

## Pillsbury, Clare (CI-StPaul)

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Wednesday, July 1, 2020 12:16 PM  
**To:** grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)  
**Subject:** RE: 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Thanks Kim!



### 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 1, 2020 11:42 AM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Subject:** FW: 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

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

Chris,  
Please see update from Kim.

### *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:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>  
**Sent:** Wednesday, July 1, 2020 10:57 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** RE: 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Driver note-please be sure to get walkup service-*This is a reminder for the driver that shows up on his route sheet.* As far as the misses go if for some reason the driver cannot get to the container he calls that into dispatch so the account is noted and what the issue was.

**Thank you**

**Kim Shannon | Operations Support/Administrative Assistant**



309 Como Avenue | Saint Paul | MN 55103  
T: 651-768-5270 | F: 651-487-8552 | E: [kim.shannon@AdvancedDisposal.com](mailto:kim.shannon@AdvancedDisposal.com)  
Connect with us: [AdvancedDisposal.com](http://AdvancedDisposal.com) [Facebook](#) [YouTube](#)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Wednesday, July 1, 2020 10:06 AM  
**To:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>; Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** FW: 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Kim,  
Please see clarifying question 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:** Wednesday, July 1, 2020 10:03 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: 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Thank you Kim. I am confused by the following note:

*9/20/19 Driver note-please be sure to get walkup service.* Does this mean that the driver was under the impression that this property was not approved for walk up service? If so, this could be where some of the complaints about missed pick up were coming from. Please confirm.

It also appears as though the only missed pickups were on 09/13/2019 and 2/24/20. Is that correct? Were there any other instances where the driver was unable to pick up the cart due to incorrect placement, or just based on the fact that the cart was not placed out at all?

**Clare Pillsbury**  
*Management Assistant I*  
Saint Paul Public Works



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, June 30, 2020 7:16 AM  
**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: 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

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

Clare,  
Please see update from Kim.




*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:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>  
**Sent:** Tuesday, June 30, 2020 6:58 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** RE: 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Good morning,  
History on account:  
10/5/18 (1<sup>st</sup> issue ever entered) Resident called for walk up service and CCR let him know there was a form to fill out.  
9/13/19 Reminder for driver to be sure to get they were missed last week-regular driver out sick and swing driver on route. Route supervisor reached out to resident.  
9/20/19 Driver note-please be sure to get walkup service.  
4/9/19 Lee approved walk up service but prior to this date the resident was getting walk up service. Please see below, notice the activation date. I am unsure why it states in system that Lee approved 4/9/19 when it was activated 10/1/18.

	<b>Customer No.:</b> <input type="text" value="9868"/> <input type="text" value="T"/>	<b>Name:</b> TERRY LONDROCHE	<b>Address:</b> 37 HATCH AVE, , ST		
	<b>Site No.:</b> <input type="text" value="1"/> <input type="text" value="T"/>	<b>Name:</b> CITY OF ST PAUL RESIDENT 302922230176	<b>Address:</b> 37 HATCH AVE, ST		
	<b>Service No.:</b> <input type="text" value="2"/>	<b>Quantity:</b> 1.00	<b>Size:</b> 0.30 YARD	<b>Type:</b> RESIDENTIAL TRASH	<b>Ro</b>

Details	Messages	Materials	Custom Fields	Routing	Disposal	Containers	Issues	History
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**Service Messages**

Message 1:  
RES 1 UNIT

Message 2:  
WALK UP SERVICE

Driver Message:

2/24/20 Miss pickup.  
6/12/20 Called and made payment \$102.37.

**Thank you**

**Kim Shannon | Operations Support/Administrative Assistant**

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Monday, June 29, 2020 2:51 PM  
**To:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>; Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** FW: 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Kim,  
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 2:37 PM  
**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:** 37 HATCH AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal:

**Property Address & PID:** 37 HATCH AVE (PID: 302922230176)  
**Property Owner:** TERRY LONDROCHE  
**Phone Number or Email:** 651-308-3441; [n0goi@centurylink.net](mailto:n0goi@centurylink.net)  
**Pending Assessment Amount:** \$110.48  
**Quarter Pending Assessment is For:** Garbage Service Medium Cart, 3 Late Fees; Jul 1 - Sep 30 2019

**Summary of Issue:** Property owner stated that they have been having issues with Advanced Disposal since the beginning of the coordinated collection program. The main issue involving Q3 2019 is with missed pick ups. Property owner stated that they have been having issues with missed pick ups since the start of the program and do not feel as though they should be charged the full cost of service due to this issue.

The property owner also stated that they were supposed to receive walk up service since Q4 2018 but did not receive it until April 2019. **Please explain why they did not receive walk up service until April 2019. We also need the following information regarding missed pick ups:**

- List of all missed pick ups from Q4 2018 – Q2 2020, as well as the reason for the missed pick up
- History of contact between the property owner and the resident from Q4 2018 – Q1 2020

Thank you!



**Clare Pillsbury**

*Management Assistant I*

Saint Paul Public Works  
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Saint Paul, MN 55102

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F: 651-266-6222

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