

## Kristen Mueller

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**From:** Divittori, Isabella <idivitto@wm.com>  
**Sent:** Tuesday, June 1, 2021 2:26 PM  
**To:** 'Veronica Hernandez UTBlg'; 'utilityclerk'; 'publicworksdirector'; 'pwuc'; 'Michael Cassata'; 'Jaclyn Redmon'  
**Cc:** Cox, Christopher; Munoz, John; FloresJr, Mike; Carr Jr., Jackie; Ramos,Raul; Rodriguez, Jason; Customer Srvc Box  
**Subject:** RE: Muddy alleys inaccessible 6.1.21

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Good afternoon,

The driver has completed his recycle route in UC today.

There were 315 addresses among 12 streets that had inaccessible alleyways (listed below).

In hopes of alleviating upset residents we have a couple options for recovery:

- Customers can wait till next service day, but take risk of us still not being able to service due to weather.
- Residents can place totes on the street for next service day and we pick-up.

Please let us know how you would like for us to handle.

Streets affected:

Clear Oak  
Cynthia  
Doris  
El Dorado  
High Oak  
Kimberly  
Oak Circle  
Oakside  
Persia  
Rhonda  
Sherri  
Wayne

**Thank you,**  
**Bella DiVittori**  
**Waste Management**  
**Operations Specialist**  
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**From:** Divittori, Isabella

**Sent:** Tuesday, June 1, 2021 10:43 AM

**To:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>; pwuc <pwuc@uctx.gov>; Michael Cassata <DSDirector@uctx.gov>; Jaclyn Redmon <BuildingInspector@uctx.gov>

**Cc:** Cox, Christopher <ccox6@wm.com>; Munoz, John <jmunoz9@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>; Rodriguez, Jason <jrodri24@wm.com>; Customer Svc Box <customersvc@wm.com>

**Subject:** Muddy alleys inaccessible 6.1.21

Good morning everyone,

The driver on the recycle route has let me know he is unable to service the following streets due to the alleyways being too muddy. He attempted to go down the first one but the front tires started to sink.

-Clear Oak

-High Oak

-Oak Side

-Meadowland

He will keep me posted if there are more alleys along his route today that he finds inaccessible.

**Thank you,  
Bella DiVittori**

**Waste Management  
Operations Specialist**

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