



Comhairle Cathrach
& Contae Luimnigh
Limerick City
& County Council

Seirbhísí Corparáideacha,
Comhairle Cathrach agus Contae Luimnigh,
Ceanncheathrú Chorporáideach,
Cé na gCeannaithe,
Luimneach

Corporate Services,
Limerick City and County Council,
Corporate Headquarters,
Merchants Quay,
Limerick

EIRCODE V94 EH90

t: +353 (0) 61 557150
f: +353 (0) 61 415 266

Council Meeting to be held on Monday, 27th January, 2020

Notice of Motion submitted by Councillor L. Galvin

I will move at the next meeting that this Council provide a direct public reps' support desk, for example, like Irish Water, as the current system is ineffective; also, that reps made by Councillors to various departments, contact should be made directly by phone or Email as the Sugar system is not working from a my point of view.

REPLY:

In relation to a direct line, we will provide a dedicated phone number for the Members. This line will get priority within the Council's call centre and the Members will be advised as soon as this is available.

In relation to the SugarCRM system, it was established to ensure continuity of service and to give a single point of contact in terms of case management.

In response to issues raised by Elected Members, Corporate Services, Customer Services and Digital Services Departments are working on improvements to the overall service delivered from SugarCRM and My Limerick in terms of improved case management, better response times and improving the quality of responses.

One recent key improvement has been the establishment of Account Managers as a point of contact for Members. Their key role is improving response times and quality of responses. Also, email responses from My Limerick have now been personalised and issues highlighted by Elected Members regarding opening links in email notifications from My Limerick have also been resolved.

We have also taken into account feedback from Members on the CRM system over the last few months and we are prioritising improvements to allow a more user-friendly experience.

Signed:

James Clune,
A/Senior Executive Officer – Corporate Services,
Governance and Customer Services.

Date: 27th January, 2020.