

#1682706 APRIL 9: 81 WESTERN AVE S - Q3 2025 Legislative Hearing - Extra Bags

Submitted February 27, 2026 at 11:04 AM
Received via Inbound phone
Requester S Melaine Schwahn-Doyle <shamiere@yahoo.com>

CCs

Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone	Property ID Number
-93.11637,44.93889	81 Western Ave S, St. Paul, Minnesota, 55102	16124506586	012823310122

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 3 (July - September)	2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
115.75	260130	9:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO states the photo shows her cart, but the extra items near the cart are not hers	04/09/2026

Other Name

S Melaine Schwahn-Doyle

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?

Yes

Have you contacted the Saint Paul Garbage Team about this garbage bill before?

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

July 1, 2025 - September 30, 2025

Staff Comments

The PO confirmed the garbage and recycling carts are her carts in the photo provided by the hauler. However the PO is disputing the extra items placed next to her garbage cart, stating they do not belong to her. PW staff informed the PO that we cannot remove charges for items left in or near her garbage cart. Staff does not recommend reducing assessment.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
Ward 2	04/15/2026	Yes	No

Project Number	Service Level	Total time spent (sec)	Time spent last update (sec)
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HaulerFCC Environmental

Sophia Yang February 27, 2026 at 11:04 AM

Internal note

Call from: +1 (612) 450-6586

Call to: +1 (651) 413-6624

Time of call: February 27, 2026 at 5:03:47 PM UTC

Answered by: Sophia Yang

Sophia Yang February 27, 2026 at 11:07 AM

Internal note

Consultation call

Initiated by: Sophia Yang

Received by: Jillian Barden

Jillian Barden February 27, 2026 at 11:07 AM

Internal note

Call transferred.

From: Sophia Yang

To: Jillian Barden

Jillian Barden February 27, 2026 at 11:16 AM

Internal note

Inbound call from +1 (612) 450-6586

Call Details:

Call from: +1 (612) 450-6586

Call to: +1 (651) 413-6624

Time of call: 2026-02-27 17:03:47 UTC

Location: Minnesota, United States

Answered by: Jillian Barden

Length of phone call: 13 minutes, 2 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA86cd90ca157a148a16a1a80e53afb4/twilio/call/recording>

Jillian Barden February 27, 2026 at 11:25 AM

Internal note

Following up to make sure we file a Leg Hearing to dispute two bags.

"PO states the photo shows her cart, but the extra items are not hers"

Jillian Barden March 12, 2026 at 10:42 AM

Internal note

Wants to schedule April 9 Layover for hearings
