#1318399 2099 Suburban Ave, 55119 - Cart Delivery Inquiry

Submitted	Received via	Requester
August 15, 2025 at 11:36 AM	Voicemail	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?
-93.01151,44.9505	2099 Suburban Ave, St. Paul, Minnesota, 55119	No

Other Telephone	Ticket Referred From	Property Type	Other Name	Do you need an interpreter?
16513351558	Direct/Personal Line	property_sud	Jaye McGruder	No

Please select the reason you are contacting the solid waste team	Total time spent (sec)
Other	574

Time spent last update (sec)
302

Jaye T Mcgruder August 15, 2025 at 11:36 AM — Internal note

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

Call from: +1 (651) 335-1558
Call to: +1 (651) 376-2344
Time of call: 2025-08-15 16:34:58 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Jaye T Mcgruder
Length of phone call: 1 minute, 27 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAa389e8d9cffe89a4aa42e34d66d336b7/twilio/voicemail/recording

Transcription:

Hello, this is Jamie ritter calling again. I missed your call. I'm calling about the address at 2099 suburban avenue. You had called me saying that it had to liver as per the St. Paul orland. So the garbage container to my property. I don't use that so that's what I want to talk about. Woodson, i'm talking about the size of the garbage can. I was talking about the fact of not needing to utilize that service area. So if you could give me a call back at 651-335-1558. I would really appreciate it. Thank you.

Jeannette Rebar August 15, 2025 at 2:40 PM — Internal note

Calling because he doesn't use the garbage cart; doesn't need the service

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Summer Keown August 15, 2025 at 8:52 PM — Internal note

This is a follow-up on a property without a cart that had one delivered. Have not called back. See #1308872 for previous conversation

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Melanie Harding August 19, 2025 at 3:18 PM

Internal note

Outbound call to +1 (651) 335-1558
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (651) 335-1558
Time of call: 2025-08-19 20:16:31 UTC
Called by: Melanie Harding
Length of phone call: 2 minutes, 21 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAfaddc59eb8d7593a8209fc034280b6f9/twilio/recording

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Melanie Harding August 19, 2025 at 3:20 PM

Internal note

Left VM explaining why we delivered a cart to the property and that participation in garbage service is required. Let him know to call back if he would like to swap the 64-gal cart for a 35EOW to save money.

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