#1684047 961 Selby Ave, 55104 - Garbage - MPU - 2026-02-26

Submitted	Received via	Requester
March 1, 2026 at 4:10 PM	Voicemail	Richard L Grigsby

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

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?	.
2026-02-26	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
181	54	English	High

Richard L Grigsby March 1, 2026 at 4:10 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: 2026-03-01 22:09:15 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Richard L Grigsby
Length of phone call: 1 minute, 28 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAfd47e43c6479d5063086e5a42b8eff7f/twilio/voicemail/recording

system March 1, 2026 at 4:10 PM

Internal note

Call transcript:

00:02 Customer Yes. My name is Richard Grigsby. My address is 961 Selby Avenue, Saint Paul, Minnesota 55104. My telephone number is (651) 895-5700. And I'm wondering why my trash was not picked up on Thursday.

00:19	Customer	It was out on Wednesday night, and it wasn't, uh, emptied on Thursday. What the other people's trash was, I don't understand that, and it was in the place it's always at. And I'm not paying for it being overflooded, and my trash is full now. This is just getting ridiculous. Again, my name is Richard Grisby.
00:39	Customer	My trash was missed on Thursday, and my trash bin is full. My number is (651) 895-5700. 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 3, 2026 at 8:26 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: 2026-03-03 14:25:30 UTC
Called by: Phil Reilly
Length of phone call: 1 minute, 7 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA683947bea3516c7ba509b76a2c07bec6/twilio/recording

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Phil Reilly March 3, 2026 at 8:27 AM Internal note

Resident contacted the City regarding a MPU for Garbage on 2026-02-26 at 961 Selby Ave, St. Paul, Minnesota, 55104. Cart is in front of house on Selby.

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