

LIMERICK CITY AND COUNTY COUNCIL

MUNICIPAL DISTRICT OF NEWCASTLE WEST

MEETING TO BE HELD ON WEDNESDAY 1st MAY, 2019

Question submitted by Councillor J. Scanlan

I will ask at the next Meeting for an update with regard to the Newcastle West Traffic Movement Plan with particular reference to:

- (a) connectivity at Boherbui
- (b) traffic movement in the vicinity of the schools, O'Connell House and St. Ita's Hospital at Gortboy

REPLY:

The appointed consultants are currently undertaking surveys and will be organising a public consultation event within the coming weeks.

**Ben Noonan,
Senior Executive Engineer,
Newcastle West Municipal District.**

26th April, 2019

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Question submitted by Councillor J. Scanlan

I will ask at the next Meeting that action be undertaken to ensure that the retaining stonewall between the Grotto and the Churchtown entrance to The Demesne is reinstated as it is seriously vulnerable to collapse.

REPLY:

Repair works will be carried out on this wall within the next few weeks.

**Ben Noonan,
Senior Executive Engineer,
Newcastle West Municipal District.**

26th April, 2019

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Question submitted by Councillor J. Scanlan

I will ask at the next Meeting that the long awaited Public Realm Study for Dromcollogher be given immediate priority.

REPLY:

A working draft of the Public Realm Plan will be presented to Dromcollogher Community Council by the end of May 2019. Following on from this a second public consultation event will take place in Dromcollogher in June 2019 where members of the public will be invited to provide comments on the proposals outlined in the draft plan. Following this consultation the plan will be finalised and published.

**Gordon Daly,
Director of Service,
Social Development Directorate.**

16th April, 2019

LIMERICK CITY AND COUNTY COUNCIL

MUNICIPAL DISTRICT OF NEWCASTLE WEST

MEETING TO BE HELD ON WEDNESDAY 1st MAY, 2019

Question submitted by Councillor L. Galvin

I will ask at the next Meeting that a review of the Sugar CRM system be undertaken and that Councillors get a response by email with the subject heading that was originally sent.

REPLY:

There were 35,471 cases created on SugarCRM in 2018, with 29,190 cases closed in 2018 from the ones created in 2018. This represents an 82% closure rate on cases created last year. The SugarCRM system has proven to be a very important tool in the management of all requests to the Council from both a tracking and business continuance perspective.

The administration of representations from public representatives along with the SugarCRM system are continually being reviewed.

There is intensive ongoing training across the organisation to ensure that the correct status is used when a case is being closed namely; Resolved, Closed Unresolved, or Closed with Commitment and that the accompanying update to the representative should reflect the status of the case in order to set out clearly the Council's position in relation to the request.

There are a number of approaches to ensure this occurs in conjunction to ongoing training and support in the use of the CRM system. These include, monthly reporting to Management re case statistics, reporting to Operations Senior Team regarding case management and ongoing contact with both councillors and assignees to ensure proper responses are received.

With regard to the subject line, the policy has been to amend if it contains personal information. This has been to ensure that there is no breach in personal data and also to ensure that the most up to date customer contact details are maintained on SugarCRM. This then ensures that the customers contact details are kept in a single place and are readily accessible if required by staff handling the request.

The My Limerick platform has the potential to show the public representative the customer details associated with their case so Councillors have been contacted and met several times

regarding the My Limerick platform and advised to contact Customer Services senior staff should they require any particular follow up on named cases. Also, it should be noted that each case submitted via the customerservices@limerick.ie e mail address gets an automatic case number assigned, which is unique to each case for identification purposes.

With the advancement of a new Council shortly, a further review of representation management will be undertaken and consideration can be given to not amending the subject line on email requests from Councillors going forward.

Triona Daly,
Customer Services Manager

26th April, 2019

LIMERICK CITY AND COUNTY COUNCIL.
MAY MEETING OF THE NEWCASTLE WEST MUNICIPAL DISTRICT.

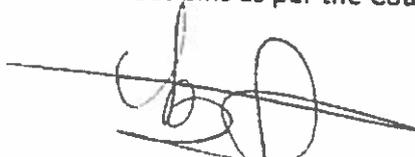
MEETING TO BE HELD ON WEDNESDAY 1ST MAY 2019.

Question submitted by Councillor Liam Galvin.

I will ask at the next Meeting that scoop the poop bins be located in Abbeyfeale town within the speed limits area.

Reply

In accordance with the Council's policy, there are no further plans to install any dog bins in the City or County at present. However, dog walkers may place this bagged waste in the public street bins as per the Council's protocol of "any bag, any bin".



Stephane Duclot.

Senior Manager.

Planning & Environmental Services.

LIMERICK CITY AND COUNTY COUNCIL

MUNICIPAL DISTRICT OF NEWCASTLE WEST

MEETING TO BE HELD ON WEDNESDAY 1ST MAY, 2019

Question submitted by Councillor M. Collins

I will ask at the next Meeting for an update on the provision of traffic ramps at Gortboy, Newcastle West.

REPLY:

Limerick City and County Council currently have consultants appointed to produce a movement and public realm plan for Newcastle West. The brief for the consultants includes for a review of traffic management within the town taking particular cognisance of the safe movement of pedestrians and cyclists. The Gortboy area highlighted by you will be included in the review. I would also like to point out that there will be public consultation in the development of the plan.

Also the location of ramps would have to be agreed with the residents in this area.

**Ben Noonan,
Senior Executive Engineer,
Newcastle West Municipal District.**

26th April, 2019

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Senior Executive Engineer,
Newcastle West Municipal District.

26th April, 2019