

## #1765242 700 Stryker Ave - Cart Size Inquiry

**Submitted**                      **Received via**                      **Requester**  
April 20, 2026 at 12:01 PM    Inbound phone                      Dana Nekambuza <houseofconversion@gmail.com>

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

**Ward**                      **Please select the reason you are contacting the solid waste team**                      **Billing Year**                      **What is your billing or assessment question?**  
Ward 2                      Billing or Assessments                      2025                      Extra Charges on My Bill

**What were you charged for?**                      **Total time spent (sec)**                      **Time spent last update (sec)**                      **Billing Quarter**  
Extra Carts                      459                      425                      Quarter 3 (July 1 – September 30)

**Sophia Yang**    April 20, 2026 at 12:01 PM

Internal note

Call from: +1 (651) 332-9100  
Call to: +1 (651) 372-8578  
Time of call: April 20, 2026 at 4:59:23 PM UTC  
Answered by: Sophia Yang

**Sophia Yang**    April 20, 2026 at 12:01 PM

Internal note

Consultation call  
Initiated by: Sophia Yang  
Received by: Jillian Barden

**Jillian Barden**    April 20, 2026 at 12:01 PM

Internal note

Call transferred.  
From: Sophia Yang  
To: Jillian Barden

**Jillian Barden**    April 20, 2026 at 12:15 PM

Internal note

Inbound call from +1 (651) 332-9100

Call Details:

Call from: +1 (651) 332-9100

Call to: +1 (651) 372-8578

Time of call: 2026-04-20 16:59:23 UTC

Location: Prior lake, Minnesota, United States

Answered by: Jillian Barden

Length of phone call: 16 minutes, 23 seconds

Listen to the recording: <https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA8a84901d74d57f476614fcabea364934/twilio/call/recording>

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**Jillian Barden** April 20, 2026 at 1:56 PM

Internal note

Spoke with PO about carts, she wants to contest. States her cart is not the small one in the images PW staff was able to provide, and states her cart is collected in front of home

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