

Roberts, Nina (DPW)

From: Byrd, Antwan (DPW)
Sent: Monday, July 13, 2026 4:03 PM
To: Roberts, Nina (DPW); Raney, Dwight (DPW); Brown, Andre (DPW)
Cc: Jackson, Shamija (DPW); Abu-Hakim, Kendall (DPW)
Subject: RE: Overdue Escalated SRs (Qty=2) | 26-00383153 | 26-00494204

Good Afternoon Ms. Roberts –

We attempted to contact the customer from SR 26-00383153 however they were unavailable. For SR 26-00494204, Chief Jackson was working with MARCOM on the updates to the website.

Both of these can be closed.

Thanks,



Mayor
Brandon M. Scott



Matthew W.
Garbark
Director

Antwan Byrd

Chief, Disposal Services
Quarantine Road Landfill/ Northwest Transfer Station
Baltimore City Department of Public Works

Email: Antwan.Byrd@baltimorecity.gov
Phone: 410-952-5644

"To be a strong proponent and protector of our environment and the health and vitality of our communities" – DPW Vision Statement

[Website](#) | [Twitter](#) | [Facebook](#) | [NextDoor](#) | [Youtube](#)

From: Roberts, Nina (DPW) <nina.roberts@baltimorecity.gov>
Sent: Monday, July 13, 2026 1:28 PM
To: Raney, Dwight (DPW) <Dwight.RaneySr@baltimorecity.gov>; Brown, Andre (DPW) <AndreKT.Brown@baltimorecity.gov>
Cc: Byrd, Antwan (DPW) <antwan.byrd@baltimorecity.gov>; Jackson, Shamija (DPW) <Shamija.Jackson@baltimorecity.gov>; Abu-Hakim, Kendall (DPW) <Kendall.Abu-hakim@baltimorecity.gov>
Subject: Overdue Escalated SRs (Qty=2) | 26-00383153 | 26-00494204

Greetings!

If you haven't done so already, please address the following two escalated SRs:

- 26-00383153
- 26-00494204

Details for # of Overdue SRS - Service Request Type: ECC-Citi SLA Details: 15 Calendar					
Assigned To	Service Request Number	SLA Status	Opened Date	Expected Finish Date/Time	
Disposal Services	26-00383153	Overdue	4/27/2026	5/12/2026 7:12	Age be to the
Disposal Services	26-00494204	Overdue	5/29/2026	6/13/2026 7:38	Age

If you have questions or concerns, don't hesitate to reach out to the Admin Chief [Ms. Jackson](#) or [me](#).

Have a wonderful rest of your day! 😊

v



Brandon M. Scott
Mayor



Matthew W. Garbark
Director

Nina Roberts

Pronouns: She, her, hers

Administrative Analyst II

City of Baltimore Department of Public Works (COB DPW)

Division: Bureau of Solid Waste

200 N. Holliday Street, Baltimore, MD 21202, 10th Floor (Room# 1002)

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Email: nina.roberts@baltimorecity.gov

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environment and the health and vitality of our
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