

#1839032 1397 Hewitt Ave, 55104 - Cart Sharing Request - Approved

Submitted	Received via	Requester			
May 22, 2026 at 4:10 PM	Inbound phone	Mary C Gallagher <gallaghermc@aim.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	PW - Garbage	Melanie Harding

Latitude/Longitude	Location	Is this a repeat report?
-93.15943,44.96671	1397 Hewitt Ave, Apartment 1-2, St. Paul, Minnesota, 55104	No

Other Telephone	Property Type	Other Name	Ward	Cart Sharing Type
16512855893	Multi-Family (2-4 units)	Mary C Gallagher	Ward 4	New Cart Sharing Application

Cart Sharing understand and agree to the requirements	Property owner or tenant?
Yes	Property owner

Cart Sharing - Approval Status	How many residential dwelling units are at the property?
Approved	2

How many total garbage carts would you like at your property?	Cart Size 1
1	Small (35 gallons) - WEEKLY

Rose Mary Lohr May 22, 2026 at 4:10 PM

Internal note

Call from: +1 (651) 285-5893
Call to: +1 (651) 372-8578
Time of call: May 22, 2026 at 9:08:27 PM UTC
Answered by: Rose Mary Lohr

Rose Mary Lohr May 22, 2026 at 4:25 PM

Internal note

Inbound call from +1 (651) 285-5893
Call Details:

Call from: +1 (651) 285-5893
Call to: +1 (651) 372-8578
Time of call: 2026-05-22 21:08:27 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Rose Mary Lohr
Length of phone call: 17 minutes, 13 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAb50b60809d76d73f8c81ee413ddf3dba/twilio/call/recording>

Rose Mary Lohr May 22, 2026 at 4:32 PM

Hello Mary,

Thank you for submitting your request to share garbage carts between units at the address 1397 Hewitt Ave, Apartment 1-2, St. Paul, Minnesota, 55104. It has been received and assigned to a program supervisor for review.

We have received a significant number of requests for cart sharing. We are reviewing them as quickly as possible, in the order we receive them, while ensuring each request receives a thorough review and individual communication.

Please allow up to three weeks for this review to be completed. If you have not received a response by that time, please respond to this email to follow up.

General information about the cart sharing option is available at stpaul.gov/cartsharing.

Thank you,

Rose

City of Saint Paul
Public Works - Solid Waste & Recycling
651-266-6101

Rose Mary Lohr May 22, 2026 at 4:34 PM

Internal note

There's already (1) 35- Weekly, (1) 35EOW at the property. PO request to remove 35 -Weekly.

Melanie Harding June 4, 2026 at 3:09 PM

Internal note

Listened to Rose's conversation with the PO. She has 1 weekly cart and 1 every-other-week at the property but we are billing for 2 weekly carts. **PO wants 1 small, weekly cart.**

1. Needs a billing adjustment for Q1 and Q4 to reflect 35-EOW instead of 35(2).

2. Enroll in Cart sharing and remove the EOW cart to leave them with 35(1).

Melanie Harding June 4, 2026 at 3:13 PM

Hello Mary,

Your garbage cart sharing application for multi-unit buildings is approved at the address 1397 Hewitt Ave, St. Paul, Minnesota, 55104. This approval will allow you to share 1 garbage cart between the 2 units at your property as long as there are no overflow garbage issues. You will receive an email with cart removal details shortly. Billing will be prorated on the date the cart job is completed.

Please review Cart Sharing details here: stpaul.gov/cartsharing.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding June 4, 2026 at 3:18 PM

Internal note

Creating side ticket to handle billing issue.

Support software by Zendesk