

Call w C. Zachidniak

Ague

- residents in western continue to have concerns about area
 - ↳ no central pt of contact
- held meetings in past
- is CA an option
 - ↳ ACTION - Bobbie to flip w Bill to determine if want to play a role (optional)
- maybe a resident group or person on CA
- many options however 1st step is likely a meeting
 - ↳ ACTION - BOBBIE TO FLIP WITH DIVISION TEAM ON OPTIONS

Bobbie Selinger

From: Bobbie Selinger
Sent: Friday, August 19, 2022 12:42 PM
To: Shanon Zachidniak
Subject: Follow-up from last week- Westerra

Good afternoon Councillor Zachidniak,

I'm following up as promised on our meeting last week. We are happy to support the community meeting you are looking to have. We will look at Service Requests and pull together a communication to address the most common themes we are seeing related to development. I would ask the meeting is in late September so we have time to analyze the service requests, create the communication and support you in creating a meeting agenda that will help to address some of the concerns and potentially start to talk about an approach to communications.

In addition, we will be reaching out to the community association (CA) to assess their interest in engaging on this topic. This hasn't happened as we have a few staff away with illness and vacation. Once we know the outcome of this conversation we can determine if the CA is a good mechanism for ongoing communication or what some other options may be.

I will reach out once we've heard back from the CA. Please let me know if this path still remains agreeable to you. I assume you have historically set up the meeting and share that with the community?

Thanks,

Bobbie Selinger

(Pronouns: she, her, hers) *What s this* ([Learn more](#))
Manager, Community & Recreation Programs
Community & Recreation Programs Branch
Parks, Recreation & Cultural Services

P: 306.551.2430

E: bselinge@regina.ca

Regina.ca



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Richel Nixon

Subject: Service Request Data For Analysis
Location: Tanya's Office/Workspace

Start: Wed 9/7/2022 1:00 PM
End: Wed 9/7/2022 1:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Carolyn Fafard
Required Attendees: Tanya Nelson; Carolyn Fafard

Morning Tanya,

My name is Carolyn Fafard. I am a Process and Performance Consultant in City Planning & Community Development. I started last week and have been asked to meet with you to discuss a data request on service requests related to Westerra.

As support to a potential councilor's community meeting process, I am wondering if we could pull data on all of the service requests related to the Westerra Development. I have been asked to group by theme and also see to if we can identify how many unique requestors for them.

Robyn Bird and Bobbie Selinger mentioned you would likely be able to assist with this so I thought I would set up a few minutes for us to discuss.

I have only recently returned to the City of Regina after many years of being away. I'd love to come see your workspace on 13 if it works.

Thank you Tanya!

Bill Ursel

From: Bill Ursel
Sent: September 8, 2022 3:52 PM
To: Munir Haque; Ben Mario
Cc: Maria Kotsetas
Subject: RE: Dieppe/Westerra Community Association Opportunity

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Munir. Great news. I and Maria will follow up with Ben.

Thanks for the rapid turnaround.

Bill.

Bill Ursel, MA
He, Him, His
Coordinator Community Capacity Building
Parks Recreation and Cultural Services
306-533-4188

From: Munir Haque <MHAQUE@regina.ca>
Sent: September 8, 2022 3:49 PM
To: Bill Ursel <BURSEL@regina.ca>; Ben Mario <BMARIO@regina.ca>
Cc: Maria Kotsetas <MKOTSETA@regina.ca>
Subject: RE: Dieppe/Westerra Community Association Opportunity

Hi Bill,

City Planning has a "Planning 101" presentation that's suitable.
You/Bobbie can coordinate through Ben.

Regards,

Munir Haque
Manager, Partnerships and Permitting
Planning & Development Services Department
P: 306.751-4459

From: Bill Ursel <BURSEL@regina.ca>
Sent: Thursday, September 8, 2022 2:03 PM
To: Munir Haque <MHAQUE@regina.ca>
Cc: Maria Kotsetas <MKOTSETA@regina.ca>
Subject: Dieppe/Westerra Community Association Opportunity
Importance: High

Hi Munir. I hope you are well this Thursday.

I write with a request. The Dieppe/Westerra Community Association (DWCA) is interested in exploring how they as a CA could take a more active role in becoming involved in the planning process related to new development in Westerra.

The interest was sparked by Councillor Zachidniak receiving calls from residents of Westerra wanting information or sharing concerns with the face and shape of their neighbourhoods. DWCA has no knowledge of the process other than receiving requests for input from Planning at various times that are shared often with all CAs. DWCA is somewhat split between the 'older' Dieppe community and the newer Westerra.

Would your team be aware of a presentation that was done By Sherri Birkland, former CoR employee.? She was the Sustainability Coordinator I believe and this would have been some years ago. (Kim may be more familiar) I attended the presentation and found it to be in essence 'Planning 101' for a public audience. I thought it was a solid overview. DWCA is not prepared to commit to taking on the role of a deep dive into development. They are a CA in some transition with a new Chair. The Chair is enthusiastic however she and the board need more information.

Bobbie will engage with Councillor Zachidniak at the appropriate time however not until we have a sense if a presentation could be done by your team referencing the approach above. There is a bit of urgency to determine if a canned presentation a) exists b) needs to be created and c) this would be something that you and team would consider delivering with my and Maria's support (Maria is a Community Consultant , member of my team who supports DWCA)

It would be helpful for me to hear from you today or early Friday Sept. 9/22. Bobbie would like to provide broad strokes to the Councillor on a way forward.

Please reach out if you have questions.

Thanks, Bill.

Bill Ursel, MA
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Coordinator Community Capacity Building
Parks, Recreation and Cultural Services
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Richel Nixon

From: Tanya Nelson
Sent: Monday, September 12, 2022 11:50 AM
To: Carolyn Fafard
Subject: Re: Westerra SR Report

I will check with my analyst - I'm sure he can do it today.

For the data, please see notes below.

Thanks,
Tanya

Tanya Nelson
(Pronouns: she, her, hers)
Manager, Service Regina
Communications & Engagement
P: 306.777.7009

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 12, 2022 11:35 AM
To: Tanya Nelson <TNELSON@regina.ca>
Subject: RE: Westerra SR Report

Morning Tanya,

I am working on summarizing the data analysis on the Westerra Service request and have 2 questions:

1. Do you think it will be possible to get the service requests by year, breakdown by request type, by end of today? (I know you mentioned your analyst is just back today, that's why I am checking – I will present this tomorrow morning. Its only day 8 on the job here for me and things move fast!! Lol)
2. As a summary statement of how the data was selected would the following be correct? Or is there a better representation you would prefer.

Service Request data was provided from Service Regina pulled from Infor
System query was based on the name "Westerra" in customer Comments (Is that correct) - Yes
The first SR containing Westerra was August 31st, 2016 - Yes
The final SR included was September 2nd, 2022 - Yes
Note: 2016 includes only 4 service requests of the total 410 total requests (2016-2022) - Yes

Data was pulled from Jan 1, 2016 to Sept 7 mid day.

Thanks again Tanya!

Carolyn

From: Tanya Nelson <TNELSON@regina.ca>
Sent: Wednesday, September 7, 2022 1:28 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra SR Report

Hi Carolyn,

It was great meeting you today. Please see the Westerra report attached. Please don't hesitate to contact me with any questions or further reports you may require.

I'll also be in touch next week with a yearly breakdown of request types as you requested.

Thank you,
Tanya

Tanya Nelson
(Pronouns: she, her, hers)
Manager, Service Regina
Communications & Engagement

P: 306.777.7009
tnelson@regina.ca
Regina.ca



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Bobbie Selinger

From: Bill Ursel
Sent: Tuesday, September 13, 2022 12:44 PM
To: Bobbie Selinger
Cc: Maria Kotsetas
Subject: Councillor Zachidnaik - FW: [External email] Re: Conversation Sept. 1 2022 and Next Steps
Attachments: Screenshot_20220913-110815_Facebook.jpg

Hi Bobbie. Councillor Zachidniak is going ahead with an Oct. 3/22 Community Meeting. (see attached) Maria and I are meeting with Ben next week re; the intro to planning piece for Dieppe/Westerra. (DWCA) I am hopeful we can have the presentation done and shared with DWCA before the 3rd. Joren wants to attend the Oct. 3 session either way. That does make sense. She would make no commitments to community on a DWCA planning role at the meeting.

Thanks, Bill.

Bill Ursel, MA
He, Him, His
Coordinator Community Capacity Building
Parks Recreation and Cultural Services
306-533-4188

From: Bill Ursel
Sent: September 13, 2022 12:36 PM
To: J Burton [28\(1\)](#); Maria Kotsetas [28\(1\)](#)
Subject: RE: [External email] Re: Conversation Sept. 1 2022 and Next Steps

Hi Joren. Thanks for your kind words and reply. Thanks for sharing the notice from Councillor Zachidniak and the Oct. 3, 2022 Community Meeting. Maria and I are working with planning next week to look at a presentation on a' Planning 101' for Dieppe/Westerra. I would have hoped the Councillor would have delayed her session a touch more however she may have felt some urgency to move forward.

I do understand that it would be important to have your CA presence at the meeting. However, if we can look at a date before Oct. 3/22 would you and the board be willing to attend a session at a meeting called for the purpose of the planning presentation? We could do this virtually where that might be less of a demand on the board. I need to touch base with our planning contact and determine their availability as well. Please let me know if the latter appeals to you.

Thanks, Bill.

Bill Ursel, MA
He, Him, His
Coordinator Community Capacity Building
Parks Recreation and Cultural Services
306-533-4188

From: J Burton [28\(1\)](#)
Sent: September 13, 2022 11:23 AM
To: Bill Ursel <BURSEL@regina.ca>; Maria Kotsetas [28\(1\)](#)
Subject: [External email] Re: Conversation Sept. 1 2022 and Next Steps

Hello, thank you again for the meeting and these notes.

Our plan is to discuss this at our next meeting on September 21.

FYI, in a similar vein, we also noticed the Councillor has scheduled an event with Westerra (see attached). I recall you being interested in timing our involvement with the councillor appropriately, but I do think it would be good for our association to have some representation at the October 3 meeting. So I plan to share my presence but no promises, unless the dwca decides something more concrete before then.

Joren

On Thu., Sep. 1, 2022, 4:11 p.m. Bill Ursel, <BURSEL@regina.ca> wrote:

Hi Jorin and Maria. Thanks to both of you for your time today.

It is super news to know that you Jorin are the Chair of Dieppe/Westerra Community Association. The energy that you have brought to engagement sessions with us pre COVID and since speaks volumes about your commitment and your skill set. Your dedication to the work of the Association itself has been critical to its success.

It was important to discuss the role of CAs in brief today and the option for Dieppe/Westerra to consider what it would mean to become more involved in development issues that impact the Westerra development.

I shared that of the 26 active CAs many have different perceptions of their role. Some focus exclusively on offering recreation activities. Others focus on social issues that impact residents in their area. Still others have hybrid interests. Maria and I shared that Councillor Zachidniak has an interest in the work of your CA. She has heard from at least one resident who has attempted to learn more about the work of Dieppe/Westerra. I know that you have reached out to a Westerra resident to serve on your board.

Our take away is that based on your interest, Maria and I will reach out to Bobbie Selinger, Manager of Community and Recreation Programs. We will share that one way to go would be to look at a menu of options to move forward;

1. Our branch with Planning and Development Services with the City of Regina could offer a 'Planning 101' conversation presentation to your board to review what the role of a CA is in consultation with the City of Regina around development issues, what it means to engage in development issues that impact your community. Such sessions were offered in the past and Maria and I can look into this further. The board would then be better informed to decide if a deep dive into planning is for them.
2. We could consider an engagement session geared to informing Westerra residents in particular about the work of Dieppe/Westerra CA and the work of Community Associations as a whole. We understand from you that the means of communication has been a paper newsletter hand delivered to the residents of Dieppe. (the last offered pre pandemic in 2019 (May, Sept. and Dec. 2019) There has been adhoc placement of the newsletter on the doors of residences and on Canada Post mail portals in Westerra with mixed results.

- The session would be similar to a process used to build the Harbour Landing CA. The session would be a hybrid noting that Dieppe Westerra is an established CA while the Harbour Landing process was a build from the ground up engagement plan.

We will discuss with Bobbie when to fold Councillor Zachidniak into the conversation as she has a keen interest in your work and in the community. Maria will get back to you soon.

Thank you for your ongoing commitment to the City of Regina and your neighbours.

Bill.

Bill Ursei, MA

He, Him, His

Coordinator Community Capacity Building

Parks Recreation and Cultural Services

306-533-4188

From: Maria Kotsetas <MKOTSETA@regina.ca>

Sent: August 22, 2022 2:01 PM

To: 28(1)

Subject: Land development

Hi Joren, thank you for the chat this morning and congrats on the new development that you are the new Chair of Dieppe/Westerra. I understand Darren has moved to the role of vice chair.

As per our discussion regarding Councillor Zachidniak has shared that residents of Westerra see land development as an issue. I shared with my team, your willingness to engage and have a westerra board member join your board, since the time I have worked with you. I agree that this may be the opportunity Dieppe was looking for, to begin and open some lines of communication.

Bill and I would like to meet with you initially, then subsequently on a broader conversation at a second mtg with others, to look at what Dieppe might need to widen share ideas & knowledge.

Could you provide me with 2 times next week that you could make work? Then I will send a Teams meeting asap.

Maria Kotsetas
Community Consultant, Community Capacity Building
Park, Recreation & Cultural Services
City Planning & Community Development

P: (306) 777-7362

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Regina.ca

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Richel Nixon

Subject: Service Request Analysis - Westerra
Location: Privacy Room

Start: Wed 9/14/2022 9:30 AM
End: Wed 9/14/2022 10:00 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Carolyn Fafard
Required Attendees: Bobbie Selinger; Carolyn Fafard; Robyn Bird

Meeting Rooms are booked so trusting a privacy room is open!

- 1) Review summary of service requests and themes.
- 2) Determine next steps

Richel Nixon

From: Robyn Bird
Sent: Friday, September 16, 2022 3:33 PM
To: Bobbie Selinger; Carolyn Fafard
Subject: RE: Lead on the Westerra Meeting?

Thanks for the heads up and I'll chat with Carolyn on Monday to see if this will work for her to take the lead.
Robyn

From: Bobbie Selinger <BSELINGE@regina.ca>
Sent: Thursday, September 15, 2022 11:26 AM
To: Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Lead on the Westerra Meeting?

Hi to you both,

28(1)



Is there any possibility Robyn, you and Carolyn could take the full lead over starting next week? This isn't much more than you are doing already besides coordinating with Councillor Zachidniak.

I would do a better job of explaining everything if you are open to this transition.

Thanks for the consideration,
Bobbie

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Richel Nixon

From: Carolyn Fafard
Sent: Friday, September 16, 2022 4:25 PM
To: Jamie Lewis
Cc: Hayley Schnell Junior
Subject: Re: Westerra Information/Support Request

Thanks!

Yes, printed handout. Nothing fancy rather flexible to be edited close to the date. I'm anticipating content this week. But I don't think mid week. (But its everyday subject information so that should make it quicker). Sort of like FAQ on 4 topics perhaps.

If we had content this upcoming week would having the next week to create, proof, edit and print be realistic?

Shall I say we need it Thursday but I'm thinking it will be Friday at best.

As an FYI Below is an email from the Councillor to Bobbie that may give more context. She states the room holds 30 that's she has booked.

Bobbie is responding to her questions.

-----/-----

rom: Shanon Zachidniak <SZACHIDN@regina.ca>
Sent: Monday, September 12, 2022 9:23 AM
To: Bobbie Selinger <BSELINGE@regina.ca>
Subject: Westerra community meeting update

Hi Bobbie,

Here is the link to the Facebook event I've created for the Westerra community meeting on Monday, Oct. 3 at 7 p.m: <https://fb.me/e/2QQmfdqo3>. It'll be hosted at Westerra Fields, in the community space in their rental centre. This room has capacity for up to 30 people and there is also an outside deck (with doors that could be propped open) that could accommodate any others who can't fit inside, probably even up to 20 more people—which should be more than adequate for space.

Some questions:

- Will you be reaching out to Joren from Dieppe-Westerra Community Association about attending this event or would you like me to?
- Does the city have any budget for snacks for this meeting?
- Could you arrange to bring a mic and speaker, in case we need one? Would you also be able to bring some sort of podium, so folks have a place to put any notes they have?

I've posted this in both Westerra community Facebook groups and plan to re-post at least once a week leading up to the meeting. I will also be printing some 8.5 x 11 flyers to post in some community spaces in Westerra (mailboxes, gas stations, any community boards).

Do I need permission from anyone to post these flyers in community spaces? Also, if you have suggestions about where to post them, please let me know.

Once I hear back from you, I plan to send an email to the developers as well and would like to include some additional background info about the event. I suggest the following but please let me know if you have any suggested revisions:

“City staff are pulling and sorting recent Service Requests from Westerra and will ensure representatives from the appropriate areas are in attendance to speak to common areas of concern.”

Thanks!

Shanon

Shanon Zachidniak
(Pronouns: she, her, hers)
Councillor, Ward 8
City of Regina

C: [306-552-5932](tel:306-552-5932)
E: szachidn@regina.ca

To sign up for the Ward 8 e-newsletter or learn more about Shanon, [click here](#).



Located on Treaty 4 Territory, a Treaty signed with 35 First Nations across Southern Saskatchewan and parts of Alberta and Manitoba and the original lands of the Cree, Saulteaux, Dakota, Nakota, Lakota, and on the homeland of the Métis Nation.

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From: Jamie Lewis <JLEWIS@regina.ca>
Sent: Friday, September 16, 2022 3:52:47 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Hayley Schnell Junior <HSCHNELL@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn, welcome to the City!

Thanks for the heads up. Sounds like you're looking for a printed handout to be available for an Oct 3 meeting. When do you anticipate you will have the content? That will really determine if we need (or the extent of) design required. By mid-next week would be ideal!

How many attendees is the Councilor expecting?

Thanks,

Jamie Lewis
(Pronouns: she, her, hers)
Strategic Communications Advisor
Communications & Engagement
306.519.1225

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Thursday, September 15, 2022 3:34 PM
To: Hayley Schnell Junior <HSCHNELL@regina.ca>; Jamie Lewis <JLEWIS@regina.ca>
Subject: FW: Westerra Information/Support Request

Hello Hayley & Jamie,

I am new to Divisional Support in City Planning & Community Development (week 2) and have been tasked with gathering the SME information for the following Councillor Community Meeting set for October 3rd. I was given your names to connect with to recruit for the creation of the communication document(s) for this meeting.

Timeline seems tight so thought I would forward the below information on requirements from Laurie Shalley. This gives an idea of what she is thinking.

Meeting is Oct 3rd, Stat on Sept 30th, so that leaves....well I guess days. I am thinking this is how you typically roll so I will do what I can on my end to help it along.

Please let me know what you need from me to make this happen.

I look forward to working with you both!

Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

While I was away ²⁸⁽¹⁾, Councillor Zachidniak reached out to staff about a number of issues in Westerra. We were already supporting her on responding to several Parks issues, but she flagged concerns related to areas you are responsible for as well.

As part of those conversations she indicated her concern about a lack of a mechanism for residents to collectively share their issues and expressed an interest in holding a public meeting. **She has now scheduled a community meeting for Monday, Oct. 3 at 7 p.m at Westerra Fields** (in the community space in their rental centre).

While Bobbie was acting for me, she – along with Deb and the other directors in our division - discussed how to support her concerns and agreed to pull the Service Requests for the area to develop key messages for a meeting. The two main themes identified in the review of SRs are:

Parks Maintenance (Overgrown Weeds, Dead Trees & Grass etc.)

Snow (Snow Rows, Wind Fence, Sight Lines, Snow Removal Plans etc.)

Various topics related to intersection control, transit and bylaw complaints have been identified.

The Councillor is now looking for city staff to support her in the meeting, including a rep from my department. Chris and Brad, are you able to send someone? (Byron, there isn't a large number of Bylaw service requests but you may or may not want to have someone at the meeting so I'm including you for consideration).

Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Monday, September 19, 2022 10:16 AM
To: Brad Bells
Subject: FW: Westerra Information/Support Request

Sorry Brad – I had intended to attach this to prior email.

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
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Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Monday, September 19, 2022 2:14 PM
To: Byron Werry
Subject: RE: Westerra Information/Support Request

Thanks Byron! Will do...

Carolyn

From: Byron Werry <BWERRY@regina.ca>
Sent: Monday, September 19, 2022 12:19 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Hello Carolyn, welcome back to the City. I ask that you connect with Andrea to discuss this request. Thanks.

Byron

Byron Werry
City Solicitor
Office of the City Solicitor
P: 306.777.7989
E: bwerry@regina.ca
Regina.ca



From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 10:38 AM
To: Byron Werry <BWERRY@regina.ca>
Subject: FW: Westerra Information/Support Request

Hello Byron,

I am back at the City after about 14 years away. I see you are holding down the fort! 😊

Further to Laurie's email I was wondering there were any key messages regarding bylaw enforcement related to Westerra you would like to have included in the handout for the Councillor's community meeting on October 3rd.

In reviewing the service requests there were only 8 calls categorized as Bylaw however they were very much focused on overgrown weeds, who's responsibility the weeds are, and also snow related if emergency vehicles cannot get into the area, line of sight issues with snow ridges.

If there are any key messages you would like to have included in the hand out, as an opportunity to educate or highlight, please let me know. Communication would like the information this Thursday if possible.

Final question, would you or someone from your staff be in attendance?

If you would prefer I check in with Andrea just let me know and I will do so.

Thanks Byron!

Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>

Sent: Thursday, September 15, 2022 9:22 AM

To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>

Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>

Subject: Westerra Information/Support Request

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- Snow (Snow Rows, Wind Fence, Sight Lines, Snow Removal Plans etc.)

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The Councillor is now looking for city staff to support her in the meeting, including a rep from my department. Chris and Brad, are you able to send someone? (Byron, there isn't a large number of Bylaw service requests but you may or may not want to have someone at the meeting so I'm including you for consideration).

Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Tuesday, September 20, 2022 4:13 PM
To: Mallory Stinson
Subject: RE: Westerra Key Message Information Request - Due This Week

Thank you so very much!

There seems to be a lot happening (meeting driven) for so many. Very much appreciated on both parts. If I can be of any assistance just let me know.

Thanks,
Carolyn

From: Mallory Stinson <MSTINSON@regina.ca>
Sent: Tuesday, September 20, 2022 4:06 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Key Message Information Request - Due This Week

Good afternoon, Carolyn

Just following-up to let you know that we will have an answer for you tomorrow. Brad has been in back-to-back meetings and staff who can better provide this information have also been away. All will be back in the office tomorrow morning so we will commit to getting this information to you then.

In the meantime, I believe Brad and/or Nathan will be attending the Oct.3 meeting.

Kind regards,

Mallory Stinson
Administrative Assistant
for the Director of Transit & Fleet

306.751.4261
mstinson@regina.ca
Regina.ca



Treaty 4 Territory and homeland of the Metis.

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 10:14 AM
To: Brad Bells <BBELLS@regina.ca>
Subject: Westerra Key Message Information Request - Due This Week

Hi Brad –

Its been awhile since we spoke – I'm back at the City after 14 years. Checking things out in Divisional Support in CPCD. I saw Nathan in a meeting last week, heard Greg Jelinski is at Transit.... Kinda cool I have to say since the redefining excellence days.

Anyhow, further to Laurie's email regarding Councillor Zachidniak's Community Meeting in Westerra, I am reaching out with two requests:

- 1) Information / Key Messages you would like included in the FAQ or hand out for the meeting.
- 2) Who would be attending to discuss/take questions at the October 3rd Meeting.

Based on service requests Snow and Parks Maintenance are the key focus for the meeting however it was thought Transit may also like to attend. Are there any key messages you would like highlighted in the communications handout at the meeting. This would also be information the Councilor could use for responding to the public in the future. Or any messages to highlight what you have responded to in the area based on feedback.

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Service requests for 2022 showed:

8 transit calls 2022, 7 last year
Route, frequency, snow, having to walk, etc

I can forward the service request detail if you would like however I'm sure you are aware of the key items.

Let me know what you are thinking....thanks,

Carolyn

Carolyn Fafard
Process & Performance Consultant
City Planning & Community Development

P: 306.552-8172
cfafard@regina.ca
Regina.ca



Treaty 4 Territory and homeland of the Métis.

Richel Nixon

From: Carolyn Fafard
Sent: Tuesday, September 20, 2022 4:17 PM
To: Andrea McNeil-Wilson
Subject: RE: Westerra Information/Support Request

And thank you for the background. That is excellent!!

(and I can hear your voice in my head as I read it lol)

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Tuesday, September 20, 2022 3:57 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn and welcome back!!

28(1)

I can't believe that it has been that long since we were on 13 [REDACTED]
Yikes! I've been the manager of bylaw since January 2020 but I was in this role previously from May 2015 to January 2017.

I'm not sure about specific key messages but I can certainly provide you with some background information.

In terms of overgrown grass & vegetation (OG&V), that is regulated under the Community Standards Bylaw and my folks enforce this Bylaw on private property. With respect to OG&V, we deal with violations on private property both in response to complaints and proactively. The past couple of summers we have hired two additional casual BEOs to focus on OG&V violations in greenfield areas, such as Westerra.

The terms "overgrown grass" and "weeds" often get used interchangeably but they are actually two separate regulations. Weeds are declared as nuisance, noxious or prohibited under The Weed Control Act, which is provincial legislation. There is a bit of history when it comes to the Act which has found my shop being responsible for administering it even though the subject matter expertise to do so is not a core competency for a BEO. That aside, we do not proactively deal with violations of the Act on public property but if something is brought to our attention from a resident via a service request, then I have a standard email that I send to all of the directors who are responsible for managing city owned property.

For sidewalk snow removal, the Clean Property Bylaw was amended and new regulations came into effect January 1, 2022. As you may remember, we had a significant snow fall in 2021/22. As such, when my folks started the "education" process on January 1, there had already been a large accumulation of snow by then. When the amendments were brought forward, Admin committed to only educating so we did not issue any notices of non-compliance or remedy any violations. We will be issuing notices of non-compliance this year and remediating any properties that do not comply. If we have to clear the sidewalk, then the cost of doing so will be applied to the property tax account. This is our plan for the 2022/23 snow season and will be updating Exec tomorrow with the same information. In terms of enforcement, it is done in response to a service request as well as proactively when the BEO is in the field. We have an overall target of 30% of cases being proactive. We are doing work in 2023 to refine that number to bylaw and violation type.

Please let me know if you have any questions or would like to discuss further.

Thanks,
Andrea

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 2:22 PM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: FW: Westerra Information/Support Request

Hey Andrea!

Hey how are you doing? Its been many years since I've seen you! 28(1) when we were on 13th Floor together. 28(1) Hope all is going well with you. How long have you been the manager of Bylaw? Lots of changes at the City, so nice to see some familiar names for me.

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When I looked at the service request for Westerra it mostly relates back to weeds even though they are coded bylaw enforcement.

Take a read and we can meet to discuss if you wish.

Talk soon,
Carolyn

From: Byron Werry <BWERRY@regina.ca>
Sent: Monday, September 19, 2022 12:19 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Hello Carolyn, welcome back to the City. I ask that you connect with Andrea to discuss this request. Thanks.

Byron

Byron Werry
City Solicitor
Office of the City Solicitor
P: 306.777.7989
E: bwerry@regina.ca
Regina.ca



From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 10:38 AM

To: Byron Werry <BWERRY@regina.ca>
Subject: FW: Westerra Information/Support Request

Hello Byron,

I am back at the City after about 14 years away. I see you are holding down the fort! 😊

Further to Laurie's email I was wondering there were any key messages regarding bylaw enforcement related to Westerra you would like to have included in the handout for the Councillor's community meeting on October 3rd.

In reviewing the service requests there were only 8 calls categorized as Bylaw however they were very much focused on overgrown weeds, who's responsibility the weeds are, and also snow related if emergency vehicles cannot get into the area, line of sight issues with snow ridges.

If there are any key messages you would like to have included in the hand out, as an opportunity to educate or highlight, please let me know. Communication would like the information this Thursday if possible.

Final question, would you or someone from your staff be in attendance?

If you would prefer I check in with Andrea just let me know and I will do so.

Thanks Byron!
Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

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As part of those conversations she indicated her concern about a lack of a mechanism for residents to collectively share their issues and expressed an interest in holding a public meeting. **She has now scheduled a community meeting for Monday, Oct. 3 at 7 p.m at Westerra Fields** (in the community space in their rental centre).

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Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Wednesday, September 21, 2022 8:55 AM
To: Mallory Stinson
Subject: RE: Westerra Key Message Information Request - Due This Week

Thank you! This is excellent and I will add transit as attendees.

From: Mallory Stinson <MSTINSON@regina.ca>
Sent: Wednesday, September 21, 2022 8:29 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Brad Bells <BBELLS@regina.ca>
Subject: RE: Westerra Key Message Information Request - Due This Week

Good morning, Carolyn

The route 1 Dieppe/Westerra-Broad North currently provides transit service to Westerra during peak times 6am-9am and 3pm-6pm, Monday to Friday. We do not service this area on weekends or statutory holidays.

Ridership in the Westerra area currently does not meet our main route service standards, which outlines the following:

- a minimum of 10 passenger boardings per revenue hour
- the targeted goal is 20 passenger boardings per revenue hour

Westerra's past and current ridership shows:

Year	Total Yearly Ridership	Total Daily Ridership
2022	1364	8
2021	1089	4

I hope you find this information to be helpful. As shared yesterday, Brad and/or Nathan plan to be present when this meeting takes place.

Let me know if you have any questions!

Mallory Stinson
Administrative Assistant
for the Director of Transit & Fleet

306.751.4261
mstinson@regina.ca
Regina.ca



From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 10:14 AM
To: Brad Bells <BBELLS@regina.ca>
Subject: Westerra Key Message Information Request - Due This Week

Hi Brad –

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Carolyn Fafard
Process & Performance Consultant
City Planning & Community Development

P: 306.552-8172
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Regina.ca



Richel Nixon

From: Carolyn Fafard
Sent: Wednesday, September 21, 2022 9:02 AM
To: Jamie Lewis
Subject: Bylaw Information FW: Westerra Information/Support Request

16(1)(b)

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Tuesday, September 20, 2022 3:57 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn and welcome back!!

I can't believe that it has been that long since we were on 13 28(1)
Yikes! I've been the manager of bylaw since January 2020 but I was in this role previously from May 2015 to January 2017.

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Thanks,
Andrea

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 2:22 PM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: FW: Westerra Information/Support Request

Hey Andrea!

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Talk soon,
Carolyn

From: Byron Werry <BWERRY@regina.ca>
Sent: Monday, September 19, 2022 12:19 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

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Byron

Byron Werry
City Solicitor
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P: 306.777.7989
E: bwerry@regina.ca
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From: Carolyn Fafard <CFAFARD@regina.ca>
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Thanks Byron!
Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

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Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Wednesday, September 21, 2022 10:27 AM
To: Andrea McNeil-Wilson
Subject: RE: Westerra Information/Support Request

Yes! Now work? I will call

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Wednesday, September 21, 2022 9:48 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Do you have time for a quick chat about this?

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Tuesday, September 20, 2022 4:15 PM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Thanks Andrea!!

[28\(1\)](#) !

So based on the service requests I went through for Westerra the concerns are the overgrown grass and vegetation (weeds) on City property. Easements, boulevards, walking paths, garden beds. SaskEnergy Easement. One of the comments stated that a private citizen would have action taken against them if they allowed the amount of overgrown weeds etc so why not the City.

What is your thoughts on that. Do you guys ever get that type of push back?

Do you think you or another representative would be interested in attending the meeting on Oct 3rd?

Looks like parks, snow, transit, planning will have someone there. So far.

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Tuesday, September 20, 2022 3:57 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn and welcome back!!

I can't believe that it has been that long since we were on 13 [28\(1\)](#)
Yikes! I've been the manager of bylaw since January 2020 but I was in this role previously from May 2015 to January 2017.

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Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

Subject: Westerra Information/Support Request
Location: Microsoft Teams Meeting

Start: Wed 9/21/2022 11:15 AM
End: Wed 9/21/2022 11:45 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Carolyn Fafard
Required Attendees: Jamie Lewis; Carolyn Fafard
Optional Attendees: Hayley Schnell Junior

Hello Jamie – just wanted to touch base. I haven't received any information so far from the departments but thought we could discuss what type of format might work best or has been done in the past etc. I asked for information for Thursday.

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 294 608 312 45

Passcode: 5HbrUg

[Download Teams](#) | [Join on the web](#)

[Learn More](#) | [Meeting options](#)

From: Carolyn Fafard <CFAFARD@regina.ca>

Sent: Thursday, September 15, 2022 3:34 PM

To: Hayley Schnell Junior <HSCHNELL@regina.ca>; Jamie Lewis <JLEWIS@regina.ca>

Subject: FW: Westerra Information/Support Request

Hello Hayley & Jamie,

I am new to Divisional Support in City Planning & Community Development (week 2) and have been tasked with gathering the SME information for the following Councillor Community Meeting set for October 3rd. I was given your names to connect with to recruit for the creation of the communication document(s) for this meeting.

Timeline seems tight so thought I would forward the below information on requirements from Laurie Shalley. This gives an idea of what she is thinking.

Meeting is Oct 3rd, Stat on Sept 30th, so that leaves....well I guess days. I am thinking this is how you typically roll so I will do what I can on my end to help it along.

Please let me know what you need from me to make this happen.

I look forward to working with you both!

Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

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Thanks,

Laurie

Richel Nixon

From: Richel Nixon on behalf of Autumn Dawson
Sent: Wednesday, September 21, 2022 11:33 AM
To: Jen Stevenson
Subject: FW: Westerra Information/Support Request

[11:29 AM] Autumn Dawson

Can you see if jen can help with that westerra stuff? I don't think we need to be too involved but may have some q and a we used for the last round of questions

Can you help? If yes, I will send an email to Carolyn ccing you with that. ...

[11:29 AM] Autumn Dawson

I don't think we need to go to the meeting

Richel Nixon

P: 306-777-7467

E: rnixon@regina.ca

Regina.ca

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Wednesday, September 21, 2022 11:09 AM
To: Autumn Dawson <ADAWSON@regina.ca>
Subject: FW: Westerra Information/Support Request

Hi Autumn,

I am meeting with Communications shortly to provide them an update on the Westerra Meeting and was wondering if you think yourself or someone from your area will be in attendance at the meeting on October 3rd.

As far as information for the Q&A Sheet or key messages will these likely come from you? If you prefer I check in with someone else just let me know.

Thanks!
Carolyn

From: Carolyn Fafard
Sent: Monday, September 19, 2022 10:22 AM
To: Autumn Dawson <ADAWSON@regina.ca>
Subject: FW: Westerra Information/Support Request

Hi Autumn,

I wanted to follow up on this Councillor hosted community meeting for Westerra October 3rd. Bobbie mentioned you are aware of the background and may have key messages you would like to have included in the handout for the meeting.

Communications has stated they would like any information for the hand out this week. Possibly by Thursday, as next Friday is a Stat.

I also wanted to check in and see if you or someone in your area would be in attendance at the meeting?

Please let me know if there is anyway in which I can be of support.

Thanks Autumn,
Carolyn

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Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Wednesday, September 21, 2022 4:42 PM
To: Chris Warren
Subject: FW: Snow Response Information - Westerra Community Meeting - Required This Week

Hi Chris – Just following up on this information request. Do you think it will be possible to identify some key messages or Q&A's relevant to Westerra – possibly by tomorrow? Please let me know if I can do anything to assist.

Also wondering if you would be in attendance at the meeting or any others from your crew. I will include on the list of City Representatives.

Thanks Chris,

Carolyn

From: Carolyn Fafard
Sent: Monday, September 19, 2022 9:56 AM
To: Chris Warren <CWARREN@regina.ca>
Subject: Snow Response Information - Westerra Community Meeting - Required This Week

Hi Chris –

Further to Laurie's email regarding Councillor Zachidniak's Community Meeting in Westerra, I am reaching out with two requests:

- 1) Information / Key Messages you would like included in the FAQ or hand out for the meeting.
- 2) Who would be attending to discuss/take questions at the October 3rd Meeting.

I understand from Bobbie that you are possibly meeting with the Councillor this week(?) to go over the snow plan for Westerra. Perhaps you have documentation for that meeting that Communications could start with to create the community meeting information handout.

Communications was hoping to have the information by Wednesday or Thursday this week due to the Stat holiday next Friday.

Service requests for 2022 showed:

40 snow calls, up from 13 last year
29 regarding street clearing/snowed in issues
11 for ridges/obstructed view/emergency vehicle safety issues

I can forward the service request detail if you would like however I'm sure you are aware of the key items, or I can send you a summary list to speed things along.

Please let me know who best to speak to get the information for communications, if not you, and I will get to it!

Thanks Chris!

Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

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Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Thursday, September 22, 2022 10:43 AM
To: Bobbie Selinger
Subject: Re: Westerra Information/Support Request

Right, I thought you had mentioned something like that. I will follow up just to be sure.

Get [Outlook for iOS](#)

From: Bobbie Selinger <BSELINGE@regina.ca>
Sent: Thursday, September 22, 2022 10:34:44 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

16(1)(b), 17(1)(f)

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Thursday, September 22, 2022 9:58 AM
To: Bobbie Selinger <BSELINGE@regina.ca>
Subject: FW: Westerra Information/Support Request

Quick question – looks like Autumn doesn't have any key messages for the meeting. Was there anything specific you thought might come from her area? Just wanted to quickly clarify as I know you had mentioned her in the beginning.

Thx...Carolyn

From: Jen Stevenson <JSTEVENS@regina.ca>
Sent: Thursday, September 22, 2022 9:49 AM
To: Autumn Dawson <ADAWSON@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Sorry I just want to clarify that we do have open agreements in the Westerra area but in the area I believe they are referring to there are only a few small issues we are working with the developer to conclude, the major infrastructure pieces have been turned over to City Ops and the outstanding pieces we are working on from the public's perspective probably wouldn't be identifiable.

Happy to review any communication info though.

Thanks,

Jen Stevenson
Manager
Servicing & Infrastructure Approval

P: 306.537.1537

From: Autumn Dawson <ADAWSON@regina.ca>
Sent: Wednesday, September 21, 2022 4:44 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Jen Stevenson <JSTEVENS@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn,

I discussed with my team and I don't believe we would have anything to provide. We have concluded working with the developer through their servicing agreement.

I would be happy to review the communication information to see if there are any suggestions we may have.

We would not need to be in attendance at the meeting.

Thank you,

Autumn

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Wednesday, September 21, 2022 11:09 AM
To: Autumn Dawson <ADAWSON@regina.ca>
Subject: FW: Westerra Information/Support Request

Hi Autumn,

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Thanks,

Laurie

Richel Nixon

From: Ray Morgan
Sent: Thursday, September 22, 2022 11:22 AM
To: Carolyn Fafard
Cc: Laurie Shalley
Subject: RE: Westerra Information/Support Request
Attachments: Westerra Q&A Oct 3, 2022.docx

Hi Carolyn,

Please see the attached Q&A for Westerra. Let me know if you have any questions.

Thanks,
Ray

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Wednesday, September 21, 2022 4:48 PM
To: Ray Morgan <RMORGAN@regina.ca>
Subject: RE: Westerra Information/Support Request

Thanks Ray – much appreciated!

From: Ray Morgan <RMORGAN@regina.ca>
Sent: Wednesday, September 21, 2022 4:46 PM
To: Laurie Shalley <LSHALLEY@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

I will have some Q&A's for Thursday

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Monday, September 19, 2022 11:26 AM
To: Ray Morgan <RMORGAN@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: FW: Westerra Information/Support Request
Importance: High

Ray – are you able to attend this meeting in Westerra? It is being organized by the councillor. Please note, parks maintenance is only one topic that will be discussed.

Also, we will need someone from your area to prepare Q&As for Thursday.

Please let me know asap about the meeting.

Thanks!

Laurie Shalley BA, MBA
(Pronouns: she/her/hers)
Director
Parks, Recreation & Cultural Services Department

306-539-8760
lshalley@regina.ca



Treaty 4 Territory and homeland of the Métis

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 11:13 AM
To: Laurie Shalley <LSHALLEY@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>
Subject: RE: Westerra Information/Support Request

Morning Laurie,

In review of the Parks service requests for the Westerra Community the following is observed:

2022 – 68 service requests, up from 25 in 2021
Approx 40 are from two specific addresses.

The themes are very similar in all of them:

Overgrown weeds, need pulling or to be sprayed, mowing does not do anything, invasive weeds, fields need to be ploughed to try to address, walking paths and easement over run with weeds, planted grass dead, cant plant on top of the weeds, plans for hydroseeding?, saskenergy easement overrun with thistle, etc. lots of City workers in the area but no one pulling weeds, watering weeds, whats the plan to address.

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I have reached out to Chris, Brad, Byron & Autumn to identify their content and potential attendees from their area.

Thanks Laurie – Just let me know,
Carolyn

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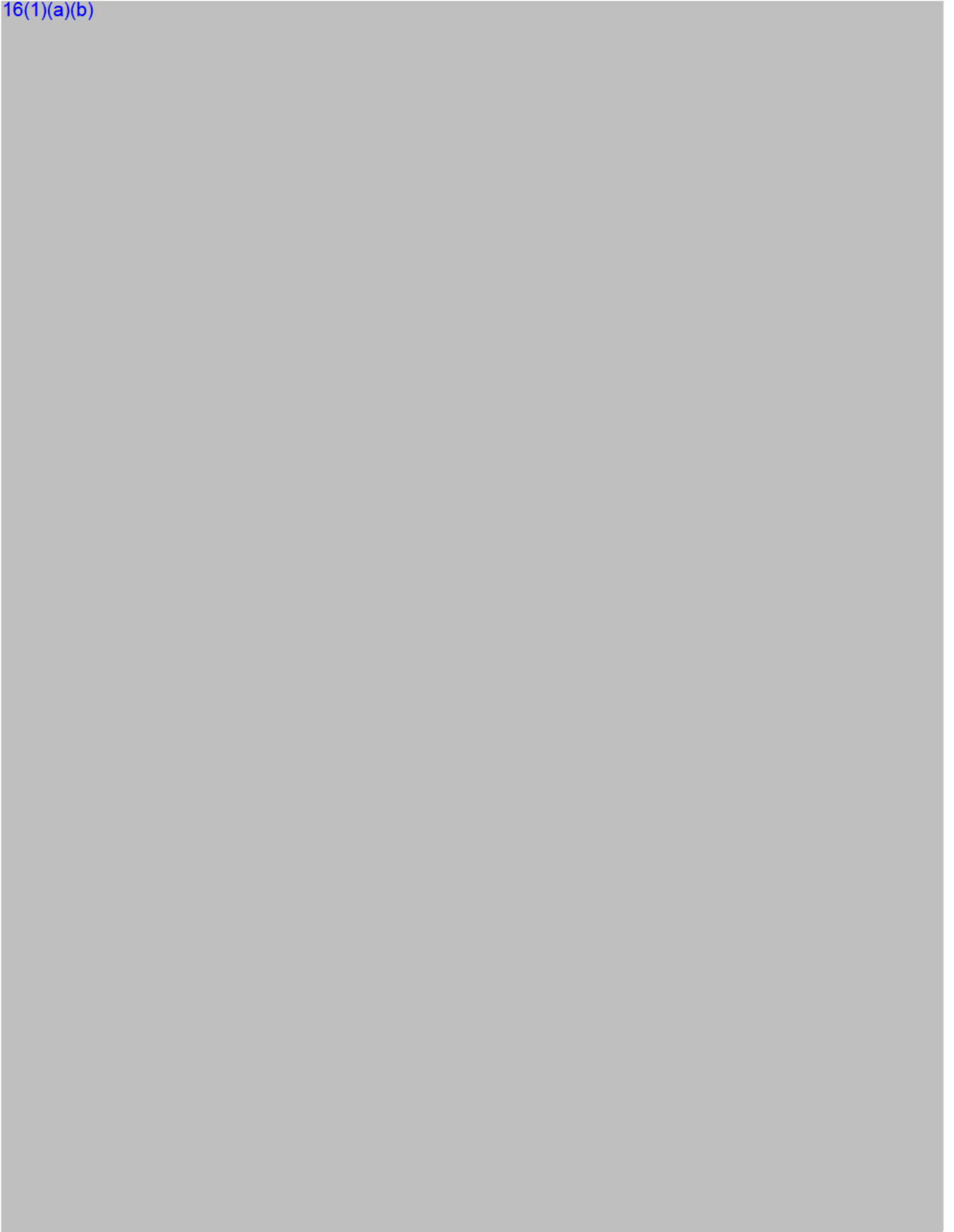
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Thanks,

Laurie

16(1)(a)(b)



16(1)(a)(b)



Richel Nixon

From: Laurie Shalley
Sent: Thursday, September 22, 2022 11:25 AM
To: Ray Morgan; Carolyn Fafard
Subject: RE: Westerra Information/Support Request

Ray, are you able to attend the meeting?

Laurie Shalley BA, MBA
(Pronouns: she/her/hers)
Director
Parks, Recreation & Cultural Services Department

306-539-8760
lshalley@regina.ca
Regina.ca



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Good morning Chris, Brad and Byron,

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As part of those conversations she indicated her concern about a lack of a mechanism for residents to collectively share their issues and expressed an interest in holding a public meeting. **She has now scheduled a community meeting for Monday, Oct. 3 at 7 p.m at Westerra Fields** (in the community space in their rental centre).

While Bobbie was acting for me, she – along with Deb and the other directors in our division - discussed how to support her concerns and agreed to pull the Service Requests for the area to develop key messages for a meeting. The two main themes identified in the review of SRs are:

- Parks Maintenance (Overgrown Weeds, Dead Trees & Grass etc.)
- Snow (Snow Rows, Wind Fence, Sight Lines, Snow Removal Plans etc.)
- Various topics related to intersection control, transit and bylaw complaints have been identified.

The Councillor is now looking for city staff to support her in the meeting, including a rep from my department. Chris and Brad, are you able to send someone? (Byron, there isn't a large number of Bylaw service requests but you may or may not want to have someone at the meeting so I'm including you for consideration).

Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Thursday, September 22, 2022 11:29 AM
To: Jamie Lewis
Subject: Parks Maintenance - Westerra Councillor Community Meeting
Attachments: Westerra Q&A Oct 3, 2022.docx

Morning Jamie - I received these from Ray. I'll let you take a look.

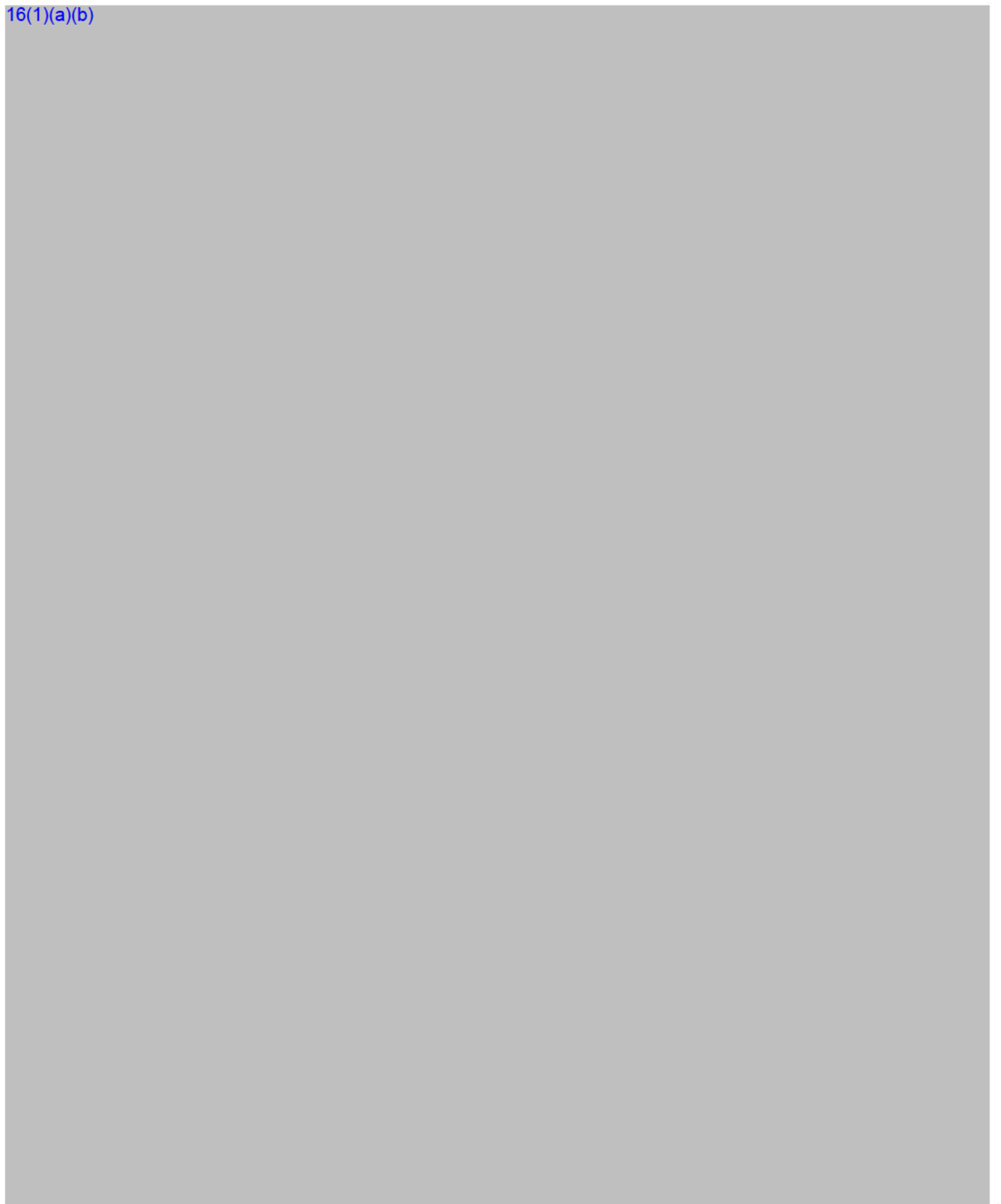
No response yet from Chris Warren however I'm expecting they will send some soon.

I spoke with Tanya and she is pulling the responses to the service requests in a report.


Thanks!!

Get [Outlook for iOS](#)

16(1)(a)(b)



16(1)(a)(b)



Richel Nixon

From: Carolyn Fafard
Sent: Thursday, September 22, 2022 11:50 AM
To: Ray Morgan
Subject: Re: Westerra Information/Support Request

Thanks Ray. I assume she is too but will confirm with her and let you know.

Have a great day!! Thanks

Get [Outlook for iOS](#)

From: Ray Morgan <RMORGAN@regina.ca>
Sent: Thursday, September 22, 2022 11:43:11 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn,

Looks like it's just me from my area. I would assume Laurie is there as well?

Ray

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Thursday, September 22, 2022 11:38 AM
To: Ray Morgan <RMORGAN@regina.ca>
Subject: RE: Westerra Information/Support Request

Thanks Ray! I will get these to communications.

Very much appreciated at such a busy time (always a busy time it seems).

When you know who will be attending, let me know and I will have you/them added to the list of City Representatives. Haven't heard from Chris' area by Brad is going to have 1 or 2 there. As many as you like is fine.

Thanks again – Talk soon,
Carolyn

From: Ray Morgan <RMORGAN@regina.ca>
Sent: Thursday, September 22, 2022 11:22 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Laurie Shalley <LSHALLEY@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn,

Please see the attached Q&A for Westerra. Let me know if you have any questions.

Thanks,

Ray

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Wednesday, September 21, 2022 4:48 PM
To: Ray Morgan <RMORGAN@regina.ca>
Subject: RE: Westerra Information/Support Request

Thanks Ray – much appreciated!

From: Ray Morgan <RMORGAN@regina.ca>
Sent: Wednesday, September 21, 2022 4:46 PM
To: Laurie Shalley <LSHALLEY@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

I will have some Q&A's for Thursday

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Monday, September 19, 2022 11:26 AM
To: Ray Morgan <RMORGAN@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: FW: Westerra Information/Support Request
Importance: High

Ray – are you able to attend this meeting in Westerra? It is being organized by the councillor. Please note, parks maintenance is only one topic that will be discussed.

Also, we will need someone from your area to prepare Q&As for Thursday.

Please let me know asap about the meeting.

Thanks!

Laurie Shalley BA, MBA
(Pronouns: she/her/hers)
Director
Parks, Recreation & Cultural Services Department

306-539-8760
lshalley@regina.ca
Regina.ca



Treaty 4 Territory and homeland of the Métis

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 11:13 AM
To: Laurie Shalley <LSHALLEY@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>
Subject: RE: Westerra Information/Support Request

Morning Laurie,

In review of the Parks service requests for the Westerra Community the following is observed:

2022 – 68 service requests, up from 25 in 2021
Approx 40 are from two specific addresses.

The themes are very similar in all of them:

Overgrown weeds, need pulling or to be sprayed, mowing does not do anything, invasive weeds, fields need to be ploughed to try to address, walking paths and easement over run with weeds, planted grass dead, cant plant on top of the weeds, plans for hydroseeding?, saskenergy easement overrun with thistle, etc. lots of City workers in the area but no one pulling weeds, watering weeds, whats the plan to address.

Communications would like the content for key messages by Thursday this week so I am wondering who in your area would be providing this. And will you and/or others from your area be in attendance on the 3rd.

I have reached out to Chris, Brad, Byron & Autumn to identify their content and potential attendees from their area.

Thanks Laurie – Just let me know,
Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

While I was away **28(1)**, Councillor Zachidniak reached out to staff about a number of issues in Westerra. We were already supporting her on responding to several Parks issues, but she flagged concerns related to areas you are responsible for as well.

As part of those conversations she indicated her concern about a lack of a mechanism for residents to collectively share their issues and expressed an interest in holding a public meeting. **She has now scheduled a community meeting for Monday, Oct. 3 at 7 p.m at Westerra Fields** (in the community space in their rental centre).

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let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Friday, September 23, 2022 8:31 AM
To: Autumn Dawson
Subject: RE: Westerra Information/Support Request

Thanks Autumn. I understand that. I'll keep that in mind if a small blurb about new community experience would be helpful.

Have a great weekend!

From: Autumn Dawson <ADAWSON@regina.ca>
Sent: Friday, September 23, 2022 8:08 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Thanks Carolyn,

16(1)(b), 17(1)(f)

Autumn

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 8:03 AM
To: Autumn Dawson <ADAWSON@regina.ca>
Subject: RE: Westerra Information/Support Request

Morning Autumn,

16(1)(b), 17(1)(f)

Just wanted to confirm.

Also in the meeting Bobbie mentioned the Councillor was going to reach out to the developers regarding attending so I thought I would pass that along to.

I'll leave you off the list for both information and attendance, however if that changes just let me know.

Thanks Autumn,
Carolyn

From: Autumn Dawson <ADAWSON@regina.ca>
Sent: Wednesday, September 21, 2022 4:44 PM
To: Carolyn Fafard <CFAFARD@regina.ca>

Cc: Jen Stevenson <JSTEVENS@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn,

I discussed with my team and I don't believe we would have anything to provide. We have concluded working with the developer through their servicing agreement.

I would be happy to review the communication information to see if there are any suggestions we may have.

We would not need to be in attendance at the meeting.

Thank you,

Autumn

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Wednesday, September 21, 2022 11:09 AM
To: Autumn Dawson <ADAWSON@regina.ca>
Subject: FW: Westerra Information/Support Request

Hi Autumn,

I am meeting with Communications shortly to provide them an update on the Westerra Meeting and was wondering if you think yourself or someone from your area will be in attendance at the meeting on October 3rd.

As far as information for the Q&A Sheet or key messages will these likely come from you? If you prefer I check in with someone else just let me know.

Thanks!
Carolyn

From: Carolyn Fafard
Sent: Monday, September 19, 2022 10:22 AM
To: Autumn Dawson <ADAWSON@regina.ca>
Subject: FW: Westerra Information/Support Request

Hi Autumn,

I wanted to follow up on this Councillor hosted community meeting for Westerra October 3rd. Bobbie mentioned you are aware of the background and may have key messages you would like to have included in the handout for the meeting.

Communications has stated they would like any information for the hand out this week. Possibly by Thursday, as next Friday is a Stat.

I also wanted to check in and see if you or someone in your area would be in attendance at the meeting?

Please let me know if there is anyway in which I can be of support.

Thanks Autumn,
Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

While I was away ²⁸⁽¹⁾, Councillor Zachidniak reached out to staff about a number of issues in Westerra. We were already supporting her on responding to several Parks issues, but she flagged concerns related to areas you are responsible for as well.

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Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

From: Jennifer MacDonald
Sent: Friday, September 23, 2022 12:49 PM
To: Carolyn Fafard
Subject: RE: Parks Maintenance - Westerra Councillor Community Meeting

You bet

Jennifer MacDonald
Strategic Communications Advisor
Communications & Engagement
306.531.6330

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 12:49 PM
To: Jennifer MacDonald <JEMACDON@regina.ca>
Subject: Re: Parks Maintenance - Westerra Councillor Community Meeting

Ok Craig was going to give Chris access to the document as he had asked for that yesterday. Perhaps just confirm with him. Thank you so much for this and straightening things out!

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From: Jennifer MacDonald <JEMACDON@regina.ca>
Sent: Friday, September 23, 2022 12:45:16 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Parks Maintenance - Westerra Councillor Community Meeting

All good Carolyn. It gets a bit confusing with so many people involved.

I actually will take the lead on getting content from Chris Warren to eliminate a step in the process. I have Q&A from the March open house that I will run past him for approval.

Jennifer MacDonald
Strategic Communications Advisor
Communications & Engagement
306.531.6330

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 11:46 AM
To: Jennifer MacDonald <JEMACDON@regina.ca>
Subject: FW: Parks Maintenance - Westerra Councillor Community Meeting

Hi Jennifer,

I see Jamie wanted me to reach out to Craig with questions. So I can work with him on the document for sure.

I thought perhaps it was passed to you, however, she was only asking me to send you the information from Chris when it is received. (Perhaps for review?)

My apologies. I am happy to work with Chris on the document, and forward you what I receive from Chris when it arrives.


Just let me know what works best.

Again my apologies for how I read Jamie's response.

Thanks,
Carolyn

From: Jamie Lewis <JLEWIS@regina.ca>
Sent: Friday, September 23, 2022 7:14 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Craig Lederhouse <CLEDERHO@regina.ca>; Jennifer MacDonald <JEMACDON@regina.ca>
Subject: RE: Parks Maintenance - Westerra Councillor Community Meeting

Hi Carolyn,

I've  drafted a document that is ready for Chris W additions. I've cc'd Jennifer. Can you please loop her in when you hear from Chris?

If you have any other questions on this, please reach out to Craig,

Thanks!

Jamie Lewis
(Pronouns: she, her, hers)
Strategic Communications Advisor
Communications & Engagement
306.519.1225

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Thursday, September 22, 2022 11:29 AM
To: Jamie Lewis <JLEWIS@regina.ca>
Subject: Parks Maintenance - Westerra Councillor Community Meeting

Morning Jamie - I received these from Ray. I'll let you take a look.

No response yet from Chris Warren however I'm expecting they will send some soon.

I spoke with Tanya and she is pulling the responses to the service requests in a report.

Thanks!!

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Richel Nixon

From: Carolyn Fafard
Sent: Thursday, September 22, 2022 1:10 PM
To: Jamie Lewis
Subject: Re: Parks Maintenance - Westerra Councillor Community Meeting

Also, do let me know who will be creating the handout for Westerra when you leave. With next Friday being a stat (and Monday the meeting) I would really like to have this all complete early next week.

Thanks!!
Carolyn

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From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Thursday, September 22, 2022 11:28:44 AM
To: Jamie Lewis <JLEWIS@regina.ca>
Subject: Parks Maintenance - Westerra Councillor Community Meeting

Morning Jamie - I received these from Ray. I'll let you take a look.

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Richel Nixon

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Cc: Craig Lederhouse; Jennifer MacDonald
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Jamie Lewis
(Pronouns: she, her, hers)
Strategic Communications Advisor
Communications & Engagement
306.519.1225

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Frequently Submitted Service Requests from Westerra Residents

TRANSIT

Why is Transit in Westerra only available on weekdays during morning and afternoon peak periods?

Route 1 Dieppe/Westerra-Broad North currently provides transit service to Westerra during peak times: 6 a.m. to 9 a.m. and 3 p.m. to 6 p.m., Monday to Friday. Service outside these peak times is not available because ridership in the Westerra area is not high enough. The minimum ridership required before additional service can be considered is 20 passengers per hour.

Westerra's past and current ridership:

Year	Total Annual Ridership	Total Daily Ridership	Passengers per hour
2022	1364	8	1.71
2021	1089	4	0.86

PARKS MAINTENANCE

Why can't the City do a better job controlling weeds in the easements?

In 2022 the City seeded easements with drought tolerant turf and trees/shrubs. Whenever seed is used, there will be weeds present. In order to get the seed to germinate, consistent watering is required. Due to drought-like conditions during the first half of the growing season weeds were established. Once the temporary irrigation was installed, as well as timely rains, the seed did germinate and started to fill in much faster.

The City had been cutting the turf as well as the weeds, and have used hand pulling on two different occasions, however manual labour is very costly. As new grass is established, herbicide spraying is too risky as the turf is new and any spraying in this stage will have a negative impact.

In 2023, City crews will evaluate how well the turf endured the winter, reseed as necessary and use temporary irrigation until the turf can sustain itself. This is expected to be complete by the end the growing season in 2023. As the turf becomes better established, weeds should become less troublesome.

PARKS MAINTENANCE CONT.

Why weren't easements replanted with sod, as it was originally?

To be successful, sod requires permanent irrigation which is not available in Westerra easements. Although the sod was originally planted according to specifications, sod should not have been planted at all because permanent irrigation was not in place. We've since changed our practices so that whenever sod is placed, irrigation must also be installed. The easement is a utility easement, which means it is maintained on a monthly schedule, and has no irrigation.

Why isn't the easement maintained as well as the park – Sereda Park, for example?

Sereda Park is classified as a Class B park which means it has a playground, recreation opportunities, irrigation, bbq's and tables, which are maintained on a weekly basis.

The easement is a utility easement, which has underground utilities. The classification on this easement is a Class C designation. This means that the open space is maintained on a monthly schedule, has no irrigation, playground or recreation opportunities.

What has the City done to replace dead trees in the easement and in the park?

This past June, trees were replaced in Sereda Park and are being watered regularly. An additional 47 trees were also added to the easement, in addition to the original landscape design. Crews have a watering schedule and will water these trees until freeze up. The trees will be assessed in the spring to determine if replacements are required.

Vacant lots are full of weeds and the property is not being maintained. What is the City doing about this?

The City has been in contact with the responsible developer. The City's Bylaw Enforcement Branch is aware of this and is monitoring these areas. This Branch acts on complaints as well as proactively. As the overgrown grass season is winding down for 2022, the Branch will ensure that Westerra is included in proactive enforcement patrols during the 2023 growing season.

WINTER MAINTENANCE

Westerra gets a lot more blowing snow than other areas. Does the City understand this, and are you providing the extra service we need?

When a wind event is forecasted, crews monitor and clear a priority list of areas prone to blowing snow which includes Westerra. A grader cycles the priority list to ensure access is maintained specifically for emergency vehicles.

This is an enhanced service to ensure access is maintained during these blowing snow events. The City will continue providing this service until the Westerra neighbourhood is further developed and the impact of blowing snow is reduced.

Why do City snowplows leave snow ridges at the entrance of the neighbourhood? This reduces visibility for traffic turning in/out of the area.

Our first priority following a snow or wind event is to plow the road as quickly and efficiently as possible so traffic can flow. This work requires a grader and snow ridges occur as a result. Once the plow is completed, we then begin removing snow ridges from problem areas and when road lane widths or driver sightlines are negatively affected.

We are aware of the issues with snow ridges in Westerra and this past winter, we removed excessive snow from this neighbourhood in the past season.

During a snow event, City crews keep major roads drivable by plowing snow and applying ice control at high-risk intersections. Our focus is on high-speed roads, those with the greatest volume of traffic, and emergency routes. This pattern continues until the snow has stopped falling.

Why not plant trees along Dewdney to prevent drifting in Westerra?

To effectively reduce blowing snow, a snow barrier needs to be roughly 100 feet away from a road. If trees were planted along the north side of Dewdney Ave, it would actually result in more drifting to occur along Dewdney Avenue and the entrances to Westerra.

Instead of planting trees or installing a fence, the City uses snow ridges built from the snow, as they are a better and more efficient solution to deal with blowing snow conditions on roads in open areas.

We will be able to build these snow ridges around the Westerra neighbourhood this year as we now have agreements in place with surrounding landowners. The snow ridges will be created early in the season in strategic places to minimize drifting on the road network. As well, we are working to arrange multi-year agreements to minimize the delays for building them earlier in future seasons.

WINTER MAINTENANCE CONT.

Will the City create snow ridges north of Dewdney Ave?

Currently we do not have permission to create snow ridges in the open area north of Dewdney. City is awaiting permission from the landowners. In the meanwhile, our snow plowing crews will work along Dewdney Ave more frequently to improve driving conditions on this section of road.

If there is an emergency in our neighbourhood, how can residents and emergency services respond when roads are blocked by snow?

We monitor perimeter neighbourhoods, including Westerra, during a snow event to maintain access specifically for emergency vehicles. In addition, emergency services are able to directly contact City staff if assistance is urgently needed. In this situation, all nearby resources would be redirected to assist.

Much like the highways around Saskatchewan, extreme weather conditions can make it unsafe for City snowplow operators to be on the road. Employees are then on standby until conditions improve enough to get back onto the road.

People cannot get in and out of Westerra and are constantly missing work after an overnight storm. How can you ensure residents can use the roads in the morning?

During blowing snow events, crews monitor perimeter areas including Westerra and clear main entrances when required. Clearing snow in time for the morning commute is all about timing and duration of the snow or wind event. If a wind event ends at midnight, crews are more likely to have plowed the area prior to 7 a.m. However, if the storm persists throughout the night and into the early morning, it may not be possible to have Westerra roadways cleared prior to 7am.

Why isn't the City using snow fences to prevent drifting?

A pilot study was conducted during 2020-2021 season in order to test the benefits of snow fences and snow ridges.

As a result, the City's Snow Ridge program has been found to be more effective and efficient as compared to Snow Fence program. Based on the outcome of the pilot study and previous positive experience with the effectiveness of snow ridges as compared to snow fences, the City intends to continue with the snow ridge program to alleviate drifting snow conditions on outer city roads.

The costs of snow ridges are significantly lower than snow fences. Snow fence installation, de-installation, storage and maintenance costs make the program very expensive. Snow fence installation and de-installation requires digging and frequent trips to the locations during busy seasons. Furthermore, snow fence installation requires that land be used for extended periods of time, which is generally not preferred by landowners.

WINTER MAINTENANCE CONT.

What will the City be doing better in the winter of 2022-2023?

- Snow ridges will be placed in area west of Horizons Way and for the center open area inside West Market, Canola and Horizons. This will provide some protection to West Market Street and Canola Avenue.
- Red Spring Street has been upgraded to a higher priority road which means additional necessary snow clearing operations. Reliable access to Trinity Manor will be improved.
- A commitment to ensure a minimum of one access is open to Westerra as long as it is safe to do so.
- Emergency services will be proactively contacted to ensure they are aware that winter road equipment is available and will assist if needed to get to an emergency.

Service Requests

The City of Regina welcomes your concerns, questions and requests about City-related services and programs.

You can submit a service request online at Regina.ca or call 306-777-7000.

Your service requests also help the City monitor trends and identify more significant issues that may require a more strategic response and solution.

Richel Nixon

From: Pat Hanley
Sent: Friday, September 23, 2022 10:13 AM
To: Brad Bells; Laurie Shalley; Carolyn Fafard; Chris Warren; Byron Werry; Robyn Bird; Bobbie Selinger
Cc: Deborah Bryden; Lorrie Snook; Kurtis Doney
Subject: RE: Westerra Community Meeting October 3

Brad – that information (minus the snacks) was in the original email you received from Laurie.

Pat

From: Brad Bells <BBELLS@regina.ca>
Sent: Friday, September 23, 2022 9:57 AM
To: Pat Hanley <PHANLEY@regina.ca>; Laurie Shalley <LSHALLEY@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>; Chris Warren <CWARREN@regina.ca>; Byron Werry <BWERRY@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Bobbie Selinger <BSELINGE@regina.ca>
Cc: Deborah Bryden <DBRYDEN@regina.ca>; Lorrie Snook <LSNOOK@regina.ca>; Kurtis Doney <KDONEY@regina.ca>
Subject: RE: Westerra Community Meeting October 3

Ok I will attend.

I need to know the location, start time and what kind of cookies they are serving.

From: Pat Hanley <PHANLEY@regina.ca>
Sent: Friday, September 23, 2022 9:52 AM
To: Laurie Shalley <LSHALLEY@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>; Brad Bells <BBELLS@regina.ca>; Chris Warren <CWARREN@regina.ca>; Byron Werry <BWERRY@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Bobbie Selinger <BSELINGE@regina.ca>
Cc: Deborah Bryden <DBRYDEN@regina.ca>; Lorrie Snook <LSNOOK@regina.ca>; Kurtis Doney <KDONEY@regina.ca>
Subject: Westerra Community Meeting October 3

Good morning. I just confirmed with Councillor Zachidniak that the meeting with the Westerra community on October 3rd is going ahead as planned. Thank you and have a great day 😊

Kim Onrait
Executive Director
Citizen Services

P: 306.777.7107
E: konrait@regina.ca
Regina.ca



Treaty 4 Territory and homeland of the Métis.

Richel Nixon

Subject: Westerra Q & A Document for Community Meeting
Location: Microsoft Teams Meeting

Start: Fri 9/23/2022 11:15 AM
End: Fri 9/23/2022 11:45 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Carolyn Fafard
Required Attendees: Jennifer MacDonald

Hi Jennifer – I see you will be developing the Q&A document for this Councillor hosted Community Meeting.

I expect information regarding snow removal to follow, hopefully today.

I would like to identify what is needed and get your thoughts on this handout for residents.

Are you in the building? We could meet here on the 6th floor – south side privacy room (just to the left from the front entrance). If not we can meet on teams. Just let me know.

I look forward to meeting you,
Carolyn

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 257 610 105 950

Passcode: Q5sS39

[Download Teams](#) | [Join on the web](#)

[Learn More](#) | [Meeting options](#)

Bill Ursel

From: Deborah Bryden
Sent: September 23, 2022 2:57 PM
To: Laurie Shalley
Cc: Ray Morgan
Subject: Re: Westerra

Wow that is so awesome! Good work!!!

Get [Outlook for iOS](#)

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Friday, September 23, 2022 1:54:16 PM
To: Deborah Bryden <DBRYDEN@regina.ca>
Cc: Ray Morgan <RMORGAN@regina.ca>
Subject: FW: Westerra

This is awesome! This is that easement in Westserra we visited in early summer, Deb.

Please thank your team Ray!

Laurie Shalley BA, MBA
(Pronouns: she/her/hers)
Director
Parks, Recreation & Cultural Services Department

306-539-8760
lshalley@regina.ca
[Regina.ca](#)



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From: Ray Morgan <RMORGAN@regina.ca>
Sent: Friday, September 23, 2022 2:33 PM
To: Laurie Shalley <LSHALLEY@regina.ca>
Subject: FW: Westerra


This is the largest part of the easement, again really good shape.

From: Mike Robinson <MROBINSO@regina.ca>
Sent: Friday, September 23, 2022 2:24 PM
To: Ray Morgan <RMORGAN@regina.ca>
Subject: Westerra

Get [Outlook for iOS](#)

Richel Nixon

From: Carolyn Fafard
Sent: Friday, September 23, 2022 3:29 PM
To: Craig Lederhouse
Subject: Transit Table Clarified FW: Westerra Key Message Information Request - Due This Week

Hi Craig – last email 

I will leave the wording to you as you are the masters at the message. Table or sentence... What is clearer.

My thought is....

based on this established standard it would equate to approx. 60 riders a day while ridership is closer to 8 per day in 2022, up from approx. 4 riders per day in 2021. Total yearly ridership 1364 in 2022 and 1089 in 2021.

From: Brad Bells <BBELLS@regina.ca>
Sent: Friday, September 23, 2022 1:07 PM
To: Carolyn Fafard <CFAFARD@regina.ca>; Mallory Stinson <MSTINSON@regina.ca>
Subject: RE: Westerra Key Message Information Request - Due This Week

Yeah. The standard is 10 per hour. They have 8 the whole day.

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 12:45 PM
To: Mallory Stinson <MSTINSON@regina.ca>; Brad Bells <BBELLS@regina.ca>
Subject: RE: Westerra Key Message Information Request - Due This Week

Brad – Communications is wanting to clarify the numbers in the table to ensure they word it correctly.

- Minimum 10 passengers boarding per revenue hour is the standard

(That would equate to 10 x 6 revenue hours/day so 60 passengers/day..... and they are at 8 Is that correct?)

Thx...

From: Mallory Stinson <MSTINSON@regina.ca>
Sent: Wednesday, September 21, 2022 8:29 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Brad Bells <BBELLS@regina.ca>
Subject: RE: Westerra Key Message Information Request - Due This Week

Good morning, Carolyn

The route 1 Dieppe/Westerra-Broad North currently provides transit service to Westerra during peak times 6am-9am and 3pm-6pm, Monday to Friday. We do not service this area on weekends or statutory holidays.

Ridership in the Westerra area currently does not meet our main route service standards, which outlines the following:

- a minimum of 10 passenger boardings per revenue hour
- the targeted goal is 20 passenger boardings per revenue hour

Westerra’s past and current ridership shows:

Year	Total Yearly Ridership	Total Daily Ridership
2022	1364	8
2021	1089	4

I hope you find this information to be helpful. As shared yesterday, Brad and/or Nathan plan to be present when this meeting takes place.

Let me know if you have any questions!

Mallory Stinson
Administrative Assistant
for the Director of Transit & Fleet

306.751.4261
mstinson@regina.ca
Regina.ca



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From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 10:14 AM
To: Brad Bells <BBELLS@regina.ca>
Subject: Westerra Key Message Information Request - Due This Week

Hi Brad –

Its been awhile since we spoke – I’m back at the City after 14 years. Checking things out in Divisional Support in CPCD. I saw Nathan in a meeting last week, heard Greg Jelinski is at Transit.... Kinda cool I have to say since the redefining excellence days.

Anyhow, further to Laurie’s email regarding Councillor Zachidniak’s Community Meeting in Westerra, I am reaching out with two requests:

- 1) Information / Key Messages you would like included in the FAQ or hand out for the meeting.
- 2) Who would be attending to discuss/take questions at the October 3rd Meeting.

Based on service requests Snow and Parks Maintenance are the key focus for the meeting however it was thought Transit may also like to attend. Are there any key messages you would like highlighted in the communications handout at the meeting. This would also be information the Councilor could use for responding to the public in the future. Or any messages to highlight what you have responded to in the area based on feedback.

Communications was hoping to have the information by Wednesday or Thursday this week due to the Stat holiday next Friday.

Service requests for 2022 showed:

8 transit calls 2022, 7 last year
Route, frequency, snow, having to walk, etc

I can forward the service request detail if you would like however I'm sure you are aware of the key items.

Let me know what you are thinking....thanks,

Carolyn

Carolyn Fafard
Process & Performance Consultant
City Planning & Community Development

P: 306.552-8172
cfafard@regina.ca
Regina.ca



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Richel Nixon

From: Carolyn Fafard
Sent: Friday, September 23, 2022 3:42 PM
To: Ray Morgan
Subject: RE: Westerra Information/Support Request

Thank you Ray – have a great weekend!

From: Ray Morgan <RMORGAN@regina.ca>
Sent: Friday, September 23, 2022 3:41 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

I'm good with this.

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 2:49 PM
To: Ray Morgan <RMORGAN@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Ray – Communications is working on the Q & A's. The final one overlapped with a Bylaw Enforcement comment from Andrea as far as what they are doing. Would you be ok with this? If not, just let me know and I will adjust. No problem.

Q- The vacant lots are full of weeds and they're not being maintained.

The city has been in contact with the Developer of their responsibility. City Bylaw is aware of this and is monitoring these areas. The Bylaw Enforcement Branch acts on complaints as well as proactively. As the overgrown grass season is winding down for 2022, the Branch will ensure that this area is part of proactive patrols during the 2023 growing season.

From: Ray Morgan <RMORGAN@regina.ca>
Sent: Thursday, September 22, 2022 11:22 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Laurie Shalley <LSHALLEY@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn,

Please see the attached Q&A for Westerra. Let me know if you have any questions.

Thanks,
Ray

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Wednesday, September 21, 2022 4:48 PM
To: Ray Morgan <RMORGAN@regina.ca>
Subject: RE: Westerra Information/Support Request

Thanks Ray – much appreciated!

From: Ray Morgan <RMORGAN@regina.ca>
Sent: Wednesday, September 21, 2022 4:46 PM
To: Laurie Shalley <LSHALLEY@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

I will have some Q&A's for Thursday

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Monday, September 19, 2022 11:26 AM
To: Ray Morgan <RMORGAN@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: FW: Westerra Information/Support Request
Importance: High

Ray – are you able to attend this meeting in Westerra? It is being organized by the councillor. Please note, parks maintenance is only one topic that will be discussed.

Also, we will need someone from your area to prepare Q&As for Thursday.

Please let me know asap about the meeting.

Thanks!

Laurie Shalley BA, MBA
(Pronouns: she/her/hers)
Director
Parks, Recreation & Cultural Services Department

306-539-8760
lshalley@regina.ca
Regina.ca



Treaty 4 Territory and homeland of the Métis

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 11:13 AM
To: Laurie Shalley <LSHALLEY@regina.ca>
Cc: Bobbie Selinger <BSSELINGE@regina.ca>
Subject: RE: Westerra Information/Support Request

Morning Laurie,

In review of the Parks service requests for the Westerra Community the following is observed:

2022 – 68 service requests, up from 25 in 2021
Approx 40 are from two specific addresses.

The themes are very similar in all of them:

Overgrown weeds, need pulling or to be sprayed, mowing does not do anything, invasive weeds, fields need to be ploughed to try to address, walking paths and easement over run with weeds, planted grass dead, cant plant on top of the weeds, plans for hydroseeding?, saskenergy easement overrun with thistle, etc. lots of City workers in the area but no one pulling weeds, watering weeds, whats the plan to address.

Communications would like the content for key messages by Thursday this week so I am wondering who in your area would be providing this. And will you and/or others from your area be in attendance on the 3rd.

I have reached out to Chris, Brad, Byron & Autumn to identify their content and potential attendees from their area.

Thanks Laurie – Just let me know,
Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

While I was away ²⁸⁽¹⁾ [REDACTED], Councillor Zachidniak reached out to staff about a number of issues in Westerra. We were already supporting her on responding to several Parks issues, but she flagged concerns related to areas you are responsible for as well.

As part of those conversations she indicated her concern about a lack of a mechanism for residents to collectively share their issues and expressed an interest in holding a public meeting. **She has now scheduled a community meeting for Monday, Oct. 3 at 7 p.m at Westerra Fields** (in the community space in their rental centre).

While Bobbie was acting for me, she – along with Deb and the other directors in our division - discussed how to support her concerns and agreed to pull the Service Requests for the area to develop key messages for a meeting. The two main themes identified in the review of SRs are:

Parks Maintenance (Overgrown Weeds, Dead Trees & Grass etc.)

Snow (Snow Rows, Wind Fence, Sight Lines, Snow Removal Plans etc.)

Various topics related to intersection control, transit and bylaw complaints have been identified.

The Councillor is now looking for city staff to support her in the meeting, including a rep from my department. Chris and Brad, are you able to send someone? (Byron, there isn't a large number of Bylaw service requests but you may or may not want to have someone at the meeting so I'm including you for consideration).

Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 10:38 AM
To: Byron Werry <BWERRY@regina.ca>
Subject: FW: Westerra Information/Support Request

Hello Byron,

I am back at the City after about 14 years away. I see you are holding down the fort! 😊

Further to Laurie's email I was wondering there were any key messages regarding bylaw enforcement related to Westerra you would like to have included in the handout for the Councillor's community meeting on October 3rd.

In reviewing the service requests there were only 8 calls categorized as Bylaw however they were very much focused on overgrown weeds, who's responsibility the weeds are, and also snow related if emergency vehicles cannot get into the area, line of sight issues with snow ridges.

If there are any key messages you would like to have included in the hand out, as an opportunity to educate or highlight, please let me know. Communication would like the information this Thursday if possible.

Final question, would you or someone from your staff be in attendance?

If you would prefer I check in with Andrea just let me know and I will do so.

Thanks Byron!
Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

While I was away [28\(1\)](#), Councillor Zachidniak reached out to staff about a number of issues in Westerra. We were already supporting her on responding to several Parks issues, but she flagged concerns related to areas you are responsible for as well.

As part of those conversations she indicated her concern about a lack of a mechanism for residents to collectively share their issues and expressed an interest in holding a public meeting. **She has now scheduled a community meeting for Monday, Oct. 3 at 7 p.m at Westerra Fields** (in the community space in their rental centre).

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- Various topics related to intersection control, transit and bylaw complaints have been identified.

The Councillor is now looking for city staff to support her in the meeting, including a rep from my department. Chris and Brad, are you able to send someone? (Byron, there isn't a large number of Bylaw service requests but you may or may not want to have someone at the meeting so I'm including you for consideration).

Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

From: Andrea McNeil-Wilson
Sent: Friday, September 23, 2022 3:49 PM
To: Carolyn Fafard
Subject: RE: Westerra Information/Support Request

I will see if someone from my shop is available but for the time being, don't add us to any public agenda. Is that ok?

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 2:44 PM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Fantastic! Thanks! Have a great weekend.

And I will not include a representative on the list for the meeting. Is that correct?

Thanks Andrea – very much appreciated!

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Friday, September 23, 2022 2:40 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn,

I would suggest the following answer to that question:

The city has been in contact with the Developer of their responsibility. City Bylaw is aware of this and is monitoring these areas. The Bylaw Enforcement Branch acts on complaints as well as proactively. As the overgrown grass season is winding down for 2022, the Branch will ensure that this area is part of proactive patrols during the 2023 growing season.

Let me know if you want to chat.

Thanks,
Andrea

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 10:56 AM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Question for you....

This is one of the q&a's from Ray's group. As it mentions bylaw I wanted to pass it by you for any feedback.

Also, let me know if you think you would like someone from your area to be there. Based on the service requests it is a parks maintenance and snow removal “show” however transit will also be in attendance. Strictly your call. There will be a mechanism for any questions requiring follow up to be captured.

1. Q- The vacant lots are full of weeds and they’re not being maintained.

A- The city has been in contact with the Developer of their responsibility. City Bylaw is aware of this and is monitoring these areas. Bylaw acts only on complaints as they arise. If no complaints are raised to Bylaw, they do not investigate.

Let me know if you have any feedback or would like a blurb added from the information you sent to me. I am working with communications on the document.

Thanks,
Carolyn

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Tuesday, September 20, 2022 3:57 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn and welcome back!!

I can’t believe that it has been that long since we were on 13 28(1).
Yikes! I’ve been the manager of bylaw since January 2020 but I was in this role previously from May 2015 to January 2017.

I’m not sure about specific key messages but I can certainly provide you with some background information.

In terms of overgrown grass & vegetation (OG&V), that is regulated under the Community Standards Bylaw and my folks enforce this Bylaw on private property. With respect to OG&V, we deal with violations on private property both in response to complaints and proactively. The past couple of summers we have hired two additional casual BEOs to focus on OG&V violations in greenfield areas, such as Westerra.

The terms “overgrown grass” and “weeds” often get used interchangeably but they are actually two separate regulations. Weeds are declared as nuisance, noxious or prohibited under The Weed Control Act, which is provincial legislation. There is a bit of history when it comes to the Act which has found my shop being responsible for administering it even though the subject matter expertise to do so is not a core competency for a BEO. That aside, we do not proactively deal with violations of the Act on public property but if something is brought to our attention from a resident via a service request, then I have a standard email that I send to all of the directors who are responsible for managing city owned property.

For sidewalk snow removal, the Clean Property Bylaw was amended and new regulations came into effect January 1, 2022. As you may remember, we had a significant snow fall in 2021/22. As such, when my folks started the “education” process on January 1, there had already been a large accumulation of snow by then. When the amendments were brought forward, Admin committed to only educating so we did not issue any notices of non-compliance or remedy any violations. We will be issuing notices of non-compliance this year and remedying any properties that do not comply. If we have to clear the sidewalk, then the cost of doing so will be applied to the property tax account. This is our plan for the 2022/23 snow season and will be updating Exec tomorrow with the same information. In terms of enforcement, it is done in response to a service request as well as proactively when the BEO is in the field. We have an overall target of 30% of cases being proactive. We are doing work in 2023 to refine that number to bylaw and violation type.

Please let me know if you have any questions or would like to discuss further.

Thanks,
Andrea

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 2:22 PM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: FW: Westerra Information/Support Request

Hey Andrea!

Hey how are you doing? Its been many years since I've seen you! 28(1) when we were on 13th Floor together. 28(1). Hope all is going well with you. How long have you been the manager of Bylaw? Lots of changes at the City, so nice to see some familiar names for me.

Regarding the Westerra Community Meeting on Oct 3rd (all the details below) I am wondering if there are any key messages you would like to include in the hand out for the meeting. It could be points you would like to reiterate, education on a relevant topic or process or a good new message on how we used feedback from the residence to make improvements.

When I looked at the service request for Westerra it mostly relates back to weeds even though they are coded bylaw enforcement.

Take a read and we can meet to discuss if you wish.

Talk soon,
Carolyn

From: Byron Werry <BWERRY@regina.ca>
Sent: Monday, September 19, 2022 12:19 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Hello Carolyn, welcome back to the City. I ask that you connect with Andrea to discuss this request. Thanks.

Byron

Byron Werry
City Solicitor
Office of the City Solicitor
P: 306.777.7989
E: bwerry@regina.ca
Regina.ca



Richel Nixon

From: Andrea McNeil-Wilson
Sent: Friday, September 23, 2022 3:55 PM
To: Carolyn Fafard
Subject: RE: Westerra Information/Support Request

I appreciate that – I will let you know either way if one of my folks can attend.

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 3:55 PM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Absolutely. I think winter road maintenance and parks will be most sought after and filler of the time, and a little transit. Completely optional, I think Laurie just wanted to put it out there incase there was interest although not many service requests. 👍

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Friday, September 23, 2022 3:49 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

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Subject: RE: Westerra Information/Support Request

Question for you....

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Let me know if you have any feedback or would like a blurb added from the information you sent to me. I am working with communications on the document.

Thanks,
Carolyn

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Sent: Tuesday, September 20, 2022 3:57 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
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Please let me know if you have any questions or would like to discuss further.

Thanks,
Andrea

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 2:22 PM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: FW: Westerra Information/Support Request

Hey Andrea!

Hey how are you doing? Its been many years since I've seen you! 28(1) when we were on 13th Floor together. 28(1) Hope all is going well with you. How long have you been the manager of Bylaw? Lots of changes at the City, so nice to see some familiar names for me.

Regarding the Westerra Community Meeting on Oct 3rd (all the details below) I am wondering if there are any key messages you would like to include in the hand out for the meeting. It could be points you would like to reiterate, education on a relevant topic or process or a good new message on how we used feedback from the residence to make improvements.

When I looked at the service request for Westerra it mostly relates back to weeds even though they are coded bylaw enforcement.

Take a read and we can meet to discuss if you wish.

Talk soon,
Carolyn

From: Byron Werry <BWERRY@regina.ca>
Sent: Monday, September 19, 2022 12:19 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Hello Carolyn, welcome back to the City. I ask that you connect with Andrea to discuss this request. Thanks.

Byron

Byron Werry
City Solicitor
Office of the City Solicitor
P: 306.777.7989
E: bwerry@regina.ca
Regina.ca



From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 10:38 AM
To: Byron Werry <BWERRY@regina.ca>
Subject: FW: Westerra Information/Support Request

Hello Byron,

I am back at the City after about 14 years away. I see you are holding down the fort! 😊

Further to Laurie's email I was wondering there were any key messages regarding bylaw enforcement related to Westerra you would like to have included in the handout for the Councillor's community meeting on October 3rd.

In reviewing the service requests there were only 8 calls categorized as Bylaw however they were very much focused on overgrown weeds, who's responsibility the weeds are, and also snow related if emergency vehicles cannot get into the area, line of sight issues with snow ridges.

If there are any key messages you would like to have included in the hand out, as an opportunity to educate or highlight, please let me know. Communication would like the information this Thursday if possible.

Final question, would you or someone from your staff be in attendance?

If you would prefer I check in with Andrea just let me know and I will do so.

Thanks Byron!
Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

Good morning Chris, Brad and Byron,

While I was away [28\(1\)](#), Councillor Zachidniak reached out to staff about a number of issues in Westerra. We were already supporting her on responding to several Parks issues, but she flagged concerns related to areas you are responsible for as well.

As part of those conversations she indicated her concern about a lack of a mechanism for residents to collectively share their issues and expressed an interest in holding a public meeting. **She has now scheduled a community meeting for Monday, Oct. 3 at 7 p.m at Westerra Fields** (in the community space in their rental centre).

While Bobbie was acting for me, she – along with Deb and the other directors in our division - discussed how to support her concerns and agreed to pull the Service Requests for the area to develop key messages for a meeting. The two main themes identified in the review of SRs are:

- Parks Maintenance (Overgrown Weeds, Dead Trees & Grass etc.)

- Snow (Snow Rows, Wind Fence, Sight Lines, Snow Removal Plans etc.)

- Various topics related to intersection control, transit and bylaw complaints have been identified.

The Councillor is now looking for city staff to support her in the meeting, including a rep from my department. Chris and Brad, are you able to send someone? (Byron, there isn't a large number of Bylaw service requests but you may or may not want to have someone at the meeting so I'm including you for consideration).

Due to the tight timelines, Carolyn Fafard from CPCD Divisional Support will be reaching out to the subject matter experts to facilitate the gathering of information and work with Communications on developing a "hand out" to proactively address areas of concern. Carolyn will reach out shortly – once you see the list of questions can you please let her know who on your team to work with and who could likely attend. If you have any questions or concerns, please contact me or Carolyn to discuss further.

Thanks,

Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Friday, September 23, 2022 3:55 PM
To: Pat Hanley
Subject: RE: Westerra Community Meeting October 3

Excellent – Thank you...

It was great to meet you today....Have a great weekend!

From: Pat Hanley <PHANLEY@regina.ca>
Sent: Friday, September 23, 2022 3:52 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: Re: Westerra Community Meeting October 3

Neeraj Saroj will be attending to address winter maintenance concerns.

Pat

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From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 3:49:09 PM
To: Pat Hanley <PHANLEY@regina.ca>
Subject: RE: Westerra Community Meeting October 3

Hi Pat – I'm creating a list of the City staff that will be attending / available for questions at the meeting. Based on this decision who should I include, if anyone, regarding winter road maintenance.

Thanks!
Carolyn

From: Pat Hanley <PHANLEY@regina.ca>
Sent: Friday, September 23, 2022 9:52 AM
To: Laurie Shalley <LSHALLEY@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>; Brad Bells <BBELLS@regina.ca>; Chris Warren <CWARREN@regina.ca>; Byron Werry <BWERRY@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Bobbie Selinger <BSELINGE@regina.ca>
Cc: Deborah Bryden <DBRYDEN@regina.ca>; Lorrie Snook <LSNOOK@regina.ca>; Kurtis Doney <KDONEY@regina.ca>
Subject: Westerra Community Meeting October 3

Good morning. I just confirmed with Councillor Zachidniak that the meeting with the Westerra community on October 3rd is going ahead as planned. Thank you and have a great day 😊

Kim Onrait
Executive Director
Citizen Services

P: 306.777.7107
E: konrait@regina.ca
Regina.ca

Richel Nixon

From: Carolyn Fafard
Sent: Friday, September 23, 2022 4:27 PM
To: Andrea McNeil-Wilson
Subject: RE: Westerra Information/Support Request

I confirmed and Ray was good with this. Thanks for the edit.

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Friday, September 23, 2022 2:40 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn,

I would suggest the following answer to that question:

The city has been in contact with the Developer of their responsibility. City Bylaw is aware of this and is monitoring these areas. The Bylaw Enforcement Branch acts on complaints as well as proactively. As the overgrown grass season is winding down for 2022, the Branch will ensure that this area is part of proactive patrols during the 2023 growing season.

Let me know if you want to chat.

Thanks,
Andrea

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 10:56 AM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Question for you....

This is one of the q&a's from Ray's group. As it mentions bylaw I wanted to pass it by you for any feedback.

Also, let me know if you think you would like someone from your area to be there. Based on the service requests it is a parks maintenance and snow removal "show" however transit will also be in attendance. Strictly your call. There will be a mechanism for any questions requiring follow up to be captured.

1. Q- The vacant lots are full of weeds and they're not being maintained.

A- The city has been in contact with the Developer of their responsibility. City Bylaw is aware of this and is monitoring these areas. Bylaw acts only on complaints as they arise. If no complaints are raised to Bylaw, they do not investigate.

Let me know if you have any feedback or would like a blurb added from the information you sent to me. I am working with communications on the document.

Thanks,
Carolyn

From: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Sent: Tuesday, September 20, 2022 3:57 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: RE: Westerra Information/Support Request

Hi Carolyn and welcome back!!

I can't believe that it has been that long since we were on 13 28(1).
Yikes! I've been the manager of bylaw since January 2020 but I was in this role previously from May 2015 to January 2017.

I'm not sure about specific key messages but I can certainly provide you with some background information.

In terms of overgrown grass & vegetation (OG&V), that is regulated under the Community Standards Bylaw and my folks enforce this Bylaw on private property. With respect to OG&V, we deal with violations on private property both in response to complaints and proactively. The past couple of summers we have hired two additional casual BEOs to focus on OG&V violations in greenfield areas, such as Westerra.

The terms "overgrown grass" and "weeds" often get used interchangeably but they are actually two separate regulations. Weeds are declared as nuisance, noxious or prohibited under The Weed Control Act, which is provincial legislation. There is a bit of history when it comes to the Act which has found my shop being responsible for administering it even though the subject matter expertise to do so is not a core competency for a BEO. That aside, we do not proactively deal with violations of the Act on public property but if something is brought to our attention from a resident via a service request, then I have a standard email that I send to all of the directors who are responsible for managing city owned property.

For sidewalk snow removal, the Clean Property Bylaw was amended and new regulations came into effect January 1, 2022. As you may remember, we had a significant snow fall in 2021/22. As such, when my folks started the "education" process on January 1, there had already been a large accumulation of snow by then. When the amendments were brought forward, Admin committed to only educating so we did not issue any notices of non-compliance or remedy any violations. We will be issuing notices of non-compliance this year and remedying any properties that do not comply. If we have to clear the sidewalk, then the cost of doing so will be applied to the property tax account. This is our plan for the 2022/23 snow season and will be updating Exec tomorrow with the same information. In terms of enforcement, it is done in response to a service request as well as proactively when the BEO is in the field. We have an overall target of 30% of cases being proactive. We are doing work in 2023 to refine that number to bylaw and violation type.

Please let me know if you have any questions or would like to discuss further.

Thanks,
Andrea

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 2:22 PM
To: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: FW: Westerra Information/Support Request

Hey Andrea!

28(1)

Hey how are you doing? Its been many years since I've seen you! [REDACTED] we were on 13th Floor together. 28(1) [REDACTED]. Hope all is going well with you. How long have you been the manager of Bylaw? Lots of changes at the City, so nice to see some familiar names for me.

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Carolyn

From: Byron Werry <BWERRY@regina.ca>
Sent: Monday, September 19, 2022 12:19 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Cc: Andrea McNeil-Wilson <AMCNEIL@regina.ca>
Subject: RE: Westerra Information/Support Request

Hello Carolyn, welcome back to the City. I ask that you connect with Andrea to discuss this request. Thanks.

Byron

Byron Werry
City Solicitor
Office of the City Solicitor
P: 306.777.7989
E: bwerry@regina.ca
Regina.ca



From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 10:38 AM
To: Byron Werry <BWERRY@regina.ca>
Subject: FW: Westerra Information/Support Request

Hello Byron,

I am back at the City after about 14 years away. I see you are holding down the fort! 😊

Further to Laurie's email I was wondering there were any key messages regarding bylaw enforcement related to Westerra you would like to have included in the handout for the Councillor's community meeting on October 3rd.

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Thanks Byron!
Carolyn

From: Laurie Shalley <LSHALLEY@regina.ca>
Sent: Thursday, September 15, 2022 9:22 AM
To: Chris Warren <CWARREN@regina.ca>; Brad Bells <BBELLS@regina.ca>
Cc: Bobbie Selinger <BSELINGE@regina.ca>; Byron Werry <BWERRY@regina.ca>; Deborah Bryden <DBRYDEN@regina.ca>; Robyn Bird <RBIRD@regina.ca>; Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra Information/Support Request

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Thanks,
Laurie

Richel Nixon

From: Carolyn Fafard
Sent: Friday, September 23, 2022 4:32 PM
To: Bobbie Selinger; Robyn Bird
Subject: RE: Westerra Community Meeting - Update

Super – I mentioned that to Craig so I'll check in with him on Monday to see if he made any adjustments.

Have a great weekend!!

From: Bobbie Selinger <BSELINGE@regina.ca>
Sent: Friday, September 23, 2022 4:29 PM
To: Carolyn Fafard <CFAFARD@regina.ca>; Robyn Bird <RBIRD@regina.ca>
Subject: RE: Westerra Community Meeting - Update

OMG Carolyn, you are a rockstar! Thanks so much for taking over. I really appreciate it. This all looks great!

The only thing to flag and you may have done this already, but we may want to include a Q&A that talks about the value of submitting concerns through the Service Request process – allows us to track issues – in the moment and historically (like we did for this meeting).

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Friday, September 23, 2022 4:25 PM
To: Bobbie Selinger <BSELINGE@regina.ca>; Robyn Bird <RBIRD@regina.ca>
Subject: Westerra Community Meeting - Update

Craig Lederhouse has taken over the Q & A document for this event. He said it will be no problem to have it complete by the end of Monday or Tuesday morning.

Chris, Brad & Ray all provided information. Andrea in Bylaw added into one of Ray's that was aligned with Bylaw.

As you know, the meeting is still going ahead on the 3rd even though Chris and Tyler from roadways are not able to attend that day. Neeraj Saroj will attend to speak for their area.

16(1)(b)

For attending:

Committed:
Transit - Brad &/or Nathan
Roadways - Neeraj Saroj
Parks – Ray

Potential:
Bylaw – Andrea not available herself, however will see if someone else may attend.
Parks – Confirming with Laurie
Possible, but won't know till the day – Deborah & Kim O

Next Steps (Hopefully to happen Monday)

- 1) Communication will have a complete Q & A for review and confirmation.
- 2) I will Create a summary for Committed City Staff with event details, Q&A, and other attendees at the meeting (Developer)
- 3) I will create a summary for the Councillor including:
 - a. High level service request stats 2001 and 2022 themes
 - b. List of City representatives attending
 - c. Copy of the Q & A – likely will be sent to her by Communications, as they can assist her regarding printing, as they would have had she gone through Clerks.

That should complete the requirements prior to the meeting.

Questions or concerns – anything missing please let me know,

Carolyn

Carolyn Fafard
Process & Performance Consultant
City Planning & Community Development

P: 306.552-8172
cfafard@regina.ca
Regina.ca



Treaty 4 Territory and homeland of the Métis.

Richel Nixon

From: Carolyn Fafard
Sent: Friday, September 23, 2022 4:41 PM
To: Tanya Nelson; ServiceReginaSupport
Subject: RE: Westerra SR Report Request - Add Log Notes

Tanya – Craig has taken over this communication and has received information from the service areas regarding responses for a Q & A Document. They now have everything they need.

Thank you again,
Carolyn

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Thursday, September 22, 2022 11:43 AM
To: Tanya Nelson <TNELSON@regina.ca>; ServiceReginaSupport <ServiceReginaSupport@regina.ca>
Subject: Re: Westerra SR Report Request - Add Log Notes

And even just 2022 would be fine.

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From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Thursday, September 22, 2022 11:14:58 AM
To: Tanya Nelson <TNELSON@regina.ca>; ServiceReginaSupport <ServiceReginaSupport@regina.ca>
Subject: Re: Westerra SR Report Request - Add Log Notes

Thank you. That would be great!!

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From: Tanya Nelson <TNELSON@regina.ca>
Sent: Thursday, September 22, 2022 11:08:56 AM
To: Carolyn Fafard <CFAFARD@regina.ca>; ServiceReginaSupport <ServiceReginaSupport@regina.ca>
Subject: Re: Westerra SR Report Request - Add Log Notes

Morning Carolyn,

We can run another report and include log notes. Log notes are fields that departments fill in providing updates to how they are handling the service request. The log notes may have responses in them for some (typically they do if it was a Councillor or Mayor request) and others may have a summary and state they called the customer and resolved it.

We can run this report for you. I've cc'd **ServiceReginaSupport** who can run the same report but include **log notes with it.**

Thanks,
Tanya

Tanya Nelson

(Pronouns: she, her, hers)

Manager, Service Regina

Communications & Engagement

P: 306.777.7009

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Thursday, September 22, 2022 10:47 AM
To: Tanya Nelson <TNELSON@regina.ca>
Subject: Re: Westerra SR Report Request - Due Wed, Sep 14

Tanya I was meeting with Jamie from Communications and she mentioned that the responses sent are also attached to the service requests. Would this be the case for the Westerra service requests? Would the responses from snow, parks, transit be available?

Reason I ask is Jamie thought we could use those responses as the basis for some Q&A development.

Just a thought. Thanks,
Carolyn

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From: Carolyn Fafard
Sent: Monday, September 19, 2022 9:58:14 AM
To: Tanya Nelson <TNELSON@regina.ca>
Subject: RE: Westerra SR Report Request - Due Wed, Sep 14

Ok – would all of those be on the same day, and if they called the next day it would be a new service request?

From: Tanya Nelson <TNELSON@regina.ca>
Sent: Monday, September 19, 2022 9:54 AM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: Re: Westerra SR Report Request - Due Wed, Sep 14

Hi Carolyn,

I took a look at a few examples where this occurred. If there are multiple comments for one SR#, that means there were multiple calls for the same request. If a resident calls in about the same issue that has already been reported, we typically add their comments to the existing request, hence the additional rows.

Thanks,
Tanya

Tanya Nelson

(Pronouns: she, her, hers)

Manager, Service Regina

Communications & Engagement

P: 306.777.7009

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 19, 2022 8:50 AM
To: Tanya Nelson <TNELSON@regina.ca>
Subject: Re: Westerra SR Report Request - Due Wed, Sep 14

Morning Tanya!

With the service request data, I'm seeing multiple service requests with the same number, from the same address, at the same time, however they have different notes.

Just want to make sure I understand this prior to pass along the summary data to various areas.

Here is an example:

28(1)



Thanks,
Carolyn

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From: Tanya Nelson <TNELSON@regina.ca>
Sent: Monday, September 12, 2022 2:10:47 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: Re: Westerra SR Report Request - Due Wed, Sep 14

You're very welcome!

From: Carolyn Fafard <CFAFARD@regina.ca>
Sent: Monday, September 12, 2022 2:00 PM
To: Tanya Nelson <TNELSON@regina.ca>
Subject: RE: Westerra SR Report Request - Due Wed, Sep 14

Tanya this is wonderful! Thank you for excellent support. Greatly appreciated!

Carolyn

From: Tanya Nelson <TNELSON@regina.ca>
Sent: Monday, September 12, 2022 12:08 PM

To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: Fw: Westerra SR Report Request - Due Wed, Sep 14

Hi Carolyn,

Please let me know if this breakdown works for you.

Thanks,
Tanya

From: ServiceReginaSupport <ServiceReginaSupport@regina.ca>
Sent: Monday, September 12, 2022 11:55 AM
To: Tanya Nelson <TNELSON@regina.ca>
Subject: RE: Westerra SR Report Request - Due Wed, Sep 14

Hi Tanya,

Please view report attached with the requested changes.

Let me know if this is good.

Thanks & regards

Nishanth Kumaran
Business & Workforce Management Analyst
Communications & Engagement

P: 306.520.4958
E: nkumaran@regina.ca
Regina.ca



From: Tanya Nelson <TNELSON@regina.ca>
Sent: Wednesday, September 7, 2022 1:33 PM
To: ServiceReginaSupport <ServiceReginaSupport@regina.ca>
Subject: Westerra SR Report Request - Due Wed, Sep 14

Hi Nishanth,

Can you take the report attached and manipulate the data to show a yearly breakdown of request types, so Carolyn can see how the request type volumes change year to year?

If you have any questions, please let me know.

Thanks,
Tanya

Tanya Nelson

(Pronouns: she, her, hers)

Manager, Service Regina

Communications & Engagement

P: 306.777.7009

From: Tanya Nelson <TNELSON@regina.ca>
Sent: Wednesday, September 7, 2022 1:27 PM
To: Carolyn Fafard <CFAFARD@regina.ca>
Subject: Westerra SR Report

Hi Carolyn,

It was great meeting you today. Please see the Westerra report attached. Please don't hesitate to contact me with any questions or further reports you may require.

I'll also be in touch next week with a yearly breakdown of request types as you requested.

Thank you,
Tanya

Tanya Nelson

(Pronouns: she, her, hers)

Manager, Service Regina

Communications & Engagement

P: 306.777.7009

tnelson@regina.ca

Regina.ca



Treaty 4 Territory and homeland of the Métis.