

# #1423990 853 JOHNSON PKWY - Follow up Ticket #1329985

<b>Submitted</b>	<b>Received via</b>	<b>Requester</b>		
October 9, 2025 at 8:58 AM	Inbound phone	Rosa Laborda		
<b>Status category</b>	<b>Ticket status</b>	<b>Type</b>	<b>Group</b>	<b>Assignee</b>
Solved	Solved	Question	PW - Garbage	Jillian Barden

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<b>Latitude/Longitude</b>	<b>Location</b>	<b>Is this a repeat report?</b>
-93.04519,44.96719	853 Johnson Pkwy, St. Paul, Minnesota, 55106	No

<b>Other Telephone</b>	<b>Ticket Referred From</b>	<b>Property Type</b>	<b>Other Name</b>	.
17636700839	Direct/Personal Line	property_sud	Rosa Laborda	complete

<b>Please select the reason you are contacting the solid waste team</b>	<b>Billing Year</b>
Billing or Assessments	2025

<b>What is your billing or assessment question?</b>	<b>Total time spent (sec)</b>	<b>Time spent last update (sec)</b>
Billing Inquiry	404	8

**Billing Quarter**  
Quarter 2 (April 1 – June 30)

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**Sophia Yang** October 9, 2025 at 8:58 AM

Internal note

Call from: +1 (763) 670-0839  
Call to: +1 (651) 413-6624  
Time of call: October 9, 2025 at 1:58:07 PM UTC  
Answered by: Sophia Yang

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**Sophia Yang** October 9, 2025 at 9:06 AM

Internal note

Inbound call from +1 (763) 670-0839  
Call Details:  
Call from: +1 (763) 670-0839  
Call to: +1 (651) 413-6624  
Time of call: 2025-10-09 13:58:07 UTC  
Location: Minneapolis, Minnesota, United States  
Answered by: Sophia Yang  
Length of phone call: 8 minutes, 49 seconds  
Listen to the recording:  
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAdb7b25180729047639b19ae9b775634d/twilio/call/recording>

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**Sophia Yang** October 9, 2025 at 9:07 AM

Internal note

Jill - PO Received late notice on this property - ref [#1329985](#) - She wants to confirm that she doesn't owe any balance on this property.

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**Jillian Barden** October 13, 2025 at 1:00 PM

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: 2025-10-13 17:59:03 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 45 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAb12261547b57215a6ed87e4cd240a80a/twilio/recording>

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**Jillian Barden** October 13, 2025 at 2:21 PM

Internal note

The late notice is for the Q2 bill, I forgot to submit to assessments.

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**Zuper Admin** October 15, 2025 at 8:05 AM

Internal note

NO containers on property per homeowner

Added from Zuper by Aaron Doolittle

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