

Kristen Mueller

From: citymanager@uctx.gov
Sent: Monday, June 7, 2021 12:11 PM
To: [REDACTED] m
Subject: RE: Trash collections--Universal City Alleys

[REDACTED]

I apologize that that “no alley trash pickup notice” is not more prominent on the City website. I am having that rectified immediately.!

I have seen it posted and reposted on Facebook, but not everyone is a fan of Facebook, so you may not have seen it as you indicated. Last week, the City did several robocalls to residents in your area letting them know that the alleys are impassable for the WM trucks and that you should put the trash out and just leave it until the soil in the alley dries up enough for the truck to get through. If you are not receiving the robocalls, please sign up for them on the City website using this link: <http://uctx.gov/596/Connect-CTY>

As a means of moving forward, I and the staff have a meeting with WM today to determine what the best course is moving forward to collect the trash that remains in all the alleys of the City. This information will be posted on the Emergency Alert of the website, the City’s Facebook page, and another robocall will be sent out.

Thank you for taking the time to contact me and pointing out the shortcoming in our communication channels with residents.

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

From: Jim [REDACTED]
Sent: Monday, June 7, 2021 11:52 AM
To: Mayor <Mayor@uctx.gov>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Kim Turner CtMgr <citymanager@uctx.gov>
Subject: Trash collections

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Last week was a nightmare. Neither my Tuesday recycling nor my Saturday trash collection got made.

Placed a call to WM corporate customer service this morning. Short time later received a call from Isabella a supervisor at WM locally. Was informed by her that alley collections had been suspended out of concern that trucks might get stuck due to mud. Understandable. Said UC was to notify residents via Facebook, city office website and perhaps other means.


I don't use the non secure Facebook app. Nothing appears on our website. Not exactly one that gets updated. Such as Stage 1 or year round both on same page this morning.

EMERGENCY ALERT

STAGE 1 Water Use Restriction
[Read On...](#)

[Home Page](#) > [Departments](#) > [Utilities Administration \(Waste, Water & Sewer conservation\)](#)

Year round water conservation



- Sprinkler and hose-er any day before 10 AM
- Hand watering with ha irrigation, soaker hose permitted any time of

Drought Stage Restrictions

I do however subscribe to the voice and email alerts. They worked just fine for bans about fireworks and the alerts for winter storm Uri. Any reason why that wasn't used?

Forrest Trl