

<p align="center">MINUTES OF THE ORDINARY MEETING OF WICKLOW COUNTY COUNCIL HELD IN THE COUNCIL CHAMBER, COUNTY BUILDINGS, WICKLOW ON MONDAY 13th JANUARY, 2020 COMMENCING 2PM</p>
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PRESENT:

COUNCILLOR I. WINTERS, CATHAOIRLEACH, COUNCILLORS T. ANNESLEY, J. BEHAN, V. BLAKE, S. BOURKE, A. CRONIN, M. CORRIGAN, M. CREAN, S. CULLEN, G. DUNNE, P. FITZGERALD, A. FLYNN KENNEDY, T. FORTUNE, P. GLENNON, M. KAVANAGH, P. KENNEDY, P. LEONARD, S. MATTHEWS, G. MCMANUS, D. MITCHELL, J. MULLEN, D. O'BRIEN, P. O'BRIEN, R. O'CONNOR, G. O'NEILL, L. SCOTT, J. SNELL, E. TIMMINS, G. WALSH AND J. WHITMORE.

APOLOGIES:

CLLR. A. FERRIS AND CLLR. M. MURPHY

IN ATTENDANCE:

MR. F. CURRAN, CHIEF EXECUTIVE
 MR. T. MURPHY, DIRECTOR OF SERVICES
 MR. J. LANE, DIRECTOR OF SERVICES
 MR. M. NICHOLSON, DIRECTOR OF SERVICES
 MR. C. LAVERY, DIRECTOR OF SERVICES
 MR. B. GLEESON, HEAD OF FINANCE
 MR. L. FITZPATRICK, HEAD OF IS
 MS. L. GALLAGHER, SENIOR EXECUTIVE OFFICER/MEETINGS ADMINISTRATOR
 MS. T. O'BRIEN, SENIOR EXECUTIVE OFFICER
 MS. J. CARROLL, SENIOR EXECUTIVE OFFICER
 MR. M. FLYNN, SENIOR ENGINEER
 MR. D. MARNANE, SENIOR ENGINEER
 MR. T. HUGHES, IS SUPPORT
 MS. K. BOYLE, ANALYST DEVELOPER
 MS. AM ROBERTS, ASSISTANT STAFF OFFICER

VOTES OF SYMPATHY: Elected Members passed a vote of sympathy to the families of the late Mr. Noel Harper, Mr. Oliver Lalor, Ms. Bernadette Halfpenny, Ms. Nadine Lott and Ms. Nora Fitzpatrick. A minutes silence was observed for the deceased.

REQUEST FOR SUSPENSION OF STANDING ORDERS: Cllr. S. Matthews requested a suspension of standing orders to discuss the M11/N11 improvement scheme which he stated there has been considerable change from what was briefed in phase one to what was on offer in phase two. The proposed was seconded by Cllr. L. Scott and it was agreed to discuss the matter at 16.45.

ITEM NO. 1

To confirm and sign minutes of budget meeting of Wicklow County Council held on Monday 25th November, 2019.

It was proposed by Cllr. V. Blake, seconded by Cllr. R. O'Connor and agreed to confirm and sign minutes of budget meeting of Wicklow County Council held on Monday 25th November, 2019.

ITEM NO. 2**To confirm and sign minutes of ordinary meeting of Wicklow County Council held on Monday 2nd December, 2019.**

It was proposed by Cllr. P. O'Brien, seconded by Cllr. P. Fitzgerald and agreed to confirm and sign minutes of ordinary meeting of Wicklow County Council held on Monday 2nd December, 2019.

ITEM NO. 3**To consider the disposal of 0.011 hectares of thereabouts of land situated adjacent to No. 17 Bullford Crescent, Kilcoole, Co. Wicklow to Mr. Daniel Eager and Ms. Samantha Eager, 17 Bullford Crescent, Kilcoole, Co. Wicklow as per statutory notice previously circulated**

Cllr. P. Kennedy advised that he would abstain from the meeting as the persons mentioned in the disposal notice were related to him. Cllr. P. Kennedy left the meeting for consideration of this item and returned thereafter for item 4.

It was proposed by Cllr. T. Fortune, seconded by Cllr. D. Mitchell and agreed to dispose of 0.011 hectares or thereabouts of land situated adjacent to No. 17 Bullford Crescent, Kilcoole, Co. Wicklow to Mr. Daniel Eager and Ms. Samantha Eager, 17 Bullford Crescent, Kilcoole, Co. Wicklow as set out in statutory notice previously circulated.

ITEM NO 4**To receive a presentation: Mr. Stephen Kent, CEO, Bus Éireann (to discuss how Bus Éireann can deliver the best possible transport service to the commuters and people living in the towns and villages around the county)**

Mr. Stephen Kent, Bus Éireann made the following presentation to the elected members: Mr. Kent was accompanied by the representatives of Bus Éireann being:-

1. Mr. Allen Parke, Chief Customer Officer
2. Mr. Adrian O Loughlin, Regional Operations Manager
3. Mr. John Sheridan, Media and PR Manager.

Bus Éireann – #InTheDrivingSeat (2019)

- Profit before exceptionals of €1.6m
 - Operating Revenues of €337.6m
 - Exchequer contribution of €58.1m
 - Highest passenger numbers in a decade
 - Over 88 million customer journeys in 2019
 - 100 new vehicles introduced in 2019
 - All vehicles are low entry / fully accessible
 - All vehicles will be powered by the cleaner Euro VI engines
 - Irelands first 24 hour service introduced in Cork in 2019
 - Customer journeys on the route are up by 70%
 - 46% of the BÉ fleet is now at the cleaner Euro VI engine emissions standard. Increase to c.60% by early 2021.
 - 100 new low entry vehicles entered the BÉ fleet in 2019
 - LEAP card software
 - Focus on punctuality & Reliability
 - Average age of our PSO fleet is under 8 years
- Route 133 Wicklow - Dublin City & Dublin Airport
 - ✓ Route 133 Arklow – Rathdrum – Rathnew - Wicklow

✓ Route 133X Gorey – Arklow - Dublin

- Route 132 Bunclody – Tullow - Dublin
- Route 002 Wexford - Dublin
- 298 trips every week between Wicklow and Dublin
- In addition, through the School Transport scheme Bus Éireann transport over 3,600 children every day in Wicklow, using 132 vehicles providing almost 200 trips

- 2019 customer journeys on Route 133 increased by 4.7% to over 400,000
- customer journeys on Route 132 increased by 14% to over 47,000
- Wicklow County Council
- Local authorities
- An Garda Síochána
- National Transport Authority

- AVL office oversight & interventions
- Constant re-timing and punctuality changes
- Collaborative approach locally
- Bus priority
- New timetable in Q1 2020
- All Route 133 trips are operated on high capacity double deck vehicles
- On-going monitoring & dialog with the NTA
- Over 55% of all trips in Wicklow use a LEAP card
- New ticketing software introduced in December has led to quicker boarding times / improved punctuality
- Work closely with AGS & recently launched a “Respect your Driver” campaign

Wicklow 2020

Route 133

- Implement a revised timetable on March 22nd that will deliver a reliable and efficient service to our customers in Wicklow.
- New timetable will focus on the main customer demand market (Wicklow – N11 - Dublin City)
- Increased AM & PM frequency
- Increased hours of operation (0500 ex Wicklow, midnight ex Dublin)
- Morning & Evening direct services to Dublin Airport.
- Continued focus on customer demand & customer experience

Investment in fleet & Technology

- PSO fleet
- Expressway Intercity fleet
- OMNI channels

Investment in facilities

- Bus stations
- Termini and stops
- Depots and facilities
- Wheelchair accessibility

Following the presentation elected members raised the following queries which were responded to by Mr. Kent:-

- The non arrival of the 133 bus which causes immense frustration to commuters, query as to the turnover in bus drivers and reference made to passengers having to give drivers directions from time to time
- Reference made to the non arrival of the 133 bus and young people being left at the side of the road in the dark. Reference made to people being left on the side of the road as the bus drives by and commuters having to leave their jobs because they cannot rely on the bus service.
- Proposed improvements to the bus service welcomed however, the service that is being provided currently is not acceptable.
- Reference made to complaints from the public that drivers are driving past, not stopping, refusing to take student tickets.
- Calls for the bus service to be extended to Aughrim, and are there any plans to do this.
- Reference made to a petition containing over 1,000 signatures forwarded to Bus Eireann, following complaints about the service. View expressed that the bus service from Wicklow is vital as there is no DART service south of Greystones.
- Can examples be given of an express bus service operated by Bus Eireann which is using hard shoulders and park and ride, how is it managed and how is it operated, is it successful?
- View expressed that to run a better service, train or bus, there needs to be substantial investment in public transport, particularly if climate change and economic loss from congestion is to be overcome.
- Personal stories are very important and public transport is failing the people when young people are standing at a bus stop at 6 am and the bus passes and then they have to wait the entire day and it is the same story coming back home, apart from the frustration it affects a persons well being.
- The complaints service also needs to be addressed as people are calling in and emailing and there is no response.
- Bus stop at Hollywood Cross raised as an issue. Stopping of the bus there to let passengers off depends on the bus driver as it is not a designated stop and the bus travels on some further 10kms towards Blessington. Clarification sought as to whether or not this is a designated bus stop and if not, can it be designated.
- Call for Bus Eireann to update their app as the information contained therein is not reliable
- The fabric of the busses commended, the comfort, the wiFi plugs etc, however it is difficult to encourage its use because of its unreliability.
- Bus Eireann congratulated on the improvement of the 133 service over the years, and query if there could be flexibility with the timings of the Airport bus, particularly for late flights.
- View expressed that there should be better value for money, particularly with regard to family tickets, as it is cheaper to take the family in a car.
- Call for areas such as Kilcoole, Greystones and Newtown not to be excluded in new scheduling as many people in those areas depend on the service for getting to work and going to college.
- Capacity of the buses highlighted and in some cases commuters are left on the side of the road in bad weather as the bus is full to capacity with passengers
- Call for a park and ride facility to be provided in the Arklow area.
- Has Bus Eireann compiled any data for students who rely on the services, to inform any changes to scheduling, in terms of what they need for their timetables?
- Reference made to the bus stop on Convent Hill has been damaged and call for it to be fixed.

At the conclusion of the discussion the Cathaoirleach and elected members thanked the CEO and representatives from Bus Eireann who undertook to revert to the elected members with regard to representations made.

ITEM NO. 5**To consider the Chief Executive's Monthly Management Report, December, 2019 (copy circulated)**

The Elected members were circulated with the Chief Executive's Monthly Management Report, December, 2019 on 8th January, 2020. The Chief Executive referenced some highlights in the report advising that the Council received funding last week under the large-scale capital infrastructure sports fund to refurbish Coral Leisure Centre, improving wheelchair access, changing rooms and front area. Funding was also received to replace the running track at shoreline sports park in Greystones.

The Chief Executive also advised that grant funding of some €1.44m had been approved under the Government's Regional Enterprise Development Fund to develop a Content Creation Enterprise Hub at Wicklow County Campus. The development will provide 10,000 sq ft of private and co-working spaces and it is hoped that it will boost job creation in the content creation sector and spin out services feeding into those industries. He also advised that the Council had received notification that a number of County Wicklow projects have been shortlisted for the LAMA All Ireland Community Council Awards.

Elected members raised the following questions which were responded to by the Chief Executive and relevant Director of Services.

- Query as to the number of IDA visits to County Wicklow.
- Update requested in relation to the renewal of the Pure Mile Project
- Progress on the Climate Adaptation Strategy requested for inclusion again in the February report
- Breakdown on the length of time with regard to homelessness in respect of children and families
- Query as to the measures in place for those living in temporary accommodation and without a fixed address that can register to vote and avoid being disenfranchised.
- Query as to the up to date position in relation to EV Charging points at Greystones
- Is there an update on the stream of funding for the West Wicklow Swimming Pool project and what is the up to date position with regard to the Shillelagh Greenway project
- Reference made to the poor condition of public lighting in towns and villages of Shillelagh and Carnew, that this matter has been raised at Municipal District Level and the view expressed that the contract needs to be examined where the contractor is not performing
- Query as to where the pollution complaints are coming from in respect of the figures included in the Chief Executive's report
- Update requested on house purchase loans and in particularly an update on the Rebuilding Ireland Programme. How many applications is the Council in a position to approve or is there a limit on funding in this regard.
- Update on recruitment in relation to ports and harbours and could the remediation works planned for the Avoca mines and Tailings be included in future reports.
- Concern raised in relation to the number of children presenting as homeless and query as to the drop in figures which are down 46 on the previous month.
- Query as to when the social housing planned for Dunlavin will be ready for occupation.
- Request for a report in relation to business arrangements the Council may have with operators of unauthorised quarries in County Wicklow.

ITEM NO 6

To received an update: (1) Development of Customer Care Innovation Hub and refurbishment of Council Chamber and Elected Members rooms and (2) Development of CRM system to support the Customer Care Innovation Hub.

Ms. Lorraine Gallagher, Senior Executive Officer gave the following presentation to the elected members:

Development of Customer Care Innovation Hub and Refurbishment works to the Foyer, Council Chamber and elected members rooms

- Introduction and background: L. Gallagher, Senior Executive Officer
- Ms. Pamela Kennedy; Project Architect: (Customer care innovation hub, refurbishment works to foyer, council chamber and elected members rooms)
- Demonstration and update: Customer Relations Management (CRM) System; Ms. Emeir O Donovan, IS

Customer Care Innovation Hub

- Lead the process of major organisational change and improvement
- Promote and support efficiency of operation and customer service
- Take a citizen centric approach
- Provide targeted and effective service delivery improvements countywide
- CRM will transform how the Council delivers its services to the public

Public Service 2020 - Action 2 Improving Services for our Customers

- New Customer Service space providing a range of customer focused services
- Supported by CRM systems
- Highly trained customer care team
- Customer Action Plan, Customer Charter, Customer Care complaints policy
- Central processing of telephone calls and emails

Public Service 2020 - Action 3: Making our services accessible to all

- Design services taking into account the diverse needs of the customer
- Use of plain language
- Improve face-to-face, telephone, written and web based interactions with customers
- Assess feedback on delivery of customer service

Public Service 2020 - Action 4: Significantly improve communications and engagement with the public

- Wicklow County Council's communications Strategy 2019
- Social Media Plan
- On-line Public Consultation Hub
- CRM System
- Developing a customer service communication culture

Wicklow County Council Chamber

- Built in the 1970s to accommodate 18 elected members – structure and fabric are the same
- Refurbished to accommodate 24 elected members 2002

- Refurbished a second time to accommodate 32 in 2014
- Serious issues with the roof – requires repairs – leaking in a number of areas
- Requires insulation
- Upgrade of technology/speaking system/presentation screens
- Seating arrangements not ideal for elected members interaction/outer seats view blocked
- Refurbishments will secure the Council Chamber into the next decade and beyond
- Economies of scale

Elected Members Rooms

- Rooms not fit for purpose
- Require insulation – need additional light
- Propose new breakout/meeting space
- Modern, fresh, new furniture
- Refurbishment and upgrade of public toilets
- New interview room
- Re configuration of Cathaoirleach’s office

Ms. Pamela Kennedy, Project Architect gave the following presentation to the elected members:

- Development of Customer Care Innovation Hub and Refurbishment works to the Foyer, Council Chamber and Elected Members Rooms
- Recently Completed Project Dún Laoghaire County Council Proposed Customer Care Innovation Hub and Refurbishment of Council Chamber and Elected Members Rooms

Council Chamber

- Renovations include necessary works to the existing fabric and re-planning to improve accommodation, access and sight lines.
- A visitor gallery, press and staff seating area is included in the new layout.
- The existing entrance is relocated to the Wurtzburg room and will provide a new spacious access and break out area for the chamber.
- A new “state of the art” training room is to be provided to replace this space in the existing motor tax area.
- A new link corridor is created from this breakout area to provide direct access from the Members Rooms.
- The members seating is re-planned in two circles, the internal seating is set one step below to provide clear sight lines.
- As the original building is fifty years old, repairs are required including repairs to the roof, the external timber finish, decoration and floor finishes. Incorporating insulation and LED fittings in this renovation will improve the carbon footprint of the building.
- The mechanical and electrical services including audio and presentation systems also require up- grading.
- **Customer Care Innovation Hub:**
- New Seating Area to meet customers with Cash Office,

- Administration Office behind.
- Glazed screens for visibility.
- Additional seating and customer ticketing.
- Disabled friendly with wheelchair access and hearing loops.

Demonstration and update: Customer Relations Management (CRM) System; Ms. Emer O Donovan, IS Department.

Ms. Emer O Donovan gave a presentation on the new CRM software that will support the customer services hub and gave a live demo of the system which is operational in Arklow MD currently.

At the conclusion of the presentations, the project team responded to queries raised by the elected members. The update on the project was warmly welcomed.

ITEM 8

To receive a presentation: Update on County Wicklow Age Friendly Strategy 2017 – 2022 (deferred from meeting of 2nd December, 2019)

This item was deferred to the February meeting because of time constraints

ITEM 9

To receive a presentation: To consider the adoption of the Wicklow County Council Arts Strategy 2020 – 2025

This item was deferred to the February meeting because of time constraints

Suspension of Standing Orders: To discuss the proposed M11/N11 improvement scheme, proposed by Cllr. S. Matthews, seconded by Cllr. L. Scott and agreed to discuss at 4.45 p.m. Cllr. S. Matthews advised that he has circulated a proposal he wished to make to the elected members based on the fact that when he attended phase 1 of the consultation process there appeared to have been substantial changes between phase 1 and phase 2 drawings. He requested that the Council make a request to TII that phase 2 of the N11/M11 road improvement scheme be postponed until a meeting is convened between the Department of Transport, NTA, TII, Wicklow Directors of Services, Roads, Cathaoirleach and Chairs of the Transport, Planning, Economic and Climate Change SPCs to discuss the matters 1 – 5 set out in the motion.

The elected members noted that the CEO of the NTA, Ms. Anne Graham was due to attend the February meeting of the Council and that a meeting of the Roads and Transport SPC was due to take place on the 20th of January next, where an update will be given. Following a discussion on the matter, wherein elected members expressed a reluctance to postpone the scheme it was agreed that motion as circulated would be listed as an item on the agenda for the February meeting along with the NTA.

ITEM NO 10

To note the Wicklow County Council Local Government Audit Report for year ended 31st December, 2019.

It was agreed to note the Wicklow County Council Local Government Audit Report for year ended 31st December, 2019 as circulated.

ITEM NO 11

To note Local Government Act, 2001 Ethical Framework for Local Government Services Annual Declarations: (a) To note the reporting of Political Donations by Elected Members and (b) to note requirements for the submission of Elected Members Annual Declarations.

L. Gallagher advised that the elected members had been circulated with the Annual Declaration forms in relation to the reporting of political donations by elected members and the requirements for the submission of elected members annual declarations. The elected members were reminded of the requirements and the respective closing dates.

ANY OTHER BUSINESS.

THIS CONCLUDED THE BUSINESS OF THE MEETING

**CLLR. IRENE WINTERS
CATHOAIRLEACH
WICKLOW COUNTY COUNCIL**

**MS. LORRAINE GALLAGHER
SENIOR EXECUTIVE OFFICER/
MEETINGS ADMINISTRATOR**

Confirmed at meeting of Wicklow County Council held on Monday 3rd February, 2020