

SOLID WASTE MONTHLY SUMMARY OF REPORTED INCIDENTS

	MAY 2016		JUNE 2016		JULY 2016		AUGUST 2016		SEPTEMBER 2016		OCTOBER 2016	
	Reported by Republic	Reported by Citizen										
Missed Residential Trash	51	17	115	8	78	20	65	12	65	4	27	3
Same Day/Late Set out Call	87		63		31		70		40		14	
# of Subdivisions Missed						2		1		2		
# of Homes from missed subdivisions						51		70		128		
Penalty assessed	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 153.00	\$ -	\$ 210.00	\$ -	\$ 384.00	\$ -	\$ -
Missed Residential Recycling		1		10		7						
Same Day/Late Set out Call												
# of Subdivisions Missed		1		1								
# of Homes from missed subdivisions		17		17								
Penalty assessed	\$ -	\$ 51.00	\$ -	\$ 51.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Missed Heavy Trash		4		2		2		2		1	1	
Customer at fault (non-compliant)											10	
Other Trash Issues	1	1		2			3			1	1	
Personnel Issue (skipping house on purpose, sifting through trash, arguing with homeowner, etc.)	2			1								1
Service Issue (General Dissatisfaction, Dislike pick-up time, debris in streets/yards, etc.)						1	3				1	
Truck Issue (leaking oil, backed over curb/mailbox, etc.)			1	1	1	2	1		3		2	4
Trash can Issue (trashcan placement, throw away lid, etc.)		3	1	1	4		3		3	2	8	1
Broken damaged or missing trash cans (difficult to determine cause)	7		5		10	3	2	3	2	1		1
Commercial Dumpster Service												
Number of Residences Affected:	61	44	122	43	93	86	77	87	73	137	50	10
Total Residential Service Opportunities for the Month:	386,100		371,250		371,250		386,100		371,250		371,250	

1. Missed subdivisions is defined as missing 6 or more homes on a street or a series of streets. These issues are addressed as a penalty in Addendum 3 of the Solid Waste Agreement.

2. As of March 23, 2015 without reports from Republic Waste Services.

**City of League City
Call Log**

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/5/2016	12:31 p.m.	James Nelson	418 Heatherwood Court	Meadowbend	281-538-4138
Reason for call:	Republic keeps placing his neighbor's trash cans in his driveway after they pick up and he is sick of it				
Resolution:	E-mailed John Green and PJ Harris about the recurring problem with placement of the trash cans; they will monitor				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/5/2016	3:54 p.m.	James Owen	117 Easton Glen Lane	North Point	281-910-4200
Reason for call:	Missed service days; told resident trash needs to be put out by 7:00 a.m. not noon				
Resolution:	E-mailed John Green and PJ Harris about monitoring the area to make sure residential trash is serviced on scheduled days				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/10/2016	2:15 p.m.	Ms. Hillman	3001 Megan Lynn Lane		
Reason for call:	Did not receive trash service for over a week; missed trash				
Resolution:	Contacted John Green and PJ Harris to have service started and customer to receive credit from Republic				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/18/2016	1:30 p.m.	Kelly Wilson	322 Knoll Forrest Drive	Meadow Bend	409-256-3773
Reason for call:	Upset that she believes garbage men took her newspapers off the ground and threw them away				
Resolution:	I e-mailed John Green and PJ Harris and they will contact resident regarding her complaint per John Green				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/19/2016	9:23 a.m.	Debra Roberts	2016 Inscho Point Circle	Marina Bay Park	281-535-3199
Reason for call:	Missed trash pick-up on Monday of three black trash bags only				
Resolution:	E-mailed John Green and PJ Harris and John said he will get the resident serviced today				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/24/2016	7:41 a.m.	Mr. Haghighi	503 Moody Avenue		281-235-3997
Reason for call:	Missed trash service for two weeks				
Resolution:	E-mailed John Green and PJ Harris regarding missed trash service and to contact resident to see why trash has been missed				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/25/2016	7:30 a.m.	Connie Mack	310 Seacrest Boulevard	Bayridge	832-457-7508
Reason for call:	Broken trash cans that Republic staff are continuously doing				
Resolution:	E-mailed John Green and PJ Harris to contact resident regarding replacement of trash can due to staff breaking them				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/25/2016	10:18 a.m.	Resident	312 Rockbrook Falls Lane	South Shore	832-274-9312
Reason for call:	Continuously leaking oil in her subdivision and in front of house; wants it cleaned up today				
Resolution:	E-mailed John Green and PJ Harris about sending clean-up crew to clean streets, they are working on it				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/25/2016	3:00 p.m.	Kenneth Farrow	1905 Kingsway Drive	Newport Subdivision	281-554-1411
Reason for call:	Huge oil stain and down the street in front of his house; pictures provided				
Resolution:	Contacted John Green and PJ Harris and they will send a clean-up crew over to his street and clean the subdivision				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/31/2016	8:00 a.m.	Donald Rogers	3035 Springhill Lane		281-967-6399
Reason for call:	Hydraulic fluid and oil all over the streets; unsafe for kids to play				
Resolution:	I e-mailed John Green and PJ Harris and a cleaning truck will go out to subdivision and clean up area				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
10/31/2016	10:00 a.m.	Lance Lawson	625 Shadowcliff Court		832-364-3181
Reason for call:	Hydraulic fluid and oil all over the streets				
Resolution:	I e-mailed John Green and PJ Harris and a cleaning truck will go out to subdivision and clean up area				

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
Reason for call:					
Resolution:					

Date:	Time:	Customer Name:	Address:	Subdivision:	Phone
Reason for call:					
Resolution:					

League City Monthly Summary

Verified Missed Individual Homes (From Log)	27
Logged Miss Complaints from City Staff	3
Missed Individual Streets	0
Missed Section/Area	0
If Street Area Missed Quantity Reported by City of League City Aerial Review	0
Same Day/Late Set Out Call	14
Total Service Misses	28
Misses per 10,000 Homes	0.75
Service Level	99.992%
Total Number of Service Opportunities	371,250

Goal: < 2.0
 Goal: 99.97% 371250.00

Definitions	Definition Detail
Previous Day Service Miss	Resident reported missed service and miss was verified or it was unable to be determined if it was a late set out. Returned and serviced as requested with follow up courtesy call placed.
Compliments	Said helper does a really great job.
Same Day Service Misses (Worry Calls)	Resident reported missed Service on same day as service day. Recovered same day. Usually occurs before truck gets to street or if truck breaks off to landfill or is executing one sided collection safety standard.
Verified Late Set Out	Resident reported missed service. On Investigation of GPS or Customer Admission Stop is believed to be due to customer setting trash out for service after Service Truck has already passed the street. Returned and serviced as courtesy.
Other Complaints	Resident reports concerns not related to standard service (Broken/Missing Containers, Improper Driver/Helper Behaviors, Leaks, etc)

Comments

1) Yellow (Verified late set out or Same day worry call)		2) Light Red (Service Failure)	3) Dark Red (Service Failure reported as part of a larger failure, these are not reported in the numbers on the Weekly Summaries to avoid "double counting" them as failures)	4) Green (Compliment/Thank you)
Create Date	Site Name	Address	Service Recording Text	Action Taken Text
10/03/16	PERRY, YVETTE F	2615 ADMIRAL DR LEAGUE CITY	WAIVE DEL FEE \$125.00	NO CHARGES IN THE TBI.RSTEPHENS 10.06.16 NO CHARGES IN THE TBI.RSTEPHENS 10.13.16 NO CHARGES IN THE TBI.RSTEPHENS 10.19.16 no charge
10/03/16	BYNUM, BOBBY R & DONNA M	2012 YORKTOWN CT N LEAGUE CITY	Mrs. by num 51294013962012 Yorktown ct n..cci to inq. about service days and bulk days	nan
10/03/16	VOGT, KASPAR JOSEPH	2702 DRYWOOD CREEK D LEAGUE CITY	ERIC 409 457 2826CCI REGARDING BULK DAY EVERY 2ND SERVICE DAY	NNANAN
10/03/16	BOYCE, DAVID A	411 HEATHERWOOD CT LEAGUE CITY	Mrs. Boyce 2813346974411 heather wood ct...cci to state our drivers came back and stated that we handled her request quickly....wants to thank truck 2195	cs trash has been picked up fb
10/03/16	FLEMING, MARY FELSCHER	220 E WALKER ST LEAGUE CITY	MARK 713 408 0963CCI UPSET BC DRIVER IS MAKING ALOT OF NOISE AT 5 AM ANDEVERY MORNING THE CUST AND HIS FAMILY IS WOKEN UP BYLOUD NOISE. DRIVER IS SERVICING THE MIXED NUTS BAR & GRILLAT 420 HIGHWAY 3 S CUST WANTS OPS TO GIVE HIM A CALLREGARDING THIS MATTER.	forward the complaint to ops sup fb
10/03/16	PERRY, YVETTE F	2615 ADMIRAL DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: YVETTE Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/10/16 Reason: 1 - CUSTOMER REQUESTDELIVER RECY CART DRIVER TOOK CART TODAY WHEN SERVICED2615 ADMIRAL DR	Service Completed Qty 1
10/03/16	LEAGUE CITY RESIDENT	2718 LA SPEZIA LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: 2718 LA SPEZIA Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DEILVER RECYCLE BB TO 2718 LA SPEZIA LNGARY 409.599.8803	Service Completed Qty 1

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10/03/16	MCCABE, JEANETTE Y	507 QUAIL CIR DICKINSON	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: MARK MIREHALL Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/10/16 Reason: 1 - CUSTOMER REQUESTMARK / 832.867.7955/ 507 QUAIL CIRCS CALLED IN NEEDS CONTAINER DEL ,	Service Completed Qty 1
10/03/16	COFFEY, DANIEL K	2001 SUNSET CT N LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RBM Extra: YPO#: MARLEN LANPHEAR Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MARLEN LANPHEAR 28133263742001 SUNSET COURT...CCI TO STATE HER NEIGHBORS YARD WASTE HAS NOT BEEN SERVICED AND SHE NEEDS SOMEONE OUT TO SERVICE	advised the cs that bulk items are collected on the 2d svc day Service Completed Qty 1
10/03/16	STACEY, JAMES JIRO	103 WARM SPRING LN DICKINSON	Grp#: 01 Qty: 001 Service Req"d: NCC Extra: YPO#: JAMES Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/10/16 Reason: 1 - CUSTOMER REQUESTJAMES 713 294 0078/103 WARM SPRING LNTRASH CART CRACKED/ WHEEL BROKEN	Service Completed Qty 1
10/03/16	LEAGUE CITY RESIDENT	310 OLDHAM ST LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: ART RAMOS Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/10/16 Reason: 1 - CUSTOMER REQUESTART RAMOS 9132712275 310 OLDHAM STCCI TO REQUEST RECYCLE BIN..NEW CUSTOMER IN	Service Completed Qty 1
10/03/16	GRAFF, JOHN P & SYLVIA S	6074 STANFORD CT LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: SYLVIA GRAFF Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/10/16 Reason: 1 - CUSTOMER REQUESTSYLVIA GRAFF 71387090946074 STANFORD CT....CCI TO REQ ADDITIONAL RECYCLE BIN....RECYCLES A LOT	Service Completed Qty 1

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10/03/16	MILLICAN, LARRY A	3110 MARINER DR LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000TRASH BAGS MISSED 10/3 - PLS SVC ASAPTOM 281.334.1815	cs have bags of brush that will picked up on the 2d svc. day fb Service Completed Qty 1
10/03/16	MILLICAN, LARRY A	3110 MARINER DR LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RYM Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000YW MISSED 9/29 - PLS SVC ASAPTOM 281.334.1815	cs yw not missed yw is collected on the 2d p/u day fb Service Completed Qty 1
10/03/16	CITY OF LEAGUE CITY RES	300 7, LE	PER CONTRACTAR Adj: RES 307.20- on Obl: 1027570 for 08/31/16Obl. Amt. 307.20 Tax Info: 0000 0 .00Credit Reason Code: RAE	
10/03/16	LEAGUE CITY RESIDENT	4806 LADONA CT LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: PO#: Rate: .Route#: 0000 Before: 0000 or After: 0000CHRISTOPHER 832.331.56204806 LADONA CTDEL REC BIN	Service Completed Qty 1
10/03/16	LEAGUE CITY RESIDENT	2718 LA SPEZIA LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: 2718 LA SPEZIA Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DEILVER RECYCLE BB TO 2718 LA SPEZIA LNGARY 409.599.8803	Service Completed Qty 1
10/03/16	LEAGUE CITY RESIDENT	310 OLDHAM ST LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: ART RAMOS Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/10/16 Reason: 1 - CUSTOMER REQUESTART RAMOS 9132712275 310 OLDHAM STCCI TO REQUEST RECYCLE BIN..NEW CUSTOMER IN	Service Completed Qty 1
10/03/16	LEAGUE CITY RESIDENT	4809 TERRASSA LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: MEAGAN Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MEAGAN // 4809 TERRASSA // 281 352 6998 //CCI STTD SHE JUST MOVED IN NEEDS RECYCLE BIN DELIVER	Service Completed Qty 1

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10/03/16	LEAGUE CITY RESIDENT	4809 TERRASSA LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: NCL Extra: YPO#: MEAGAN Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MEAGAN // 4809 TERRASSA // 281 352 6998 //CCI STTD SHE JUST MOVED IN NEEDS RECYCLE BIN DELIVER	Service Completed Qty 1
10/03/16	LEAGUE CITY RESIDENT	729 PEGASUS LN LEAGUE CITY	Grp#: 01 Qty: 001 Service Req'd: RTM Extra: YPO#: 729 PEGASUS Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000729 PEGASUS LNTRASH WAS NOT PICKED UP PLEAE RECOVER	advised the cs that trash must be out by 7, will send driver back as a courtesy fb Service Completed Qty 1
10/04/16	VALDEZ, JAIME & ROSA	3207 WINDY CAPE LN LEAGUE CITY	CARY 316 368 9350CCI REGARDING SERVICE DAYS MON AND THURS	NANAN
10/04/16	ADAMS, STEPHANIE	211 DIAMOND BAY DR DICKINSON	Name: Stephanie Adams Address: 211 DIAMOND BAY DRE mail: stephanie.adams@williams.com PH#:281.224.8921Description: Subject: Request New or Additional Services RDHID's: 12814077 Details: pick up of washing machine Info. Pro. Division: 853, 855 Lawson Division: 4855, 4852Services Requested: Appliance Recycling	CONTACTED CST AND GAVE INFO ON BULK COLLECTION.
10/04/16	CITIMORTGAGE INC	3112 WHITESAIL DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DEL 18R	Service Completed Qty 1
10/04/16	WARD, DAVID E JR	214 ECHO BROOK LN DICKINSON	Grp#: 02 Qty: 001 Service Req'd: NCC Extra: YPO#: DAVID Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000DAVID 281 245 5000, CCI TO GET A 2ND RECY CART. PLEASE DEL.	Service Completed Qty 1
10/04/16	LAM, ROBERT	226 GLADE BRIDGE LN DICKINSON	Grp#: 02 Qty: 001 Service Req'd: NCL Extra: YPO#: DEBBIE Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000DEBBIE // 713 494 1207 // 226 GLADE BRIDGE LNCCI JUST MOVE IN AND NEEDS RECYCLE BIN DELIVER PLS	Service Completed Qty 1

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10/04/16	LAM, ROBERT	226 GLADE BRIDGE LN DICKINSON	Grp#: 02 Qty: 001 Service Req'd: NCL Extra: YPO#: DEBBIE Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000DEBBIE // 713 494 1207 // 226 GLADE BRIDGE LNCCI JUST MOVE IN AND NEEDS 2ND CART REQUESTED	Service Completed Qty 1
10/04/16	LUKER, CHARLIE R & MARGARET	4514 BISCAYNE BEND L LEAGUE CITY	Grp#: 01 Qty: 001 Service Req'd: RTM Extra: YPO#: CHARLIE Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000CHARLIE 832.782.21044514 BISCAYNE BEND LNMPU AS OF 10.4.16/PLS SERV ASAP THANKS	REASON LOCATION WAS SERVICE /CUS CALLED BACK
10/04/16	JACOBS, RICHARD H & MISTY	3214 MEADOW BAY LN DICKINSON	Grp#: 01 Qty: 001 Service Req'd: RTM Extra: YPO#: 3214 MEADOW BY Rate: 0000000.00Route#: 0000 Before: 0000 or After: 00003214 MEADOW BAY LANE MEGAN 409 771 9905TRASH WAS OUT TODAY TRUCK JUST DROVE RIGHT BYPLEASE RECOVER	cs not missed driver had to go to the landfill, returned and made the collection fb Service Completed Qty 1
10/04/16	WELLS, CLINTON R	4495 COSTA BRAVA PAR LEAGUE CITY	Grp#: 01 Qty: 001 Service Req'd: RTM Extra: YPO#: MARTHA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MARTHA 281 339 3291, CCI TO REPORT A MISS. PLEASE SERV ASAP.	advised the cs trash must be out by 7, will send driver back as a courtesy fb Service Completed Qty 1
10/04/16	ZUCKERO, CLAY & COLLEEN	2751 VILLA BELLA CT LEAGUE CITY	Grp#: 01 Qty: 001 Service Req'd: RTM Extra: YPO#: CLAY Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000CLAY 83241476522751 VILLA BELLA CT.CCI TO INQ ABOUT SERVICES...STATES WE MISSED LAST WEEK AND YESTERDAY...IN COMPLIANCE..NEEDS SOMEONEOUT ASAP	advised the cs trash must be out by 7, will send driver back asa courtesy fb Service Completed Qty 1

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10/04/16	KNIGHT, DANIEL L	2317 CORYELL ST LEAGUE CITY	Grp#: 01 Qty: 001 Service Req'd: RYM Extra: YPO#: 2317 CORYELL ST Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MS KNIGHT 281.804.92152317 CORYELL STTRASH WAS MISSED PLZ SVC ASAP	called the cs advised that yw is collected on the 2d p/u day Service Completed Qty 1 fb
10/04/16	LEAGUE CITY RESIDENT	746 CUMBERLAND RIDGE LEAGUE CITY	CST WILL HAVE FLAT SCREEN FOR BULKCST ALSO STATED THAT HE WILL HAVE A LOT OF YARD WASTE ANDASKED IF WE HAVE A FACILITY FOR DROP OFF ..INFORMED THAT WEDO NOT HAVE A DROP OFF LOCATION AND ALSO THAT IF THE PILE ISTOO LARGE WE WILL NOT SERVICE OR SERVICE ON SEPERATE SERVICEDAYS	NAN
10/04/16	LEAGUE CITY RESIDENT	3001 MEGAN LYNN LN ALVIN	per the city Nancy Massey Our customer, Mr. Hillman still hasn't had trash pick-up yet. The account was activated on September 12th. His address is 3001 Megan Lynn Lane.	per lead driver cs trash was picked up today fb
10/04/16	LEAGUE CITY RESIDENT	223 HARBOR BEND LN DICKINSON	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000JOHN STRONG, 223 HARBOR BEND LANE LEAGUE CITY 77539.CUSTOMER CALLED TO HAVE A RECYCLE BIN SENT TO HIS HOME.	Service Completed Qty 1
10/04/16	LEAGUE CITY RESIDENT	2312 TOBARRA LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: RASCO Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000RASCO 760 492 5002/2312 TOBARRA LNPLS DELIVER RECYCLE CART	Service Completed Qty 1

1) Yellow (Verified late set out or Same day worry call)		2) Light Red (Service Failure)	3) Dark Red (Service Failure reported as part of a larger failure, these are not reported in the numbers on the Weekly Summaries to avoid "double counting" them as failures)	4) Green (Compliment/Thank you)
10/04/16	LEAGUE CITY RESIDENT	6285 WESTERN SKYES D LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: DEL Extra: YPO#: 6285 WESTERN SK Rate: 0000125.00Route#: 0000 Before: 0000 or After: 00006285 WESTERN SKYES DR /// REENIVA 412.378.3936PLZ DEL RECYCLE BIN /// PLZ SERVICE	Service Completed Qty 1
10/05/16	LEAGUE CITY RESIDENT	4472 FLAMENCO GDNS · LEAGUE CITY	Robert cci to get service days	nan
10/05/16	VERVITAS, DIMOS	3205 CORAL RIDGE DR LEAGUE CITY	driver called in @ 8:27 cs recycle not out fb	fb
10/05/16	SHERER, MARK	2889 ROMANO LN LEAGUE CITY	mark / 832 989 9007 / 2889 romano cci will have box spring out for 10/6/16	will advise the driver to bstg tomorrow fb
10/05/16	JENSEN, ARNOLD II & JEANETTE	5420 WILLOW SPRINGS LEAGUE CITY	WE DESTROYED CS PERSONAL RCYCLE CART ON WHEELS W/LIDCS SAYS WE NEED TO REPLACE IT ASAPMRS JENSEN 281.330.8859OR 281.332.9133	forward to ops sup to call the cs fb
10/05/16	FLOREZ, CHRISTOPHER & TRACEY	2850 MORNINGMIST LN DICKINSON	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DEL 18RMICHELLE 346.932.6001	Service Completed Qty 1
10/05/16	AREVALO-SANCHEZ, MARIA C	2882 RIVER ROCK LN DICKINSON	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MARIA CALLED TO REQ A 2ND RECYCLE BIN PLS HAVE A 2 ND BIN DEL	Service Completed Qty 1

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10/05/16	AREVALO-SANCHEZ, MARIA C	2882 RIVER ROCK LN DICKINSON	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: MARIA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MARIA // 832 561 0211 //CCI STTD DOESNT HAVE RECYCLE BIN PLS DEL CUSTOMER A BIN	Service Completed Qty 1
10/05/16	RAJAN, SOHAIL & NAJIA	862 WESTSHORE CT LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: NAZIA RAJAN Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000DEL 1 REC BINNEW RESINAZIA 832 385 7082	Service Completed Qty 1
10/05/16	QUASNY, JARRETT & SARAH	1704 LAPAZ CT LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: CARLA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000CARLA 806.440.16461704 LAPAZ CTPLS DEL RECYCLE BIN/NEW CUS THANKS	Service Completed Qty 1
10/05/16	QUASNY, JARRETT & SARAH	1704 LAPAZ CT LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: NCL Extra: YPO#: CARLA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000CARLA 806.440.16461704 LAPAZ CTPLS DEL RECYCLE BIN/NEW CUS THANKS	Service Completed Qty 1
10/05/16	LEAGUE CITY RESIDENT	1617 KALETA PASS LN LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: 1617 KALETA PAS Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000SARAH 608.558.79171617 KALETA PASS LNTRASH WAS MISSED 10.3 ENTIERED STREET PLZ SVC ASAP	advised the cs that trash must be out by 7, will send driver back to make the collection fb Service Completed Qty 1
10/05/16	LEAGUE CITY RESIDENT	4472 FLAMENCO GDNS LEAGUE CITY	Robert cci to get service days	nan

1) Yellow (Verified late set out or Same day worry call)		2) Light Red (Service Failure)	3) Dark Red (Service Failure reported as part of a larger failure, these are not reported in the numbers on the Weekly Summaries to avoid "double counting" them as failures)	4) Green (Compliment/Thank you)
10/05/16	LEAGUE CITY RESIDENT	669 TENUTA LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000DEBRA CARRICO 817.863.7348669 TENUTA LN LEAGUE CITY, TX 77573DEL REC BIN	Service Completed Qty 1
10/05/16	LEAGUE CITY RESIDENT	3007 AGUILA CREEK CT DICKINSON	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000DEL REC BIN	Service Completed Qty 1
10/05/16	LEAGUE CITY RESIDENT	232 HARBOR BEND LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: 232 HARBOR BEND Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000RESI // 232 HARBOR BEND LNPLS DEL A RECYCLING BIN TO RESI//	Service Completed Qty 1
10/05/16	LEAGUE CITY RESIDENT	232 HARBOR BEND LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: 232 HARBOR BEND Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000RESI// 232 HARBOR BEND LN **2ND BIN**PLS DEL A 2ND RECYCLING BIN	Service Completed Qty 1
10/05/16	LEAGUE CITY RESIDENT	2518 RED ROCK RD LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCC Extra: YPO#: CHALRES Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/10/16 Reason: 1 - CUSTOMER REQUESTCHARLES // 254 315 3940PLEASE EXC THE 3 SMALL REC CARTS FOR 1 LARGE REC CART WITHWHEELS	Service Completed Qty 1

1) Yellow (Verified late set out or Same day worry call)		2) Light Red (Service Failure)	3) Dark Red (Service Failure reported as part of a larger failure, these are not reported in the numbers on the Weekly Summaries to avoid "double counting" them as failures)	4) Green (Compliment/Thank you)
10/05/16	LEAGUE CITY RESIDENT	1617 KALETA PASS LN LEAGUE CITY	Grp#: 01 Qty: 001 Service Req'd: RTM Extra: YPO#: 1617 KALETA PAS Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000SARAH 608.558.79171617 KALETA PASS LNTRASH WAS MISSED 10.3 ENTIERED STREET PLZ SVC ASAP	advised the cs that trash must be out by 7, will send driver back to make the collection fb Service Completed Qty 1
10/06/16	ROBINSON, EDWARD KYLE	2003 SABER CT LEAGUE CITY	EDDYCCI TO RECAP BULK I AVD FRIDAYS	NAN
10/06/16	FAITOURI, NEZAR M & KATRINA LE	2983 HOLBROOK VALLEY LEAGUE CITY	MR FAITOURI 281 650 8874PLEASE CALL HE SAID HE HAS THE WORKERS ON TAPE ONLY TAKINGONE TRASH BAG OUT OF HIS CONTAINER AND LEAVING THE RESTBEHIND HE WANTS TO KNOW WHY	forward to ops sup fb
10/06/16	LEAGUE CITY RESIDENT	2007 SUNSET CT N LEAGUE CITY	GINA 281 309 8350UPSET HER REC IS NOT BEING PICKED UP SHE HAS CALLEDSEVERAL TIMS AND STILL NOT BEING SERVICED ON TIME SHE WANTS A MANGER TO CALL HER BACK ASAP	forward the concern to ops sup to call the cs fb
10/06/16	KNIGHT, DANIEL L	2317 CORYELL ST LEAGUE CITY	2317 CORYELL ST CHERL KNIGHT 281 804 9215TRASH WAS MISSED PLS RECOVER ASAPCCI SAYS THERES A CONSTANT PROBLEM WITH HER TRASH NOTBEINGP/U // CCI SAYS STHIS IS THE 6TH TIME SHE WAS MISSED PLSCALL CHERL	will monitor cs account, send driver back 1st thing in the morning fb
10/06/16	GRANSDEN, THOMAS L & FRANCES M	2013 TRANQUILITY LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: ALLEY Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DELIVER RECYCLE BB TO 2013 TRANQUILITY LNALLEY 435.792.9247	Service Completed Qty 1

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10/06/16	MCKEE, CHARLENE	119 MARSHALL ST LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: 119 MARCHALL Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DELIVER RECY BB TO 119 MARCHALL STJENNIFER HARRISON 713.315.0003	Service Completed Qty 1
10/06/16	MERCATANTE, MICHELLE A	2119 CRESCENT CORAL LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RBM Extra: YPO#: ANDREW Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000ANDREW 832 483 8748PLEASE SERVICE BULK HE HAS OUT A DEEP FREEZER2119 CRESCENT CORAL DR	advised the cs will send truck back to make the collection fb Service Completed Qty 1
10/06/16	LEAGUE CITY RESIDENT	3033 MONTICELLO PINE LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: ORVILE Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000ORVILE 281.968.45413033 MONTICELLO PINES LNPLS DEL RECYCLE BIN /NEW CUS THANKS	Service Completed Qty 1
10/06/16	KNIGHT, DANIEL L	2317 CORYELL ST LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: MS KNIGHT Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MS KNIGHT 281.804.92152317 CORYELL TTRASH WAS NOT PICKED UP PLEASE RETURN ASAP	possible late put out no others on the street missed, will send the driver back as a courtesy fb Service Completed Qty 1
10/06/16	COX, BRIAN & JENNIFER	3204 MARINER DR LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: JENNIFER Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000JENNIFER 832 457 4878, CCI TO REPORT THAT THE WHOLE CULDESACWAS MISSED. PLEASE SERV	cs was not missed driver had to go dump the truck, will make the pickup fb Service Completed Qty 1
10/06/16	LEAGUE CITY RESIDENT	2007 SUNSET CT N LEAGUE CITY	GINA 281 309 8350UPSET HER REC IS NOT BEING PICKED UP SHE HAS CALLEDSEVERAL TIMS AND STILL NOT BEING SERVICED ON TIME SHE WANTS A MANGER TO CALL HER BACK ASAP	forward the concern to ops sup to call the cs fb

1) Yellow (Verified late set out or Same day worry call)		2) Light Red (Service Failure)	3) Dark Red (Service Failure reported as part of a larger failure, these are not reported in the numbers on the Weekly Summaries to avoid "double counting" them as failures)	4) Green (Compliment/Thank you)
10/06/16	LEAGUE CITY RESIDENT	3033 MONTICELLO PINE LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: ORVILE Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000ORVILE 281.968.45413033 MONTICELLO PINES LNPLS DEL RECYCLE BIN /NEW CUS THANKS	Service Completed Qty 1
10/07/16	MERCATANTE, MICHELLE A	2119 CRESCENT CORAL LEAGUE CITY	ANDREW 832 483 8748cci to confirm miss will be recovered today	nan
10/07/16	BEARB, SCOTTY	132 SANDSTONE BEND L DICKINSON	driver called in along with a photo cs have concrete in the bottom of the trash can did not pick up. fb	fb
10/07/16	MERCATANTE, MICHELLE A	2119 CRESCENT CORAL LEAGUE CITY	Andrew 832 483 8748cus is very upset that deep freezer hasn't been service as of yet// cus. states he rec a call advising p/u will be done as of 10.7.16 as of 4:01pm driver hasn't been to location cus. is demanding to have sup call asap thanks	I called the cs he said he put the freezer in the back yard will make sure we pick it up on Thursday fb
10/07/16	HARRIS, PHILLIP L	4323 GROVE PARK DR LEAGUE CITY	PHIL HARRIS 281.381.9025CCI REQUEST TO SPEAK TO OPS SUP ABOUT SERVICING IN HIS AREAEMAIL :7PHILHARRIS7@GMAIL.COM	called the cs apologized for the driver not picking up his limbs, we should have picked up, will have the driver pick them up on tomorrow fb
10/07/16	ROACH, TRACI	336 FOREST HILLS DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: RACHEL Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000RACHEL 513.309.0377336 FOREST HILLS DRPLS DEL RECYCLE BIN/NEW CUS THANKS	Service Completed Qty 1
10/07/16	ACKERS, VIRGINIA I	2102 MURFIELD DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000BASH // 2102 MURFIELD DR // 623 330 1691CCI REQ A 2ND RECYCLE BIN DELIVER PLS	Service Completed Qty 1

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10/07/16	ACKERS, VIRGINIA I	2102 MURFIELD DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCC Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/11/16 Reason: 1 - CUSTOMER REQUESTBASH // 623 330 1691 // 2102 MURFIELD DRCCI STTD RECYCLE BIN BROKEN PLS EXC	Service Completed Qty 1
10/07/16	COLEMAN, BOB E & KELLY R	159 RUSTIC COLONY LN DICKINSON	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: 159 RUSTIC COLO Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MISSED HIS TRASH CAN & EVERYONE ONE WAS SERVICED. PLEASESERVICE ASAP 159 RUSTIC COLONY LN	cs late put out pdv show the driver on the street at 7:43, will monitor cs, for frequency misses fb Service Completed Qty 1
10/07/16	EVOY, DAVID	101 GLADE BRIDGE CT DICKINSON	Grp#: 01 Qty: 001 Service Req"d: RYM Extra: YPO#: DAVID Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000DAVID // 101 GLADE BRIDGE CTCCI STTD YARDWASTE MISSED 10/07PLS PU ASAP	advised the cs that yw must be out by 7, will send driver back on tomorrow fb Service Completed Qty 1
10/07/16	LEAGUE CITY RESIDENT	1429 COLETO CREEK LN LEAGUE CITY	REASON INCORRECT LOB Grp#: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/07/16	LEAGUE CITY RESIDENT	2709 ROGLIANO LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/07/16	LEAGUE CITY RESIDENT	122 N IOWA AVE LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/07/16	LEAGUE CITY RESIDENT	657 TENUTA LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	

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10/08/16	MERCATANTE, MICHELLE A	2119 CRESCENT CORAL LEAGUE CITY	ANDREW 832 483 8748CUST MISSED FOR BULK, HAS CALLED 2X LOOKING FOR A SUPERVISORCUST HAS A DEEP FREEZER THAT HE IS TIRED OF LUGGING IN AND OOUT. CUST IS VERY UPSET WANTS A SUPERVISOR TO CALL HIM ASAP.	dispatched driver to dispose of deep freezer fb
10/08/16	MERCATANTE, MICHELLE A	2119 CRESCENT CORAL LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RB2 Extra: YPO#: ANDREW Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000ANDREW 832 483 8748PLEASE SERVICE BULK HE HAS OUT A DEEP FREEZER2119 CRESCENT CORAL DR, CUST IS UPSET HE HAS BEEN MISSED 2X	Service Completed Qty 1
10/10/16	DAVID, CHARLES FRANKLIN JR & J	2009 KINGSWAY DR LEAGUE CITY	DAVID 409 370 6716PLS DO NOT INVOICE CS FOR 125.00 + TAX FOR RECYCLING BINDEL . CS IS IN CITY PF LEAGUE CITY THEY DONT GET CHARGED	NO CHARGES IN THE TBI.RSTEPHENS 10.19.16 no charge
10/10/16	LOFTON, FRANK WESLEY	501 CEDAR POINT DR LEAGUE CITY	Lynn 281 316 3060cci regarding bulk day every second service day	nanana
10/10/16	KNIGHT, DANIEL L	2317 CORYELL ST LEAGUE CITY	driver call in along with photos cs trash was not out today cs. has called in 6 times saying we missed her trash it is not out again today fb	fb
10/10/16	MERCATANTE, MICHELLE A	2119 CRESCENT CORAL LEAGUE CITY	ANDREW 832 483 8748CCI VERY UPSET DEMANDED TO SPEAK TO SUP . I ADVISED OPS SUPCOULD EMAIL FOR CALL BACK CUST REFUSED REQUEST THAT WE HAVETRANSFERED CALL TO JB	I called the cs he said the freezer is not out today, says he will put it back out on Thursday, assured him we will pick it up on Thursday fb

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10/10/16	MCMURCHY, ROBERT R & JOAN J	2032 LODGE CREST CT LEAGUE CITY	(No Suggestions) / 281 334 6902 / 2032 & 2039 lodge crest says truck dropped trash in cul. da sac needs clean up	dispatched driver to return and make the clean up fb
10/10/16	DAVID, CHARLES FRANKLIN JR & J	2009 KINGSWAY DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: 2009 KINGSWAY D Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DAVID 409 370 6716 // 2009 KINGSWAY DRPLS DEL A RECYCLING BIN TO RESI	Service Completed Qty 1
10/10/16	MAKHLOUF, MICHEL ANTONIOS & AD	2517 VENTURA DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: 2517 VENTURA Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DELIVER RECY BB TO 2517 VENTURA DR	Service Completed Qty 1
10/10/16	LEAGUE CITY RESIDENT	1803 WREN DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: 1803 WREN DR Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/17/16 Reason: 1 - CUSTOMER REQUEST1803 WREN DR /// ALEXANDRIA 409.939.7524//PLZ DEL RECYCLE BIN /// PLZ SERVICE	Service Completed Qty 1
10/10/16	LEAGUE CITY RESIDENT	1803 WREN DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: 1803 WREN DR Rate: 0000000.00Route#: 0000 Before: 0000 or After: 00001803 WREN DR /// ALEXANDRIA 409.939.7524//PLZ DEL RECYCLE BIN /// PLZ SERVICE	REASON ERROR
10/10/16	LEAGUE CITY RESIDENT	3055 TRADINGHOUSE CR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 00003055 TRADINGHOUSE CREEK LANE LEAGUE CITY 77573DEL 18RGREG SHARP 850.377.4401	Service Completed Qty 1

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10/10/16	LEAGUE CITY RESIDENT	1803 WREN DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: 1803 WREN DR Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/17/16 Reason: 1 - CUSTOMER REQUEST1803 WREN DR /// ALEXANDRIA 409.939.7524//PLZ DEL RECYCLE BIN ///	Service Completed Qty 1
10/10/16	LEAGUE CITY RESIDENT	1803 WREN DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: NCL Extra: YPO#: 1803 WREN DR Rate: 0000000.00Route#: 0000 Before: 0000 or After: 00001803 WREN DR /// ALEXANDRIA 409.939.7524//PLZ DEL RECYCLE BIN /// PLZ	REASON ERROR
10/11/16	EDWARDS, JENNIFER & SEAN R EDW	514 REDBRIDGE LN LEAGUE CITY	DELIVERY FEE FOR RECY CART	NO CHARGES IN THE TBI.RSTEPHENS 10.19.16 no charge
10/11/16	BRAHM, CELIA	3128 CAMBRIDGE MEADO DICKINSON	CCI TO GO OVER SRVICE DAYS	NAN
10/11/16	EDWARDS, JENNIFER & SEAN R EDW	514 REDBRIDGE LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000DELIVER-514 REDBRIDGE LNMS.DECKARD-979.277.5029DELIVER RECY	Service Completed Qty 1
10/11/16	COX, ERIC & MELISSA	385 HYLAND LN LEAGUE CITY	Grp#: 02 Qty: 002 Service Req'd: DEL Extra: YPO#: JESSICA Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000JESSICA THOMPSON 832.425.0959385 HYLAND LNPLS DEL 2 RECYCLE BINS/NEW CUS THANKS	Service Completed Qty 2
10/11/16	EATON, MICHAEL A	155 RUSTIC COLONY LN DICKINSON	Grp#: 02 Qty: 001 Service Req'd: NCL Extra: YPO#: 155 RUSTIC C Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000NATHAN / 281 433 5322 / 155 RUSTIC COLONYNEW HOME NEW RESIDENT/ DEL BB.09	Service Completed Qty 1

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10/11/16	VAN EPS, KARL & SHANNON	13 MARINERS LN KEMAH	Grp#: 01 Qty: 001 Service Req'd: RTM Extra: YPO#: SHANNON Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000SHANNONMISSED ON 10/10 PLZ GO BACK AND SERVICE /// 13 MARINERSLN ///7133040570	advised the cs that trash must be out by 7, will send driver back as a courtesy fb Service Completed Qty 1
10/11/16	LEAGUE CITY RESIDENT	2738 RIMINI LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000SHELLY CALLOWAYDEL REC BIN2738 RIMINI LN, LEAGUE CITY, TX 77573	Service Completed Qty 1
10/11/16	LEAGUE CITY RESIDENT	734 CUMBERLAND RIDGE LEAGUE CITY	Grp#: 02 Qty: 002 Service Req'd: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000734 CUMBERLAND RIDGE LN League City, TX 77573Randi Betts Pls del 2 recycle bins//thanks //new cues	Service Completed Qty 2
10/12/16	BROWN, RUFUS	2212 DAROCA DR LEAGUE CITY	Mr. Brown 832 932 5356cci to get the ht. day	nan
10/12/16	DOMINGUEZ, GLORIA M	106 PEBBLE WALK LN DICKINSON	ISREAL 409 256 9584, CCI TO GET THE BULK SERVICE DAY.	NAN
10/12/16	LEAGUE CITY RESIDENT	719 MARBROOK SADDLE LEAGUE CITY		
10/12/16	BROWN, RUFUS	2212 DAROCA DR LEAGUE CITY	Rufus Brown 832 932 5356cci with a complaint about the driver. the driver spilled black paint in front of his house. it is all over the street in front of his home. he want it removed he paint came from the truck	forward the complaint to ops sup fb
10/12/16	GEORGE, TRIJO V	2913 SUGAR WOOD DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: RRM Extra: YPO#: PATRICIA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000PATRICIA / 318.331.2968/2913 SUGAR WOOD DRCS CALLED IN TO ADV THAT THEY MISSED HER RECYCLING	called the cs she says cry. was in a black bag, driver. may have mistaken it for trash, sending driver back as a courtesy fb Service Completed Qty 1

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10/13/16	HILL, MARY NELL	1306 ERVIN ST LEAGUE CITY	JACK 281 316 6076CCI TO RECAP BULK I ADV ON FRIDAY'S	NAN
10/13/16	GHALAYINI, OUSSAMA & SUZANNE	2004 HARBOUR CIR LEAGUE CITY	driver called in cs can blocked by car, tagged it fb	fb
10/13/16	DEMIRAJ, RUDINA & EDMOND	2969 GOLDEN CAPE DR LEAGUE CITY	driver called in cs have cement in the trash cart fb	fb
10/13/16	BALOGUN, RAFIAT I	2521 JEB STUART CT LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCC Extra: YPO#: 2521 JEB STUART Rate: 0000000.00Route#: 0000 Before: 0000 or After: 00002521 JEB STUART CT // RASIATPLZ EXC// RECYCLE BIN IS CRACKED AND DENTED // PLZ	REASON ERROR
10/13/16	BALOGUN, RAFIAT I	2521 JEB STUART CT LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCC Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 00002521 JEB STUART CT // RASIATPLZ EXC// RECYCLE BIN IS CRACKED AND DENTED // PLZ SERVICE	REASON ERROR
10/13/16	BALOGUN, RAFIAT I	2521 JEB STUART CT LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCC Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/18/16 Reason: 1 - CUSTOMER REQUEST2521 JEB STUART CT // RASIATPLZ EXC// RECYCLE BIN IS CRACKED AND DENTED // PLZ SERVICE	Service Completed Qty 1
10/13/16	LOPEZ, MARIA ROSA &	1702 E WALKER ST LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: MARIA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MARIA // 832 931 7768CCI STTD TRASH HAS BEEN MISSED FOR 2 WKSPLS PU ASAP	called the cs advised to call within 24 hrs. sending truck back to make the collection fb Service Completed Qty 1

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10/13/16	LEAGUE CITY RESIDENT	1612 CAVALLO PASS LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000LINDA 281 919 6447 -ORDER 1 REC BIN- THANKS1612 CAVALLO PASS LN	Service Completed Qty 1
10/14/16	JONES, BARNEY E & MICHELLE B	307 STONEWALL DR LEAGUE CITY	jones / 307 stonewall / 832 561 5247cci to check bulk services	nan
10/14/16	LOPEZ, MARIA ROSA &	1702 E WALKER ST LEAGUE CITY	http://www.pdvLink.com?psc&5r9ZpUvgq0mnZw1nasq0TQfb	fb
10/14/16	CONFIDENTIAL OWNER	1405 JAMES RIVER CT LEAGUE CITY	http://www.pdvLink.com?psc&kIMDvwJOsk6kXRrugYt_Ygcan full of concrete fb	fb
10/14/16	STOGNER, KYLE W & SHARON	1401 JAMES RIVER CT LEAGUE CITY	http://www.pdvLink.com?psc&TNR7B_5ju0CW_0mLwca beQconcrete in can fb	fb
10/14/16	GUSTIN, JON A JR & JAMIE C HIN	2004 LANDING BLVD LEAGUE CITY	2004 landing / 248.303.3083 / john gusto //cst says he has palm leaves that was out bulk and was not serviced. Says he has always placed them out and we serviced him. He says they are bundled but not tied and he can tie them. Sharp palm leaves are not acceptable items so we need to remove if we have been servicing the cst previously...please contact cst to confirm if we will service	advised the cs to tie up the bundle and we will have them picked up fb
10/14/16	SCHOPPE, ALISA C	2325 JEROME RD LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: ALISA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MISSED TRASH PU TODAYALISA 832 857 6772REQ SERV - INCOMPLIANCE	advised the cs trash must be out by 7, will send the driver back as a courtesy fb Service Completed Qty 1
10/14/16	LEAGUE CITY RESIDENT	1429 COLETO CREEK LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	

1) Yellow (Verified late set out or Same day worry call)		2) Light Red (Service Failure)	3) Dark Red (Service Failure reported as part of a larger failure, these are not reported in the numbers on the Weekly Summaries to avoid "double counting" them as failures)	4) Green (Compliment/Thank you)
10/14/16	LEAGUE CITY RESIDENT	122 N IOWA AVE LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/14/16	LEAGUE CITY RESIDENT	657 TENUTA LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/14/16	LEAGUE CITY RESIDENT	267 CRYSTAL ISLE DR DICKINSON	cst called because his yw was not serviced. He was tagged says that we could not service his item(s)...cst says his branches are not tied and bundled. Informed he has to be in compliance for us to service...he stated he never had to do that before	nan
10/14/16	LEAGUE CITY RESIDENT	267 CRYSTAL ISLE DR DICKINSON	Grp#: 05 Qty: 001 Service Req"d: NCL Extra: YPO#: 267 CRYSTAL ISL Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000267 CRYSTAL ISLE DR / DAIVD WHITAKER / 713.201.0732WANTS A RECYCLE CART..SAYS HE NEVER RECEIEVED ONE..PLS DELRC.48	Service Completed Qty 1
10/17/16	SIDENSTRICKER, TED R	6127 CARLISLE LN LEAGUE CITY	cci to verify ht. is Fridays - yes adv. cs fridge has to be tagged by cert tech fours to pu	nan
10/17/16	MACHULA, MICHAEL F & DEANNA K	1242 COLEMAN BOYLAN LEAGUE CITY	Tara wright 409.377.3017cci stating that bin was blocked by neighbor when driver came to service location and is asking if driver can pls. return to retrieve trash pls. contact asap//thanks	dispatched the driver to return and make the collection as a courtesy fb
10/17/16	STACEY, JAMES JIRO	103 WARM SPRING LN DICKINSON	James 713 294 0078ci bc we broke the his personal trash can he want the can replaced - he will take one of our trash cart-bc he paid a total of \$90.00	forward to ops sup to contact the cs fb

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10/17/16	JOHNSON, AARON BRENT & HATTIE	4491 CADIZ CT LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: CHRISTINE Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000CHRISTINE JONES 409.370.82524491 CADIZ CTPLS DEL RECYCLE BIN/NEW CUS THANKS	Service Completed Qty 1
10/17/16	EAVES, AUSTIN D	2812 WATERFALL COVE LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: KELSEY Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000KELSEY 713 614 5697SECOND RECYCLE BIN	Service Completed Qty 1
10/17/16	CITY OF LEAGUE CITY RES	300, LEAGUE CITY, TX 77573-3837	PER CONTRACT NO CHARGE FOR DELIVERYAR Adj: DEL 271.40- on Obl: 1042745 for 09/30/16Obl. Amt. 384732.20 Tax Info: 0000 0 .00Credit Reason Code: TCD	
10/17/16	CITY OF LEAGUE CITY RES	300 7, LE	PER CONTRACTAR Adj: RES 1113.60 on Obl: for 10/01/16Obl. Amt. .00 Tax Info: 0000 0 .00	
10/18/16	FOX, JEFF H	1908 CAMEO CT LEAGUE CITY	Jeff 2813380957 wanted to know if there was a limit of bundles he could have out there compass states "no limit Bulk includes all green waste (grass clippings, bundled and tied tree limbs. Branches and limbs should be bundled and tied in lengths not to exceed 5 feet or 18 inches in diameter" s warren	
10/18/16	DENNING, THEODORE & KIM	2306 CASA GRANDE DR LEAGUE CITY	Kim 520 404 9870 called in to cancel service. Customer is aware she needs to let her city know about the change m.rubio	
10/18/16	DENNING, THEODORE & KIM	2306 CASA GRANDE DR LEAGUE CITY	customer is moving out of property m.rubio Close Reason: Lost Change Of Owner	The case was automatically created and closed by the system
10/18/16	DENNING, THEODORE & KIM	2306 CASA GRANDE DR LEAGUE CITY	customer is moving m.rubio Close Reason: Lost Change Of Owner	The case was automatically created and closed by the system

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10/18/16	BROOKS, LARRY A II & SUSAN	6216 BROOKDALE DR LEAGUE CITY	http://www.pdvLink.com?psc&d6EvwRwHAK2yMebL0ywJVA large brush pile needs to be cut and tied up tagged it fb	fb
10/18/16	SMITH, ANTHONY	297 CLEARWOOD DR LEAGUE CITY	league city resident paint cans were in a box they did not pick them up she said they were half full and she put kit litter in them. She wants to know why it wasn't serviced- 832.693.2000	called the cs advised if the paint is not solid the driver will not pick them up fb
10/18/16	LAMONT, GILES & NANCY	5114 WINTERWOOD DR LEAGUE CITY	GILES LAMONT 832.425.92235114 WINTERWOOD DR cus. is requesting that a sup please call due to location has been missed twice within the past 2 MTHs thanks	I called the customer, advised him that our pdv, shows the driver on his street @ 10:30, offered to send a truck back by, cs said he already put it up will monitor cs acct fb
10/18/16	SWARTZ, DAVID & KIMBERLY	6121 CARLISLE LN LEAGUE CITY	DAVID 713 .206.4700CCI UPSET DUE TO TRASH ALL DOWN THE STREET THE DRIVER CAME OUT ON 10/18 AROUND 12 PM CUST WANTS TO GIVE HIMA CALL REGARDING THIS MATTER	called the cs no answer awaiting call back, sending the driver back to conduct site check fb
10/18/16	JOHNSON, THOMAS L & WAMBOI	621 KIRKHAM LN LEAGUE CITY	THOMAS // 832 746 8528CCI STTD DRIVER DAMAGE HIS TRASH CAN WHEN SERVICING AND IS BUSTED WOULD LIKE TO HAVE IT REPLACE PLS CALL CUSTOMER	called the cs l/vm/msg. about replacing trash cart fb
10/18/16	LEAGUE CITY RESIDENT	2000 PECAN ORCHARD R LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: DEL Extra: YPO#: POLETTA Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000POLETTA-409.750.2590 / DELIVER 1-TRASH CART.NEW RESI AT LOCATION	Service Completed Qty 1

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10/18/16	LEAGUE CITY RESIDENT	2000 PECAN ORCHARD R LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: POLETTA Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000POLETTA- 409.750.2590 / DELIVER 1-RECYCLENEW RESI AT LOCATION	Service Completed Qty 1
10/18/16	LEAL, NOVEMI	3309 BLUE WING DR DICKINSON	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: LAURRAIN Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000LAURRAIN 409 392 1640/ 3309 BLUE WING DRPLS DELIVER RECYCLE BIN	Service Completed Qty 1
10/18/16	RICE, JON PATRICK & LISA	2222 FORMENTERA PL LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: EXC Extra: YPO#: LISA Rate: 0000045.00Route#: 0000 Before: 0000 or After: 0000LISA-918.645.6412 / REPLACE DAMAGED CARTSUBJECT: REPORT A PROBLEM DETAILS: I'M A LITTLE UPSET THATOVER THE LAST TWO WEEKS THE TRASH COLLECTORS HAVE MANAGED TOBREAK THE LID OFF OUR TRASH CAN. THE FIRST WEEK, ONE SIDE OFTHE LID GOT BROKEN. THE FOLLOWING WEEK THEY BROKE THE OTHER	Service Completed Qty 1
10/18/16	CARTER, JIM SCOTT & KARA M	2122 BARRINGTON POIN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: 2122 BARRINGTON Rate: 0000000.00Route#: 0000 Before: 0000 or After: 00002122 BARRINGTON POINTE DRPLS DEL 2ND BB TO RESI	Service Completed Qty 1
10/18/16	DENNING, THEODORE & KIM	2306 CASA GRANDE DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: REM #: None Rate: .Route#: 0000 Before: 0000 or After: 0000customer is moving m.rubio	Service Completed Qty 1

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10/18/16	LAMONT, GILES & NANCY	5114 WINTERWOOD DR LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: GILES Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000GILES LAMONT 832.425.92235114 WINTERWOOD DRMPU AS OF 10.18.16/PLS SERV ASAP THANKS	called the cs advised him that our tracking system showed the driver on his street @ 10:30 until 11:00, offered to send a truck back cs said he had already put his trash up only house on the street that had trash out will monitor cs acct fb Service Completed Qty 1
10/18/16	SMITH, DAVID RYAN	2007 SUNNY BAY CT LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: SEAN Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000SEAN 505 220 5343PLEASE SERVICE HE WAS MISSED 10/17/162007 SUNNY BAY CT	cs trash not missed cs have bulk that will be picked up on 2d svc. day fb Service Completed Qty 1
10/18/16	COOK, GLEN & KIMBERLY	424 SCARLET SAGE DR LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: GLEN COOK Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000GLEN COOK 832.492.7005424 SCARLET SAGE DRMPU AS OF 10.17.16//PLS SERV THANKS	cs trash not missed cs have bulk/brush that will be picked up on 2d svc. day fb Service Completed Qty 1
10/18/16	ROBERTS, ARCHIE & DEBRA	2016 INSCHO POINT CI LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: RTM Extra: YPO#: 2016 INSCHO POI Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000DEBRA 281.535.31992016 INSCHO POINT CIRCLEMPU AS OF 10.17.16//PLS SERV THANKS	cs not missed cs have bulk/brush that will be picked up on the 2d svc. day fb Service Completed Qty 1

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10/18/16	LEAGUE CITY RESIDENT	2000 PECAN ORCHARD R LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: DEL Extra: YPO#: POLETTA Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000POLETTA- 409.750.2590 / DELIVER 1-TRASH CART.NEW RESI AT LOCATION	Service Completed Qty 1
10/18/16	LEAGUE CITY RESIDENT	2000 PECAN ORCHARD R LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: POLETTA Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000POLETTA- 409.750.2590 / DELIVER 1-RECYCLENEW RESI AT LOCATION	Service Completed Qty 1
10/18/16	LEAGUE CITY RESIDENT	2612 HOLBROOK SPRING LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: STEPHEN Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000STEPHEN 972 963 0302/ 2612 HOLBROOK SPRINGS LNPLS DELIVER RECYCLE CART (SECOND RECYCLE BIN)	Service Completed Qty 1
10/18/16	LEAGUE CITY RESIDENT	2612 HOLBROOK SPRING LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: STEPHEN Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000STEPHEN 972 963 0302/ 2612 HOLBROOK SPRINGS LNPLS DELIVER RECYCLE CART	Service Completed Qty 1
10/19/16	KNIGHT, DANIEL L	2317 CORYELL ST LEAGUE CITY	driver called in along with photos this cs haven't had trash or recycle out all week, and Monday and Thursday of last week, so she is not being missed, we have photos going back to last week fb	fb

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10/19/16	CRAWFORD, MARSHA	514 BEACONS HOLLOW L LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: KEVIN Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000KEVIN 713 584 5266/514 BEACONS HOLLOW LNSECOND RECYCLE CART	Service Completed Qty 1
10/19/16	CRAWFORD, MARSHA	514 BEACONS HOLLOW L LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: KEVIN Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000KEVIN 713 584 5266/514 BEACONS HOLLOW LNPLS DELIVER RECYCLE CART	Service Completed Qty 1
10/19/16	LEAGUE CITY RESIDENT	1803 WREN DR LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd.: DEL Extra: YPO#: Alexandria Long Rate: 0000000000Route#: 0000 Before: 0 or After: 0Alexandria Longoria Lopez: 409 939 7524: 1803 Wren Drive League City: needs Second RC container brook street	Service Completed Qty 1
10/19/16	LEAGUE CITY RESIDENT	861 SKYSPRING LN LEAGUE CITY	Grp#: 02 Qty: 002 Service Req"d: NCL Extra: YPO#: SCOTT Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000SCOTT 4097826432PLEASE DELIVER RECYCLE BB861 SKYSPRING LN	Service Completed Qty 2
10/19/16	BORDEN, SUSAN CINO	3128 CRYSTAL CASCADE LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: NCC Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000GARY // 713 320 1560 //CCI STTD TRASH CAN DAMAGE PLS EXC CART	Service Completed Qty 1

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10/19/16	BAUTISTA, ANGELICA	416 WASHINGTON ST LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: RRM Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000RECYCLE MISSED X2 WEEKS - PLS SVC TODAYANGELICA 832.935.1578	the cs not missed today the driver haven't made it over there yet, advised to bstg fb Service Completed Qty 1
10/19/16	LEAGUE CITY RESIDENT	114 LAKE BRIDGE LN LEAGUE CITY	Mohammed elahi/ 713.557.8833/ 114 lake bridge cs. called in to adv. he did not got serviced for yard waste and was not left a note on why we didn't service him , hesitates that he cut down a palm tree , adv. him what our compliance was , and he states that we still should of left a note he states that it is in compliance that their should of not been a reason why we didn't service him , adv. would send note to a supervisor and he is also requesting to speak	I called the customer, educated him on brush/bulk p/u days he said that he was not aware of that fb
10/19/16	LEAGUE CITY RESIDENT	1803 WREN DR LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: DEL Extra: YPO#: Alexandria Long Rate: 0000000000Route#: 0000 Before: 0 or After: 0Alexandria Longoria Lopez: 409 939 7524: 1803 Wren Drive League City: needs Second RC container brook st	Service Completed Qty 1
10/19/16	LEAGUE CITY RESIDENT	861 SKYSPRING LN LEAGUE CITY	Grp#: 02 Qty: 002 Service Req"d: NCL Extra: YPO#: SCOTT Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000SCOTT 4097826432PLEASE DELIVER RECYCLE BB861 SKYSPRING LN	Service Completed Qty 2
10/20/16	LEAGUE CITY RESIDENT	1999 KINGSTON CV LEAGUE CITY	Anthony hikney 2813346585 72395035124 answered service questions	hany pick up questions nl

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10/20/16	WEBSTER, RONALD J & ANN R	3205 FLOWER REEF CIR LEAGUE CITY	driver. called in cs have construction debris, wood flooring tagged it and took photos. fb	fb
10/20/16	MARTIN, ALEXANDER & CHERRIE	293 CLEARWOOD DR LEAGUE CITY	386.898.4102 ALEX	fb
10/20/16	SMITH, ROY & CONSTANCE	1711 STERLING CREEK LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: 1711 STERLING C Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/27/16 Reason: 1 - CUSTOMER REQUESTDELIVER 2ND RECY BIN. 1711 STERLING CREEK CTSUB: MAGNOLIA CREEK 1711 STERLING CREEK CTMRS. SMITH 281.5543059	Service Completed Qty 1
10/20/16	SYZDEK, JAMES B	3112 MARINER DR LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: NCL Extra: YPO#: Second Recycle Rate: 0000000000Route#: 0000 Before: 0 or After: 0Kathy 281 334 1858 Called in stating she is requesting a additional container, due to producing more recycling.	Service Completed Qty 1
10/20/16	WALKER, CHARLES E	901 EFFIE ST LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: NCC Extra: YPO#: WALKER CHARLES Rate: 0000000000Route#: 0000 Before: 0 or After: 0Mrs. Walker8447378254 Exchange recycle can gb	Service Completed Qty 1
10/20/16	BELLMORE, PHILLIP E & LAURA A	2322 BAYOU DR LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: NCL Extra: YPO#: Laura Rate: 0000000000Route#: 0000 Before: 0 or After: 0laura 713 819 1965 needs a delivery of recycling bin we took theres away and they need it back mwilliams	Service Completed Qty 1
10/20/16	LEAGUE CITY RESIDENT	1999 KINGSTON CV LEAGUE CITY	Anthony hikney 2813346585 72395035124 answered service question nl	hany pick up questions nl

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10/20/16	LEAGUE CITY RESIDENT	4814 LADONA CT LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: DEL Extra: YPO#: 4812 ladona cou Rate: 0000000000Route#: 0000 Before: 0 or After: Brittney 832 657 4383 4812 ladona court request a delivery for a recycle container Mrubio	Service Completed Qty 1
10/20/16	LEAGUE CITY RESIDENT	706 BEAUMONT ST LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: 706 BEAUMONT Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000THOMAS 281.229.1018LEAGUE CITY RESIDENT 706 BEAUMONT STDEL REC BIN	Service Completed Qty 1
10/20/16	LEAGUE CITY RESIDENT	2282 OAKLEAF TRAIL L LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: NCL Extra: YPO#: Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000CCI JUST MOVE IN REQ RECYCLE TO BE DELIVER PLS DELIVER BIN TO CUSTOMER	Service Completed Qty 1
10/20/16	LEAGUE CITY RESIDENT	6307 ROTHERHAM ST LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: NCL Extra: YPO#: 6307 ROTHERHA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/27/16 Reason: 1 - CUSTOMER REQUESTDANIEL BLOOMER / 512 565 1109 / 6307 ROTHERHAM (NEW HOMEAND ST IN WESTWOOD SUB OF LEAGUE CITY /DEL QTY 2 RECYCLE BIN BB.09	Service Completed Qty 1
10/21/16	MANNELLI, SANDRA C	506 QUAIL CIR DICKINSON	driver called in cs have brush that is not tied up tagged	fb
10/21/16	MURPHY, JENNIFER GETZ & SHAWN	415 FOLK CREST LN DICKINSON	driver called in along with a photo cs have brush that's noticed up fb	fb

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10/21/16	SMITH, HARROLL D & SUE	1406 MODESTE DR LEAGUE CITY	will have small tv out for bulk pick up next Friday	will make sure the driver make the collection on next Friday fb
10/21/16	JANCA, MARY A	2318 BAYOU DR LEAGUE CITY	Grp#: 01 Qty: 001 Service Req"d: NCL Extra: YPO#: JERRY Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000JERRY 832 724 4155PLEASE DEL TRASH CART	called the cs advised that we do not supply l.c. with trash carts fb
10/21/16	LEAGUE CITY RESIDENT	1429 COLETO CREEK LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/21/16	LEAGUE CITY RESIDENT	2709 ROGLIANO LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/21/16	LEAGUE CITY RESIDENT	122 N IOWA AVE LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/21/16	LEAGUE CITY RESIDENT	657 TENUTA LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/21/16	LEAGUE CITY RESIDENT	319 OLDHAM ST LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000PLS DEL REC BIN319 OLDHAM ST	Service Completed Qty 1
10/22/16	LEAGUE CITY RESIDENT	2273 OAKLEAF TRAIL L LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 00002273 OAKLEAF TRAIL - 352.346.8385 - CATHERINE SHUTTSDEL RECYCLE BIN	Service Completed Qty 1
10/24/16	CHEENEY, GERALD W JR & LINDA	2003 TUCKER RD LEAGUE CITY	driver called in cs trash not out @ 7:00fb	fb
10/24/16	STACEY, JAMES JIRO	103 WARM SPRING LN DICKINSON	2ND REQUEST FOR A CALL IN REGARDS TO MR. JAMES PERSONAL TRASH CAN. HE WANTS TO KNOW WHEN WE WILL REPLACE HIS TRASH CAN.\$90.00 COST OF PERSONAL TRASH CAN. PLEASE CALL ASAP James 713 294 0078	forward to ops sup about can replacement, called the cs to let him know it will be replaced by Friday fb

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10/24/16	LEAGUE CITY RESIDENT	1424 COLETO CREEK LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000ERIK HICKMAN 713-584-39671424 COLETO CREEK LN,DEL REC BIN	Service Completed Qty 1
10/24/16	LEAGUE CITY RESIDENT	621 APPIA DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: 621 APPIA Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000Commitment Date: 10/31/16 Reason: 1 - CUSTOMER REQUESTJEFF OEN / 770 864 6548 / 621 APPIA DRNEW HOME, DEL BB .09	Service Completed Qty 1
10/25/16	LANGSTON, EDDIE A	4431 CANYON CREST DR LEAGUE CITY	driver called in cs trash not out @ 7:57 pdv linkhttp://www.pdvLink.com?psc&_0nJHcKQ10iUK7s9NaKx4gfb	fb
10/25/16	LEAGUE CITY RESIDENT	506 MOODY AVE LEAGUE CITY		driver went back and svc'd the cs fb
10/25/16	DANIELS, PAUL & PATRICIA	1051 CAYMAN BEND LN LEAGUE CITY	"Current Service: HAND PICK AND RECYCLING New Service: ADDITIONAL RECYLING BIN Container Type/Size:30 GALLON Effective Date:10/25/16 Delivery Required (Y or N)YES Rate Quoted: \$0 Advised of Fees: (Y or N)YES Reason:" CUST BIN IS ALWAYS FULL NEED MORE RECYCLING ROOM d. jones	Accepted
10/25/16	DANIELS, PAUL & PATRICIA	1051 CAYMAN BEND LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL #: Rate: .Route#: 0000 Before: 0000 or After: 0000	Service Completed Qty 1

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10/25/16	SMITH, RUSSELL GREER	294 W BEND DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: DEL Extra: YPO#: 294 W BEND DR Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000294 W BEND DR / RUSSELL SMITH / 713.203.0290RECYCLE IS MISSING ..PLS DEL BB.09	Service Completed Qty 1
10/25/16	DYESS, BRYAN LANE	515 W NOTTINGHAM DR LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: NCL Extra: YPO#: Lane Rate: 0000000000Route#: 0000 Before: 0 or After: 0Lane 832 588 4569 Never received a RECYCLE container 30 gallon so please deliver No Charge due to contract j. trischler	Service Completed Qty 1
10/25/16	CAULEY, ERICA	1708 SEDONA DR LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: LINGARD Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000DEL 1 REC BINLINGGARD 409 370 2316	Service Completed Qty 1
10/25/16	LEAGUE CITY RESIDENT	506 MOODY AVE LEAGUE CITY		driver went back and svc'd the cs fb
10/26/16	BORDEN, SUSAN CINO	3128 CRYSTAL CASCADE LEAGUE CITY	Gary // 713 320 1560cci sttd he called to have trash can exc was schedule for10/24 but was not completed please call cust with stats***customer requesting call back**	called the cs no answer, we do not supply League city with trash cans fb
10/26/16	SHREVE, DAVID A JR & APRIL	2002 EDINBURG AVE LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: DAVID Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000713 824 9878PLEASE DEL NEW SERVICE REC CART	Service Completed Qty 1

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10/26/16	ANDREWS, KEVIN P &	1007 ARBORWOOD DR LEAGUE CITY	Grp#: 02 Qty: 002 Service Req'd: RRM Extra: YPO#: KEVIN Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000KEVIN // 281 794 9316 //CCI STTD HIS RECYCLE WAS MISS 10/26PLS PU ASAP	called the cs advised that recycle must be out by 7, will send driver back as a courtesy fb Service Completed Qty 2
10/26/16	NILSEN, SUSAN L	6144 SOUTHWELL LN LEAGUE CITY	Grp#: 1 Qty: 2 Service Reqd: BUL Extra: YPO#: Susan Rate: 0000000000Route#: 0000 Before: 0 or After: 0susan 2549132445 2 couches Badge	Service Completed Qty 1
10/26/16	ABNER, WOODROW & PEGGY	2120 FIRESTONE CT LEAGUE CITY	Grp#: 1 Qty: 1 Service Reqd: BUL Extra: YPO#: Peggy Rate: 0000000000Route#: 0000 Before: 0 or After: 0peggy 2813344763 4 door file cabinet B. Davis	Service Completed Qty 1
10/26/16	LEAGUE CITY RESIDENT	709 MARBROOK SADDLE LEAGUE CITY	Corvaglia 832 531 4130 called in today stating that truck driver running the area almost ran over her kid today. Customer was very concerned and stated she wanted to report the safety issue the kids in the area run.	
10/27/16	CRANSTON, KENNETH G	707 MOODY AVE LEAGUE CITY	customer have construction debris and trash can too heavy did not pick upfbhttp://www.pdvLink.com?psc&iSZ2hhTmyEmR2R3R GcDQsA	fb
10/27/16	ANDREWS, KEVIN P &	1007 ARBORWOOD DR LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: RRM Extra: YPO#: ANDREWS KEVIN P Rate: 0000000000Route#: 0000 Before: 0 or After: 0Customer was missed please service ASAP	called the advise that recycle must be out by 7, will send driver back as a courtesy fb Service Completed Qty 1

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10/27/16	LEAGUE CITY RESIDENT	1522 KALETA PASS LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req'd: DEL Extra: YPO#: ROBERT Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000ROBERT-818.545.1565 / DELIVER 1-RECYCLE NEW RESI AT LOCATION NEEDS RECYCLE CART.	Service Completed Qty 1
10/28/16	SHREVE, DAVID A JR & APRIL	2002 EDINBURG AVE LEAGUE CITY	DAVID 2002 Edinburg Ave League City, TX 77573 cust cld eot check on deliver edc cust per notes 20161026 15880297 deliver is set for 11/2/16 b.mclilly	
10/28/16	JOHNSON, PHILIP M	1403 JAMES RIVER CT LEAGUE CITY	driver. called in cs have construction debris out for pickup tagged it and spoke with the cs. fb	fb
10/28/16	JONES, BARBARA	2025 ENTERPRISE AVE LEAGUE CITY	barbara jones bulk items customer has bags for bulk service customer says their second trash service day is Thursday but we show Wednesday.	driver has been dispatched to make the collection fb
10/28/16	FRANK, MICHAEL S	322 BRIGHTFIELD LN DICKINSON	Mike Frank 832 642 5641 Customer needs someone to contact him to let him know if we will be able to pick up his utility trailer or not. K. Whitaker	called the customer let him know I'm sending a truck to pick up his bulk
10/28/16	MOODY, THEO L & TALYNA V	2127 STILLWATER BAY LEAGUE CITY	talyna moody called to advise the lid to her personal container was broken off while being serviced please contact her at 713 409 0575 she would like to know how this will be replaced is a 45 gal can just purchased can 2 months	forward the complaint to ops sup fb

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10/28/16	KING, DIANNE	1904 CAMEO CT LEAGUE CITY	Dianna King 281 753 8026 not available b/w 9:45am 12pm and 1:45pm to 3:30pm today, 10/28. Can leave voicemail and callback number if customer does not answer. Customer claims mailbox was hit by Republic Services' driver and mailbox door was busted and the box itself was deformed occurred between 6:30am and 9:45am on 10/27 Customer filed police report case number is: 1600247 ARail	forward to ops sup/lead dvr.to conduct site visit fb
10/28/16	LEAGUE CITY RESIDENT	25 WATERFORD OAKS LN LEAGUE CITY	Grp#: 02 Qty: 002 Service Req"d: DEL Extra: YPO#: PAUL Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000PAUL 281.748.5800 25 WATERFORD OAKSDEL 2 REC BINS PER CUST REQUEST / NEW RESI	Service Completed Qty 2
10/28/16	FRANK, MICHAEL S	322 BRIGHTFIELD LN DICKINSON	Grp#: 1 Qty: 1 Service Reqd: RBM Extra: YPO#: Frank Michael Rate: 0000000000Route#: 0000 Before: 0 or After: 0DATE MISSED: 10/28/2016 Caller's Name: Mike Frank Direct Phone Number: 832 642 5641 K. Whitaker	driver has been dispatched to make the collection, cs says it's a small bulk item fb Service Completed Qty 1
10/28/16	DEATON, LARRY A & BEVERLY J	1911 LA SALLE LN LEAGUE CITY	Grp#: 1 Qty: 1 Service Reqd: RTM Extra: YPO#: Larry Rate: 0000000000Route#: 0000 Before: 0 or After: 0deaton Larry 2813324248 1st miss crosales	advised the cs that trash must be out by 7, will send driver back as a courtesy fb Service Completed Qty 1
10/28/16	LEAGUE CITY RESIDENT	1429 COLETO CREEK LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/28/16	LEAGUE CITY RESIDENT	2709 ROGLIANO LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	

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10/28/16	LEAGUE CITY RESIDENT	122 N IOWA AVE LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/28/16	LEAGUE CITY RESIDENT	657 TENUTA LN LEAGUE CITY	REASON INCORRECT #: 2 Qty: 1 Service Req"d: REG #: Rate: Route#: 1324 Before: 0 or After: 0	
10/28/16	LEAGUE CITY RESIDENT	25 WATERFORD OAKS LN LEAGUE CITY	Grp#: 02 Qty: 002 Service Req"d: DEL Extra: YPO#: PAUL Rate: 0000125.00Route#: 0000 Before: 0000 or After: 0000PAUL 281.748.5800 25 WATERFORD OAKSDEL 2 REC BINS PER CUST REQUEST / NEW RESI	Service Completed Qty 2
10/31/16	NILSEN, SUSAN L	6144 SOUTHWELL LN LEAGUE CITY	SPOKE WITH STEVE CARROLL ADVISE ME NOT TO BILL. STATED HE WOULD GET WITH JOHN GREENE ...	
10/31/16	DIEHL, ROBERT D & MARINA	4612 HISPANIA VIEW D LEAGUE CITY	Laura Clinton 6014081897 Please update account name to: 4612Hispania View	Change account name to : 4612 Hispania View
10/31/16	LEMIRE, DONALD & ANNIE	2702 BENT TREE TRL LEAGUE CITY	Grp#: 1 Qty: 1 Service Reqd: DEL Extra: YPO#: Doug Rate: 0000000000Route#: 0000 Before: 0 or After: 0Doug 7329045423 2702 BENT TREE TRL LEAGUE CITY TX Customer is calling to get the 18gal Bin delivered to above address. jdavis	Service Completed Qty 1
10/31/16	DIEHL, ROBERT D & MARINA	4612 HISPANIA VIEW D LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: NCL Extra: YPO#: Laura Clinton 6 Rate: 0000000000Route#: 0000 Before: 0 or After: 0Laura Clinton 6014081897 Recycling delivery needed. No Charge per Compass S.Howard	Service Completed Qty 1
10/31/16	KB HOME LONE STAR INC	2825 SCANDICCI LN LEAGUE CITY	Grp#: 02 Qty: 001 Service Req"d: NCL Extra: YPO#: 2825 SCANDICCI Rate: 0000000.00Route#: 0000 Before: 0000 or After: 0000MR SCOTT 281.450.16102825 SCANDICCI LNPLZ DEL REC BB/NEW CUST	Service Completed Qty 1

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10/31/16	WENNINGER, RONALD J & JANE B	302 CRYSTAL ST LEAGUE CITY	Grp#: 1 Qty: 1 Service Reqd: RTM Extra: YPO#: Ronald Rate: 0000000000Route#: 0000 Before: 0 or After: 0Ronald 2815544074 Missed Trash A.Green	advised the cs that trash must be out by 7, will send the driver back as a courtesy fb Service Completed Qty 1
10/31/16	LEAGUE CITY RESIDENT	4818 TERRASSA LN LEAGUE CITY	Grp#: 2 Qty: 1 Service Reqd: DEL Extra: YPO#: Jennifer Rate: 0000000000Route#: 0000 Before: 0 or After: 0Jennifer Delivery of recycle bin JAndrews	Service Completed Qty 1
10/31/16	LEAGUE CITY RESIDENT	6258 MURPHY WOOD DR LEAGUE CITY	Grp#: 2 Qty: 2 Service Reqd: NCL Extra: YPO#: 6258 MURPHY WOO Rate: 0000000000Route#: 0000 Before: 0 or After: 0Gary Houk 256 527 0522 Customer is requesting to have 2 recycle bins del to resi. If possible please del before 11/7/2016 jbston	Service Completed Qty 2