

#1752819 700 Stryker Ave, 55107 - MPU since Sept 2025 - Make sure 4/7/2026

Submitted	Received via	Requester
April 6, 2026 at 9:12 AM	Inbound phone	Dana Nekambuza <houseofconversion@gmail.com>

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

Latitude/Longitude	Location	Date of Missed Collection	.
-93.08785,44.92486	700 Stryker Ave, #UPPER, St. Paul, Minnesota, 55107	2026-04-07	closed_-_completed

Please select the reason you are contacting the solid waste team	Which service was missed?	Total time spent (sec)
Missed Collection	Garbage	1067

Time spent last update (sec)
204

Megan Beuthien April 6, 2026 at 9:12 AM

Internal note

Call from: +1 (763) 722-0427
Call to: +1 (651) 372-8578
Time of call: April 6, 2026 at 2:12:20 PM UTC
Answered by: Megan Beuthien

Megan Beuthien April 6, 2026 at 9:20 AM

Internal note

Inbound call from +1 (763) 722-0427
Call Details:

Call from: +1 (763) 722-0427
Call to: +1 (651) 372-8578
Time of call: 2026-04-06 14:12:20 UTC
Location: Minnesota, United States
Answered by: Megan Beuthien
Length of phone call: 8 minutes, 2 seconds

Listen to the recording: <https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6bb622257a1919bf357ad6a0f42d21d3/twilio/call/recording>

Megan Beuthien April 6, 2026 at 9:28 AM

Internal note

Spoke to PO regarding no collection since September 2025, confirmed collection days and service location.

Sending ticket to billing manager for potential credit of no service since 9/2025.

Sending ticket to cart specialist as PO states there is only one 35 gallon at property - add cart sharing ticket as well. Please remove 64 gal from records.

Creating zuper jobs for haulers to confirm collection will occur moving forward - emailed greg for STP routes & created 'make sure' job for eureka

Megan Beuthien April 6, 2026 at 9:52 AM

Hello House,

We are very sorry about the multiple missed Garbage pickups at 700 Stryker Ave, 55107. Thank you for taking the time to report it to us again.

I have reported this most recent missed collection from 2026-03-31.

I have escalated the issue to a supervisor so that we can correct it moving forward. You can expect a truck to return within 1 business day to pick up your materials or you can expect to hear from us if there was an issue. Please leave your cart and/or extra items at the usual collection location.

Thank you,

Megan

City of Saint Paul

Public Works - Solid Waste & Recycling

651-266-6101

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Zuper Admin April 6, 2026 at 10:45 AM

Internal note

Collection Day Report: 3/31

Cleanup Report: Priority note for 4/7

Next Collection Day Note: Extra attention on account for next collection day

Added from Zuper by Edwin Kibbons

Zuper Admin April 7, 2026 at 4:06 PM

Collected 10:14 4/7

Internal note

Added from Zuper by Lisa Holland

Support software by Zendesk