

Roberts, Nina (DPW)

From: Roberts, Nina (DPW)
Sent: Wednesday, September 2, 2026 12:54 PM
To: Byrd, Antwan (DPW)
Cc: Abu-Hakim, Kendall (DPW); Jackson, Shamija (DPW); Morgan, Deborah (DPW); Bell, Guy (DPW); Bennett, Rodney (DPW); Cason, Yolanda (DPW); Dorsey, Vonny (DPW); Ghee, Robin (DPW); Lee, Richard (DPW); Lucas, Micheal (DPW); Moody, Donna (DPW); Moore, Doreen (DPW); Simpson, Earl (DPW); Walker, Tina (DPW); Williams, Eric Z (DPW); Dyer Brown, Audrey (DPW); Brown, Andre (DPW); Raney, Dwight (DPW); Hutcherson, Daniella (DPW)
Subject: RE: URGENT | ECC-Citizen Complaint or Concern Service Requests | Data Pulled 9:00AM_ 8/31/2026

Hello Mr. Byrd,

Thank you for providing clarification.

I will close the ticket for you.

V/r,

Nina

🌸🌿🐞🌿🌸🌿🌸🌿•~Have a simply wonderful day full of Love, Grace, and Blessings!~🌿•

💖🌿•🌸🌿🌸🌿.🌿💖🌿🐞🌿🌸



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)

Phone: 410.545.3256

Email: nina.roberts@baltimorecity.gov

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

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for any content errors or omissions associated with this email, that arise during transmission. If message content validation/verification is required, please request a hard copy.

From: Byrd, Antwan (DPW) <antwan.byrd@baltimorecity.gov>
Sent: Wednesday, September 2, 2026 12:48 PM
To: Dyer Brown, Audrey (DPW) <Audrey.Dyer-Brown@baltimorecity.gov>; Roberts, Nina (DPW) <nina.roberts@baltimorecity.gov>; Brown, Andre (DPW) <AndreKT.Brown@baltimorecity.gov>; Raney, Dwight (DPW) <Dwight.RaneySr@baltimorecity.gov>; Hutcherson, Daniella (DPW) <daniella.hutcherson@baltimorecity.gov>
Cc: Abu-Hakim, Kendall (DPW) <Kendall.Abu-hakim@baltimorecity.gov>; Jackson, Shamija (DPW) <Shamija.Jackson@baltimorecity.gov>; Morgan, Deborah (DPW) <Deborah.Morgan@baltimorecity.gov>; Bell, Guy (DPW) <Guy.Bell@baltimorecity.gov>; Bennett, Rodney (DPW) <Rodney.Bennett@baltimorecity.gov>; Cason, Yolanda (DPW) <Yolanda.Cason@baltimorecity.gov>; Dorsey, Vonny (DPW) <Vonunette.Allen@baltimorecity.gov>; Ghee, Robin (DPW) <Robin.Ghee@baltimorecity.gov>; Lee, Richard (DPW) <Richard.Lee@baltimorecity.gov>; Lucas, Micheal (DPW) <Michael.Lucas@baltimorecity.gov>; Moody, Donna (DPW) <Donna.Moody@baltimorecity.gov>; Moore, Doreen (DPW) <Doreen.Moore@baltimorecity.gov>; Simpson, Earl (DPW) <earl.simpson@baltimorecity.gov>; Walker, Tina (DPW) <Tina.Walker@baltimorecity.gov>; Williams, Eric Z (DPW) <EricZ.Williams@baltimorecity.gov>
Subject: Re: URGENT | ECC-Citizen Complaint or Concern Service Requests | Data Pulled 9:00AM_ 8/31/2026

Good Afternoon Ms. Roberts -

We have addressed the incident with the employee related to [26-00702328](#).

The resident did not provide any contact information. With this, we can close out this ECC.

Both [26-00767050](#) and [26-00767031](#) appear to be praises and related to Sisson street.

Please let me know if you need anything else.

Thanks,

Antwan Byrd

Get [Outlook for iOS](#)

From: Dyer Brown, Audrey (DPW) <Audrey.Dyer-Brown@baltimorecity.gov>
Sent: Wednesday, 02 September 2026 12:24:38
To: Roberts, Nina (DPW) <nina.roberts@baltimorecity.gov>; Byrd, Antwan (DPW) <antwan.byrd@baltimorecity.gov>; Brown, Andre (DPW) <AndreKT.Brown@baltimorecity.gov>; Raney, Dwight (DPW) <Dwight.RaneySr@baltimorecity.gov>; Hutcherson, Daniella (DPW) <daniella.hutcherson@baltimorecity.gov>
Cc: Abu-Hakim, Kendall (DPW) <Kendall.Abu-hakim@baltimorecity.gov>; Jackson, Shamija (DPW) <Shamija.Jackson@baltimorecity.gov>; Morgan, Deborah (DPW) <Deborah.Morgan@baltimorecity.gov>; Bell, Guy (DPW) <Guy.Bell@baltimorecity.gov>; Bennett, Rodney (DPW) <Rodney.Bennett@baltimorecity.gov>; Cason, Yolanda (DPW) <Yolanda.Cason@baltimorecity.gov>; Dorsey, Vonny (DPW) <Vonunette.Allen@baltimorecity.gov>; Ghee, Robin

(DPW) <Robin.Ghee@baltimorecity.gov>; Lee, Richard (DPW) <Richard.Lee@baltimorecity.gov>; Lucas, Micheal (DPW) <Michael.Lucas@baltimorecity.gov>; Moody, Donna (DPW) <Donna.Moody@baltimorecity.gov>; Moore, Doreen (DPW) <Doreen.Moore@baltimorecity.gov>; Simpson, Earl (DPW) <earl.simpson@baltimorecity.gov>; Walker, Tina (DPW) <Tina.Walker@baltimorecity.gov>; Williams, Eric Z (DPW) <EricZ.Williams@baltimorecity.gov>

Subject: RE: URGENT | ECC-Citizen Complaint or Concern Service Requests | Data Pulled 9:00AM_ 8/31/2026

Good morning, Team,

On behalf of Chief Bennett: The service request listed below are NOT the Mechanical Street Sweepers service requests.

Thank you for your time in this matter.

In Service~



Brandon M. Scott
Mayor



**Matthew W.
Garbark, Acting
Director**

Audrey Dyer-Brown
Customer Care Analysis Supervisor I
Office: 410-396-1300
Baltimore City Department of Public Works
111 Kane Street
Baltimore, MD 21224

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environment and the health and vitality of our
communities" – DPW Vision Statement*

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From: Roberts, Nina (DPW) <nina.roberts@baltimorecity.gov>

Sent: Wednesday, September 2, 2026 11:29 AM

To: Byrd, Antwan (DPW) <antwan.byrd@baltimorecity.gov>; Brown, Andre (DPW) <AndreKT.Brown@baltimorecity.gov>; Raney, Dwight (DPW) <Dwight.RaneySr@baltimorecity.gov>; Hutcherson, Daniella (DPW) <daniella.hutcherson@baltimorecity.gov>

Cc: Abu-Hakim, Kendall (DPW) <Kendall.Abu-hakim@baltimorecity.gov>; Jackson, Shamija (DPW) <Shamija.Jackson@baltimorecity.gov>; Morgan, Deborah (DPW) <Deborah.Morgan@baltimorecity.gov>; Bell, Guy (DPW) <Guy.Bell@baltimorecity.gov>; Bennett, Rodney (DPW) <Rodney.Bennett@baltimorecity.gov>; Cason, Yolanda (DPW) <Yolanda.Cason@baltimorecity.gov>; Dorsey, Vonny (DPW) <Vonunette.Allen@baltimorecity.gov>; Dyer Brown, Audrey (DPW) <Audrey.Dyer-Brown@baltimorecity.gov>; Ghee, Robin (DPW) <Robin.Ghee@baltimorecity.gov>; Lee, Richard (DPW) <Richard.Lee@baltimorecity.gov>; Lucas, Micheal (DPW) <Michael.Lucas@baltimorecity.gov>; Moody, Donna (DPW) <Donna.Moody@baltimorecity.gov>; Moore, Doreen (DPW) <Doreen.Moore@baltimorecity.gov>; Simpson, Earl (DPW) <earl.simpson@baltimorecity.gov>; Walker, Tina (DPW) <Tina.Walker@baltimorecity.gov>; Williams, Eric Z (DPW) <EricZ.Williams@baltimorecity.gov>

Subject: FW: URGENT | ECC-Citizen Complaint or Concern Service Requests | Data Pulled 9:00AM_ 8/31/2026

Importance: High

Greetings Disposal Services Team,

Please read the email traffic below (also see attached) and address the following escalated SRs in Salesforce as soon as possible:

- 26-00702328
- 26-00767050
- 26-00767031

I will be out of the office tomorrow.

In the meantime, please feel free to contact the admin team Chief ([Shamija](#)) or [me](#).

Thank you for your continued support and partnership.

Kind regards,
Nina

🌸🌿🐞🌿🌸🌿🌸🌿•~Have a simply wonderful day full of Love, Grace, and Blessings!~🌿•

💖🌿🌸🌿🌸🌿💖🌿🐞🌿🌸



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From: Morgan, Deborah (DPW) <Deborah.Morgan@baltimorecity.gov>

Sent: Wednesday, September 2, 2026 11:00 AM

To: Roberts, Nina (DPW) <nina.roberts@baltimorecity.gov>; Bell, Guy (DPW) <Guy.Bell@baltimorecity.gov>; Bennett, Rodney (DPW) <Rodney.Bennett@baltimorecity.gov>; Cason, Yolanda (DPW) <Yolanda.Cason@baltimorecity.gov>; Dorsey, Vonny (DPW) <Vonunette.Allen@baltimorecity.gov>; Dyer Brown, Audrey (DPW) <Audrey.Dyer-Brown@baltimorecity.gov>; Ghee, Robin (DPW) <Robin.Ghee@baltimorecity.gov>; Lee, Richard (DPW) <Richard.Lee@baltimorecity.gov>; Lucas, Micheal (DPW) <Michael.Lucas@baltimorecity.gov>; Moody, Donna (DPW) <Donna.Moody@baltimorecity.gov>; Moore, Doreen (DPW) <Doreen.Moore@baltimorecity.gov>; Simpson, Earl (DPW) <earl.simpson@baltimorecity.gov>; Walker, Tina (DPW) <Tina.Walker@baltimorecity.gov>; Williams, Eric Z (DPW) <EricZ.Williams@baltimorecity.gov>

Cc: Abu-Hakim, Kendall (DPW) <Kendall.Abu-hakim@baltimorecity.gov>; Jackson, Shamiya (DPW) <Shamiya.Jackson@baltimorecity.gov>

Subject: RE: URGENT | ECC-Citizen Complaint or Concern Service Requests | Data Pulled 9:00AM_ 8/31/2026

Good morning, Nina. The complaint for Mechanical Street Sweeping and Residential Recycling Centers does not belong to us. It belongs to Northwest Transfer Station. We do not ask or require a permit to drop off items at our 3 Residential Recycling Centers; 2840 Sisson Street, 6101 Bowleys Lane, and 701 Reedbird Ave. Please redirect to Northwest Transfer Station. Thanking you in advance for your attention to this matter.

Regards



Mayor
Brandon M. Scott



Matthew W. Garbark
Director

Deborah Morgan
Office Support Specialist III

Baltimore City Department of Public Works
2840 Sisson Street
Baltimore, Maryland 21211
Office: (410) 396-7250 Ext: 4-9990
Email: deborah.morgan@baltimorecity.gov

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From: Roberts, Nina (DPW) <nina.roberts@baltimorecity.gov>

Sent: Monday, August 31, 2026 10:44 AM

To: Bell, Guy (DPW) <Guy.Bell@baltimorecity.gov>; Bennett, Rodney (DPW) <Rodney.Bennett@baltimorecity.gov>; Cason, Yolanda (DPW) <Yolanda.Cason@baltimorecity.gov>; Dorsey, Vonny (DPW)

<Vonunette.Allen@baltimorecity.gov>; Dyer Brown, Audrey (DPW) <Audrey.Dyer-Brown@baltimorecity.gov>; Ghee, Robin (DPW) <Robin.Ghee@baltimorecity.gov>; Lee, Richard (DPW) <Richard.Lee@baltimorecity.gov>; Lucas, Micheal (DPW) <Michael.Lucas@baltimorecity.gov>; Moody, Donna (DPW) <Donna.Moody@baltimorecity.gov>; Moore, Doreen (DPW) <Doreen.Moore@baltimorecity.gov>; Morgan, Deborah (DPW) <Deborah.Morgan@baltimorecity.gov>; Simpson, Earl (DPW) <earl.simpson@baltimorecity.gov>; Walker, Tina (DPW) <Tina.Walker@baltimorecity.gov>; Williams, Eric Z (DPW) <EricZ.Williams@baltimorecity.gov>

Cc: Abu-Hakim, Kendall (DPW) <Kendall.Abu-hakim@baltimorecity.gov>; Jackson, Shamija (DPW) <Shamija.Jackson@baltimorecity.gov>

Subject: URGENT | ECC-Citizen Complaint or Concern Service Requests | Data Pulled 9:00AM_ 8/31/2026

Importance: High

@Bell, Guy (DPW)
@Bennett, Rodney (DPW)
@Cason, Yolanda (DPW)
@Dorsey, Vonny (DPW)
@Dyer Brown, Audrey (DPW)
@Ghee, Robin (DPW)
@Lee, Richard (DPW)
@Lucas, Micheal (DPW)
@Moody, Donna (DPW)
@Moore, Doreen (DPW)
@Morgan, Deborah (DPW)
@Simpson, Earl (DPW)
@Walker, Tina (DPW)
@Williams, Eric Z (DPW)

Greetings Team BSW!

Please review the attached ECC-Citizen Complaint or Concern Service Request report and supporting screenshots (below).

As of 9:00 AM today (8/31/2026), seven ECC-Citizen Complaint or Concern Service Requests are overdue across Routine Services, Special Services, Mechanical Street Sweeping, and Residential Recycling Centers.

The Primary concerns involve employee conduct/customer service and incomplete (or improper) service delivery.

High – Level Key Findings

- **[ROUTINE SERVICES]**
Largest share of complaints, 4 overdue SRs out of 7 total ECC-Citizen Complaint or Concern service requests.
- **[SPECIAL SERVICES]**
2 overdue SRs
- **[MECHANICAL STREET SWEEPING & RESIDENTIAL RECYCLING CENTERS]**
1 overdue SR

- **Employee conduct concerns:** Allegations include rude/disrespectful behavior, unprofessional interactions, and inappropriate employee conduct.
- **Service-related concerns:** Missed/incomplete collections, items left behind, and improper placement of recycling containers were reported.
- **Several complaints specifically request supervisory follow-up, investigation, or corrective action.**

Please have the appropriate supervisors/admin staff review, resolve, and close all overdue escalated SRs as soon as possible.

Prior to closing (or transferring tickets to the appropriate queue in Salesforce), please confirm that required supervisory follow-up was completed and documented (or annotated) in Salesforce.

Thank you for your time, cooperation, and support.

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

Have a wonderful rest of your day.

V/r,
Nina

🌸🌿🐞🌿🌸🌿🌸🌿•~Have a simply wonderful day full of Love, Grace, and Blessings!~🌿•
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of Overdu
as of
Monday, 8/3

510

SR Category

ECC-Citizen Complaint or Conce

ECC-Citizen Compliment or Prais

ECC-Escalation

SW-City Trash Can or Recycling C

SW-Dirty Alley

SW-Dirty Street

SW-Inappropriate use of Recycling

SW-Mixed Refuse

SW-Recycling

SW-SIU Clean Up (HCD USE ONLY)

Grand Total

Details for Se

BSW Division Assigned To	Service Request Number	SLA Status	
MECHANICAL STREET SWEEPING AND RESIDENTIAL RECYCLING CENTERS	26-00702328	Overdue	Employee unable to giving resic tag or id ba that I nee VERY RU Just rude not take r the pickup
ROUTINE SERVICES	26-00695605	Overdue	Employee FOR DISRESP HER SUPE ONBOD' REPRIMAN - Unknow
ROUTINE SERVICES	26-00715279	Overdue	Employee THAT WA HAS A PH THEIR
ROUTINE SERVICES	26-00749112	Overdue	Agency



Brandon M. Scott
Mayor



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Pronouns: She, her, hers

Administrative Analyst II

City of Baltimore Department of Public Works (COB DPW)

Division: Bureau of Solid Waste

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