the required information, please call or come by City Hall to obtain an answer to your question with the appropriate staff member.

Recycling is a good thing. Please recycle any printed emails.