

#1682048 289 Front Ave - Q3 2025 Legislative Hearing - Trash Bags

Submitted February 27, 2026 at 8:46 AM
Received via Voicemail
Requester Taylor Larson <tay032996@gmail.com>

Status category Open
Ticket status Open
Type Question
Group PW - Garbage
Assignee Jillian Barden

Latitude/Longitude -93.11207,44.97042
Location 289 Front Ave, St. Paul, Minnesota, 55117
Is this a repeat report? No
Other Telephone 15072173467

Property ID Number 252923130143
Billing period for Delinquent Garbage Bill Assessment Quarter 3 (July - September)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment 162.78
Assessment No. 260133
Time of LH 10:00 am

Stated Reason for Appeal (if given) The images of the extra bags show the neighbor's cart
Date of LH (MM/DD/YYYY) 03/19/2026
Rescheduled LH Date: 04/09/2026

Other Name Taylor Larson
Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment? No

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
No

Garbage Invoice Dates (i.e. January 1- March 31)
July 1, 2025 - September 30, 2025

Staff Comments
PO was charged for extra bags were in her neighbor's cart. Staff recommends reducing the assessment to \$113.19

Date of CP (MM/DD/YYYY) 04/15/2026
Legislative Hearing Required Yes
License Plate: State Minnesota
Rescheduled LH Time: 10:00 am

Do you need an interpreter? No
Project Number CG25Q3B4
Service Level 64 gallons (weekly)

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

What is your billing or assessment question? Extra Charges on My Bill
What were you charged for? Other Items
Total time spent (sec) 8719

Time spent last update (sec) Language Language confidence Billing Quarter
386 English High Quarter 3 (July 1 – September 30)

Hauler

FCC Environmental

Taylor Larson February 27, 2026 at 8:46 AM

Internal note

Voicemail from +1 (507) 217-3467

Call Details:

Call from: +1 (507) 217-3467

Call to: +1 (651) 372-8578

Time of call: 2026-02-27 14:45:22 UTC

Location: New ulm, Minnesota, United States

Answered by: Unknown

Length of phone call: 1 minute, 21 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA24f3b68de3e1c2715f4a340d1d51c264/twilio/voice/mail/recording>

system February 27, 2026 at 8:46 AM

Internal note

Call transcript:

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: Customer Hi. My name is Taylor Larson. You can reach me at (507) 217-3467, and my home address is 289 Front Avenue. I just had a quick question about my third quarter bill from last year. If somebody could give me a callback, I super appreciate it.

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: Customer Thank you so much. Bye.

2

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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

Rose Mary Lohr February 28, 2026 at 10:18 AM

Internal note

Outbound call to +1 (507) 217-3467

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (507) 217-3467

Time of call: 2026-02-28 16:13:08 UTC

Called by: Rose Mary Lohr

Length of phone call: 5 minutes, 14 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAcdddb872bc7159fd8f56ebd4425620d1/twilio/recording>

Rose Mary Lohr February 28, 2026 at 10:29 AM

Internal note

Hey Jill. This PO said she had extra charges on her Q3 bill which she paid it. I don't see that bill online anymore and she cannot remember exactly how much or what she was charged for. I could not find the Q3 spreadsheet. Can you see what she was charged for? I did mentioned to her the dispute deadline has ended for Q3. but told her I will give her a call back once I find out more infos. Thanks.

Jillian Barden March 2, 2026 at 12:51 PM

Internal note

Quarter 3 2025:

1 – 64 gallon cart

9 – Trash bags

Total: \$162.78

Please call PO back and let her know

Sophia Yang March 2, 2026 at 1:22 PM

Internal note

Outbound call to +1 (507) 217-3467

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (507) 217-3467

Time of call: 2026-03-02 19:18:05 UTC

Called by: Sophia Yang

Length of phone call: 4 minutes, 1 second

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAa368f81d538e25bdbb64a2a9caf1db6c/twilio/recording>

Sophia Yang March 2, 2026 at 1:22 PM

Internal note

PO asks to get copy of photos or video for the extra bags.

Jillian Barden March 3, 2026 at 2:52 PM

Hello Taylor,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on July 18 and Sept 6, which resulted in the charges you see on your invoice. Extra bags are \$4.00 each, plus taxes and fees. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges. If you believe there was an error, please respond to this email.

****Please note extra bag fees are applied whenever the lid is open by six inches or more; and large overages or oversized bags will count as more than one bag.**

Please review the attached photos and let us know if you have any additional questions.

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
651-266-6101

Taylor Larson March 3, 2026 at 3:05 PM

Hi Jillian,

Thank you so much for your reply, I believe there has been a mistake. My trash is collected on Matilda street where my driveway is located. The photos that you have attached are of my neighbor's trash cans which are located on Front Ave in front of their driveway. I have attached a photo of our trash and recycling can numbers. I apologize for not catching this issue sooner, I appreciate your time, please let me know what I can do to amend this situation.

Taylor Larson

Jillian Barden March 3, 2026 at 4:12 PM

Hi Taylor

Thank you for confirming the bags do not belong to you. In order to have the charges removed, I have to take this to a legislative hearing on March 19. You do not need to attend, unless you want to, as I believe I have enough evidence to recommend deletion. However, I cannot promise or guarantee anything. Legislative hearings happen in the morning, after 9am.

I will let you know the outcome of the hearing a few days after the hearing is completed.

Let me know if you have any other questions

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 3, 2026 at 4:13 PM

Neighbor's bags

Internal note

Taylor Larson March 3, 2026 at 4:17 PM

Jillian,

Oh my goodness, I can't thank you enough for going through that process. If there is anything else I can provide, I can get that to you right away.

Thank you again,
Taylor L.

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