#1951617 2099 Suburban Ave, 55119 - Trash Swap - Rem: 64 - Del: EOW

Submitted	Received via	Requester
July 30, 2026 at 11:07 AM	Inbound phone	Jaye T Mcgruder <jayemcgruder3@gmail.com>

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

Latitude/Longitude	Location	Other Telephone	Other Name
-93.01151,44.95052	2099 Suburban Ave, Saint Paul, Minnesota, 55119	16513351558	Jaye T Mcgruder

Ward	Do you need an interpreter?	Cart Request Type	.
Ward 7	No	Change Cart Size	complete

Please select the reason you are contacting the solid waste team	Which cart?	Property owner or tenant?
Carts: Missing, Damaged, Size Change, Extra Cart	Garbage Cart	Property owner

What size cart would you like delivered?	What size cart do you have?	Scheduled Date
Small (35 gallons) - EVERY OTHER WEEK (garbage only)	Medium (64 gallons)	2026-08-05

Total time spent (sec)	Time spent last update (sec)
1982	3

Sophia Yang July 30, 2026 at 11:07 AM — Internal note

Call from: +1 (651) 335-1558
Call to: +1 (651) 372-8578
Time of call: July 30, 2026 at 4:07:31 PM UTC
Answered by: Sophia Yang

Sophia Yang July 30, 2026 at 11:11 AM — Internal note

Consultation call
Initiated by: Sophia Yang
Received by: Jillian Barden

Jillian Barden July 30, 2026 at 11:11 AM — Internal note

Call transferred.
From: Sophia Yang
To: Jillian Barden

Jillian Barden July 30, 2026 at 11:33 AM

Hello Jaye,

We've received your request to change the size and/or collection frequency of your Garbage Cart at 2099 Suburban Ave, Saint Paul, Minnesota, 55119.

Cart to be Removed: Medium (64 gallons)
Cart to be Delivered: Small (35 gallons) - EVERY OTHER WEEK (garbage only)

Due to a high number of recent requests, this cart exchange may take up to two weeks, though if possible we will exchange it sooner. We will exchange your cart on your usual collection day so that it is already out. Please continue to set out your existing cart each collection day as usual. Our crew will service your cart at a different time than the hauler collects your garbage.

Billing Notice
Garbage cart size and/or collection frequency changes will result in a change to billing. On your next garbage bill, you will see prorated amounts for the number of weeks at each cart size. For rates, visit **stpaul.gov/garbagerates**.

Please note that cart size/frequency can be changed once per quarter for no cost. There is a $40 fee for additional size changes within the same quarter.

Collection Calendar
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.

Thank you,

Jillian

City of Saint Paul
Public Works - Garbage & Recycling
651-266-6101
garbage@ci.stpaul.mn.us

https://saintpaul.zendesk.com/attachments/token/YDvBJuBnKNsjMM8g6vkuOEc1v/?name=2026+Collection+Calendar.pdf

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Jillian Barden July 30, 2026 at 11:42 AM Internal note

Inbound call from +1 (651) 335-1558
Call Details:

Call from: +1 (651) 335-1558
Call to: +1 (651) 372-8578
Time of call: 2026-07-30 16:07:31 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Jillian Barden
Length of phone call: 34 minutes, 46 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAac3dc81a2e08340529f88bcc1970ae65/twilio/call/recording

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Jillian Barden July 30, 2026 at 11:55 AM Internal note

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