#### 24/08/2015 15:50

Service Request # 1634937 Request Type CCSPS Parking Services

Request Date 24/08/2015 14:59

Sub Request Type PCS

Parking Comments and Suggestions 24/08/2015 14:59

Call Date Branch Priority

ch Priority
Taken By EWALSH

By EWALSH EVELYN WALSH

#### **Information**

#### Information

Area Sub-area District Map # Priority

Responsibility CSPS

Comm Serv - Parking Services

Project Reference #

Source WARD03

# of Calls 1

#### Request Location

Asset

Parcel ID GPS Y 0.0000 GPS X 0.0000

Property ID

#### Location

Street #
Pre Dir
Street Name
Suffix
Post Dir
Subdesignation

Address

Cross Street
Cross Street
City, Province,
Postal Code
Location na

#### Additional Information

undefined

#### Call Details

Call Duration 00:00:54

# of Calls 1 Taken By EWALSH

EVELYN WALSH

Customer Contact

Requested
Notify Customer
Regarding Service
Request Progress

1

#### Other Calls (no data) All Caller Comments Taken First Last Call Comments By Name Name Date Service request was created in response to an email for Councillor Fraser 28(1) I presume you should be able to have access to this information. I've cc'ed Service Regina on this note who should be able to put you in contact with the appropriate department. Shawn Fraser City Councillor for Regina's Ward 3 306-551-5030 www.shawnfraser.ca 24/08/2015 14:59 > On Aug 17, 2015, at 11:48 AM, 28(1) **EWALSH** SEE BELOW wrote: > The Regina website talks about transparency about its operations. Can I get a detailed report about fines imposed (whether collected or not) in Regina for the last 3 years? > IF so I would like it broken down into the type (parking, other bylaw fines, corporate fines, etc.). > I would also like the expense site of these fines which would include the salary and number of people giving tickets of the various categories, vehicle details and expenses. Full details of the so-called "parking ambassadors" are important too > Clearly, I would like to see a full Profit & Loss Statement for this revenue stream. > About how long will this take? Contact Name SEE BELOW First, MI Title Foreign yes Address City State/Province ZIP/PC Country Day Phone (306)777-7000 Evening Phone Fax Mobile E-mail Contact Type

#### Service request was created in response to an email for Councillor Fraser

28(1)

**Customer Comments** 

```
I presume you should be able to have access to this information. I've cc'ed Service Regina on this note who should be able to put you in contact with the appropriate department.

-Shawn

Shawn Fraser
City Councillor for Regina's Ward 3
306-551-5030

www.shawnfraser.ca

> On Aug 17, 2015, at 11:48 AM, 28(1) Personal

> The Regina website talks about transparency about its operations. Can I get a detailed report about fines imposed (whether collected or not) in Regina for the last 3 years?
```

Attachments undefined

Details undefined

	> > I would also like the expense site of giving tickets of the various categories "parking ambassadors" are important >	the type (parking, other bylaw fines, co these fines which would include the sala s, vehicle details and expenses. Full deta too.	ary and number of people ails of the so-called
nspection undefined			
_O <u>G</u> undefined			

12/08/2015 11:47

Service Request # 1632066 Request Type CCSPS

Parking Services 12/08/2015 11:41

Request Date Sub Request Type Call Date

12/08/2015 11:41

Branch Priority Taken By

KMARCYNU

Kelly Marcynuk

#### **Information**

#### Information

Area Sub-area District Map # Priority

Responsibility CSPS

Comm Serv - Parking Services

Project

Reference #
Source MO
# of Calls 1

#### Request Location

Asset

Parcel ID

GPS Y 0.0000 GPS X 0.0000

Property ID

#### Location

Street #

Pre Dir Street Name Suffix

Post Dir

Subdesignation

Cross Street

Cross Street

City, Province, Postal Code

Location n/a

#### Additional Information

undefined

#### Call Details

Call Duration 00:01:16

# of Calls

Taken By KMARCYNU

Kelly Marcynuk

Address

Customer Contact Requested

Notify Customer
Regarding Service

no

Request Progress

Other Calls

(no data)

#### All Caller Comments

Taken First Last Call By Name Name Date

Comments

Mr. Mayor,

Service Request has been created in response to an email to the Mayor. Please provide response to Pam Willis (pwillis@regina.ca / 777-7339) or Pat Hanley (phanley@regina.ca / 777-7340) in the Mayor's Office within 24 hours. Response to resident will come from staff in the Mayor's Office utilizing the correspondence/information provided by the department unless the Mayor's Office requests admin to reply.

I saw you on the news last night discussing the "Parking Ambassador" program. While I commend you on taking action related to the parking situation in Regina, your focus is in the wrong place. You have chosen to believe that your customers, those parking in the city, are causing the frustration and complaints to your office. You need to be looking at your enforcement policy and practices if you wish to truly resolve the situation. I have a personal example for you from a couple of weeks ago. I parked on Broad Street in front of the Tim's to run in and grab a coffee. Plugged the meter and noticed the parking officer about a half a block away. Entered the Tim's only to see the parking enforcement officer through the window giving me a ticket. I confronted him wanting to know why I would be getting a ticket, only the second parking ticket in over 30 years driving in Regina. I was advised I was to far from the meter. I challenged him on this, pointing out that I was behind the vehicle parked in front of me. He ignored me and proceed to place the ticket on my window.

28(1) KMARCYNU

12/08/2015

Mr. Mayor I drive a full size passenger van. The car in front of me was a full sized sedan. Please explain to me how I can be over 6 feet from the meter pole and not on top of the full sized vehicle parked in front of me? The logic is just not feasible, even more so when the enforcement officer advised me that the car in front of me was parked legally - no ticket required.

The real kicker in all of this Mr. Mayor - my wife was sitting in the van!!! If I truly did park to far from the pole why not simply tap on the window and ask my wife to back up?

You, Mr. Mayor, have placed the sole focus on revenue generation. You have endorsed this type of activity on behalf of the city - measuring tapes to catch people that might be an inch out. People will accept a parking ticket for a legitimate infraction - these trumped up tickets will cost you votes. They cost you mine

Contact

Name 28(1) First, MI

```
Title
Foreign no
Address
City
State/Province
ZIP/PC
Country
Day Phone
Evening Phone
Fax
Mobile
E-mail
Contact Type C

Customer Comments
```

Mr. Mayor,

Service Request has been created in response to an email to the Mayor. Please provide response to Pam Willis (pwillis@regina.ca / 777-7339) or Pat Hanley (phanley@regina.ca / 777-7340) in the Mayor's Office within 24 hours. Response to resident will come from staff in the Mayor's Office utilizing the correspondence/information provided by the department unless the Mayor's Office requests admin to reply.

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	measuring tapes to catch people that might be an inch out. People will accept a parking ticket for a legitimate infraction - these trumped up tickets will cost you votes. They cost you mine				
Inspection undefined				mentalisti di series con el socialisti del socialisti del socialisti del socialisti del series del socialisti d	
<u>Log</u> undefined					
Attachments undefined					
Details undefined					

#### 12/08/2015 09:41

Service Request # 1631955 Request Type CCSPS Parking Services Request Date 12/08/2015 09:12

Sub Request Type PCS

Parking Comments and Suggestions

Call Date Branch Priority

Taken By

ate 12/08/2015 09:12

KMARCYNU Kelly Marcynuk

#### <u>Information</u>

#### Information

Area Sub-area District Map # Priority

Responsibility CSP

Comm Serv - Parking Services

Project
Reference #
Source MO
# of Calls 1

#### Request Location

Asset
Parcel ID
GPS Y 0.0000
GPS X 0.0000
Property ID

#### Location

Street #
Pre Dir
Street Name
Suffix
Post Dir
Subdesignation

Address

Cross Street Cross Street City, Province, Postal Code

Location REGINA DOWNTOWN

#### Additional Information

undefined

#### Call Details

Call Duration 00:02:48

# of Calls Taken By

en By KMARCYNU

Kelly Marcynuk

Customer Contact
Requested
Notify Customer
Regarding Service
Request Progress

1

Other Calls (no data)		
All Caller Comments		
Taken First Last Call By Name Name Date	Comments	
	Service Request has been created in response to an email to the Mayor. Please provide response to Pam Willis (pwillis@regina.ca / 777-7339) or Pat Hanley (phanley@regina.ca / 777-7340) in the Mayor's Office within 24 hours. Response to resident will come from staff in the Mayor's Office utilizing the correspondence/information provided by the department unless the Mayor's Office requests admin to reply.	
. ,	SR has been created in response to an email to Councillor Findura	
KMARCYNU 28(1) 12/08/2015 09:12	Ensure Councillor is copied on the response to the customer	
2	Are you kidding me,PARKING ENFORCEMENT AMBASSADORS,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	

# Contact Name First, MI Title Foreign Address City State/Province ZIP/PC Country Day Phone Evening Phone Evening Phone Fax Mobile E-mail Contact Type C

Customer Comments

Service Request has been created in response to an email to the

Mayor. Please provide response to Pam Willis (pwillis@regina.ca / 777-7339) or Pat Hanley

(<u>phanley@regina.ca</u> / 777-7340) in the Mayor's Office within 24 hours. Response to resident will come from staff in the Mayor's Office utilizing the correspondence/information provided by the department unless the Mayor's Office requests admin to reply.

SR has been created in response to an email to Councillor

#### **Findura**

# Ensure Councillor is copied on the response to the customer

28(1)

#### Inspection

Inspector Scheduled Due By Started Due By Completed Due By Resolved Due By Resolution

## Service Request Inspections

(no data)

#### Log

undefined

#### Attachments

undefined

#### Details

undefined

#### 12/08/2015 09:40

Service Request # 1631897 CCSPS Request Type

Parking Services Request Date 12/08/2015 08:04

Sub Request Type PCS

Parking Comments and Suggestions 12/08/2015 08:04

Call Date Branch Priority

**JKIMBRIE** Taken By

JACKIE KIMBRIEL

#### **Information**

#### Information

FS52 Area

SECTOR 52

W03 Sub-area

WARD 3

District SW

SOUTHWEST

Map # Priority

Responsibility **CSPS** 

Comm Serv - Parking Services

Project Reference #

**EMAIL** Source

# of Calls

#### Request Location

Asset

Parcel ID

GPS Y 0.0000

GPS X 0.0000

Property ID

#### Location

Street # 2241

Pre Dir

**VICTORIA** Street Name

Suffix AVE

Post Dir

Subdesignation Address

Cross Street

Cross Street

City, Province,

Postal Code

**REGINA** S4P-0S4

Location

#### Additional Information

undefined

#### Call Details

Call Duration 00:01:01

# of Calls

Taken By

**JKIMBRIE** JACKIE KIMBRIEL

**Customer Contact** 

Requested

Notify Customer

```
Regarding Service
                                                                       no
        Request Progress
     Other Calls
   (no data)
    All Caller Comments
       Taken First
                                                                       Last
                                                                                                      Call
                                                                                                                                       Comments
                                      Name Name
                                                                                                      Date
       Ву
                                                                                                                                       I attended the funeral today for 28(1) of the shurch was a second to the sh
                                                                                                                                                                                                                                                                                                                     at First Baptist Church today. When we came out
                                      28(1)
                                                                                                                                       of the church we noted a parking ticket on the limo owned by Speers Funeral home. This was the official limo for the funeral. This
                                                                                                       12/08/2015
         JKIMBRIE
                                                                                                                                       was rather ironic since the news tonight says that there is a planned easing of parking tickets.
    Contact
                                                   Name 28(1)
                                            First, MI
                                                        Title
                                              Foreign
                                                                            no
                                            Address
                                                         City
                         State/Province
                                               ZIP/PC
                                              Country
                                                                          28(1)
                                   Day Phone
                       Evening Phone
                                                          Fax
                                                 Mobile
                                                  E-mail
                             Contact Type
     Customer Comments
                                                                            I attended the funeral today for ^{28}(1)
                                                                                                                                                                                                                                                                                                                     at First Baptist
                                                                              Church today. When we came out of the church we noted a parking ticket on the limo owned by Speers
                                                                              Funeral home. This was the official limo for the funeral. This was rather ironic since the news tonight
                                                                              says that there is a planned easing of parking tickets.
                                                                              Your thoughts.
Inspection
 undefined
Log
 undefined
Attachments
 undefined
Details
```

undefined

#### 03/09/2015 13:10

Service Request # 1637550

**CCSPS** Request Type

Parking Services 03/09/2015 11:25

Request Date Sub Request Type

**PCS** 

Parking Comments and Suggestions

Call Date

03/09/2015 11:25

Branch Priority

Taken By

**KMARCYNU** 

Kelly Marcynuk

Contact Deadline

#### Information

#### Information

Area

Sub-area District

Map #

Priority Responsibility

**CSPS** 

Comm Serv - Parking Services

Project

Reference #

WEB Source

# of Calls 1

#### Request Location

Asset

Parcel ID GPS Y

0.0000 0.0000

GPS X

Property ID

#### Location

Street #

Pre Dir

Street Name

Suffix

Post Dir

Subdesignation

Address

Cross Street

Cross Street

City, Province,

Postal Code

Location NOT PROVIDED

#### Additional Information

undefined

#### Call Details

**Customer Contact** Requested?

None

Call Duration

00:00:57

# of Calls **Customer Contact** 

Requested

no

Taken By

**KMARCYNU** Kelly Marcynuk

Notify Customer Regarding Service

no Request Progress

#### Other Calls

(no data)

#### All Caller Comments

First Call Taken Last Name Name Date

#### Comments

Thank you so much for the new Parking Ambassadors! My small business attempted to make a delivery to another new small business today. We went inside for 2 minutes to find out where deliveries are to be made, only to find out there is no delivery area. We went outside and a top notch Parking Officer had already issued us a \$60 ticket for illegally parking. He was so fast, he couldn't even cancel the ticket. What a pro!

28(1)KMARCYNU

03/09/2015 11:25

Fortunately, his sidekick Parking Ambassador was there to educate us. He told us to drive up onto the curbed sidewalk and park on another business' property. I told him that was ridiculous. Then he said we should make our deliveries in the alley. After I told him there is no alley for this business (which anyone with 2 eyes could plainly see), he pointed to a loading zone on the other side of the street at the end of the block. I told him he was out of his mind if he thought this was a reasonable solution for regular deliveries to this new business from various companies.

After further questioning the Parking Ambassador about parking bylaws, he claimed he did know the bylaws.

I recommended to the Parking Ambassador to permanently post a Parking Officer outside of this new business, as it will be a goldmine to regularly ticket small businesses just trying to do their job. It should help pay for the new stadium!

#### Contact

28(1) Name

First, MI Title

Foreign no

Address City

State/Province ZIP/PC

Country 28(1) Day Phone

Evening Phone

Fax Mobile

E-mail Contact Type

#### Customer Comments

Thank you so much for the new Parking Ambassadors! My small business attempted to make a delivery to another new small business today. We went inside for 2 minutes to find out where deliveries are to be made, only to find out there is no delivery area. We went outside and a top notch Parking Officer had already issued us a \$60 ticket for illegally parking. He was so fast, he couldnt even cancel the ticket. What a pro!

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#### Inspection

undefined

#### Log

# Service Request Log Results

(no data)

Attachments	
Attachments (no data)	
Details undefined	



2016-02-24 08:53

Service Request # 1661840 Request Type ParkingInq Request type General Parking Inquiries description Request Date 2016-02-03 10:15 Taken By GSMITH Taken By Name **GAIL SMITH** Contact Deadline Parking Code Bouquet Concern Information Information Area description Sub-area Sub-area description District District description Map # Priority Priority description Responsibility CSPS Responsibility Parking Services description Project Project description Reference # Source # of Calls 1 Request Location Asset Parcel ID Property ID GPS X 0.0000 GPS Y 0.0000 Location Address type Address Street # Pre Dir Street Name Suffix Post Dir Subdesignation Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State Postal Code Location

#### Additional Information

#### Call Details

Call Duration 00:02:52

# of Calls 1

Taken By GSMITH

Taken by name GAIL SMITH

Customer Contact

Requested?

#### Contact

Name 28(1)

First, MI

Middle Initial

Title

Address

Address Line 2

City

State/Province ZIP/PC

Country

Day Phone 28(1)

Evening Phone

Fax

Mobile

E-mail

Contact Type

#### Customer Comments

Caller was just downtown and she parked and the meter was not expired yet - Caller stated that a Ambassador for Parking walked up to the car. Caller stated that this person was a wonderful Ambassador and explained everything to her about not getting ticket stated that next time she should park closure to the meter.

She thinks this is a wonderful thing that the City is doing this to educate the people on the way people are parking. Caller stated that her daughter is taking driver training and she is going to take home the pamphlet and let the daughter read this.

She also mentioned she is going to be posting the interaction with the Parking Ambassador on her facebook, to let all her friends know about this program.

She mentioned that the Parking Ambassador is a bigger guy.

#### Other Calls

(No Data)

#### All Caller Comments

Taken First Call Last Name Name By Date

GSMITH 28(1)

2016-02-03 10:15

#### Comments

Caller was just downtown and she parked and the meter was not expired yet - Caller stated that a Ambassador for Parking walked up to the car. Caller stated that this person was a wonderful Ambassador and explained everything to her about not getting ticket stated that next time she should park closure to the meter.

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	She also mentioned she is going to be posting the interaction with the Parking Ambassador on her facebook, to let all her friends know about this program.
	She mentioned that the Parking Ambassador is a bigger guy.
Inspection (Tab Not Loaded)	
Log (Tab Not Loaded)	
Attachments (Tab Not Loaded)	
Associations (Tab Not Loaded)	
Details (Tab Not Loaded)	

#### Rebecca Stoneham

28(1)

From:

Sent: Wednesday, August 26, 2015 4:55 PM

To: Subject:

Suggestion

Hi,

Since the city made the effort to deploy "Parking ambassadors" to clarify the rules of parking, I'm writing to submit a suggestion on downtown parking.

I recognize that the 2-hour limit was thought to provide potential customers of downtown businesses the opportunity to park while doing their business.

In actual fact, people that use the 2-hour downtown parking spots are mostly people who work downtown and go out of their office every 2 hours to move spots. This is a known fact to everybody. Having established this, one can see that the 2-hour parking rule does not help.

I suggest that during spring and summer (May to October), the 2-hour max rule would still be valid, as potential customers would park somewhere downtown and walk a couple of blocks to do their business. I winter (November to April), it is not the case. For those wo can justify working downtown, rather than make them go out in the cold every two hours to move their cars-which serves no purpose- I suggest creating a permit (at a price) allowing these employees to park from 8h to 17h in such a spot.

This would generate revenue without spending one extra dime while avoiding downtown workers moving their cars unnecessarily for the sake of a rule that doesn't solve the parking problem.

Thank you for your consideration,

Yours sincerely, 28(1)

From:

Linda Brailean

Sent:

Monday, October 05, 2015 10:05 AM

To:

Melissa Butler, Faisal Kalim

Cc:

Erin Navin

Subject:

RE: Are Parking Ambassadors effective?

Sorry for the delayed response . Ambassadors are with the Ambassador Program, which is separate from enforcement. They meet with the public and provide information on parking regulations, but do not perform enforcement duties. The downtown area has designated Parking Enforcement Personnel to provide enforcement for such violations.

Linda 😊

From: Melissa Butler

Sent: Friday, October 02, 2015 3:09 PM

To: Faisal Kalim; Linda Brailean

Cc: Erin Navin

Subject: Are Parking Ambassadors effective?

Hello all,

Please have a look at the comment we received on Facebook and let me know if your program area would like to respond.

28(1) Personal

https://twitter.com/

#### Thanks!

Melissa Butler Interactive Communications Manager Communications Department

P: 306.777.7926 C: 306.526.9477 E: mbutler@regina.ca Regina.ca



City of Regina



City of Regina

RECEIVED REGINA 12 02 2015 12:22

AUG 12 2015

# Parking Services Revie

Request for 1 arking Heret Review
Ticket Number: 75 28 7 4 4 1  Licence Plate:  Issue Date 12 108 15  Owner 12 Yes 10 No  Driver 12 Yes 10 No
Please print LEGIBLY:
28(1)
First Name: Last Name:
Home Phone: 36 - 28(1)  Business Phone: Cell Phone: 38(1)
Email Address: <sup>28(1)</sup> Address: <sup>28(1)</sup>
City: Rogina Province: SK. Postal Code: SAT 7x8
Preferred Method of Contact
□ Email ★ Letter
I am requesting a review of this ticket because:  I am on the under danking that the city is  Songaing parliam tickets to amphasized an  aducational aspect to accurate and aducational aspect to accurate a
I certify that the foregoing is factual and I am prepared to appear in municipal court to state the circumstances under oath.  Signed:  Dated: Aug 12 15 Witness:

From:

Erin Navin

Sent:

Friday, August 14, 2015 4:00 PM

To:

Linda Brailean; Jason Weitzel

Cc:

Faisal Kalim

Subject:

FW: FB - Parking Ambassador Complaint

#### 16(1)(a)(b)

Regards,

Erin Navin

From: Kelsey Koshinsky

Sent: Friday, August 14, 2015 1:40 PM

To: Erin Navin

Subject: FB - Parking Ambassador Complaint

Hey Erin,

We've just received this on Facebook. Could you please forward to your parking peeps and let me know what you'd like me to respond with?

Bit of a complaint/tip for your new "parking ambassadors"...When someone is doing yoga outside at lunchtime (or any other time), it is not polite or friendly to come up and interrupt them so you can say you used to be able to do such and such. I was in a balancing posture on one leg and your parking ambassador threw me off balance, I could have hurt myself, he also distracted me from a practice I dearly love, but only have a half an hour to do on work days. I am not outside practicing so people can come chat with me, I am outside to get some fresh air and exercise, my office has no exercise room. Please be respectful. I mean, jeez, the general public that walk by have never interrupted me, why on earth would your employee think it was a good idea?

#### Kelsey Koshinsky

Interactive Communications Consultant Communications Department

P: 306.751.4245 C: 306.520.7651 E: kkoshins@regina.ca Regina.ca



From:

Melissa Butler

Sent:

Monday, October 05, 2015 10:17 AM

To:

Linda Brailean

Subject:

RE: Are Parking Ambassadors effective?

Thanks Linda!

This has been responded to.

Melissa Butler

Interactive Communications Manager

C: 306.526.9477

From: Linda Brailean

Sent: Monday, October 05, 2015 10:05 AM

To: Melissa Butler; Faisal Kalim

Cc: Erin Navin

**Subject:** RE: Are Parking Ambassadors effective?

Sorry for the delayed response as I was on an EDO. Ambassadors are with the Ambassador Program, which is separate from enforcement. They meet with the public and provide information on parking regulations, but do not perform enforcement duties. The downtown area has designated Parking Enforcement Personnel to provide enforcement for such violations.

Linda 🙂

From: Melissa Butler

Sent: Friday, October 02, 2015 3:09 PM

To: Faisal Kalim; Linda Brailean

Cc: Erin Navin

Subject: Are Parking Ambassadors effective?

Hello all,

Please have a look at the comment we received on Facebook and let me know if your program area would like to

respond.

28(1) Personal

https://twitter.com/

Thanks!

Melissa Butler

Interactive Communications Manager Communications Department

P: 306.777.7926 C: 306.526.9477 E: mbutler@regina.ca

Regina.ca

From:

Jason Weitzel

Sent:

Friday, September 18, 2015 1:35 PM

To:

Erin Navin

Cc:

Linda Brailean

Subject:

RE: RE: FB - Downtown Parking Complaint

Hey Erin, 16(1)(a)(b)

Something to this extent!!!

Cheers,

Jason

From: Erin Navin

Sent: Friday, September 18, 2015 1:26 PM

To: Faisal Kalim

Cc: Linda Brailean; Jason Weitzel

Subject: Fwd: RE: FB - Downtown Parking Complaint

Fyi - let me know if you have thoughts on a response.

Sent from Outlook

----- Forwarded message -----

From: "Kelsey Koshinsky" < KKOSHINS@regina.ca>

Date: Fri, Sep 18, 2015 at 12:21 PM -0700

Subject: RE: FB - Downtown Parking Complaint

To: "Erin Navin" < ENAVIN@regina.ca>

She's responded:

Thanks, however you have sidestepped my question entirely. How can the City empower it's employees to be helpful? There was a real live person right there and he didn't have the power to help me.

From: Erin Navin

Sent: Friday, September 18, 2015 9:25 AM

To: Kelsey Koshinsky

Subject: FW: FB - Downtown Parking Complaint

Hey Kels,
This was on FB, correct?
I think our answer is something like this:
16(1)(a)(b)

Regards,

Erin Navin Communications Department 306-777-7907 306-536-9470

From: Linda Brailean

Sent: Thursday, September 17, 2015 4:18 PM

To: Erin Navin; Jason Weitzel

Subject: RE: FB - Downtown Parking Complaint

I believe I spoke with this lady. We advised that we put the information on the Metercheck. Our Servicepersons will attend and advise if the meter was operational, was faulty and fixed. If it was faulty, they can get a refund. I advised unfortunately we do not have the technology which would notify us when meters are down and it is currently not in the budget. She said she just wanted us to know.

From: Erin Navin

Sent: Thursday, September 17, 2015 4:01 PM

To: Jason Weitzel; Linda Brailean

Subject: FW: FB - Downtown Parking Complaint

Hello - please see below.

I'm not really sure how to reconcile one... let me know your thoughts.

Regards,

Erin Navin Communications Department 306-777-7907 306-536-9470

From: Kelsey Koshinsky

Sent: Thursday, September 17, 2015 3:45 PM

To: Erin Navin

Subject: FB - Downtown Parking Complaint

Hey Erin,

We just got this public post from a resident. Could you please let me know what you'd like to respond with?

I wanted to go to Ys Moms at the YMCA today. I took the afternoon off, packed up my infant twins and drove downtown. I parked at a two hour meter, put in a toonie and 15 minutes and an out of order message appeared. There was a meter ambassador across the street so I ran over to see if he could help (he couldn't), but advised me to move to avoid a ticket and gave me the number for parking. I didn't have an other toonie so I couldn't move. I called but nobody could help me beyond telling me to move and that I could get my toonie back in 5-7 days and only if I come down to City Hall to get it! What a waste of time, both yours and mine! I paid for a service and you failed to deliver. This is the best that you can do for me? Why can't you empower your employees to actually help tax payers when they try to use your services?

#### Kelsey Koshinsky

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City of Regina