Roberts, Nina (DPW)

From: Roberts, Nina (DPW)
Sent: Tuesday, October 13, 2026 4:58 PM
To: tavonlewisbusiness@live.com
Cc: Roberts, Nina (DPW)
Subject: Follow-up Regarding Your Customer Service Complaint | SR 26-00832212, SR 26-00832290, & SR 26-00866588

Dear Mr. Hotep,

Thank you for taking the time to share your concerns with the Baltimore City Department of Public Works (DPW), Bureau of Solid Waste.

I attempted to contact you by telephone today to discuss your complaints further but was unable to reach you, regarding the following escalated service requests:

- 26-00832212
- 26-00832290
- 26-00866588

While we are unable to identify the specific individuals involved or verify whether they are employed by DPW's Bureau of Solid Waste, a city contractor, or a private organization, please be assured that your concerns have been heard and taken seriously.

Your feedback will be shared with DPW training personnel and operational supervisors to reinforce the importance of adhering to departmental policies, established procedures, and employee conduct standards—while working in the field and interacting with the public.

Although we cannot confirm the individuals involved, your complaint provides a valuable opportunity to reinforce our expectations for professionalism, courtesy, and accountability.

At this time, your escalated service requests will be closed.

However, **your concerns will remain documented and may be referenced during future employee training and professional development activities**.

We appreciate your feedback and your willingness to help us improve the quality of service we provide to Baltimore City residents and businesses.

Best regards,

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
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"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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