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**Sent:** Monday, November 18, 2024 9:52 PM

**To:** Joseph Rizk <[jrizk@viennatwpgc.gov](mailto:jrizk@viennatwpgc.gov)>

**Subject:** Complaint about Garbage Collection

Hello Joe:

This morning my wife was driving with our 17 month old granddaughter with her. She turned onto Jennings from Vienna rd (this was in the stretch between Vienna Rd and Barker Rd)- and the Garbage truck was collecting garbage driving northbound in the southbound lane. Add to this, at 1030 am we still had dense fog in the area. My wife was looking for a safe way to pass this truck yet the driver kept moving to her kind of pushing her into the other lane of traffic - also this truck had no hazard lights on.

My wife asked me to call Emterra and the attitude that I got was they did not care about what happened at all. Although they said that they would let the route caption know - I did not feel this was taken seriously. Being in customer service myself, this was not the way to handle the situation. My concern is first that the truck was doing this in the first place and 2<sup>nd</sup> with dense fog in the area and reduced visibility more attention should have been displayed.

Thank you for your time

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