

#1286346 853 Johnson Pkwy - Q2 2025 Billing Adjustment

Submitted	Received via	Requester
August 5, 2025 at 8:48 AM	Voicemail	Rosa Laborda

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>

Status category	Ticket status	Type	Group	Assignee
Solved	Solved	Question	PW - Garbage	Emily Torralba

Latitude/Longitude	Location	Is this a repeat report?
-93.04524,44.96719	853 Johnson Pkwy, St. Paul, Minnesota, 55106	No

Other Telephone	Please select which language you need an interpreter for	Property Type	Other Name
17636700839	Español (Spanish)	property_sud	Rosa

Do you need an interpreter?	Please select the reason you are contacting the solid waste team
Yes	Billing or Assessments

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Bill Payment Options	3363	2

Rosa Laborda August 5, 2025 at 8:48 AM

Internal note

Voicemail from +1 (763) 670-0839
Call Details:

Call from: +1 (763) 670-0839
Call to: +1 (651) 413-6624
Time of call: 2025-08-05 13:44:23 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Unknown
Length of phone call: 3 minutes, 32 seconds
Listen to the recording:
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA138c2a8d70889d5b1575a045e956ed85/twilio/voice/mail/recording>

Transcription:

Hello, my name is Tiffany labord of them, and I appreciate it if somebody would return my call. 261-776-0418. Thank you so much. Obviously the lady above the cities of the in park. And I have a couple of questions on the griping disability. Now my complete, i appreciate your consideration. Somebody would like to my call to my home phone is 651-776-0418. Thank you so much. I.

Jillian Barden August 6, 2025 at 9:12 AM

Internal note

Outbound call to +1 (763) 670-0839
Call Details:

Call from: +1 (651) 372-8578

Call to: +1 (763) 670-0839

Time of call: 2025-08-06 13:44:11 UTC

Called by: Jillian Barden

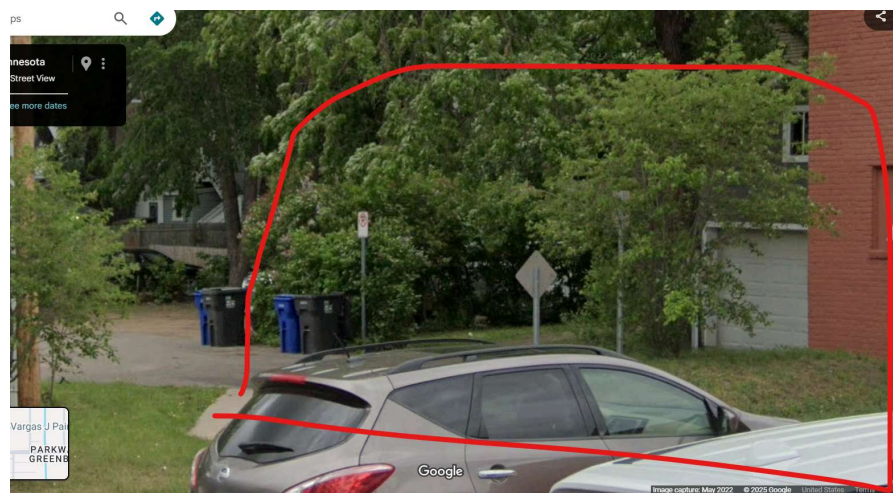
Length of phone call: 28 minutes, 28 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA8a20221346be5e07344d391bb335cc9c/twilio/recording>

Jillian Barden August 6, 2025 at 9:16 AM

Internal note



Jillian Barden August 6, 2025 at 9:25 AM

Internal note

PO says home has been empty for 3 years, and she doesn't have a garbage company

States there is no cart on property

She lives in apartment- assisted living, 65yo and in a wheelchair

her kids used to live there, but daughter got married, and son got married and they all move out. Says she tried to sell home but no one bought house.

I am calling it a potential UDRF because she is very adamant no one lives there, but there are carts in the alley. She also accused us of discrimination and abuse, and said she needs her lawyer, and was crying at one point. Kind of seems like a sob story to get out of paying bills.

There are no previous assessments on the property (that I can tell) via Logis.

She probably needs a UDRF but what do you want me to do with Q2 bill. Or we keep the bill, and continue billing her.

Phil Reilly August 6, 2025 at 3:53 PM

Internal note

Daughter of PO called to request Spanish interpreter when you call her back.

Summer Keown August 15, 2025 at 9:58 AM

Internal note

See ticket [#1308350](#) -- spoke with PO again since we had a missed call. Still waiting on call regarding Q2. Emphasized they'd like a spanish speaker when they receive the call back regarding their Q2 bill.

Lydia Kopf August 20, 2025 at 4:37 PM

Internal note

[Jillian Barden](#) -- Go ahead and remove Q2 as a UDRF courtesy. Continue operating off the honor system for the quarter. Thank you!

Jillian Barden August 20, 2025 at 4:55 PM

Internal note

Please tell PO that we need to remove the carts at the property and will be placing a UDRF on the home.

I will be removing the Q2 bill.

- Original Invoice Amount: \$113.19
- Corrected Invoice Amount: \$113.19

Jillian Barden August 20, 2025 at 4:56 PM

Internal note

oops, typo!!

- Original Invoice Amount: \$113.19
- Corrected Invoice Amount: \$0

Emily Torralba August 21, 2025 at 8:17 AM

Internal note

Outbound call to +1 (763) 670-0839

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (763) 670-0839

Time of call: 2025-08-21 13:16:46 UTC

Called by: Emily Torralba

Length of phone call: 1 minute, 7 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA79e7ecbbbf4c3b45e0abf1e784f5c80b/twilio/recording>