

## Kristen Mueller

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**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Monday, June 7, 2021 10:42 AM  
**To:** Kim Turner CtMgr; utanalyst; r carmona; Kristen Mueller  
**Cc:** publicworksdirector  
**Subject:** RE: Muddy alleys inaccessible June 5th

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.

Kim,

I am available - count me in.

**Christopher M. Cox**  
Manager, Public Sector Solutions  
[ccox6@wm.com](mailto:ccox6@wm.com)

**Waste Management**  
1777 NE Loop 410, Ste 1001  
San Antonio, TX 78217  
210 772 6074

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**From:** Kim Turner CtMgr <citymanager@uctx.gov>  
**Sent:** Monday, June 7, 2021 10:34 AM  
**To:** utanalyst <utanalyst@uctx.gov>; r carmona <events@uctx.gov>; Kristen Mueller <kmueller@uctx.gov>  
**Cc:** publicworksdirector <pwdirector@uctx.gov>; Cox, Christopher <ccox6@wm.com>  
**Subject:** [EXTERNAL] RE: Muddy alleys inaccessible June 5th  
**Importance:** High

We need to think about this a bit before we pull the trigger and have the trash set curbside rather than in the alley. Chris Cos and I spoke about this last week and we determined to just have them keep putting the trash in the alley and WM would eventually get to it.

Randy and Chris, can we get a conference call with the three of us later today to discuss this issue? How about 2:00 PM?

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

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**From:** utanalyst <[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)>  
**Sent:** Monday, June 7, 2021 10:16 AM  
**To:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>; r carmona <[events@uctx.gov](mailto:events@uctx.gov)>; Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>

**Cc:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>

**Subject:** RE: Muddy alleys inaccessible June 5th

I will have the message go out this evening at 7:00 pm. I spoke with Bella from Waste Management, she requested that we tell residents to place their trash at the curbside from June 7<sup>th</sup> through the 12<sup>th</sup>.

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

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**From:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>

**Sent:** Saturday, June 5, 2021 1:48 PM

**To:** r carmona <[events@uctx.gov](mailto:events@uctx.gov)>; Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>; utanalyst <[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)>

**Subject:** Fwd: Muddy alleys inaccessible June 5th

Please post this to the Facebook page and the City website. Avery, I will need you to send out another Robo call to these addresses thank you.

Kim M Turner  
Sent from my iPhone

Begin forwarded message:

**From:** "DiVittori, Isabella" <[divitto@wm.com](mailto:divitto@wm.com)>

**Date:** June 5, 2021 at 1:31:42 PM CDT

**To:** utanalyst <[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)>, Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>, Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>, utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>, publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>

**Cc:** "Cox, Christopher" <[ccox6@wm.com](mailto:ccox6@wm.com)>, "Munoz, John" <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>, "Flores Jr, Mike" <[mflores2@wm.com](mailto:mflores2@wm.com)>, "Ramos, Raul" <[rramos13@wm.com](mailto:rramos13@wm.com)>, Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>, "Clark, Iesha" <[iclark@wm.com](mailto:iclark@wm.com)>, "Jones, Leslie" <[ljones22@wm.com](mailto:ljones22@wm.com)>, "Dale, Monique" <[mdale2@wm.com](mailto:mdale2@wm.com)>, "Rodriguez, Jason" <[jrodri24@wm.com](mailto:jrodri24@wm.com)>, STXDispatch Resi <[SResi@wm.com](mailto:SResi@wm.com)>, "Carr Jr., Jackie" <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>

**Subject:** Muddy alleys inaccessible June 5th

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,

The 2 trash routes were completed in UC today as much as possible. The drivers reported the following streets inaccessible today:

Horseshoe Trail  
Straight Lane  
Stonegate Dr  
Boulder Dr  
Sage Dr  
Suncliff Dr

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

Hopefully the sun stays out and helps dry those areas out so we may start accessing those areas next week.

Thank you and have a great weekend!

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

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



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**From:** DiVittori, Isabella  
**Sent:** Friday, June 4, 2021 1:02 PM  
**To:** utanalyst <[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)>; Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>; Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>  
**Cc:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Munoz, John <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>; Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Ramos, Raul <[rramos13@wm.com](mailto:rramos13@wm.com)>; Customer Srv Box <[customersrv@wm.com](mailto:customersrv@wm.com)>; Clark, Iesha <[iclark@wm.com](mailto:iclark@wm.com)>; Jones, Leslie <[ljones22@wm.com](mailto:ljones22@wm.com)>; Dale, Monique <[mdale2@wm.com](mailto:mdale2@wm.com)>; Rodriguez, Jason <[jrodr24@wm.com](mailto:jrodr24@wm.com)>; STXDispatch Resi <[SResi@wm.com](mailto:SResi@wm.com)>; Carr Jr., Jackie <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>  
**Subject:** RE: Muddy alleys inaccessible June 1-4

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



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**From:** utanalyst <[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)>  
**Sent:** Friday, June 4, 2021 11:34 AM  
**To:** DiVittori, Isabella <[divitto@wm.com](mailto: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](mailto:utanalyst@uctx.gov)

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**From:** DiVittori, Isabella <[divitto@wm.com](mailto:divitto@wm.com)>  
**Sent:** Friday, June 4, 2021 11:12 AM  
**To:** utanalyst <[utanalyst@uctx.gov](mailto: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](mailto:divitto@wm.com)

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



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**From:** utanalyst <[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)>  
**Sent:** Friday, June 4, 2021 10:46 AM  
**To:** DiVittori, Isabella <[divitto@wm.com](mailto: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](mailto:utanalyst@uctx.gov)

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**From:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>  
**Sent:** Friday, June 4, 2021 9:38 AM  
**To:** r carmona <[events@uctx.gov](mailto:events@uctx.gov)>; Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>  
**Cc:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; utanalyst <[utanalyst@uctx.gov](mailto: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 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

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**From:** DiVittori, Isabella <[divitto@wm.com](mailto:divitto@wm.com)>  
**Sent:** Friday, June 4, 2021 9:09 AM  
**To:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>  
**Cc:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Munoz, John <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>; Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Ramos, Raul <[rramos13@wm.com](mailto:rramos13@wm.com)>; Carr Jr., Jackie <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>; Customer Srvc Box <[customersrvc@wm.com](mailto: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](mailto:divitto@wm.com)

T: 210.368.5107  
4730 SE Loop 410

San Antonio, TX 78222



---

**From:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>  
**Sent:** Friday, June 4, 2021 9:03 AM  
**To:** DiVittori, Isabella <[idivitto@wm.com](mailto:idivitto@wm.com)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>  
**Cc:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Munoz, John <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>; Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Ramos, Raul <[rramos13@wm.com](mailto:rramos13@wm.com)>; Carr Jr., Jackie <[jcarrjr@wm.com](mailto: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 <[idivitto@wm.com](mailto:idivitto@wm.com)>  
**Sent:** Friday, June 4, 2021 8:57 AM  
**To:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>  
**Cc:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Munoz, John <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>; Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Ramos, Raul <[rramos13@wm.com](mailto:rramos13@wm.com)>; Carr Jr., Jackie <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>  
**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.

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**  
[idivitto@wm.com](mailto:idivitto@wm.com)

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



---

**From:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>  
**Sent:** Friday, June 4, 2021 7:14 AM  
**To:** DiVittori, Isabella <[idivitto@wm.com](mailto:idivitto@wm.com)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>  
**Cc:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; utilityclerk <[utilityclerk@uctx.gov](mailto: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

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**From:** r carmona <[events@uctx.gov](mailto:events@uctx.gov)>  
**Sent:** Tuesday, June 1, 2021 11:14 AM  
**To:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Kim Turner CtMgr <[citymanager@uctx.gov](mailto: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](mailto:rcarmona@uctx.gov)

---

**From:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>  
**Sent:** Tuesday, June 1, 2021 10:48 AM  
**To:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>; r carmona <[events@uctx.gov](mailto: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](mailto:divitto@wm.com)>  
**Date:** June 1, 2021 at 10:43:11 AM CDT  
**To:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>, utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>, publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>, pwuc <[pwuc@uctx.gov](mailto:pwuc@uctx.gov)>, Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>, Jaclyn Redmon <[BuildingInspector@uctx.gov](mailto:BuildingInspector@uctx.gov)>  
**Cc:** "Cox, Christopher" <[ccox6@wm.com](mailto:ccox6@wm.com)>, "Munoz, John" <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>, "Flores Jr, Mike" <[mflores2@wm.com](mailto:mflores2@wm.com)>, "Carr Jr., Jackie" <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>, "Ramos, Raul" <[rramos13@wm.com](mailto:rramos13@wm.com)>, "Rodriguez, Jason" <[jrodri24@wm.com](mailto:jrodri24@wm.com)>, Customer Srvc Box <[customersrvc@wm.com](mailto: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**  
[idivitto@wm.com](mailto:divitto@wm.com)

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



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