

#1698260 1014 Euclid St - Q3 2024 Legislative Hearing - Trash Bags

Submitted	Received via	Requester
March 10, 2026 at 8:58 AM	Voicemail	Antonio Burns <antonioburns30@yahoo.com>

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.05747,44.95488	1014 Euclid St, St. Paul, Minnesota, 55106	Yes

Who have you spoken with?	Other Telephone	Property ID Number
Phil	16128074473	332922310034

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 3 (July - September)	2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
570.30	260134	11:00 am

Stated Reason for Appeal (if given)

PO only had one cart at the property but was billed for two, and billed weekly for extra bags

Date of LH (MM/DD/YYYY)	Rescheduled LH Date:	Other Name
03/19/2026	04/09/2026	Antonio Burns

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?

Yes

Have you contacted the Saint Paul Garbage Team about this garbage bill before?

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

July 1, 2025 - September 30, 2025

Staff Comments

Public Works staff confirmed with the route driver that there was only one cart on site, even though the PO was being billed for two carts. The PO is unsure when the second cart went missing but noted it had been missing "a while." PO was charged for 58 extra bags in the quarter and also charged for second nonexistent 64-gallon cart. By applying the capacity of the missing cart (5 bags per week) to the overage, the bag count is reduced to 11. Staff recommends reducing bill to \$311.33

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
Ward 7	04/15/2026	Yes	11:00 am

Do you need an interpreter?	Project Number	Service Level
No	CG25Q3B5	96 gallons (weekly)

Please select the reason you are contacting the solid waste team Billing Year
Billing or Assessments 2025

What is your billing or assessment question? What were you charged for? Total time spent (sec)
Extra Charges on My Bill Garbage Bags 5790

Time spent last update (sec) Language Language confidence Billing Quarter
438 English High Quarter 4 (October 1 - December 31)

Hauler
City of Saint Paul

Antonio Burns March 10, 2026 at 8:58 AM

Internal note

Voicemail from +1 (612) 807-4473
Call Details:

Call from: +1 (612) 807-4473
Call to: +1 (651) 413-6624
Time of call: 2026-03-10 13:54:45 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Antonio Burns
Length of phone call: 3 minutes, 53 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA2f172e9537bd3f97b32904a99a70aa21/twilio/voice/mail/recording>

system March 10, 2026 at 8:58 AM

Internal note

Call transcript:

0 Hi. This is Antonio Burns at 1014 Euclid Street, Saint Paul, Minnesota. Total 5 5116. I'm
0 calling because I was getting a excessive trash bill and was never sent a notice saying
: **Customer** something that saying something about me about trash being left on the side of the
0 trash bins, which was 2 recycling bins. I never had the black bins.
2
0
0 I ordered 1 last 2 weeks ago. They said yeah. They and they brought 2. They said I
: **Customer** only had 1, but the only only thing I had was a recycling, the blue recycling and the
3 green recycling. You can call me back at (612) 807-4473.
1

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Sophia Yang March 10, 2026 at 4:47 PM

Internal note

Outbound call to +1 (612) 807-4473

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 807-4473

Time of call: 2026-03-10 21:31:03 UTC

Called by: Sophia Yang

Length of phone call: 16 minutes, 5 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAa613f0ec0b86ef7b59e12298ea0d8129/twilio/recording>

Sophia Yang March 10, 2026 at 4:47 PM

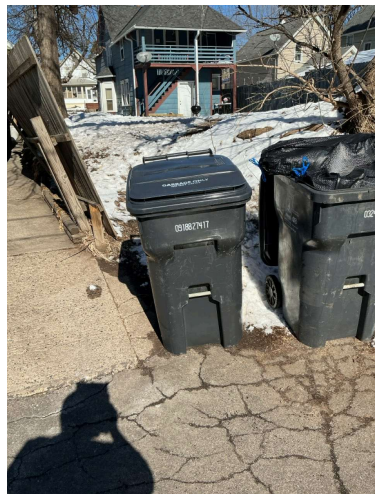
Internal note

PO dispute extra charges for extra bags. Antonio is requesting for the videos send to him.

Jillian Barden March 11, 2026 at 3:28 PM

Hello

Thank you for reaching out to the city of Saint Paul. Here is the one photo that we had from when the garbage cart was delivered.



Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste & Recycling

stpaul.gov/garbageandrecycling

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

Jillian Barden March 11, 2026 at 3:29 PM

Hello

Thank you for reaching out to the city of Saint Paul. Here is the one photo that we had from when the garbage cart was delivered.



Thank you,

Jillian

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

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

Jillian Barden March 11, 2026 at 3:48 PM

Internal note

Outbound call to +1 (612) 807-4473
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 807-4473
Time of call: 2026-03-11 20:14:19 UTC
Called by: Jillian Barden
Length of phone call: 34 minutes, 14 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAf98b794250d6f2ec75f44210805c8733/twilio/recording>

Jillian Barden March 11, 2026 at 3:57 PM

Internal note

PO upset that he was charged 87 bags in Q4 and 58 bags in Q3, and is aware there are currently 29 bags in Q1 2026

PO also states they only had one cart, and would like to be reimbursed for the second cart. Does not know when the second cart went missing. Told PO I will connect with my supervisor to determine how to proceed, and to also talk to the route driver about the extra bag charges. I will call him next week

PO also requested new lid on recycling cart and to have a second recycling cart delivered. Set up jobs for those.

Jillian Barden March 12, 2026 at 3:03 PM

Internal note

Need to bring this to a hearing. Will suggest reducing bags from 58 to 11. Confirmed with route driver that there has only been one cart since he started driving that route in Sept/Oct.

PO was paying for 64 gallon cart and 96 gallon cart in Q3, but 64 gallon cart went missing

Q3 Bag Count: 58

332922310034	1014 EUCLID ST	7/16/2025	2	City Route
332922310034	1014 EUCLID ST	8/13/2025	4	City Route
332922310034	1014 EUCLID ST	8/20/2025	4	City Route
332922310034	1014 EUCLID ST	7/30/2025	5	City Route
332922310034	1014 EUCLID ST	8/6/2025	6	City Route
332922310034	1014 EUCLID ST	9/4/2025	6	City Route
332922310034	1014 EUCLID ST	9/10/2025	6	City Route
332922310034	1014 EUCLID ST	7/22/2025	8	City Route
332922310034	1014 EUCLID ST	9/17/2025	8	City Route
332922310034	1014 EUCLID ST	9/24/2025	9	City Route

Edited Bag Count, reducing bags by five bags per week (based on how many bags fit in a medium cart)

New Q3 bag count: 11

332922310034	1014 EUCLID ST	7/16/2025	2	City Route
332922310034	1014 EUCLID ST	8/13/2025	4	City Route
332922310034	1014 EUCLID ST	8/20/2025	4	City Route
332922310034	1014 EUCLID ST	7/30/2025	5	City Route
332922310034	1014 EUCLID ST	8/6/2025	6 1	City Route
332922310034	1014 EUCLID ST	9/4/2025	6 1	City Route
332922310034	1014 EUCLID ST	9/10/2025	6 1	City Route
332922310034	1014 EUCLID ST	7/22/2025	8 3	City Route
332922310034	1014 EUCLID ST	9/17/2025	8 3	City Route
332922310034	1014 EUCLID ST	9/24/2025	9 4	City Route

Will decide how to proceed with Q4 and Q1 once determination is made on Q3 charges at the legislative hearing

Jillian Barden March 12, 2026 at 3:07 PM

Internal note

Outbound call to +1 (612) 807-4473

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 807-4473

Time of call: 2026-03-12 20:03:30 UTC

Called by: Jillian Barden

Length of phone call: 4 minutes, 28 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA5223d4b7dd94490a15297335990ed426/twilio/recording>

Jillian Barden March 12, 2026 at 3:32 PM

Hi Antonio

Here is a quick summary of our call. I am recommending we take the extra bag charges to a legislative hearing on Thursday March 19. We will call you sometime in the morning between 10am and 11am.

I spoke to the route driver this morning and he confirmed that you only had one 96-gallon cart on-site for all of Quarter 4 and part of Quarter 3. Since he started this route midway through Q3, he cannot confirm the status prior to his start date; however, he did verify that the second cart had been absent since he started the route until it was replaced last week.

Because you were being billed for a 64-gallon cart and a 96-gallon cart in Quarter 3, we need to adjust the bill. A medium 64 gallon cart holds about 5 regular kitchen sized bags each week. I will recommend adjusting the bag count by 5 bags each week. Using this logic means the current Quarter 3 bag count of 58 bags would be reduced to 11 extra bag charges instead.

The Hearing Officer will make the ultimate determination of if there will be an adjustment and how much to adjust the bill. The logic used to reduce the Quarter 3 bill will also be used to adjust your Quarter 4 and Quarter 1 bill. We do not need to do a legislative hearing for these quarters.

Let me know if you have any questions.

Thank you,

Jillian

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

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