Service Request Summary Report
26-00971240
Printed Date: Oct 15, 2026 - 1:35:41 PM

Type: SW-City Trash Can or Recycling Can Issue
Created By: Khadijah Lomax-Bey
Service Request Owner: SW_MARINE OPERATIONS
Method Received: Phone
SLA Detail: 10 Business Days

SR #: 26-00971240
Prority: Standard
Status: Hold
Status Date: Oct 15, 2026 1:35:37 PM
Created Date: Oct 15, 2026 12:17:07 PM
Overdue on:
Closed on:

Location: 510 S CONKLING ST, Baltimore City, 21224
Location Details:
Description: 3 Trash Cans was dumped in front of the commercial property and is requesting for cans to be removed. The trash can ID #'s are: 665-132242, 265-179932, 665-149160

Service Questions

Questions	Answers
What is the trash can/recycling cart concern?	Removal/Pick-up
Is it recycling or trash can?	Trash Can
How many bins do you have?	3
Pick up location:	Front

Contact Information

Name	Address	Email	Phones/Extensions
ROBERTA SCHOFIELD		bnbscho510@gmail.com	+1 (410) 522-2782

Service Activities

Activity Name	Status	Assigned To	Outcome	Outcome Reason	Finish Date
Service Response	Not Started				

Resolution Questions

Service Activity	Resolution Question	Resolution Answer

Comments

Comment	Comment By	Created Date	Visibility
Assigned to night shift for 10.15.26	Roslyn Jones	10/15/2026 1:34 PM	Private

Related Child Service Requests

Related Parent Service Requests

Transfer Parent Service Requests

SW-Trash Can/Recycling Container Complaint	**26-00971604**	**Closed (Transferred)**	**510 S CONKLING ST, Baltimore City, 21224**

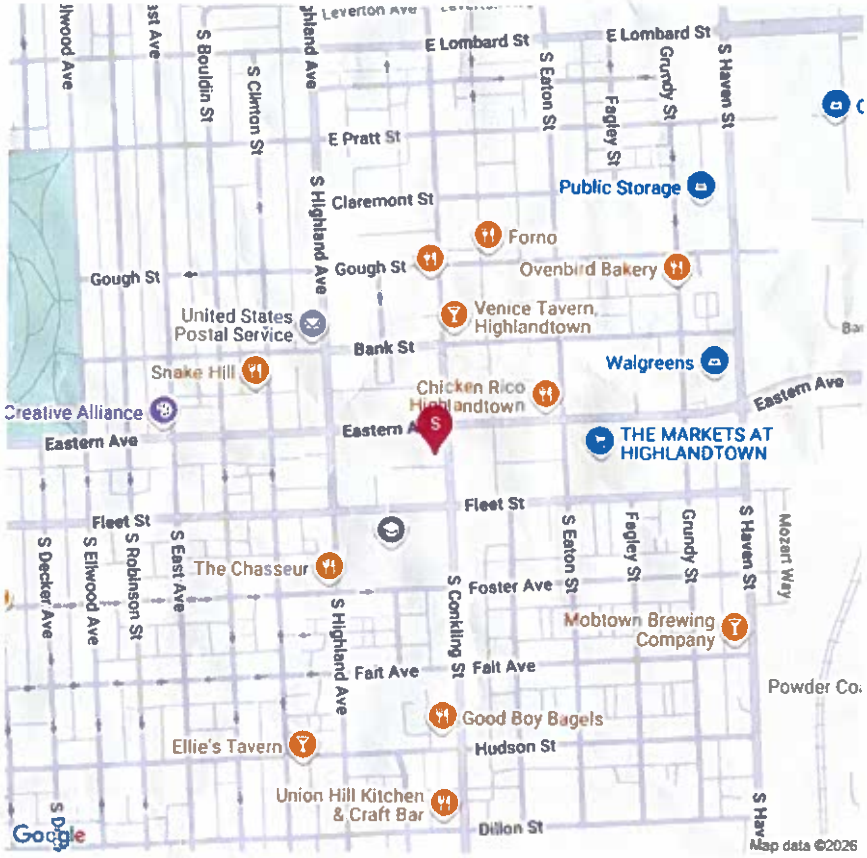
Questions	Answers
Is this a trash can or recycling container?	Trash Can
What color is the container?	Green
Where is your trash collected, front or rear?	Front

TCO

What is the complaint regarding the container?	Other
Please describe:	3 Trash Cans was dumped in front of the commercial property and is requesting for cans to be removed. The trash can ID #'s are: 665-132242, 265-179932, 665-149160

External Service Requests

System Id	Name



Report Date: Oct 15, 2026 - 1:35:41 PM

Service Request Summary Report
26-00971247
Printed Date: Oct 15, 2026 - 1:29:19 PM

Type:	SW-Public (Corner) Trash Can Issue	**SR #:**	26-00971247
Created By:	citizen Site Guest User	**Prority:**	Standard
Service Request Owner:	SW_MARINE OPERATIONS	**Status:**	Pending
Method Received:	API	**Status Date:**	Oct 15, 2026 1:29:13 PM
SLA Detail:	1 Business Day	**Created Date:**	Oct 15, 2026 12:18:03 PM
		Overdue on:	Oct 16, 2026 12:18:03 PM
		Closed on:	
Location:	3408 BENSON AVE, BC, 21227		
Location Details:			
Description:			

Service Questions

Questions	Answers
What is the problem with the public trash can?	Overflowing
What type of can is this?	Regular public corner can - black
Does the can have a liner?	Yes
Where is the can located?	At a bus stop

Contact Information

Name	Address	Email	Phones/Extensions

Service Activities

Activity Name	Status	Assigned To	Outcome	Outcome Reason	Finish Date
Service Response	Not Started				

Resolution Questions

Service Activity	Resolution Question	Resolution Answer

Comments

Comment	Comment By	Created Date	Visibility
Mixed Refuse Route : 3209	citizen Site Guest User	10/15/2026 12:18 PM	Private

Related Child Service Requests

Related Parent Service Requests

External Service Requests

System Id	Name



Report Date: Oct 15, 2026 - 1:29:19 PM

Service Request Summary Report
26-00952773
Printed Date: Oct 15, 2026 - 2:40:04 PM

Type:	SW-City Trash Can or Recycling Can Issue	**SR #:**	26-00952773
Created By:	citizen Site Guest User	**Prority:**	Standard
Service Request Owner:	SW_MARINE OPERATIONS	**Status:**	Hold
Method Received:	API	**Status Date:**	Oct 09, 2026 7:28:20 AM
SLA Detail:	10 Business Days	**Created Date:**	Oct 08, 2026 4:57:45 PM
		Overdue on:	
		Closed on:	
Location:	338 KANE ST, Baltimore City, 21224		
Location Details:	Deliver to back alley		
Description:	TCO		

Service Questions

Questions	Answers
What is the trash can/recycling cart concern?	Stolen/Lost
Do you need trash or recycling cans?	Trash Can (Green)
What size trash can would you like to request?	Trash Can (Green) - 65 Gallon 1652048 03

Contact Information

Name	Address	Email	Phones/Extensions
Steven Miller		mariner888@comcast.net	+1 (410) 627-9108

Service Activities

Activity Name	Status	Assigned To	Outcome	Outcome Reason	Finish Date
Service Response	Not Started				

Resolution Questions

Service Activity	Resolution Question	Resolution Answer

Comments

Comment	Comment By	Created Date	Visibility
Assigned for 10.15.26	Roslyn Jones	10/9/2026 7:28 AM	Private

Related Child Service Requests

Related Parent Service Requests

External Service Requests

System Id	Name

Service Request Summary Report
26-00950004
Printed Date: Oct 15, 2026 - 2:39:45 PM

Type:	SW-City Trash Can or Recycling Can Issue	**SR #:**	26-00950004
Created By:	citizen Site Guest User	**Prority:**	Standard
Service Request Owner:	SW_MARINE OPERATIONS	**Status:**	Hold
Method Received:	API	**Status Date:**	Oct 09, 2026 7:22:31 AM
SLA Detail:	10 Business Days	**Created Date:**	Oct 08, 2026 8:32:46 AM
		Overdue on:	
		Closed on:	
Location:	931 BINNEY ST, BC, 21224		
Location Details:			
Description:			

TCO

Service Questions

Questions	Answers
What is the trash can/recycling cart concern?	Damaged
Do you need trash or recycling cans?	Recycling Can (Blue)
What size recycling cans would you like to request?	Recycling Can (Blue) - 35 Gallon

65K1630417
26384921

Contact Information

Name	Address	Email	Phones/Extensions
Daryl Zysk		dmz933@live.com	

Service Activities

Activity Name	Status	Assigned To	Outcome	Outcome Reason	Finish Date
Service Response	Not Started				

Resolution Questions

Service Activity	Resolution Question	Resolution Answer

Comments

Comment	Comment By	Created Date	Visibility
Assigned for 10.15.26	Roslyn Jones	10/9/2026 7:22 AM	Private
email@10.13.26	Sharon Carter	10/13/2026 10:22 AM	Private

Related Child Service Requests

Related Parent Service Requests

External Service Requests

System Id	Name

Service Request Summary Report
26-00950959
Printed Date: Oct 15, 2026 - 2:40:24 PM

Type:	SW-City Trash Can or Recycling Can Issue	**SR #:**	26-00950959
Created By:	citizen Site Guest User	**Prority:**	Standard
Service Request Owner:	SW_MARINE OPERATIONS	**Status:**	Hold
Method Received:	API	**Status Date:**	Oct 09, 2026 7:31:23 AM
SLA Detail:	10 Business Days	**Created Date:**	Oct 08, 2026 11:56:00 AM
		Overdue on:	
		Closed on:	
Location:	6723 O'DONNELL ST, Baltimore City, 21224		
Location Details:			
Description:			

TCO

Service Questions

Questions	Answers
What is the trash can/recycling cart concern?	Stolen/Lost
Do you need trash or recycling cans?	Both
What size trash can would you like to request?	Trash Can (Green) - 65 Gallon
What size recycling cans would you like to request?	Recycling Can (Blue) - 65 Gallon

665 265 222
26 38 T494

Contact Information

Name	Address	Email	Phones/Extensions
Nicholas DiNicola		hometrustnick@gmail.com	+1 (410) 218-7792

Service Activities

Activity Name	Status	Assigned To	Outcome	Outcome Reason	Finish Date
Service Response	Not Started				

Resolution Questions

Service Activity	Resolution Question	Resolution Answer

Comments

Comment	Comment By	Created Date	Visibility
Assigned for 10 15 26	Roslyn Jones	10/9/2026 7:31 AM	Private

Related Child Service Requests

Related Parent Service Requests

External Service Requests

System Id	Name

Service Request Summary Report
26-00950754
Printed Date: Oct 15, 2026 - 2:39:27 PM

Type:	SW-City Trash Can or Recycling Can Issue	**SR #:**	26-00950754
Created By:	Shannon Carrothers	**Prority:**	Standard
Service Request Owner:	SW_MARINE OPERATIONS	**Status:**	Hold
Method Received:	Phone	**Status Date:**	Oct 09, 2026 7:23:08 AM
SLA Detail:	10 Business Days	**Created Date:**	Oct 08, 2026 11:14:27 AM
		Overdue on:	
		Closed on:	
Location:	346 S NEWKIRK ST, Baltimore City, 21224		
Location Details:			
Description:	Recycle can was stolen.		

Service Questions

Questions	Answers
What is the trash can/recycling cart concern?	Damaged not out
Do you need trash or recycling cans?	Both
What size trash can would you like to request?	Trash Can (Green) - 65 Gallon
What size recycling cans would you like to request?	Recycling Can (Blue) - 65 Gallon

Contact Information

Name	Address	Email	Phones/Extensions
joy epps		jpyteleda54@gmail.com	+1 (443) 469-7139

Service Activities

Activity Name	Status	Assigned To	Outcome	Outcome Reason	Finish Date
Service Response	Not Started				

Resolution Questions

Service Activity	Resolution Question	Resolution Answer

Comments

Comment	Comment By	Created Date	Visibility
Assigned for 10.15.26	Roslyn Jones	10/9/2026 7:23 AM	Private
voice/email@10.13.26	Sharon Carter	10/13/2026 10:15 AM	Private

Related Child Service Requests

Related Parent Service Requests

External Service Requests

System Id	Name

Service Request Summary Report
26-00970792
Printed Date: Oct 15, 2026 - 11:06:39 AM

Type:	ECC-Escalation	**SR #:**	26-00970792
Created By:	Quanye Carr	**Prority:**	Standard
Service Request Owner:	SW	**Status:**	Pending
Method Received:	Phone	**Status Date:**	Oct 15, 2026 11:06:35 AM
SLA Detail:	2 Business Days	**Created Date:**	Oct 15, 2026 10:54:01 AM
		Overdue on:	Oct 19, 2026 10:54:01 AM
		Closed on:	
Location:	3127 O'DONNELL ST, Baltimore City, 21224		
Location Details:			
Description:			

Service Questions

Questions	Answers
Original SR #	26-00932434
Original SR Type name	SW-City Trash Can or Recycling Can Issue
Please provide agency name, if known:	Solid Waste
What was unsatisfactory about how the request was handled?	Other
Please describe:	SR is on hold. Caller requested 35-gallon cans but says he received 65 gallons.
Describe the nature of the issue or concern:	
Does the constituent request a call back from an appropriate agency manager, supervisor or representative?	No

Contact Information

Name	Address	Email	Phones/Extensions
Nick Schiwy		schiwyn@gmail.com	+1 (410) 310-6269

Service Activities

Activity Name	Status	Assigned To	Outcome	Outcome Reason	Finish Date
Service Response	Not Started	Old MTC: 665205980 Old MRC: S26387431		New MTC: 635006169 New MRC: S26384924	

Resolution Questions

Service Activity	Resolution Question	Resolution Answer

Comments

Comment	Comment By	Created Date	Visibility
Given to T. Richardson for 10.15.26-night shift	Roslyn Jones	10/15/2026 11:06 AM	Private

Related Child Service Requests

Related Parent Service Requests

SW-City Trash Can or Recycling Can Issue	**26-00932434**	**Hold**	**3127 O'DONNELL ST, Baltimore City, 21224**

Questions	Answers