

Richel Nixon

From: Tanya Nelson
Sent: Thursday, September 22, 2022 11:09 AM
To: Carolyn Fafard; ServiceReginaSupport
Subject: Re: Westerra SR Report Request - Add Log Notes
Attachments: SRs by keyword Westerra 2016 to Sep 7 2022 (3).xlsx

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

Get [Outlook for iOS](#)

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:

1721 Mustard St
2166718
6/22/2022 7:16

Thanks,
Carolyn

Get [Outlook for iOS](#)

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.