

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Monday, April 12, 2021 9:02 AM
To: Customer Srvc Box; utanalyst; Flores Jr, Mike
Cc: publicworksadmin
Subject: RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

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.

Good morning Avery,

For further clarification, we had scheduled hauls for first availability in our system and internally were pulling everything forward for service. Thank you for sharing that no container swaps were performed on Saturday.

Mike Flores and his Route Management team has been notified.

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: Customer Srvc Box <customersrvc@wm.com>
Sent: Monday, April 12, 2021 8:51 AM
To: utanalyst <utanalyst@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Cc: publicworksadmin <pwadmin@uctx.gov>
Subject: RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

Good Morning Avery,

I show that the containers were scheduled to be delivered on Thursday, April 8. All hauls are listed below.

Thanks,
Vehada

From: utanalyst <utanalyst@uctx.gov>
Sent: Monday, April 12, 2021 7:39 AM
To: Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>

Cc: publicworksadmin <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 Srvc Box <customersrvc@wm.com>

Sent: Thursday, April 8, 2021 4:22 PM

To: Cox, Christopher <ccox6@wm.com>; 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

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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

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.

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](tel:2107726074)

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

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