

From: [Kim Turner CtMgr](#)
To: [Munoz, John](#)
Subject: RE: Missed Special Pickup [REDACTED] Balboa, Universal City
Date: Tuesday, August 10, 2021 4:03:07 PM

Thanks John!

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

From: Munoz, John <jmunoz9@wm.com>
Sent: Tuesday, August 10, 2021 2:55 PM
To: Kim Turner CtMgr <citymanager@uctx.gov>; Cox, Christopher <ccox6@wm.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Subject: RE: Missed Special Pickup [REDACTED] Balboa, Universal City

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.

Afternoon,

We have a driver heading that way and a route manager has reached out to Mr. [REDACTED] so we can ensure he is serviced.

Thanks,
John Muñoz
Sr. District Manager
WM of San Antonio
jmunoz9@wm.com

Waste Management
4730 S East Loop 410
San Antonio, TX 78222
Tel 409-273-9714

From: Munoz, John
Sent: Tuesday, August 10, 2021 2:22 PM
To: Kim Turner CtMgr <citymanager@uctx.gov>; Cox, Christopher <ccox6@wm.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Subject: RE: Missed Special Pickup [REDACTED] Balboa, Universal City

I am on it. Will let you know what I find out.

Thanks,
John Muñoz
Sr. District Manager
WM of San Antonio
jmunoz9@wm.com

Waste Management
4730 S East Loop 410
San Antonio, TX 78222
Tel 409-273-9714

From: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Tuesday, August 10, 2021 2:14 PM
To: Cox, Christopher <ccox6@wm.com>; Munoz, John <jmunoz9@wm.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>;
Customer Srvc Box <customersrvc@wm.com>
Subject: [EXTERNAL] RE: Missed Special Pickup [REDACTED] Balboa, Universal City

Mr. [REDACTED] phone number is [REDACTED] Please advise him when pickup will occur.

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

From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, August 10, 2021 1:59 PM
To: Kim Turner CtMgr <citymanager@uctx.gov>; Munoz, John <jmunoz9@wm.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>;
Customer Srvc Box <customersrvc@wm.com>
Subject: RE: Missed Special Pickup [REDACTED] Balboa, Universal City
Importance: High

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 Kim,

Thank you for sharing this concern – I am looping in John to assist with addressing this internally. Our sincere apologies to Mr. [REDACTED]

@John: Mr. [REDACTED] is the gentlemen we met at the Council meeting last week.

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: Tuesday, August 10, 2021 1:50 PM
To: Kim Turner CtMgr <citymanager@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>;
utilityclerk <utilityclerk@uctx.gov>
Subject: RE: Missed Special Pickup [REDACTED] Balboa, Universal City

Hello Kim,

I apologize for the missed service. I entered a missed service request to ensure the trash is recover. The ticket number is 559456.

Please inform the customer to leave the trash can out at by the garage door for service.

Best Regards,
Leomaris

From: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Tuesday, August 10, 2021 1:41 PM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>;
utilityclerk <utilityclerk@uctx.gov>
Subject: [EXTERNAL] Missed Special Pickup [REDACTED] Balboa, Universal City
Importance: High

Missed trash pickup on Monday at [REDACTED] Balboa, Mr. [REDACTED] [REDACTED]. He was recently scheduled for "special pickup" at the front garage to do extenuating medical and mental disabilities. His trash days were missed last week and missed again yesterday.

Kim M. Turner
City Manager
City of Universal City

2150 Universal City Blvd
Universal City, TX 78148

Tel: 210-659-0333 ext 705

Fax: 210-659-7062

Email: CityManager@UCTX.Gov

WWW.UCTX.Gov

“A good exercise for the heart is to bend down and help another up.”

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