

#1690816 853 Johnson Parkway - Q3 2025 Legislative Hearing - UDRF not Applied - Spanish

Submitted March 4, 2026 at 2:54 PM
Received via Mail
Requester Rosa Nelson Laborda

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>

Status category	Ticket status	Type	Group	Assignee
Open	Open	Question	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.04534,44.96719	853 Johnson Pkwy, St. Paul, Minnesota, 55106	No

Other Telephone	Please select which language you need an interpreter for	Property ID Number
16126013281	Español (Spanish)	272922320103

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 3 (July - September)	2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
113.19	261033	10:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Rescheduled LH Date:
UDRF hold not applied	03/19/2026	04/09/2026

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Yes

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
Yes

Garbage Invoice Dates (i.e. January 1- March 31)	Date of CP (MM/DD/YYYY)	Legislative Hearing Required
October 1, 2025 - December 31, 2025	04/13/2026	Yes

Rescheduled LH Time:	Do you need an interpreter?	Project Number	Service Level
10:00 am	Yes	CG25Q3B4	64 gallons (weekly)

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2025

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Received a Legislative Hearing Notice	1386	699

Billing Quarter	Hauler
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Joanna Zimny March 4, 2026 at 2:54 PM

Internal note

Hi there!

Rosa at 853 Johnson Parkway called upon having received her tax assessment notification for unpaid garbage bill.

CG25Q3B4	2025 Garbage Bill July to September	11/1/2025	1	\$113.19	<input type="checkbox"/>	\$0.00
Pending Balance Due:				\$263.30		\$0.00

Her English is VERY limited, you **WILL need a Spanish interpreter** when speaking with her. I spoke with her a bit, and then we had Sonia (Spanish speaker) in our office speak with her to help explain the garbage program, etc. Ultimately, it is beyond our office’s ability since we can’t look up the history of the pickups, etc, at this property, obviously.

Her number is 612-601-3281

What I know:

- She states she has no can
- She says it is vacant and will be selling, and she is in assisted living and has been since 2024
- Doesn’t want to pay because she “doesn’t have a contract” (Sonia did (try to) explain to her there is no contract, everyone in the city is required to have service, etc.....)

What is confusing is I looked with Ramsey County property records and they’ve lived there since at least 2022 and there aren’t any previously assessed bills that I can see levied, so it seems someone WAS paying for service at some point. I may be missing something though.

Thanks for assisting. Also to note that this has a Legislative Hearing date scheduled for March 19th, so if this is something that does end up needing to be appealed it should be done sooner rather than later.

Thanks!
Joanna



SAINT PAUL
MINNESOTA

Joanna Zimny
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Legislative Hearing Office
Pronouns: she/her/hers
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Please consider the environment before printing this email

Jillian Barden March 4, 2026 at 3:03 PM

Internal note

Sounds good. We will give her a call. Thank you!

Jillian Barden March 5, 2026 at 8:20 AM

Internal note

UDRF placed on August 20 ([#1329985](#)), and it was supposed to back dated it to July 1. It looks like that did not happen. I will have to take it to a hearing. The PO does not need to attend unless she wants to, but I have enough here to recommend removal (but cannot promise or guarantee anything).

Please call PO, let her know we will bring it to a hearing and recommend removal, and we will call her a few days after the hearing with the results. Then assign back to me as OPEN so I can process the hearing

Emily Torralba March 5, 2026 at 8:28 AM

Internal note

Outbound call to +1 (612) 601-3281

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 601-3281

Time of call: 2026-03-05 14:26:12 UTC

Called by: Emily Torralba

Length of phone call: 2 minutes, 35 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAef256e5188f886642b1d248d4e2bc9c4/twilio/recording>

Emily Torralba March 5, 2026 at 8:29 AM

Internal note

Left VM about hearing and UDRF placed on property.