#1705036 GREG - TWO - 961 Selby Ave, 55104 - Garbage - MPU - 2026-03-12

Submitted	Received via	Requester
March 12, 2026 at 5:05 PM	Voicemail	Richard L Grigsby

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	-

Latitude/Longitude	Location	Is this a repeat report?	Ward
-93.14069,44.94674	961 Selby Ave, St. Paul, Minnesota, 55104	No	Ward 1

Date of Missed Collection	Do you need an interpreter?	.
2026-03-12	No	closed_-_completed

Please select the reason you are contacting the solid waste team	Which service was missed?
Missed Collection	Garbage

Total time spent (sec)	Time spent last update (sec)	Language	Language confidence
212	37	English	High

Richard L Grigsby March 12, 2026 at 5:05 PM

Internal note

Voicemail from +1 (651) 895-5700
Call Details:

Call from: +1 (651) 895-5700
Call to: +1 (651) 372-8578
Time of call: 2026-03-12 22:03:20 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Richard L Grigsby
Length of phone call: 1 minute, 54 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAb311a17a184bd3a349c1b4977d7b3f67/twilio/voicemail/recording

system March 12, 2026 at 5:05 PM

Internal note

Call transcript:

00:02 Customer Yes. This has been happening for the last few times, and I've called back. I I'm scheduled for every Thursday pickup, and you guys are charging me for that. You're not picking my trash up. You didn't pick it up 3 weeks ago when I had to call, then you got it that Monday, but then you didn't pick it up on that Thursday like you're supposed to.

00:23	Customer	You didn't pick it up today like you're supposed to, and I should be getting money taken off my bill. I my bill is I'm billed for trash pickup every Thursday. My number is (651) 895-5700. My name is Richard Grigsby. Again, that number is 6518955005700.
00:46	Customer	And I will be reaching out again at 8 in the morning because this is becoming a problem. I've called several times this month, and something needs to be done about this. My trash was set out on Wednesday, and no 1 picked it up this morning or this afternoon. And it's 05:00 now, and it still hasn't been picked up. My name is Richard Grigsby.
01:06	Customer	My number is (651) 895-5700, and my address is 961 Selby Avenue, Saint Paul. Thank you.

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

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Phil Reilly March 13, 2026 at 8:34 AM Internal note

Outbound call to +1 (651) 895-5700
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (651) 895-5700
Time of call: 2026-03-13 13:31:26 UTC
Called by: Phil Reilly
Length of phone call: 3 minutes, 6 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA98c032f421cfeffa97c6362fcb9b170a/twilio/recording

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Phil Reilly March 13, 2026 at 8:35 AM Internal note

MPU 03-12, 02-26. Resident states pickup was also missed 03-05. Cart is in front of house on Selby. Please address repeated MPU and return to collect. Thanks!

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