

Message

From: Marker, Paul [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9331CE6AA0354BACBE0E81AE0A3B90F3-PMARKER]
Sent: 10/17/2017 8:29:26 AM
To: Pagano, Frank [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=fcaldf42aa534fd98a5ffd54b03c445-fpagano]; Tsottles, Adam
[o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=5f07d66543e04df3a48ac4c41e2e771c-atsottle]; Casey, Ashlee
[o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=848807el34114e5dbeb52202330fa286-apotts]
CC: Duffy, Megan R [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=0ae3cb3e28a74223a334bbca01f790ae-mduffy4]; Crawford, Robert
[o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=16fa705cd3f54f91bbea3dd329a10d5e-rcrawfo2]
Subject: RE: 420-68352 HOPKINS VILLAGE 3212 SAINT PAUL ST, incident yesterday

The customer is sorely mistaken. Our drivers serviced this stop at 7:09am. Mr. O'Reilly assaulted our driver, damaged our vehicle and jumped in the cab of our truck. All of this was captured on cell phone video and our DriveCam footage. Our drivers showed incredible restraint. We are filing charges on the Mr O'Reilly this morning for attempted theft of WM property, assault and we have alerted corporate security. We are also looking into having to cancel this customer due to safety concerns.

From: Pagano, Frank
Sent: Tuesday, October 17, 2017 9:16 AM
To: Tsottles, Adam <atsottle@wm.com>; Casey, Ashlee <acasey2@wm.com>; Marker, Paul <pmarker1@wm.com>
Cc: Duffy, Megan R <mduffy4@wm.com>
Subject: 420-68352 HOPKINS VILLAGE 3212 SAINT PAUL ST, incident yesterday

From our customer: "I just found out about another altercation that happened this morning in the alley. Apparently, the WM drivers showed up prior to 7:00 AM and the noise disturbed Mr. O'Reilly, who lives in the building across the alley from ours. I believe the cops were called this time. I know you are aware of the noise ordinance as you were the one who reminded me about it. Please remind dispatch to refrain from picking up our trash and recycling prior to 7:00 AM.

Please reply so I can contact our customer about ops response, thank you.

Frank J. Pagano
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800-553-7771

