# #1756459 CART NOT OUT: 2099 Suburban Ave, 55119 - Garbage - REM: 64 - DEL: EOW

| Submitted | Received via | Requester |
|---|---|---|
| April 7, 2026 at 3:47 PM | Inbound phone | Jaye T Mcgruder <jayemcgruder3@gmail.com> |

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

| Latitude/Longitude | Location | Is this a repeat report? | Ward |
|---|---|---|---|
| -93.01151,44.95053 | 2099 Suburban Ave, St. Paul, Minnesota, 55119 | No | Ward 7 |

| Do you need an interpreter? | Cart Request Type | . |
|---|---|---|
| No | Change Cart Size | not_out-take_picture |

| 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) | 2026-04-15 |

| Total time spent (sec) | Time spent last update (sec) |
|---|---|
| 786 | 216 |

**Phil Reilly** April 7, 2026 at 3:47 PM Internal note

Call from: +1 (651) 335-1558
Call to: +1 (651) 372-8578
Time of call: April 7, 2026 at 8:46:33 PM UTC
Answered by: Phil Reilly

**Phil Reilly** April 7, 2026 at 3:57 PM 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: 2026-04-07 20:46:33 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Phil Reilly
Length of phone call: 10 minutes, 31 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA76d179b0bae99462cfe93d493f858d27/twilio/call/recording

**Phil Reilly** April 7, 2026 at 3:57 PM

Hello Jaye,

We've received your request to change the size and/or collection frequency of your Garbage Cart at the address 2099 Suburban Ave, St. 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 three 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.

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.

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,

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

https://saintpaul.zendesk.com/attachments/token/MFbeqhixVdj4oSQtAi3UIQfDc/?name=2026_Collection_Calendar.pdf

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**Phil Reilly** April 7, 2026 at 4:00 PM Internal note

Please remove trash 64, deliver 35 EOW. Thanks!

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**Zuper Admin** April 15, 2026 at 9:51 AM Internal note

Cart not out

Added from Zuper by Aaron Doolittle

https://saintpaul.zendesk.com/attachments/token/dozIwDh5xPJ8nUbHzid2wWlF2/?name=Attachment_1.jpg

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**Emily Torralba** April 15, 2026 at 10:07 AM

Hello Jaye,

Thank you for contacting the City regarding your Garbage Cart at the address 2099 Suburban Ave, St. Paul,

Minnesota, 55119.

There is a note from the driver which states your cart was not out when the driver stopped by to service your cart. Our cart crew works from 6 a.m. - 3 p.m. and we were unable to make the requested change.

**Please reply to this email** if you would like to reschedule the Garbage Cart.

Thank you,

Emily
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City of Saint Paul
Public Works - Solid Waste & Recycling
651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbageandrecycling

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