

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, September 2, 2020 11:01 AM
To: Vang, Mai (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: RE: Double charging people for trash, charging when there is no bin, no one to help, no advocacy from city council

Thanks Mai! We have received a similar email from Marguerite that came through the assessments office. Chris has responded to her email to address these concerns.



Clare Pillsbury

Management Assistant I

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www.stpaul.gov/garbage

From: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Sent: Wednesday, September 2, 2020 10:57 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Double charging people for trash, charging when there is no bin, no one to help, no advocacy from city council

FYI

From: *CI-StPaul_Contact-Council <Contact-Council@ci.stpaul.mn.us>
Sent: Tuesday, September 1, 2020 1:09 PM
To: #CI-StPaul_Ward5 <Ward5@ci.stpaul.mn.us>
Cc: Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>; Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Subject: FW: Double charging people for trash, charging when there is no bin, no one to help, no advocacy from city council

Forwarding as an FYI. The address is 679 Hoyt Avenue W. I don't know whether she has an assessment coming before the Council.



Katie Burger
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Making Saint Paul the Most Livable City in America

From: Marguerite <margiedespain@yahoo.com>

Sent: Tuesday, September 1, 2020 2:06 AM

To: *CI-StPaul_Contact-Council <Contact-Council@ci.stpaul.mn.us>

Subject: Double charging people for trash, charging when there is no bin, no one to help, no advocacy from city council

I have very little confidence that any city councilperson will respond. However, I am putting my request in writing to record my efforts. Once again, I am letting the City Council know that the trash program and your process for appealing wrong charges is not working. I have been double charged now for months, both by the trash company and by the City with assessments. I reported the errors to the City and to the trash company and the right hand does not talk with the left hand. This is not right to put customers in the middle of the poor communications between the City and the trash companies. It is also not right to put any assessment on any citizen after being a week or two late paying their bill.

A separate issue - In addition, during Covid, you held a hearing when life was in a crisis, at a ridiculous time for any citizen participation, and completely opposite of what the Mayor had ordered about not putting fines on people during the crisis time. You ignored his directive and continued to have these appeals and to charge these charges unfairly. I informed your hearing officer person already at another hearing that no bin had been at my house, so how can you pay for garbage during a time when there is no bin, and how is that fair. Nothing we say matters at the hearings. There is NO ONE ADVOCATING FOR CITIZENS< JUST SOMEONE ADVOCATING FOR MONEY FOR THE CITY AT ANY COST AND WITHOUT REGARD FOR MORALS. Again and again, this same woman is there, angry, defiant, and never listening or believing what citizens tell her. I disagree that this woman should be in this position or that this whole system is working. IT'S A MESS!

You have to acknowledge truths and realities in order to be fair, that your program was declared illegal for a period of time, but JUDGES, not me, and was not legal until after it passed the citizen vote. During the gap time, the garbage company picked up bins and did not enforce the illegal program, so why was I charged for that time. All charges during that time were a mess. It is not up to you all to make up laws and act like Trump as an autocrat. You have a responsibility to steward your power and our public money with more responsibility than you have. I'm so disappointed, as instead of acting in your role as city council persons representing us, you harbor resentments toward those of us that have not agreed with you, putting ego and politics before your primary role to advocate and help citizens. I have not been treated fairly and am low income, but will be forced to get legal help when in any good city...there would be a workable council person to help. It seems all you all care about is your own personal gain politically....no citizen help.

To be fair, I should not have been charged for garbage service during the time I had no bin. I already stated this and presented evidence that I had no bin. I can present more but none of my questions were answered when I wrote to ask if more evidence was needed. I have neighbors that can verify it was picked up. Of course, the trash company will not admit when they picked it up. They didn't even had an account for me for months, as it was all screwed up at the start. It apparently is still screwed up. I sent payment and none is recorded to you. This is a mess and yet no

one either at the city or the garbage company or the council or assessments has ever been able to help. This is wrong.

So, the payments that have gone to assessments need to be looked at and discussed with me, and I will get the news stations involved and look into getting an attorney. I've had it. Marguerite DeSpain

Marguerite A. DeSpain, Consultant

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