

## Vang, Mai (CI-StPaul)

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Thursday, July 23, 2020 8:33 AM  
**To:** Moermond, Marcia (CI-StPaul); Vang, Mai (CI-StPaul)  
**Subject:** FW: FW: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Please add to TA file for 341 Daly for LH today.

Thank you!



### Clare Pillsbury

#### *Management Assistant I*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102

**P:** 651-266-8862

**F:** 651-266-6222

[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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**From:** grevering.sph@gmail.com <grevering.sph@gmail.com>  
**Sent:** Wednesday, July 22, 2020 12:33 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Cc:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Subject:** FW: FW: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Clare,  
Please see update below. From Mary.

### *Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Patch, Mary <mpatch@wm.com>  
**Sent:** Wednesday, July 22, 2020 11:44 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Yes we did deliver a 32 gal trash cart yesterday – but she actually did call us back to state we didn't remove the 96 gal trash cart (don't know why not) and I'm no sure when that will be removed - today or next week.

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, July 22, 2020 11:16 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Mary,  
Please see confirmation request.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Wednesday, July 22, 2020 10:57 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Hello Mary,

Can you let me know if the 35-gal cart was delivered yesterday?

Thank you!



**Clare Pillsbury**

*Management Assistant I*

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, July 20, 2020 5:05 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Great. Thank you Mary!



**Clare Pillsbury**  
*Management Assistant I*

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, July 20, 2020 4:24 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Clare,  
Please see update from Mary.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Monday, July 20, 2020 3:16 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Yes, we made at least three attempts to talk to her on line - but she never picked up and the agent did leave a voice mail messages.

I told him to quit trying after the 3<sup>rd</sup> time - so I see she calls the city.

I'll put in the swap ticket for tomorrow - since Tuesday is pick up day and I will have someone call her and probably leave a message

Thanks  
Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, July 20, 2020 3:05 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Mary,  
Please see request below.

***Greg Revering***

Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, July 20, 2020 3:01 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Hello Mary,

Was anyone able to contact the property owner? We spoke to Jacqueline and confirmed that she would like her 94-gal switched out for a 35-gallon with weekly service. **If this has not been done, please have someone get in touch with her to arrange the switch as soon as possible.** Once this has been done, please let me know.

Thank you!



**Clare Pillsbury**

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**F:** 651-266-6222

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Tuesday, June 30, 2020 4:46 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

In the meantime, please have someone contact the resident to get their cart size switched. Once the resident has been contacted, please notify me as well.

Thank you!



**Clare Pillsbury**  
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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Tuesday, June 30, 2020 4:41 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Mary. I will give the property owner a call then.



**Clare Pillsbury**  
***Management Assistant I***

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, June 29, 2020 2:50 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

**Think Before You Click: This email originated outside our organization.**

Clare,  
Please see update from Mary.

***Greg Revering***  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Monday, June 29, 2020 12:37 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

If she has been calling WM – I have no idea who she has been talking too.  
There is absolutely no record of any calls or missed pick ups noted on her account.

The only service note I see on her account is from the dispatcher back in November 2018 – the driver had called into state that she had yard waste in her trash cart so he couldn't service it.

Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, June 29, 2020 10:50 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Mary,  
Please see information and request below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, June 29, 2020 9:43 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

**Property Address & PID:** 341 DALY STREET (PID: 112823110045)  
**Property Owner:** JACQUELINE D MUNOZ  
**Phone Number or Email:** 651-353-5019 ; [munoz006@umn.edu](mailto:munoz006@umn.edu)  
**Pending Assessment Amount:** \$114.34  
**Quarter Pending Assessment is For:** Garbage Service Large Cart Weekly; 3 Late Fees; Jan 1-Mar 31 2020

**Summary of Issue:** Property owner stated that she had contacted Waste Management umtiple times from November 2018 – December 2018 about switching out her large 94-gal cart for a smaller cart. She also stated that she called again in the first few months of 2019 with the same concern after she had several missed trash pick ups at her property. Her last call to Waste Management was in April 2019. Can you please provide the following information:

- History of contact with property owner from Q4 2018 – Present

- Any documented missed pick ups from Q4 2018 – Present
- Any documented work orders for a cart removal/delivery to the property from Q4 2018 – Present

Thank you!



**Clare Pillsbury**

***Management Assistant I***

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