

-----Original Message-----

From: Steve Pappalardo  
Sent: Thursday, February 23, 2017 9:17 AM  
To: 'Ottilie Jarmel' <[ojarmel@yahoo.com](mailto:ojarmel@yahoo.com)>  
Subject: RE: Comment re Scarsdale Sanitation

Ms. Jarmel,

Thank you for taking the time to express your appreciation and satisfaction with our sanitation services. We do our best to provide quality and consistent operations and it's always nice to hear from residents who notice the effort. I will forward your email to the Public Works Superintendent and Sanitation Division Foremen.

Regards,

Steve Pappalardo

-----Original Message-----

From: Ottilie Jarmel [<mailto:ojarmel@yahoo.com>]  
Sent: Wednesday, February 22, 2017 12:11 PM  
To: Steve Pappalardo <[spappalardo@scarsdale.com](mailto:spappalardo@scarsdale.com)>  
Cc: Public Works <[publicworks@scarsdale.com](mailto:publicworks@scarsdale.com)>  
Subject: Comment re Scarsdale Sanitation

Hi Steve,

I just wanted to give you some feedback on my most recent experience with Scarsdale Sanitation, which is pretty much consistent with my experience over the years.

Since the beginning of the new year, I've had occasion to call Sanitation twice for yard waste pickups, most recently yesterday.

While yard waste pickup is not on the schedule this time of year, I have not only been accommodated, but they've come the very same day!

Also, my experience is that whenever a new guy is on and fails to (find my trash/recycle bins and) do a pick up, all I need to do is give Sanitation a ring and they have someone stop by to get it.

The manager in the office is always courteous and efficient. Sometimes I speak with a woman, sometimes with a man, it makes no difference. It's probably the culture.

I wasn't sure how often you received favorable feedback, so I wanted you to hear from one resident who appreciates how well we have been served. Please share this with the team on the ground.

Thanks.

Ottilie Jarmel  
8 Colvin Rd