

#1603971 81 Western Ave S - Trash Bag Inquiry

Submitted		Received via		Requester	
January 28, 2026 at 12:42 PM		Voicemail		S Melaine Schwahn-Doyle <shamiere@yahoo.com>	
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden
Latitude/Longitude	Location			Is this a repeat report?	Ward
-93.11635,44.93888	81 Western Ave S, St. Paul, Minnesota, 55102			No	Ward 2
License Plate: State	Do you need an interpreter?				
Minnesota	No				
Please select the reason you are contacting the solid waste team				Billing Year	
Billing or Assessments				2025	
What is your billing or assessment question?		What were you charged for?		Total time spent (sec)	
Extra Charges on My Bill		Garbage Bags		2115	
Time spent last update (sec)		Billing Quarter			
1530		Quarter 3 (July 1 – September 30)			

S Melaine Schwahn-Doyle January 28, 2026 at 12:42 PM

Internal note

Voicemail from +1 (612) 450-6586
Call Details:

Call from: +1 (612) 450-6586

Call to: +1 (651) 413-6624

Time of call: 2026-01-28 18:36:46 UTC

Location: Minnesota, United States

Answered by: S Melaine Schwahn-Doyle

Length of phone call: 4 minutes, 33 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6421ae1f155825069621f49d9b84f27d/twilio/voice/mail/recording>

Transcription:

Yes, hi, my name is S mcclain and I had spoke with a person named jill in your office about a garbage complaint. I jill indicated she followed up with fcc environmental and she was going to print off and mail the photos that fcc provided it to her. I never did get those. I'm wondering if they, if this was just forgotten. But I would like to one request that that information be sent to me via mail. The 2nd thing was that she told me that I'll get a notice in January. And I, at that point, like I have like 30 days, I could like get a legislative hearing set up or something. So I am calling. So I don't miss any kind of concrete deadlines. I want to appeal the \$11.02 for the garbage overages that were not left. My phone number is 612-450-6586. If someone can please give me a call because I am going

to be out of the country for the majority of February. And I would like to get this on the, on the docket or whatever radar it needs to be on. Thank you. Bye.

Jillian Barden January 28, 2026 at 3:37 PM

Internal note

Outbound call to +1 (612) 450-6586

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 450-6586

Time of call: 2026-01-28 21:37:08 UTC

Called by: Jillian Barden

Length of phone call: 16 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA7e148bfb3c3ebdaaeecab08da6b9824/twilio/recording>

Jillian Barden January 28, 2026 at 4:01 PM

Internal note

Outbound call to +1 (612) 450-6586

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 450-6586

Time of call: 2026-01-28 21:39:23 UTC

Called by: Jillian Barden

Length of phone call: 21 minutes, 56 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA5ab4fa6196b317618655a5c954a079f8/twilio/recording>

Jillian Barden January 28, 2026 at 4:28 PM

Internal note

Spoke with PO again about two bags. She described her garbage can exactly as the image shows in ticket [#1526501](#)

She still would like to proceed with a hearing