



Comhairle Cathrach  
& Contae Luimnigh

Limerick City  
& County Council

Stiúrthóireacht na Forbartha Pobail,  
Comhairle Cathrach agus Contae Luimnigh  
Ceanncheathrú Chorparáideach,  
Cé na gCeannaithe,  
Luimneach.

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**MEETING OF THE MUNICIPAL DISTRICT OF NEWCASTLE WEST TO BE HELD ON WEDNESDAY 6<sup>TH</sup>  
OCTOBER, 2021**

**Notice of Motion submitted by Councillor J. Scanlan**

I will move at the next Meeting that providers who rent bicycles along our Green Way be allowed access to the storage units at Abbeyfeale & Newcastle West.

**Reply:**

The structures referred to are a single storage container that are now in place at each of the Limerick Greenway car parks at Rathkeale, Newcastle West and Abbeyfeale.

As the elected members are aware, the Council ran an Expression of Interest process for a bike hire & shuttle bus provider to operate from these Council car parks and the successful company was Lazy Bikes.

These storage containers are provided as part of a licence agreement for Lazy Bikes to operate from these car parks and are therefore not available to other bike hire providers.

***Gordon Daly,  
Director of Service,  
Community, Tourism & Culture Directorate,  
27<sup>th</sup> September, 2021.***

**LIMERICK CITY AND COUNTY COUNCIL**

**MUNICIPAL DISTRICT OF NEWCASTLE WEST**

**MEETING TO BE HELD ON WEDNESDAY 6<sup>th</sup> October 2021**

**Notice of Motion submitted by Councillor L. Galvin**

*I will move at the next Meeting that all representations made by Councillors to the Sugar CRM system will have the responses sent back by email also.*

**REPLY:**

The SugarCRM database assists the Council in the management of all service requests logged for the Council. It allows cases to be tracked and managed, with a view to achieving the optimum outcomes for the Councillors and Citizens of Limerick. In 2020, 34,863 cases were created. Of these, 28,300 cases closed in 2020. This confirms a closure rate of 82% rate on service requests.

The following is the position for cases created by Councillors in 2020

<b>2020</b>		
Created by Councillors in 2020	3713	
Created & Closed in 2020	3150	85%
Created in 2020 & Closed in 2021	415	11%
Total closed to up to 27.09.21	3565	96%

The system is designed so that when a case is created on CRM, an automated email is generated. The email confirms the unique case number for the service request. This supports the monitoring of a case throughout its lifecycle. There are a number of distinct phases to the case management process

- Creation
- Updates requests
- Status changes
- Case Closure

Each of the above, results in an email being generated and sent to the Councillor.

In the last 6 months, input was sought from the elected members who are representatives on the Councillors CRM working group. The consultation was in relation to the volume of emails generated from within the platform. Following this consultation process, the Councillors agreed that 5 email formats should remain in use.

1. **Acknowledgement email** : This email confirms the Unique Case Number. It also provides confirmation that all future information requests should be sought by replying to the acknowledgement email.
2. **In Progress** – this is generated to advise the Councillor when the status of the case has changed to In Progress. This is to communicate the fact that some action is being undertaken on the service request contained within the case.
3. **Direct emails from within the case** : These are manually generated, as required by Council Officials. It allows for ongoing updates to be furnished to the Councillor before a case is formally closed.
4. **Update requests by the Councillors**: This email acknowledges that an elected member may have submitted some additional information on the request, or has sought an update. It advises the recipient of the name of team to whom the service request has been assigned to.
5. **Case closure** : This email confirms the status at which the case has been closed and records the message that has been posted to the public log.

It is important to note that all of the above contains the unique case number and the subject line, which contains a brief description that the Councillor gave, when making the service request. In very rare instances, the subject line may have had some minor edits applied to it – these edits are usually undertaken to remove any personal or sensitive data that may have been recorded in the subject line. This policy is in place to ensure that the Council is compliant with the provisions of GDPR legislation.

In addition to the above, training on CRM case creation and management is delivered to staff throughout the organisation. Particular emphasis is placed on the correct status being utilised throughout the life cycle of the case, i.e. assigned, in progress and one of our closed statuses, which includes: - Resolved, Closed Unresolved, or Closed with Commitment. Staff are aware of the importance that is placed on the content of the updates posted in the public log. Every effort is made to ensure that it fully reflects the status of the case and sets out clearly the Council's position in relation to the request.

To support this process, additional actions are undertaken to ensure the optimum management of cases. These include, the provision of monthly reports to the Senior Management Team, reporting trends where necessary and escalating cases to assignees to ensure timely and adequate responses are received.

**Louise Magner**  
**Customer Services Manager**

**30<sup>th</sup> September 2021**