

Kristen Mueller

From: utanalyst@uctx.gov
Sent: Monday, April 12, 2021 7:39 AM
To: customersrv@wm.com; ccox6@wm.com; mflores2@wm.com
Cc: pwadmin@uctx.gov
Subject: RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

We received no dumpsters on the 10th.

Avery Lunsford, Utilities Analyst
Universal City Public Works Dept.
2150 Universal City Blvd.
Universal City, Texas 78148
(210) 658-5364
utanalyst@uctx.gov

From: Customer Srv Box <customersrv@wm.com>
Sent: Thursday, April 8, 2021 4:22 PM
To: Cox, Christopher <ccox6@wm.com>; utanalyst <utanalyst@uctx.gov>; Customer Srv Box <customersrv@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Cc: publicworksadmin <pwadmin@uctx.gov>
Subject: RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

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Good afternoon,

Tickets have been entered.

Move to 04/10

212024 *RDY	4/19/21	S/O
212025 *RDY	4/19/21	S/O
212026 *RDY	4/19/21	S/O
212028 *RDY	4/19/21	S/O
212029 *RDY	4/19/21	S/O
212030 *RDY	4/19/21	S/O

Move to 04/12

212082 *RDY	4/19/21	S/O
212083 *RDY	4/19/21	S/O
212084 *RDY	4/19/21	S/O
212085 *RDY	4/19/21	S/O
212086 *RDY	4/19/21	S/O
212088 *RDY	4/19/21	S/O

Move to 04/13

212031 *RDY 4/20/21 S/O
212032 *RDY 4/20/21 S/O
212033 *RDY 4/20/21 S/O
212034 *RDY 4/20/21 S/O
212035 *RDY 4/20/21 S/O
212038 *RDY 4/20/21 S/O

Move to 04/14

212042 *RDY 4/21/21 S/O
212043 *RDY 4/21/21 S/O
212045 *RDY 4/21/21 S/O
212047 *RDY 4/21/21 S/O
212049 *RDY 4/21/21 S/O
212051 *RDY 4/21/21 S/O

Move to 04/15

212052 *RDY 4/22/21 S/O
212053 *RDY 4/22/21 S/O
212054 *RDY 4/22/21 S/O
212056 *RDY 4/22/21 S/O
212058 *RDY 4/22/21 S/O
212063 *RDY 4/22/21 S/O

Move to 04/16

212072 *RDY 4/23/21 S/O
212075 *RDY 4/23/21 S/O
212076 *RDY 4/23/21 S/O
212078 *RDY 4/23/21 S/O
212079 *RDY 4/23/21 S/O
212080 *RDY 4/23/21 S/O

Thank you,
Zarkia

From: Cox, Christopher <ccox6@wm.com>
Sent: Thursday, April 8, 2021 3:36 PM
To: utanalyst <utanalyst@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Cc: publicworksadmin <pwadmin@uctx.gov>
Subject: RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters
Importance: High

Good afternoon Avery,

You are notifying the correct folks. Please send the requests in the group you included on your initial email.

To: Public Sector Customer Service Team (Customersrvc@wm.com) & Mike Flores (mflores2@wm.com)
CC: Chris Cox (ccox6@wm.com)

There should already be daily tickets entered already, but please keep us all in the loop if you need any further movement. Mike's Operations Team and our Public Sector Customer Service group know to do everything possible to help move these request on through for quick turnaround.

Christopher M. Cox

Manager, Public Sector Solutions

ccox6@wm.com

Waste Management

1777 NE Loop 410, Ste 1001

San Antonio, TX 78217

210 772 6074

From: utanalyst <utanalyst@uctx.gov>

Sent: Thursday, April 8, 2021 3:29 PM

To: Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>; publicworksadmin <pwadmin@uctx.gov>

Cc: Flores Jr, Mike <mflores2@wm.com>

Subject: [EXTERNAL] RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

Good Afternoon,

Whom should we contact to request service for the cleanup dumpsters? Can I request to have some dumpsters emptied Saturday 4/9/21 and then have all six emptied every day between the days of 4/12/21 through 4/16/21 as we will get slammed the first weekend leaving a mountain debris to work through.

Thanks,

Avery Lunsford, Utilities Analyst

Universal City Public Works Dept.

2150 Universal City Blvd.

Universal City, Texas 78148

(210) 658-5364

utanalyst@uctx.gov

From: Customer Srvc Box <customersrvc@wm.com>

Sent: Monday, April 5, 2021 10:49 AM

To: Cox, Christopher <ccox6@wm.com>; publicworksadmin <pwadmin@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>

Cc: Flores Jr, Mike <mflores2@wm.com>

Subject: RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

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Good morning,

I have submitted a request to have the roll offs delivered on Thursday 04/08.

Thank you,
Zarkia

From: Cox, Christopher <ccox6@wm.com>
Sent: Monday, April 5, 2021 8:40 AM
To: Avery (UC) Lunsford <PWAdmin@UCTX.Gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>
Subject: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

Good morning Avery,

Thank you for this email. In the case you have not sent this to the Public Sector Customer Service Team, I am looping them in now along with local Operations team.

We will get the appropriate service tickets for delivery, (almost daily) swaps of containers and final removal scheduled ASAP.

**WM Team: All information regarding contractual request is in the attachment.

Christopher M. Cox
Manager, Public Sector Solutions
SATX & RGV District Areas
ccox6@wm.com

Waste Management
[1777 NE Loop 410, Ste 1001](#)
[San Antonio, TX 78217](#)
Cell [210 772 6074](#)

Begin forwarded message:

From: utanalyst <utanalyst@uctx.gov>
Date: March 29, 2021 at 3:53:09 PM CDT
To: "Cox, Christopher" <ccox6@wm.com>
Subject: [EXTERNAL] Universal City Spring Cleanup

Good Afternoon Chris,

I have attached the letter requesting roll offs for the 2021 Universal City Spring Cleanup.

If you have any questions please feel free to contact me.

Thanks,

Avery Lunsford, Utilities Analyst
Universal City Public Works Dept.
2150 Universal City Blvd.
Universal City, Texas 78148
(210) 658-5364
utanalyst@uctx.gov

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