#1553859 CART NOT OUT: 2099 Suburban Ave, 55119 - Garbage Cart - REM: 64 - DEL: 35EOW

Submitted	Received via	Requester
December 19, 2025 at 4:02 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	Other Telephone	Other Name
-93.01152,44.9505	2099 Suburban Ave, St. Paul, Minnesota, 55119	16513351558	Jaye T Mcgruder

Ward	Cart Request Type	.
Ward 7	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)	2025-12-31

Total time spent (sec)	Time spent last update (sec)
3196	138

Rose Mary Lohr December 19, 2025 at 4:02 PM — Internal note

Call from: +1 (651) 335-1558
Call to: +1 (651) 372-8578
Time of call: December 19, 2025 at 10:01:44 PM UTC
Answered by: Rose Mary Lohr

Rose Mary Lohr December 19, 2025 at 4:15 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: 2025-12-19 22:01:44 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Rose Mary Lohr
Length of phone call: 13 minutes, 29 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA696b2a952912ad1545a981536f840b4e/twilio/call/recording

Rose Mary Lohr December 20, 2025 at 2:18 PM

Hello Jaye,

We've received your request to change the size of your garbage cart at the address 2099 Suburban Ave, St. Paul, Minnesota, 55119.

After we spoke yesterday, I got a chance to look in your account, and I found some notes that was left on your files back in August 2025.

So instead of delivering cart size 35-gallons weekly pickup, I am ordering you a cart size 35-gallons Every Other Week pickup because you said you don' t accumulate much garbage. Please let us know, reply to this email or call us if this 35-EOW cart is good for you.

Here are the notes below

"STP Solid Waste Worker: Check for garbage and recycling carts at this property. Record size and quantity. If there are no carts, deliver one 64-gal garbage and one 64-gal recycling cart **PER UNIT** and record those quantities. Attach notification to the carts explaining why they are being delivered. Thank you!

Internal Note: A letter went out to property owners who had no cart information on file, asking them to report cart status to the City. Owners who did not respond and who do not have carts at the property are getting 64-gal carts delivered.

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."

Every-other-week carts have a purple lid to denote biweekly collection. These carts are currently backordered, and we expect to receive them in early January 2026. We will complete cart exchange for these in the order we received the request, as soon as those carts arrive. Please continue to use your existing cart until we have completed this exchange.

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

Garbage cart size changes will result in a change to billing. On your the next quarter's garbage bill after the size change, you will see pro-rated amounts for the number of weeks at each cart size. For rates, visit **stpaul.gov/garbagerates**.

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

Thank you,

Rose

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

https://saintpaul.zendesk.com/attachments/token/rMf0ZKLz6aHMtaSPMVXDvSKfT/?name=2025_Collection_Calendar.pdf

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Rose Mary Lohr December 20, 2025 at 2:27 PM

Internal note

PO called, he was not happy that we didn't notify him before we deliver the cart size 64. Because he was not aware or notify, he will not pay the 3rd Quarter bill. He wanted the 35 because he does not have much garbage. Advised by email that we sent notices and left voicemail messages back in August. advised him I will sign him for a 35EOW and for him to call or reply to email if he has any questions or concerns.

Summer Keown December 23, 2025 at 2:24 PM

Hello Jaye,

I am following up on the garbage bill for 2099 Suburban Ave.

We will exchange the medium (64 gallon) garbage cart for a small (35 gallon) garbage cart with every-other-week collection within the next three weeks. The cart exchange is tentatively scheduled for Wednesday, December 31, weather permitting.

Once we have exchanged the cart, you will see a pro-rated amount on the garbage bill for the next quarter. However, we cannot change the amounts due from the time period you have had the medium (64 gallon) cart. Notice was provided prior to the cart delivery, including two phone messages offering the opportunity for us to deliver a different cart size, but we did not receive a response that would have allowed us to do so. Because of that, we can only change the rate going forward after the cart size is exchanged.

Once you receive the new cart, it will be collected every other Wednesday. A collection calendar for the rest of 2025 is attached which shows the weeks collection will occur.

Additional information about garbage rates is available at www.stpaul.gov/garbagerates.

Please ensure the garbage cart is out by 6 a.m. on your collection day during the next few weeks so that we can exchange it. Cart size changes are completed by a different team than the one that empties the garbage cart.

Thank you,

Summer

Recycling Program Supervisor
City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

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

https://saintpaul.zendesk.com/attachments/token/90tdNvY7dyFqK7c7A0K92f69t/?name=2025_Collection_Calendar.pdf

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Zuper Admin December 31, 2025 at 10:12 AM

Internal note

not out to swap

Added from Zuper by Marcus Myers

https://saintpaul.zendesk.com/attachments/token/ccB0zjWI1pAdYTVLWxdrdYYzU/?name=Attachment_1.jpg

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Emily Torralba December 31, 2025 at 10:20 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

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

stpaul.gov/garbageandrecycling

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