

Kristen Mueller

From: citymanager@uctx.gov
Sent: Friday, June 4, 2021 1:34 PM
To: idivitto@wm.com; utanalyst@uctx.gov; utilitybilling@uctx.gov; utilityclerk@uctx.gov; pwdirector@uctx.gov; events@uctx.gov; kmueller@uctx.gov
Cc: ccox6@wm.com; jmunoz9@wm.com; mflores2@wm.com; rramos13@wm.com; customersrvc@wm.com; iclark@wm.com; ljones22@wm.com; mdale2@wm.com; jrodri24@wm.com; SResi@wm.com; jcarrjr@wm.com
Subject: RE: Muddy alleys inaccessible June 1-4
Importance: High

Thank you Bella. Universal City staff will update the Facebook and web posting and send out the robocall with all the inaccessible locations.

Kim M. Turner
Universal City
210-659-0333 ext 705

From: DiVittori, Isabella <idivitto@wm.com>
Sent: Friday, June 4, 2021 1:02 PM
To: utanalyst <utanalyst@uctx.gov>; Kim Turner CtMgr <citymanager@uctx.gov>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>
Cc: Cox, Christopher <ccox6@wm.com>; Munoz, John <jmunoz9@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Ramos, Raul <rramos13@wm.com>; Customer Srvc Box <customersrvc@wm.com>; Clark, Iesha <iclark@wm.com>; Jones, Leslie <ljones22@wm.com>; Dale, Monique <mdale2@wm.com>; Rodriguez, Jason <jrodri24@wm.com>; STXDispatch Resi <SResi@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>
Subject: RE: Muddy alleys inaccessible June 1-4

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 afternoon everyone,
Our driver has completed the UC recycle route today and found the following alleys still inaccessible:
E Aviation Blvd
Odd side of Beechwood Ave
Bowie Dr
Crockett Dr
E Byrd Blvd
E Langley
E Lindbergh
E Wright
Even side of Highgate Rd
Scott Ave
Odd side of Stonegate Dr
Trudy Lane

This has affected 351 customers today.

We will have 2 trash trucks out tomorrow and I will update everyone in the afternoon if there are any alleys the drivers are not able to access.

Totes can remain in the alley as our plan for recovery will be the next service day if alleyways are accessible.

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
[idivitto@wm.com](mailto:divitto@wm.com)

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: utanalyst <utanalyst@uctx.gov>
Sent: Friday, June 4, 2021 11:34 AM
To: DiVittori, Isabella <divitto@wm.com>
Subject: [EXTERNAL] RE: Muddy alleys inaccessible 6.1.21

Hi Bella,

Sounds good, I have to leave at 2:00 pm today. I will need a little time to finish the CTY message before I have to leave.

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: DiVittori, Isabella <divitto@wm.com>
Sent: Friday, June 4, 2021 11:12 AM
To: utanalyst <utanalyst@uctx.gov>
Subject: RE: Muddy alleys inaccessible 6.1.21

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.

Hi Avery,
Thank you for reaching out, I have received your emails and we are working on updating areas that were/were not serviced as well as a resolve. I am awaiting on information from a couple people and then will be able to give you answers to all your questions this afternoon.

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
divitto@wm.com

T: 210.368.5107
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San Antonio, TX 78222



From: utanalyst <utanalyst@uctx.gov>
Sent: Friday, June 4, 2021 10:46 AM
To: DiVittori, Isabella <divitto@wm.com>
Subject: [EXTERNAL] FW: Muddy alleys inaccessible 6.1.21
Importance: High

Good Morning Bella,

I had a couple of questions regarding the alley list. First, is the second list you provided the final list? Second, on West Oak, is it only the section going from Meadowland to the transition with Fern Meadow?

Additionally, how long would you like to have the residents place their trash at the curbside?

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: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Friday, June 4, 2021 9:38 AM
To: r carmona <events@uctx.gov>; Kristen Mueller <kmueller@uctx.gov>
Cc: publicworksdirector <pwdirector@uctx.gov>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utanalyst <utanalyst@uctx.gov>
Subject: FW: Muddy alleys inaccessible 6.1.21
Importance: High

Regina, please post on Facebook that trash service pick-up in the alley is effected for the residents who live on these streets. The recent rains have caused the alleyways to become saturated and are unable to bear the weight of the trash trucks. Residents can leave their trash out and Waste Management will pick it all up as soon as the soil dries out. The forecast calls for more rain, so patience is greatly appreciated.

Avery, please send out a CTY connect call to the affected residents as well.

Thank you everyone!

Kim M. Turner
Universal City
210-659-0333 ext 705

From: DiVittori, Isabella <divitto@wm.com>
Sent: Friday, June 4, 2021 9:09 AM
To: Kim Turner CtMgr <citymanager@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>; Cox, Christopher <ccox6@wm.com>; Munoz, John <jmunoz9@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Ramos, Raul <rrosos13@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>; Customer Srvc Box <customersrvc@wm.com>
Subject: RE: Muddy alleys inaccessible 6.1.21

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You are welcome Kim!
Here is the complete list of all streets that were inaccessible this week:

Trudy Lane
Winn Ave
High Oak
Oak Lane
West Oak
Clear Oak
E Langley Blvd
E Byrd
E Wright
E Lindbergh
E Aviation

Thank you for your assistance in communicating this with the residents. We look forward to drier days ahead and getting everyone serviced as soon as we can.

Have a super weekend!

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
divitto@wm.com

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Friday, June 4, 2021 9:03 AM
To: DiVittori, Isabella <divitto@wm.com>; publicworksdirector <pwdirector@uctx.gov>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>; Cox, Christopher <ccox6@wm.com>; Munoz, John <jmunoz9@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Ramos, Raul

<rros13@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>

Subject: RE: Muddy alleys inaccessible 6.1.21

Thank you. Please keep us updated so we can make social media posts and reverse 911 calls to each resident that is affected.

Kim M. Turner
Universal City
210-659-0333 ext 705

From: DiVittori, Isabella <divitto@wm.com>

Sent: Friday, June 4, 2021 8:57 AM

To: Kim Turner CtMgr <citymanager@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>

Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>; Cox, Christopher <ccox6@wm.com>; Munoz, John <jmunoz9@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Ramos, Raul <rros13@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>

Subject: RE: Muddy alleys inaccessible 6.1.21

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Good morning Kim,
Unfortunately we have a growing list of streets that have been inaccessible this week due to the rain.

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
divitto@wm.com

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: Kim Turner CtMgr <citymanager@uctx.gov>

Sent: Friday, June 4, 2021 7:14 AM

To: DiVittori, Isabella <divitto@wm.com>; publicworksdirector <pwdirector@uctx.gov>

Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>

Subject: [EXTERNAL] FW: Muddy alleys inaccessible 6.1.21

Importance: High

Do we know if these alley trash pick-ups have occurred or will occur this week?

Kim M. Turner
Universal City
210-659-0333 ext 705

From: r carmona <events@uctx.gov>
Sent: Tuesday, June 1, 2021 11:14 AM
To: publicworksdirector <pwdirector@uctx.gov>; Kim Turner CtMgr <citymanager@uctx.gov>
Subject: RE: Muddy alleys inaccessible 6.1.21

POSTED



Regina Carmona
City of Universal City
Community Relations Specialist
Phone: 210-619-0721
Email: rcarmona@uctx.gov

From: publicworksdirector <pwdirector@uctx.gov>
Sent: Tuesday, June 1, 2021 10:48 AM
To: Kim Turner CtMgr <citymanager@uctx.gov>; r carmona <events@uctx.gov>
Subject: Fwd: Muddy alleys inaccessible 6.1.21

FYI, regarding alley.

Randy

Sent from my iPhone

Begin forwarded message:

From: "Divittori, Isabella" <divitto@wm.com>
Date: June 1, 2021 at 10:43:11 AM CDT
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" <jrodr24@wm.com>, Customer Srvc Box <customersrvc@wm.com>
Subject: Muddy alleys inaccessible 6.1.21

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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
divitto@wm.com

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