

#1620318 679 Hoyt Ave W, 55117 - 1 BULK - patio umbrella - 2026-02-13

Submitted February 5, 2026 at 12:48 PM Received via Voicemail Requester Marguerite DeSpain <margiedespain@yahoo.com>

Status category Solved Ticket status Solved Type Question Priority Normal Group PW - Garbage Assignee -

Latitude/Longitude -93.12857,44.98785 Location 679 Hoyt Ave W, St. Paul, Minnesota, 55117 Is this a repeat report? No Ward Ward 5

Please describe the item(s) .
patio umbrella closed_-_completed

Please select the reason you are contacting the solid waste team Get Rid of an Item: Bulky Item, Extra Materials, Other Stuff Property owner or tenant? Property owner

Please select the item to get rid of Other Scheduled Date 2026-02-13 How many items do you want to get rid of? 1

Total time spent (sec) 390 Time spent last update (sec) 31 Language English Language confidence High

Marguerite DeSpain February 5, 2026 at 12:48 PM

Internal note

Voicemail from +1 (651) 270-6482
Call Details:

Call from: +1 (651) 270-6482
Call to: +1 (651) 372-8578
Time of call: 2026-02-05 18:45:07 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Marguerite DeSpain
Length of phone call: 3 minutes, 49 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAe38260705dcf07be1d34737f0f3430ac/twilio/voicemail/recording>

system February 5, 2026 at 12:49 PM

Internal note

Call transcript:

0
0 Hi. I'm leaving a message for Megan calling her back. Thanks, Megan, for calling last night. I'm
: Customer sorry. I was on on an um, call with a different program of the city, ironically.
0
3

0 So, um, sorry I missed your call. Can you please call me back? I'm worried because garbage day is
0 tomorrow, and I need to speak to you to make sure that I have a pickup tomorrow because right
: **Customer** now it's on hold. And I have some questions about that because I have to go out of town again,
1 and you guys have a limit of 2 times a year. So I and I have 3 other things I need to ask you, which
6 is why I'm not doing the email.

0
0 So, Megan, can you please call me back today as soon as possible? And I am home all day waiting
: **Customer** for your call. Bye bye.
4
0

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Megan Beuthien February 5, 2026 at 2:35 PM

Internal note

Outbound call to +1 (651) 270-6482

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 270-6482

Time of call: 2026-02-05 20:13:28 UTC

Called by: Megan Beuthien

Length of phone call: 22 minutes

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAfca0dd702b50b011c17dc820d468f18a/twilio/recording>

Megan Beuthien February 5, 2026 at 2:49 PM

Internal note

Outbound call to +1 (651) 270-6482

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 270-6482

Time of call: 2026-02-05 20:36:10 UTC

Called by: Megan Beuthien

Length of phone call: 13 minutes, 19 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAb5820850adee5e05c4ddff4801c48493/twilio/recording>

Megan Beuthien February 5, 2026 at 2:52 PM

Dear ,

We have received and scheduled your request for a bulky item pickup at 679 Hoyt Ave W, St. Paul, Minnesota, 55117 for the following: Other (patio umbrella).

Please place your item(s) out by 6 a.m. for pickup on Friday, 2026-02-13. Please place your bulky item next

to, but not leaning against, your garbage cart. It may be collected as late as 6 p.m.

Additional Information About Bulky Item Pickup:

- All residential households (1-4-unit homes) are allowed 1 bulky item pickup per unit per month included in their garbage service.
- Size guidelines: a bulky item can be up to 1 cubic yard. Examples include a standard stove or a couch.
- If you would like to set out more items than your monthly allotment, you may do so for the cost of \$30 per item. This charge will be automatically applied to your quarterly garbage bill.
- Oversized items *may* be charged as more than 1 item. For example, a large sectional couch with multiple pieces.
- Bulky item collection requests must be received at least 2 business days in advance, and will be scheduled for your next available garbage collection day.
- A separate truck from the usual garbage truck may collect your bulky item, and this may occur at a different time of day. Appliances and electronics are separated from garbage to be recycled.
- Please label items with the word, "Bulky."

A 2026 Collection Calendar is attached, which shows holiday week collection schedules and the on/off week collections for residences with every-other-week garbage collection.

For additional details on bulky item collection, visit stpaul.gov/bulky.

Thank you,

Megan

City of Saint Paul

Public Works - Solid Waste & Recycling

stpaul.gov/garbage

651-266-6101 | garbage@ci.stpaul.mn.us

Megan Beuthien February 5, 2026 at 3:15 PM

Internal note

1 BULK - patio umbrella - 2026-02-13

Marguerite DeSpain February 13, 2026 at 6:28 PM

Hi Megan, Thank you for your help. I'm happy to report that my garbage is empty and my bulk item gone.

FYI, The bulk pickup person tonight actually emptied the rest of the garbage, as for some reason the morning pickup only took half of the garbage out of the container. It was not a tightly lodged bag or anything like that, so It's odd that they only took half. It's not happened before.

I also have forwarded a picture of the medical document for that I just presented at the DMV to renew my parking permit for disabled folks.

It's really nice to get to interact with a respectful and cooperative city employee rather than going through the processes we used to have to go through with Waste Management. We could not do anything online or easily, and the hard working women working for that company were not empowered to do much. It seems the new structure of administration has also lessened and prevented the number of misunderstandings with billing that resulted in unnecessary assessments.

Thanks for working for our City.

Marguerite

Marguerite A. DeSpain
679 Hoyt Avenue West
St. Paul, MN 55117

651-270-6482

margiedespain@yahoo.com

