

WICKLOW TOWN COUNCIL MEETING HELD AT WICKLOW COUNTY

BUILDINGS, WICKLOW TOWN

ON MONDAY JANUARY 13<sup>TH</sup> 2020 AT 2:00PM

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ELAINE MCCARTHY

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**NON-VERBATIM TRANSCRIPT OF MEETING HELD ON MONDAY,  
JANUARY 13<sup>TH</sup> 2020:**

CATHAOIRLEACH: Good afternoon. You're all very welcome back to the Wicklow County Council in 2020, just remind you all again we still have the three-minute rule. It will stay in place and hopefully we will have a productive year.

(sound lost)...

MS GALLAGHER: We also have condolences in relation to - for Noel Harper, father and friend of our colleague, and for Oliver Lawlor former Town Councillor and father of our colleague Audrey Bowe in Bray County Council.

CLLR FLYNN KENNEDY: Just a vote of sympathy for Bernadette Halfpenny and her family, she's from Gorey but managed the Ballyview services in Rathdrum and had a major impact on the families and staff there so I just want to note sympathy for her.

CLLR FITZGERALD: Just want to pass vote of sympathy to a family in Arklow to the death of their son in Arklow and family of Nadine who is well known, who died pre-Christmas.

CATHAOIRLEACH: I would like to include a vote of

sympathy for Nora Fitzpatrick, Nora was a Town Councillor in Municipal District and also matron of a hospital in Wicklow and was just a wonderful woman. A wonderful, kind, generous, dry-witted woman who did so much for her community and her loss will be felt by family and friends and community. Just before we stand can somebody from IT help out over here there's no feed to sound.

CATHAOIRLEACH: Thank you.

CLLR MATTHEWS: Thank you. Cathaoirleach I wish to request a list of standing orders which I discussed previously. To discuss the M11, N11 improvement scheme there's been considerable change from what was briefed in phase one to what is on offer in phase two, it is one of the most strategically important infrastructure for the county and there has been changes also the extension of the public consultation I have a proposal I wish to put before councillors if you'll agree to put it to the members and I can submit that proposal and take it at a time that sexualities you on the agenda.

CATHAOIRLEACH: Do you have a seconder, yeah OK,

so if we take it at 16.45 OK. Is that agreed?

OK.

OK.

Item one, to confirm and sign minutes of the Budget meeting of Wicklow County Council held on Monday, 25th of November. Copy attached; can I have a proposer?

Cllr Vincent Blake, Cllr Rory O'Connor.

And to confirm and sign the minutes of the ordinary meeting of Wicklow County Council held on Monday second of December, can I have a proposer, Cllr Paul O'Brien and seconded by Cllr Pat Fitzgerald.

And OK, item number three, Pat Kennedy.

>>: Thank you. For item number three can I abstain from the meeting as just reading from the disposal notice, these people are related to me so I would like that to be noted in the minutes.

CLLR FORTUNE: I would like to propose item number three.

CATHAOIRLEACH: OK.

Do we have a seconder. Cllr Derek Mitchell.

MS GALLAGHER: Is that agreed.

CATHAOIRLEACH: Agreed. Pat you can come back.

OK.

Item number one, to receive a presentation Mr Stephen Kent to discuss how Bus Eireann can deliver the best possible transport service and in attendance will be Alan Park. The chief executive officer, chief operations manager and if they'd like to come up thank you.

OK, we can have one at that side yeah.

MR KENT: Good afternoon everyone, and councillors and pleasure to be here today and answer some of the questions we have so I know that at the moment a short presentation and after that we can take questions if that needs. So I'll open up there, to go forward, give the background, so at the moment from the perspective of everybody in Bus Eireann, obviously we're a national company. To a large extent we're in financial recovery for the last two to three years, particularly 2017 when we had one of the longest strikes in the history of the state so we've been in a position to rebuild these service of the company and to a large extent we turned a corner in 2018 and that progressed to 2019, so you'll see this year, basically on the back of a number includes the Exeter we contribute 58 million

to the Exchequer, rising to 60 million this year. Our customer journeys to 2019, this is how we measure ourselves, 2019 is the most successful year we've had for a decade, so we've delivered more passenger journeys we've had 88 million with the school transport services with new vehicles, because the business had been on hold for a number of years, there wasn't a lot of steady state investment put in, but in the last two years I'm pleased to say during the course of this year, we'd orders placed for a hundred new vehicles, and about 60 have been received to date and going into next year, we'll have another hundred vehicles, so if somebody looks at what we deliver across the state we probably have 650 road passengers vehicles, so over the two years, you'll have 200, almost a third of them replaced and new, that's essential for our perspective, they're funded by the National Transport Authority from our perspective. And I should say from the outset that what we do on behalf of the road until transport services is we deliver to a contract specified in detail by them right down to the timetables that we operate to the services and frequency, all of that requires all of those

services to be funded, we fund them down to a level, and it allows as part of the contract to make a very, very small reasonable profit, is what it allows to do, and that goes into further investment. From our perspective, we had a couple of initiatives that went in, particularly, we're striving to ensure all the vehicles that are purchased are all low-floor and accessible vehicles to an extent where you're putting them in, that's not always possible to the vehicles that transcend the motorways but there's a commitment to be a successful and delivering the needs. The other part going in the vehicles is now everybody wants cleaner, greener, lower emission vehicles, and to a certain extent that's part of what is going on the agenda. So, the investment at the moment there, is starting to transition into hybrid vehicles, probably later in this particular year we'll be going in and trialling electric, so that's the way the world is moving.

Last year, we were at the beginning we opened the year with the first 24-hour service down in Cork, that was significant initiative because it delivered massive passengers growth and catered

for people doing a lot of shift work and patterns of living are completely different from here to for, so that was significant from Carrigaline and Ballincollig and doubled the usage. A lot what we do is continue to improve the customer experience so I know part of the reason I'm here is we will dealing with one of routes where we haven't been delivering an optimal customer experience, if I was to say to you one of the things we're trying do is now spend a huge amount of time retiming a lot of what we try to deliver in terms of functionality and reliability, improving vehicle standards what is happening and that investment is coming and then over the last year NTA in conjunction who regulate the fares moving a lot of the cash fares on to leap fares who when will do, will avail of a 30% of discount. It is always good to travel by Leap and that's overview where we're recovering a small profit being significantly lost, put all the services back in and rebuild the team so in the last 18 months we've taken over 500 new people into the company. And they have been delivering a lot of extended services, higher frequency services throughout the business. And then we're in the

business now of improving the customer experience elsewhere. So, I'll just keep moving on there. so, to get to Wicklow. In summary, so, where we are in terms of Wicklow, at the moment is we're delivering most of our service on the PSO route operated under contract to National Transport Authority, 1233. And that has a couple of variance, that end up going through Gorey, Arklow and serving Wicklow, and that particular service is also supplemented by services 132 and that's serving Bunclody and then on our Expressway, which is a completely different service, that is receives no state aid, that leaves Wexford every day, and travels to Dublin Airport and that operates under the Express completely, in certain instances it can be complimentary but different and distinguished by that.

Now if you add up all those services, you're delivering 300 trips every week between Wicklow and Dublin, so that's what we're delivering at the moment. And most of those are in high capacity vehicles, and if we don't have those, given the amount of commuting that's done from places like this, it ends up causing us problems so it is critical we get the proper type of vehicles on the

bus, in addition to the road passenger, we see, over 3,600 children availing. The school transport scheme and delivering that using over 130 vehicles every day, so that's a critical scheme as well and that's something that a scheme we're very proud of, it goes into delivering nearly 125,000 children across the state and we do on behalf of the Department of Education while the other services are delivered through the Department of Transport. That's what we do in terms of a simple offering to Wicklow. Our customer journeys over the past year have been 5% up on last year, and when I started in this business, in the beginning of 2014 and our current Taoiseach sock used to be the minister of transported the country was beginning in 2014 to meet monthly to see how you generate growth of 2%. So, at the moment, we're getting 5% on 132, which has gone in and dramatically improved with new buses and services. We delivered about 15% drought on that particular route in the past year. So, that has been, good traction from the point of view, now, Wicklow as we said here has been a route in growth so that 5% seeing on the 13 route compares against a national average to

12-13% growth. This we know has been happening over the course of the year so more growth to be delivered right in that. Most what we do, hugely now depends on, local collaboration, so, meetings like this are important to us. And obviously, then, our local team, who sits here, by Adrian McLoughlin, and he's available for any meetings we continue to have, because we need to be conjunction with the NTA with the local authority or Gardai or stakeholders and schools so that's a critical application critical part of the business, one thing we have to continue doing each year, it never stays the same and the level of growth and particularly now that the country's gone back to, low levels of unemployment, or full employment, those issues have caused congestion right across not just for bus users but car users and that has been a critical issue for us. So, even though we originate a timetable at the beginning of the year we have to continue monitoring that, and then of course, we're hugely reliant on further investment that may follow. So, going forward here ...

That traffic congestion I want to highlight to you again, has been the biggest bugbear for our

company certainly in the last three months.

So, notwithstanding as I said we delivered about 15% growth nationally and in fact the NTA would say we're probably the fastest growing public transport operators to under their remit in the past year. Because we've put in all of the additional services, but in reality, what we've had to try and do is deal with the levels of congestion, particularly in the GDA. So, anything serving from here, from the airport back into the city centre, or from the city centre out and where there isn't prioritisation for public transport, we have had difficulties. No different than a lot of you may have experienced if you sat in your own cars and you'll experience, so, I myself just before Christmas I was back out taking the 133 myself, and on average it can run at the moment, we've difficulties of between 18-20 minutes upholding the punctuality reliability of our current timetable and that was something we had to bring to bear, continue to moderate that.

Too, you should know I guess, that the world has moved on from observation, and everything now is completely data driven so all of the buses are

fitted with equipment that monitors their specific departure and arriving times at every stop now. And before you'll make a change to every timetable you have to supply a couple of months of data you who you performed against each of those bus stops each time so you can inform yourself reliably yes the stop is hit on average eight to ten minutes or as we've seen, our Dublin city to airport has been running ten minutes more than the current timetable and that's the average, we haven't been able to improve it, no matter what you can do, the driver can't drive faster or the bus can't move beyond the speed limits, that's the issue we have, we've been through Donnybrook, and there's issues and currently as we knew that as well as we transition into Leap, which happened when you're out around UCD, and people were boarding, in certain instances you could have 40 people boarding at that particular stop. And there's issues there, that when this they are ear boarding and not at pace you're running late for the next stop, these are the observation that is Alan and his team who run the operation with all of their vehicle control centres are now getting down in the minutiae, this

is a lot of cash up work we're dealing with, so in certain instances the company is dealing with what I call legacy timetables, you've had the timetable for a couple of years and you got to modify it, we are in the process of doing that, so we have that informed there, there's are instances no matter what we'll do here, as you know Glen of the Downs for instance can be issues, where you have it, so, you're dealt cards in terms of where you have prioritisation and after that, the best what we're trying to is to tell the customer exactly when it will arrive and perform to that timetable and we haven't been able to do that in the last period but we're moving forward on that. All the 133 trips are operated on double-deck coaches.

Where we can, and where we fail it is because there has been a vehicle breakdown.

But, the criticality of that for us, the double deck coaches take 84 people, that's 84 people we have to transport and we're highly reliant on them. So, in reality, the double-deck coaches has been something again, that has been, there's a lag and investment from the state but we before Christmas, in Christmas week we have news from the NTA there's

a further number of these vehicles going to be invested in, in the future, that's critical for routes not just like 13, but we have a number of high-dependency commuter routes reliant on a vehicle like that as well. When I talked about the Leap transaction time we had issues with technology issues in the past that a Leap transaction could take longer because cash transaction because of the way it is measured, three weeks before Christmas, we implemented a change and sped up and delivered all of that, so, that was something that helps us speed loading so these might seem small immaterial things but when you have a number of stops as we have on a route like Wicklow, they're critical, they are the deciding point whether you're going to be ten minutes late or 15 minutes late at a stop, so our goal at the moment is to get ourselves more accurate and reliable and punctuation wall and that's what we've done.

From the point of view from the reliability, under the contract, we delivered on the 133, 98% of scheduled trips were delivered in 2019.

According to the NTA and as we can deliver it, as it happens we can't drop 2% of trips, and sometimes

when you get into the high congestion, 3%, because if you're run something late it is inevitable sometimes a trip canning delayed and they're just the operational difficulties you can occur on the vehicle has broken down.

So, we have met our contractual obligation on the 133, 132, serving Bunclody we have delivered 99% of all of the scheduled trips timetabled operated. So, between reliability and punctuality and the punctuality is the issue we are trying to address in the current work. And lastly, I guess, we're continuing to monitor a lot of people will be aware in the last couple of months there's media commentary and also, concerned commentary on our part about social behaviour and continuing to treat drivers, so we'll continue to work and collaborate with as many people we can, we need people to respect the drivers, and all that's good for the passengers, and we run campaigns like that. So, lastly, just if I tee up to where we are, recognising in the first instance, there have been issued as I've said here, and when I say there's instances of punctuality on the route, primarily driven by congestion, primarily driven by certain

areas, where we haven't had adequate prioritisation, and that can be coming from Townsend street to Loughlinstown, sometimes you can't get through the traffic. So, one of the things we've done now, is we've spent a number of months, planning with the NTA, and we've got a timetable approved through the NTA, that now as of this week we will be trying to engage with our own staff in order to make the changes, and to bring in a timetable change. And the key features as I've tried to highlight in relation to this, if there's timetable coming in, we believe it will be more reliable and more efficient from the point of view from the customers' serving Wicklow. Because the timetables have been informed by the data. In certain instances it won't speed up their time but what it will tell them exactly if there's 18 minutes to be caught, they know they'll do it, it has other features, we will put increased morning and evening frequency to deal with the peak so we know there's more people coming in on certain times and where we've been operating for every 30 minutes we will move to 20 minutes so that's additional investment. We used to begin at 5,30, we will start at 5am and

finish add midnight, departing Dublin and that's based on feedback through ourselves and NTA, so we can arrive that.

There will be morning and evening direct services and some of the instances that we've had is, because you're serving a route that has been all the time running from Wicklow to Dublin Airport, in certain instances we haven't had the numbers that are on it for the airport so we know most of the journeys, the vast bulk of them are always in the morning and evening. So, a number of those services, in the minute there, will begin in the city centre instead of waiting for the bus getting caught, coming in from Dublin Airport, caught in the city and delivering people late all the way down to Wicklow. So, what we're trying do is take a pragmatic approach to continue service demand but not oversupply demand where people are actually not using it, and instead deploy it where they really need the service on a more reliable and punk wall basis, we expected that timetable will be implemented on March 22nd.

Just after Paddy's week, so, we have the dialogue to do with our own staff in certain instances we

have to bring in resource, and then communicate those changes, we'll put it in operation and trial it and then go live. So that allows us to typical lead time we need from receiving a timetable to implementing it then with our own staff and getting out and communicating it. On top of that, I guess, for the remainder of this year there's a number of other changes, one is that we will as I said, we have a lot of vehicle investment going to come in on half the NTA and Expressway, so, on the Expressway, we have to invest in the vehicles ourselves.

And we will be doing that in 2019, we will be introducing new omni channel ticketing, we call it but ticketing takes account and certain people to pay with debit cards rather than cash and everybody would expect that day and age but we haven't had it, so that's something that will be in by the end of the year, again, people will coded ticket and foe when we're coming out the road somebody is expecting to board that bus, this is information we didn't have but using technology to good effect. And in the very last instance, what I would say at the moment is there's a continued programme of

trying to invest in the bus stations and that has happened through our bus facilities Dublin Airport and in the depots, we're looking to upgrade facilities where they're in there they're continued to be accessible and safe and modern and progressive where we have it with customer information and lastly I guess at the moment some of you I know will raise the issue of bus stops and shelters, so, at the very beginning of it, rather than repeating the point, the responsibility for bus stops and for shelters are the responsibility of the National Transport Authority.

So, when people ask us to do stops, we obviously liaise with the council, but the stops are the responsibility and location of those stops, are governed by the National Transport Authority. Our job is to make sure we inform them when they're broken else and when they need update. And at the moment from everybody's perspective NTA have procurement process in place, to procure new bus poles, new bus stop information, which are in the middle of a procurement process now, so I suspect that's going to take six months or so-to-before that's in. What we have, we hold, and if we can,

if there's anything that is very damaged and needs to be urgently replaced we will try to do that, but more of a sticking plaster rather than a real solution, the real solution will come on the back of the procurement. So, I'll leave that open to there in terms of a quick update, I hope that's given you a flavour of what we have in the business. Strong passenger growth starts of new continued investment, a new timetable change coming in to serve Wicklow on the back of it, continued to dialogue with the NTA and if there's any other issues we'll throw it open and answer any questions we can. Thank you Chair.

CHAIRATHAOIRLEACH: Thank you.

Now if you want to take out a pen and paper because there's currently ten councillors waiting to ask you questions, so what we'll do is take maybe all of the questions and then you can rely to them if you can.

MR KENT: That's fine.

CLLR O'BRIEN: Thank you for coming down, because I think these meetings are valuable and there's ten councillors but you've probably answered a lot of

the questions, can I start apologising to you, because I wrote to you a letter in relation to a bus stop, but you referred me to as senator, but thank you very much, you obviously know something that I don't. I think, as I say these meetings are important Mr Kent because there's a lot of frustration out there, I will talk from 133 from Arklow, Wicklow up because that's my area and I'm sure councillors will want to refer other areas, not that I don't care about the rest of county. The good news is the first e-mail I got about this was to praise you in the sense of the 7am Express train, Express bus, sorry, from Wicklow Town, the lady couldn't have been any more appreciative. But then the "but" came in and that was back from Dublin, the level of frustration out there is palpable at the moment you have people standing on a day like today on the next bus due in five minutes and it doesn't turn up. The main one at the Burlington Hotel, you have sympathy in terms of traffic, you can't control the traffic, and certainly, can't control the lack of investment other the last number of years.

Can I ask a question, what's the turnover of drivers

in the area?

Again, local knowledge is everything, you hear passengers telling me they have to give drivers direction, it sounds a little bit scare scary to be honest with you, that passengers have to give drivers directions. And local knowledge is everything and you get used to you are why passengers obviously I had one lady on a day like today she was in Newtownmountkennedy opposite side of the road trying to flag the bus down but the bus left without her so you can understand people's frustrations at this stage. I'm going to stick to my three minces.

CATHAOIRLEACH: You're getting close.

CLLR O'BRIEN: But you have reassured a lot of people, but meetings are vital like this and we should have more of them in the future but that's all I have to say on it. There is a lot to say but the main word would be frustration from passengers thank you again.

CLLR WHITMORE: Thank you Chair and thank you for your presentation. The 133 is a huge problem, we're all aware of it. I have been in contact with people

whose teenager daughters have been left at the side of the road in the dark as the bus drives by. Who I've been contacted by people who have had to leave their jobs because the bus service was so unreliable. People who had to buy a second car because they couldn't rely on the bus.

It is not acceptable the services that's provided by the 133 at the moment and I'm pleased to hear that you're planning for improvements, but we need to look at the current situation as well.

It is the most complained about service in the country, I think 889,000 per thousand passengers compared with national average of 40 complaints per 100,000 passengers, so it is the worse service in the country. Something has to do, because it is not fair, we want people on public transport we need them to use it, if it is not frequent and reliable they will not use it. I think it is safe to say the 133 is a basket case at the moment.

And there has to be a significant focus on improving that.

And hopefully, what you have planned will actually achieve that.

I'm not sure whether people will have faith in it,

but I really hope that's the case.

I think part of the problem is actually, there's a problem with part of the problem is it could be a cultural problem. Because I've heard of drivers driving by, not stopping refusing to take student tickets and essentially putting teenager girls out on the side of the road when they wouldn't accept the tickets, that's a problem and that's not investment problem that's organisational problem and that's something you have to address. On a side note I know there have been calls for the 133 to stop in Aughrim, it is something that's raised over the past number of years, and I just wondering if you would consider extending the bus service because not only do we need to improve the current service that's there, it needs to be extended because we need more and more people to be using this service, and Aughrim could be a focus of that. Thank you very much.

CLLR KAVANAGH: Thanks to the representatives from Bus Eireann down here today. It is very pleasing to hear the improvements that have been planned. But, a couple of months ago there were so many

complaints coming in by Bus Eireann's 133 service that I organised a petition which I forwarded on to you with over a thousand names. I'm hoping you got it and read some of the comments that were on it. I won't go through them again, there's one comment that sticks in my mind - and it is quite simply just that, being late is affecting my husband's work and our mental health. Now when you consider that 40 percentage perspective of employees leave this county every day to work, it shows how important it is to have a good transport system. We have a very poor train system, there's only a couple of carriages, they're very short, some people are standing all the way from Wicklow to Dublin, the bus service is vital. We don't have the Dart in Wicklow and in Luas and no sign of it arriving in this lifetime so people are dependent on the bus service, they're depending on it for work college, hospital appointments which sometimes take months to get, people are left with no shows, followed by other no shows, people are beyond frustrated at this stage. Now we can go back and tell all these wonderful things that have been planned and hopefully they will come to fruition.

But it has to be more than just empty promises. Because people are just at the end of their tether. One of the - I just happened to go on the website to see what your mission statement says and basically, it says "To succeed by providing excellent service to our customers through a commitment team". Well I don't need to tell you you're falling way short of that at the moment and hopefully it will improve.

Just want to finish by saying that, there seems to be a big gap between how Bus Eireann think they're doing and how the public think they're doing. And, hopefully as I said these improvements will make a huge difference because people have nowhere else to go, we have to get this right.

Thank you.

CLLR MITCHELL: Thank you Cathaoirleach, yeah, welcome to Bus Eireann here, it is good to hear the plans for the change and improve the service. But there does seem to be as mentioned huge problems with the reliability of the 133. I represent Greystones Kilcoole and Newcastle and some of Newtown, and the main Express bus which I'd be

dealing with would be the 84X run by Dublin Bus and I don't get complaints about the reliability of that bus, certainly in the mornings, now in the evenings there's a problem getting back from town to Greystones but basic bus seems to be reliable. Whereas I get quite a lot of complaints from willow grove and Newtown that the bus hasn't come, the news I think doesn't go sometimes to willow grove if it is full maybe or maybe could be other reasons and people are left there for a very long time not knowing what the story is. This hugely decreased confidence in using the 133. And people bought cars lots of them, to use on the N11 because of this, whereas they would prefer many of them, to use the bus.

And we badly need to get cars off the N11, and some of the things we're told about here if it works to have every 20 minute service, maybe we should get in the medium term more frequent services at the very peak to really encourage people off the N11, it would be cheaper than massive expansion of the whole thing. And, I would just the reliability would be difficult to get across to people, and I think a major campaign is needed to persuade people

out of the car that this bus will be reliable. And the statistics which Cllr Jennifer Whitmore mentioned was interesting, certainly I get far more complaints, rather than relatively few in my area use it, these the 84X, so I'd like to urge you have a campaign to try and get people on to it, and ensure it is reliable and increase the frequency for an hour in the morning or so, as the 84X is.

CLLR MATTHEWS: Thank you. I've two questions for you: One is on Express bus services, so you've heard that there's discussions at the moment our proposal on N11 and Express bus service is discussed as one of the options on that. Can you give example of Express bus service that Bus Eireann are currently running that's using hard shoulders and Park and Ride, how it is managed and how it is operated and is it successful?

Secondly, on PSO subvention, can you tell us is your PSO at the level you require to provide the service you want to provide, or approximately how short percentage wise is PSO at the moment?

And I believe you want to run a better service, ire rod Eireann was in last month they want to run a

better service, I know the department holds purse strings for NTA, you referred to the teak sock when he was formerly Minister for Transport and I remember a disparaging remark he made about public transport in that he said loved trains that he had a train set when he was a child and I think that highlights the way public transport is held in this current Government and I believe you want to run a better service and there needs to be higher investment in public transport. If we're to overcome climate change and congestion and economic loss from that thank you Chair.

CLLR O'NEIL: Sorry I was the second on here with my right to speak. I was number two.

CATHAOIRLEACH: You're after this person. I take it in the order. You will have to wait your time like everybody else.

CLLR SCOTT: Have you reset my time? My speaking rights have gone across, thank you for coming in. I'm conscious, that personal stories are very important with this, you can get the statistics through your monitoring and database and that's important too. But, when there's stories, e-mails

sent to me of parents of young children going out to work to commute out of the county as so many people do in Wicklow and they're standing out the Park View at 6.00 and the bus passes and they have to wait the whole day and the same story for the bus in Dublin back home, apart from the sheer frustration, and the effect on mental health it is affecting people's wellbeing, they're away from families as long as it is, so improving the service is critical, I welcome the changes you're proposing but as Cllr Stephen Matthews dichotomy, to what people really want, and public transport is failing them at the moment.

And this has to change. Which you know, we hopefully some of the changes you've presented here will help on the route of the 133.

The second thing that I think desperately needs to be addressed as well is that the complaints service and phone this is the second point of frustration Expressed to me from people is not only is there absolute failings with the 133 service but failings in trying to communicate with anything in Bus Eireann, people e-mailing in and calling in and getting no response back and again, there's why I'm

sure there's lots of us get e-mails from people in despair from people that nobody is listening to them. And so, I would ask you to reply specifically on this - are you also looking at improving the way you record complaints and respond to people, is there a way of fast-tracking complaints and more real time way for people to get response there Twitter or whatever it is, but people are hearing silence at the moment and that's adding to the frustration.

>>: Thank you,

CLLR O'NEILL: Thank you, I just listened to your presentation there, and again, we didn't hear much of west Wicklow in it, but there's one issue, that I would like to raise again and again, it is going on maybe three four years with Bus Eireann with regards to the stop at Hollywood Cross, Hollywood is a village Blessington, it is serviced up to 1920, and up to the last couple of years it is hit and miss with regards Bus Eireann want to stop at the stop at Hollywood Cross, and it really depends on more or less the driver, if the driver wants to stop at that stop we will, and if he doesn't he won't

because it is not a designated stop.

But what I would ask you today is to put this at top of the agenda once whether it is through the NTA, or the TIA or whatever, but once and for all that we don't have the situation where driving threatens... a while ago with a young girl where the bus did not stop off at Hollywood Cross but brought the girl who was diabetic to another ten kilometre south of Hollywood Cross, and now her mother was frantic at the time with the equipment she needed for the girl, and followed the bus, she had to be looked after in the bus before it moved further south. It is a huge issue, that the people of Hollywood are very, very annoyed with. What I hate the thoughts of is Chairman of the Baltinglass Municipal District is coming into the chamber today, raising this issue with my colleagues here, including and come back in another year and another year, can we get this sorted out?

Because, you know, if you're elderly or young or vulnerable or whatever, and you get a bus from Dublin, down west Wicklow now, we always feel a bit left out in west Wicklow but this is a simple thing I think that can be done, and we don't want to come

back year after year and month after month and maybe something horrible might happen in that neck of the woods.

What I would plead now today is once we get a solution to this, that it will be a dissipated stop in a couple of weeks and people can, that a bus will stop there, instead of this crazy situation where the bus goes Annaleckey ten kilometres further.

CATHAOIRLEACH: That's time.

CLLR GLENNON. Thank you Chair.

Thank you, Mr Kent. Gerry made a lot of the points I intended making, most councillors here are concerned about the 133 service, and trains and DART, and unfortunately in West Wicklow we have nothing only Bus Eireann, and I echo everything the councillor has said, it is disgraceful what happened, I was reared on the N81, and I'm around a long time that the bus traditionally always stopped at Hollywood Cross going back when it was the New Ross bus and now Bunclody. It services Dunlavin, Hollywood and Dunard and for generations people have been getting the bus there. In fairness, most of the drivers still will stop because they know that's the tradition. But

there's one or two particular drivers that refuse to stop, put people off despite illness and in Blessington, elderly people are told you have to get out I'm not stopping so that's an issue you can resolve here today by going back and saying, I spoke to the Chief Executive at lunch time about getting proper facilities there and in fairness they're doing their best with TIA to get two bus shelters and official stops but in the meantime you can resolve it by telling drivers to pick people up at Hollywood Cross and drop them off, it always has been a bus stop so why someone made it unofficial, I don't know.

CLLR O'CONNOR: Yeah, as a Councillor Scott was saying there as everyone knows, this is how I get to the meetings, I take the 133 down to Bray, and this morning, I had an experience where this couple asked me for when the time of the bus was coming, so I showed the approximate time and they said we're not waiting that long and the bus ended up coming 90 minutes earlier than the app said, that plays into reliability in a sense that you guys need to update your app, and I know you say a lot about data

and gathering it, and using it, but I think that's easy to do on app you don't have to change the whole timetable you can make it easier to use and what not.

And I just wondered if you have plans to make that better, yeah, that's all.

CLLR DERMOT O'BRIEN: Thanks for coming down, I agree with Councillor O'Brien, it is important that we have opportunities to share and discuss these issues, and I had an experience, actually I was in Dublin for a meeting and I had to make a call, I was on Baggot Street and the option was to go to get the 133 and be here or DART to Bray and get lift and I chose the DART. I'm an user on 133, that's all I am I want to believe in Bus Eireann and the bus service and as public representative to be able to encourage others to use, we went to, well I want to believe that Bus Eireann is part of the solution to all of the challenges we face in traffic congestion and the environment.

But at the moment, I the only thing I would say positively is the buses are brilliant. As someone who would work on a bus as well, the plugs, the WiFi

and comfort, it is great and I commend absolutely but it is difficult for me to encourage to use the Bus Eireann service in Wicklow, I'm fascinated to see the new timetable and hope it rolls out. My question is, what is the ambition for Bus Eireann in Wicklow?

Do you have an ambition within your own organisation?

How quick can change happen within your operational systems that we can see now how everything is changing fast in terms of again the environment and climate and if proposals are landing in Wicklow, that we want the bus to be alternative to that, a positive alternative how quick can change happen in your world thank you.

CLLR CRONIN: Hi thank you very much for your presentation.

As my colleagues in west Wicklow have mentioned there's a huge need for the bus stop at Hollywood Cross, I'm a commuter myself and I use the bus, which I have done since 2015, I used to get it from Hollywood Cross every morning and get dropped back there in the evening and about three years ago there

was a new driver in place and he said he wouldn't stop there anymore.

So, that's a major issue.

They said it is due to safety, although there's actually a lay-by there and there is a streetlight at the cross.

So, I can't see how he thinks it is, there seems to be a safety issue there. He did however decide it was OK to stop N81, so you were left on the side of the road in the dark having to walk back to where the cars were parked which is ridiculous. There's one particular driver, he's normally does the morning route at the 7.10, there's never an issue with him, he will stop at Hollywood Cross, he will never pass anybody and the same in the evening he will stop at Hollywood and let people off but there's two drivers that refuse to stop there, this is ongoing issue, it is raised numerous times in here at district level and also with TDs in the constitution, but unfortunately we still haven't resolved the issue. Another issue with the 132, it is a very reliable service as I said I use it myself but the only thing is the last bus home is at 5.30pm which really isn't very suitable for

people if they work any time after 5pm you're rushing it out to get it. Myself I don't finish until 5.30 so if I get it, I have to sky off early. You might consider extending the service, or changing the timetable just to give maybe a later service in the evening to allow people who do work until 5.30 to give them an opportunity to avail of the public transport in west Wicklow. We obviously don't have the luxury of a rail or of the Luas we only have in rural areas is the 132. So, there are change that is can be made. But, it is a reliable service I've no issue with the timings and things like that, I have to say it is always reliable with you but it is the fact certain drivers are refusing to stop at Hollywood Cross and extend the times maybe it would be a big help for people in the area.

CLLR BOURKE: Thank you. First of all, I would like to congratulate you on the improvement you have made on the service, when I came on the council, we had infrequent service on the 133, and didn't go to the airport. And I remember lobbying with my other councillors we get that improvement

which you did bring in thankfully.

I use the service myself often. And but I do find it frustrating if I have to wait more than five minutes for a bus beyond the stated time. The airport return can be tricky for some people coming back on late nights I've often been caught myself coming back and missing the last bus at 12.00 to Arklow.

Because of the bus timetable and I was wondering if you could have flexibility there, if there were late flights arriving would your app allow you to delay departure from the airport to facilitate late arrivals.

Otherwise you have to wait until 6am in the morning for the next bus, so there's a problem there at certain times I imagine.

I was wondering have you ever considered Park and Ride it is becoming topical now as possible way of encouraging more people to use the bus service and we don't have Park and Ride facilities along the N11 corridor at the moment, official ones anyway so it was something you might touch on but you haven't mentioned it. And the other thing when I plan a journey, I see to myself with family, will

I take my car, or will I take the bus?

And when I price the family rate for four people or five people to go it is dearer on the bus, to go than take the car. And youthened up taking the car. I really think you should be trying to encourage people to, especially families, to take, you should provide a better value ticket for families to encourage them to use your bus service more often because more often than not I end up taking the car. So just another point. And lastly, probably a very good reason why you're not doing this - I imagine it must be health and safety, but in congested areas on the N11 in the mornings, where the cars from Newtown by pass block up the road from there to Bray, what about the hard shoulder for the buses?

For a segment of the motorway, why can't buses be allow today do that to speed up journey times at peak times?

Thank you.

CLLR FORTUNE: Thanks. Thanks for the presentation and thanks for coming down. You mention there's a new schedule coming out on the

2nd of March, and there's been over the last year-and-a-half, there's been two, maybe three looks schedules and I'm mainly my concern is the school Newcastle pocket because it is the end, if you come into north Wicklow it is the end of the bus route, and I feel that there's a population of 6,000-plus of people in that immediate catchment area and they're losing out on the scheduling and frequency during the recent local elections, one of the things I was hearing from people was the frequency of the service.

Now in the morning time it is very good. The Xs, it is good, but as the day progresses, a number of problems came up at the last two schedules that came out and to be fair we were able to get them sorted, the buses put back on that were taken off. I'd ask you, when you're bringing out the schedule in March, could you make sure that the Kilcoole Greystones, or Kilcoole Newtown is not an afterthought, not intentionally but that's the way it comes across, it is frustrating pause people depend on it getting to work and college. The journey into UCD is a problem, you need to look at that, we've been able to sort out the times with

children coming back from school but we need to ensure the frequency is looked at, so I'd ask you to look at that please.

CLLR SNELL: Thanks, Cathaoirleach.

Again, like my colleagues here in the chambers, I suppose we've all had representations from community over the years in regard to problems. By Bus Eireann and I suppose, the idea today is it is not to embarrass the officials of Bus Eireann but to try and help you in regard to provide a better service, because ultimately that's what everyone wants.

I suppose, just to highlight a particular family and give you an experience that I had recently, and supposed to show you the low ebb that you're starting from, because while we've had years of people complaining about the service and I know that you've increased frequency and so on, but, the reality is that your reputation is on the line, particularly in east Wicklow and that's why some of the suggestions that's made here today and I commend the councillors from west Wicklow in regards the simple things that could be done,

because that in turn will help your service and increase your level of commitment from the public to the service that you're providing, but a recent family I met was a couple of generations, there was a mother, grandmother and children.

This particular family and their extended families have used services for many years in regard to getting children to facilities in Dublin for educational purposes and also for employment in later years as adults. Part of the conversation was around the 133 which has been discussed here at length, and the grandmother said what is the 133? And within two seconds a ten-year-old child that was in the room said the worst service in Ireland grandma.

And I think that's what you have to contend with, because the next generation are already starting off with that in their mind and I'd hate to see that happen because I know that you're running a difficult service.

With the increase in traffic on the N11 and the M50, but, I do hope that you can take on board a lot of what my colleagues are saying here in the chambers because ultimately, we're all here to try and help

and increase and improve the level of commitment from your company to the public, but, certainly you've a lot of work to do, you have to win back the trust of a lot of people, but as councillor Bourke said there in regards to there's a lot of positives today, today you're only hearing the negatives but a lot of positives out there and I commend you.

CLLR LEONARD: Hi I'd like to thank you for your presentation, and I want to, I'm sure everybody's affected somebody in their family's been affected by Bus Eireann, in my own case my daughter attends college in NCAD and on more than one occasion she's left standing in the rain when the bus was full and had to wait another half an hour for the next one to arrive which means she's sitting in wet clothes all day in Dublin. What worries me more my mother attends St Vincent's Hospital and she has procedure on her eye and I've not often been able to bring her up so she has to go herself and she's been missed buses due to the capacity coming back, so after get ago day procedure and I'm sure she's not alone because there's a lot of older people having to make

their way up, because everybody has to work nowadays and there's not that extra person to drive them to hospitals and bring them home, that, maybe you could reconsider putting on extra capacity on the UCD stop to Arklow because many of the staff working in Vincent's have had the same occurrence. In addition to that, I concur with Silvester about the Park and Ride facility, Arklow, I represent Arklow Municipal District and we have commuters down there, and I would love to see a Park and Ride facility introduced, I don't know whether that's NTA or local county council facility but it is well needed and needs to be developed.

And then the other thing is, there's a stop that has been decommissioned in Arklow and there will be more development in that area of town, and a lot of older residents attending the hospital as well that have mobility issues and can't get down to the further stop down at where across from the in front of the Methodist Church in Arklow, they're not able to make that journey down due to mobility issues, could it be reintroduced that stop in Arklow, in Dublin Road in Arklow.

CLLR FITZGERALD: Yeah, just obviously, Cllr Peir

Leonard has mentioned it there, when some changes were made to the service there some years ago, from Arklow the number 5 bus who brought people to hospital in Waterford was discontinued and so services to St Vincent's Hospital were discontinued and St Vincent's Hospital is the main hospital for the Arklow area.

And I have had to go up there one night back some time ago to take a person home pause you can't get home after it, and when you're there, when go in, there's a big time between the time go in and the next bus is coming along, and I think at the time, I said it, reading what I said, it was absolutely ridiculous to reduce the stops at Vincent's hospital because a lot of the people who go there are in the upper age group, they go up on the 02 bus, it stops there three times a day down and I think it was a wrong decision to make at the time, it was made as I am owe told to save money not for no other reason so I think there should be, that should be looked at and maybe an extra stop at least one, just look at it, people go in the morning mainly for appointments, they come back in the afternoon.

On the other side of it, I have a good memory back some years ago, when it was difficult to get a bus in the '80s, and part of the '70s, and the service we have at the moment in my opinion is quite good, and certainly, I think we have 13 or 14 buses a day to Dublin and the airport, you wouldn't get a bus to the airport in the '80s, anyway, so I want to commend Bus Eireann on the increase in the services.

And the service is excellent so far as you could say it, but we need jiggling, the last bus out of Gorey at night time people work at night time, is 21.30, and then you have a gap, so, that needs to be looked at, I know you're looking at the services there, but in general, the service has improved so far as there's more buses on the road, but it is not the number of buses you have to look at but what buses are - Vincent's hospital, if you go there, you get off at UCD and some people get taxis, if you're not in a position to get down there, issues walking and whatever, I think that should be looked at. Because, you're running a public service, and in my opinion that should be looked at and the number of buses that stop there, and come back from

St Vincent's Hospital should be increased, the decision was wrong at the time and still wrong and people contacting me are totally frustrated with, getting off at UCD and trying to get down to Vincent's hospital. In saying that, the other side of that is your service improved with the number of buses, and I have no issue saying that, the only issue is some of the bus shelters, we're getting two new ones, in Arklow and one Rathdrum, some of the, I think we need better facilities at the bus stops as well because at the moment, I think we've one out of eight.

With a shelter, now, I know, sorry, and fully support Cllr Peir Leonard in asking that for a bus stop at Invemore park that was taken away because we were told we only had three stops.

CLLR MCMANUS: Thank you Cathaoirleach and thank you for your presentation.

My question is in relation to students who rely on your services within the county. So, that data, that has been informing the changes coming, is there any specific research being done on the students that are relying on the service both in terms what they need for their timetables?

And in the cost of commuting from Wicklow and relying on your service to get to college?

Thank you.

CLLR DUNNE: Thanks for your presentation.

Somebody who uses the bus in DIT in Dublin we have the 133, the Wexford Bus and I suppose like everything there can be problems and there's something as bad I suppose as a bus going past you, or turning up and nobody knowing what is going on, and that's I say the bulk of people in this room today giving out about that.

shoo my question is if the buses are tracked, and they do, bypass a bus stop, do you know about it? If you do, what do you do about it?

Because surely, as Cllr Avril Cronin and the people from west Wicklow are talking about Hollywood Cross there, if a bypasses Hollywood Cross, you should know about that, and should do something about it. If it is, a driver's personal opinion he doesn't want to stop it, the company should know about it and act on that. In my opinion from Wicklow Town point of view, the service is good, and you'll only hear people giving out when something goes wrong, 90% of the time the buses run well and should be

commended on that. Without that, I know a lot of people in Wicklow are going to colleges and that in Dublin, they would struggle to further their education. I councillor Fitzgerald, a lot of people find it difficult to get to Vincent's hospital a lot of people use that hospital and if something could be done there, that we could accommodate people getting to the hospital as near as possible can be, it should be done, because, really, the idea of going into Dublin, getting off a bus stop and having to get a taxi to the hospital, you know, it is really not fair.

Just a final point, the bus stop in Wicklow Town Convent Hill has been damaged for a long number of years, and maybe go pack to colleagues in Bus Eireann and have a look at it, thank you.

CLLR TIMMINS. Thank you, Chairman and thanks for the presentation guys. I will be brief a couple of quick points; one has already been rehashed a few times but obviously pertinent the Hollywood Cross issue. I know of a young girl of 18 years of age who wasn't got off at Hollywood, and she had to walk back from Analeckey along the N81, which

we know how dangerous it is, it is hour and half walk back, so there's obvious takers in the fact she wasn't allowed to get off at home village. The other point and I experienced this myself, just dropping people to the bus stop at Analeckey Cross, so equi-distance between Baltinglass and Blessington, I got there six minutes before the due time for the bus to leave and the bus has gone, I rang the head office and they said, I got through after ten minutes, and he said he's coming in Blessington now, so it is inexcusable, even more money before the due time so I'd ask that would be stamped out please. Thanks.

CLLR WALSH: Just a quick question in relation to the business initiative, the BusConnects, and there's been public consultation periods, into that, wondering have you an involvement in that, have you regard nation approach there, from yourselves just, there's a lot of information greened from the Dublin Bus on the BusConnects project would be of use and benefit when you're going forward with your new frequency and new timetable.

CATHAOIRLEACH: Finally, I live beside a bus stop, I work beside a bus stop and ended up having to give up using the 133, because, one day it cost me 31 euros for a taxi because I couldn't be late for work that day and couldn't get the bus. You said in the presentation that 97% of trips are delivered and that you've met your target. It is amazing to me, that we can be the most complained about route in the country, you said 898 complaints, and that you're hitting 98% target. Obviously, we either have prolific letter writers or e-mailers, because, very few of the people who actually want to complain go to the bother of putting it in writing. So, for everyone you get there's ten that haven't written so you're looking at 8,000 people upset with the service that you have. And you're still hitting 98% target, I actually find that frankly hard to believe. Thanks.

MR KENT: So, Alan and I will respond, we may not hit them all, but we've taken notes. In the first instance, look, you'll just have to accept bona Phidias, we're here, you're not finding us

defensive at the moment, we know the issues at 13, you're right it came out of the high complaint routes in the country, just to in terms of where the data is, to be specific on the thing, we've 750 complaints on 400,000 journeys this year.

That has been a complaint rate of 174 per hundred thousand, that's what it is at the moment.

CLLR WHITMORE: Is that specifically for the 13.

MR KENT: Just 133, and in terms of the urgency from everybody's perspective. This is a route we have been told is going to go out to public tender in 2021, so when somebody asked the question, will be you fast we have to be. We have a route we have, you know, over a 20-plus drivers, the bulk of whom are based here this Wicklow, so we know there's areas there, of a route and we've been operating for years so we want to hold on to them. Some complaints are based on punctuality and we're recognising having done the analysis that we've had, segments where we've ten minutes late and whole of route, end-to-end 20 minutes, late. It is not we're running it, we're 20 minutes, based what the current timetable says, even when we put in the change, we won't speed it up by 20 minutes,

but more accurate in reflecting what we're out to deliver. That's important point. You're asking about the funding available. For us to bring it in the 22nd of March, we obviously will have to present, we're presenting it to staff, but get the funding for any change and we're depend unanimity on the NTA to do that. Where it is putting in, that's subject. So, in principle once approved a timetable we will come back to them in the next week to ten days, because we're back from Christmas, saying here is the cost of the route. So, I don't envisage problems in relation to that, because everybody, are in concert and wanting to make sure this is the best service it can be. Unlike other people, the NTA, well the NTA are having some funding constraints but at the moment from the point of view of the Bus Eireann company at the moment, we're reasonably satisfied what we're asking for is being paid for. Would we like more frequency and issues been asked there, can you extend to Dublin Airport later, they're practical questions of cost as a reality at the moment, so, it is difficult for me to say. So, and that's why I don't say or commit lightly, if there's

commitment, NTA need revenue to cover the cost, and usually 40% of the difference, where it is higher if you unvented 80%, people will request if that's value for money. From our perspective, so far so good in terms of our negotiation, because we entered in a new contract as of the December 1, the NTA will tell us we'll get what we need to deliver the service but additional services that add cost and is done a dialogue, on a case by case basis. We're going to March 22nd to put those in. The question is asked about park and rides, in general, because we're a public transport operator, we're very supportive of park and rides where we get them in. Anything that gets people out of a car on to a bus or train we'll support. But we're not in control of that, there have been conversations about a Park and Ride in Arklow and there are threads, but apart from consulted on, we will only be consultee, we don't control the spend, we're not in the council, but if somebody asked us would we support it, I think we would, and it would be in our interests, if people are able to connect on to public transport generally.

In relation to the Vincent's, and I'll pop to

annual, he will address some of the drivers issues that have been addressed as well. The St Vincent's question has been up, to a certain extent it has been a question sometimes of compromise. Because, you had the people saying they didn't want to go down the road to get Vincents and go up the road and delays, so you will balance delivering the service and people directly to the door. So, it was one of those issues. If I had my way and there on the outside of the door you would deliver them but that's the question. If somebody wants to pay us to go down the road and back out again, it will add journey time on every journalistic approach and question is for everybody on the bus going from this position, whether they're happy. I would take the stand that I wouldn't want to see anyone discommoded, we all have people we love and care about, and want them to have the best service. That particular one the decision was, look it involves about a hundred metres in terms where we can, for it has been a question of compromise, it is never to say it won't be revisited but not in the current timetable. On those locations you mentioned, I think we'll take them away if you allow

us to come back, the key question at the moment somebody asked is it a designated stop?

And the issue we've had with your drivers at the moment is most drivers for years, for decades, they were taught to get from A to Z and do that, and try to minimise it. The worth has changed, every individual stop that you hit is equally important. A this has been a mindset change we had to change in the business for everybody. So, the question is, if that is a designated stop under the NTA contract they have to stop at it. So, I just need to check if it is designated, if it is, absolutely they should stop. If not, then we probably have to go and get the designation in and to put it in there, otherwise, by stopping to a large extent all we're doing is perpetuating this old custom and practised way you're trying to get out of the old system so operate to a contract. I noted these places you said, Arklow, and Hollywood, and we'll take them away and maybe come back to them and I'm happy to respond if you want to give me detail directly. I don't want to give anybody a mislead on this. And the last theming I would say to large extent here, look there's great ambition to improve

the service, we've got a massive growth in our process at the moment, the public transport is growing, this is the one route at the moment, where we're delivering on average 37, 36,000 customer journeys every month. So, a lot of people, and of the 36,000 we're getting 75-100 complaints. So, we immediate to get those down to 40, maximum and in reality, zero. But zero is not a practical reality for anybody. So, the time sensitivity that people have behind their apps and phones, is much more different than it was five years ago. So, are we improving our app?

Yes, there's a huge piece of work going on in the background. Is it an easy piece of work?

It is not, but we're trying to get three data feeds, so somebody isn't left working if the bus is coming.

ALAN: Stephen's answered a lot of the questions there, just on the timetable, it is great to hear all the feedback. We do know we have a timetable largely due to the increase in congestion hasn't been deliverable and we will be adding into the new timetable up to 25 minutes on the journey time, that will make and appear the journey longer, but what

it will do is actually represent exactly what is happening and the reality and people will plan to that create. I think the challenge for us, we have our scheduling built with not enough time. Buses are getting late, turn around are getting late, challenges, people highlighted, particularly in the evening in Dublin, buses are getting late in Dublin, because they are so behind time, capacity issues because they're bunching, we see the new timetable will address those, and as I say, that commitment for ourselves to, we know unless we have a reliable timetable it won't be reliable in the minds of the public, and they won't use the service. I think, we have seen where we got it right, we've gone through a process over the last twelve, 18 months which is continuing to be reviewed to get reliable timetables, Waterford city we did, we're over 80% punctuality, Galway we reviewed the timetables they're up 78% punctuality. 13, we have been down around the 40% punctuation wall of our services, that's got over to the back end to 2019, we're up to 56% punctuation wall. We need that to be, our target as business to be 90% must, at every service, 90% or better punk wall and that's

is a measure for the NTA is every single bus stop, so no matter which customer or bus stop they're standing at, we need the bus to be punctuation wall. It is difficult, the operating environment makes it challenging, but we know we need to deliver that, if not we're not part of the solution. People won't use public transport it is great to hear that, you know the desire within the chamber here, the public transport part of the solution, so, we really do believe that this new timetable will be the building block, it is not the sole answer, we know we need to do a lot but the timetable needs to be there.

I think, on the driver issues, driver turnover, we due to service expansion we took in nationally about 500 new drivers so we have 1600 drivers, we took in 500 new drivers, a number where in the Dublin area, it sounds like some of the feedback, we had driver training issues, they should not have to be told by a customer which route to take.

That's something, we will take back, we do have in Dublin a six-week training programme for every driver who comes in, they do operate not an excuse, but operate a lot of routes and we immediate to make

sure they're trained and fully aware of every bus stop on every single route. A couple of comments come up, the use of hard should, we don't use hard shoulders anywhere, in Northern Ireland they do use them going into Belfast, is it something we've raised with NTA, yes, it is and something that needs to be explored.

Again, I suppose, anywhere where we get bus priority, to help improve the reliability and punctuality of our services we would welcome that. But again, nothing available to us.

Other cases, Stephen's raise the the issues with the stops, particularly Hollywood Cross, a lot of feedback on that, we will take that away and respond to that. I know there has been, we'll confirm whether it is designated stop, I know there's discussions about infrastructure and facilities needed there, but we will respond back.

The complaints, we do, we are monitored by the National Transport Authority in relation to complaints. We have, we must our target otherwise we are fined. With penalties within fifteen days, so, this is what, we're sitting at 90% plus within fifteen days response, we're continuously working

to ensure that's higher, but that's a target and we are monitored closely and penalised if we don't get back to customers who are communicating with us.

I think Steve might have the comment about the ambition, our ambition is to be a significant player and operator in public transport services in Wicklow and delivering for the public in Wicklow, that's what we want to do. We have, we do know the 133 is put out to tender. We want to ensure we retain it and we're the operator of that service and deliver a good service to the public and we have, Stephen again mentioned we have a number, of employees living and working in this area and we want to make sure we retain it, so that's very much our motivation in the 133, and we the piece around working with the representatives, we want to did that and continue do that, and we will take on board everything we've heard here today. The other, and again, we'll take away the NTA are responsible for the timetable. What we can do is take away the suggestions we've had today, and liaise with them, feed them back and ultimately they decide what the timetable is, similarly on the

fare whether it is the leap fare or cash fare that's set by the NTA but always good to get feedback and we'll pass that back through to them.

And the bus, maybe two final ones I picked up, from the students we have, I suppose we built a new timetable based where we see the demand and overall demand and what we've tried do is in the morning peak between 6am and 7am going into Dublin, 20 minute service and better balance returning back out of Dublin due to capacity. Again, the fare for the students, that's settle by the NTA, but ultimately there's some cracking value there with LEAP cards and 3% discount and we're seeing a significant move to Leap Card use now due to the value that it is providing.

I think the final one there, the buses, all the buses are tracked. And we use that to feed the RTPI system, we need to get the quality of that better, as Stephen referenced, so we're giving good quality RPI data to the customers. When, if a driver goes past a stop and doesn't stop, we wouldn't see that on the data.

We, we're not notified of that, so, if he went off route we would see, but where he passes a stop and

doesn't pick up that's difficult for us to see on individual basis from the data. Hopefully that covers a lot, all the questions, not sure I missed one particular.

CATHAOIRLEACH: We're an hour-and-a-half.

CLLR WHITMORE: Will you consider expanding the route to Aughrim?

MR KENT: We will take that in, and Aughrim is a decision, so, the last thing I will say, we're an Irish company, and we have given you lots of data here, but we know most of it what underpins is it personal issues and we've a lot of respect and a lot of care and attention to address the issues you've highlighted in Wicklow today.

Successful to be getting the Cathaoirleach to get back on the bus outside the bus stop. So, if I come back and say we've done that, so we're twelve to fifteen months in our own jobs, we've got so far on the thing, we have momentum 5% growth combined and 15% now it is about quality of service. So we'll give a commitment to move on the first instance on the 22nd of March, look at locations where he was we have to see but that's a dialogue

with the NTA, and if I come back and say at the end of next year those complaints, we'll have to give it a good shot anyway and hopefully we'll have support on that.

CLLR GLENNON: Will you give a commitment that the bus will stop at Hollywood Cross and accept the point infrastructure is looked at, surely it is wrong that a bus driver can make a decision to leave people standing there or not drop them there, can you give as senior management, that all 132 services:

MR KENT: If it is designated stop we will. If it is designated stop we will and if not, then we'll have a dialogue about that.

But I can assure you if I check it Adrian is waving his stop it is not designated stop so that's the status of it. So, what we'll have to do is go into dialogue with NTA on that. So that's the only commitment we can give you on that.

CATHAOIRLEACH: Thank you very much indeed

MR KENT: I will. It is clear the stop at Hollywood is not a designated stop but what we're arguing

since 1920, it was always used as a stop, and the inconvenience that is causing is not fair.

>>: I hear that.

MR KENT: So, I can let you know it is not designated stop but since 1920 it has been used and what we're asking is that, this can be sorted out next week and can be used as a stop.

CATHAOIRLEACH: Thank you.

>>: Thank you very much.

CATHAOIRLEACH: OK. Item five on the agenda to consider the Chief Executive's Monthly Management Report.

And I would like to bring your attention to the fact this is the first meeting for our new Director of Services, Breege Kilkenny, she's taking over from Shaun Quirke as Environment and Municipal District in Baltinglass, it is very nice to see a woman as director of services in Wicklow, it is the first time it happened, I'm sure it won't be the last.

Chief Executive: I'll mention one or two items and

take questions then. We did receive funding last week under the large-scale capital infrastructure fund sports infrastructure fund so two schemes one is refurbishment of the Coral Leisure Centre to improving wheelchair access, and changing rooms and front area, so that's welcome. The second one was to replace the running track at shoreline sports park in Greystones, it is well used facility and by local clubs, and your disabled groups and everybody so very well. The second grant we got last week was in relation to Claremont, this is for don't creation centre, that will have creative pods, co-working spaces, screening facilities, Podcast studios, Conference centres and private offices that will allow people to feed into the audio-visual sector, so people involved in post-production, he had the sound, and costume design and set design, that will come with manager and provide a lot of training and support to people working in that industry. And that coincides with grant permission for 4,900 square metres extension for Ardmore Studios, Ashford has 65,000 square metre extension grand so feeding into that sector and it is going to position us and Ireland and

Wicklow as a global hub for this screen content creation sector. We'll have a full presentation at that on the February meeting.

Contract was signed this morning for N11, M11 parallel service road so that will start very shortly.

And that's funded from our TIA funding which we received last week, 7.2 million so that's very welcome.

And one last one, we have project shortlisted now for the All Ireland Community and Council Awards coming up so those are the Cliff Walk here in Wicklow, eco-trail held around Bray Head in the Autumn and the gates of hell experience in Wicklow gal. So, I'll take any questions

CLLR O'BRIEN: Thank you Cathaoirleach and on behalf of my party I wish Breege the very best of luck and wish a happy new year, going back to the Chief Executive comments, it is great to see the funding coming through and God bless elections, we welcome the Coral Leisure Centre because it is run down for many years and needs a makeover, I want to welcome the efforts in relation to Claremont

because we can all agree here whether we live in the north south-east or west we need jobs. We've heard all the job announcements all over the country and Wicklow seems to be left behind.

I was looking at the figures last week and the IDA happened to visit here in once in 2018 and six times in 2019, compared to Dublin, 269 in 2018 and 216 in 2019, Westmeath are ahead of us so I welcome the announcement of the creation hub in Claremont but the council are doing all they can but need assistance and help from the IDA and wondering with a the intentions are of the council to collaborate with the IDA, or have the IDA any intentions of coming to Wicklow?

Because the one thing Wicklow is lacking at the moment is major announcements.

CLLR BOURKE: Thank you that was an excellent managers report put together there as usual, very detailed, a couple of things you left out on it though, you haven't mentioned anything about the Pure Mile, I understand up until last week, the Pure Mile has not been renewed yet and I was hoping there may something in the report about that, I was

reading it last night and disappointed to see no mention of the renewal of the Pure Mile for the coming year, maybe you could clarify for us. And disappointed there was no mention of the outdoor recreation grants with repair to the seafront for the walkway, that's a big issue for the last number of years, but it got some traction in the media last November, and we were hoping for some kind of announcement on that. Perhaps you may have update on that one and manager, thought crossed my mind from reading the report last night are you concerned at all since you took over as manager here that arrears in rents have rocketed by 60% and are now at 1.6 million as per the report.

CLLR SCOTT: Thanks very much and thanks again for the report.

And, I want to echo the congratulations to Breech soon we'll have a full team of women sitting on the front bench. Pointing out a couple of things that were omitted even though it is a comprehensive report as usual, I note there's no monthly update on the progress with the chime adaptation strategy on the report this month, if that could be returned

back on to the report, in February. There was no monthly on the climate adaptation strategy.

And the other thing is, I did ask last month for a breakdown of the length of time the children and families are homeless, the reason I asked that last month is just given the affect homelessness and living in temporary emergency accommodation has on children mental health and physical and emotional development, I want a breakdown of length of time there, related to that, noting that the publication of the voting registers is due to happen shortly I want to know measures to ensure there's a system forever those living in temporary accommodation and without fixed addresses they can register to vote and not be disenfranchised, and be a position in place. I was wondering update on the Government funding to support the rollout of electrical vehicle charging points across the local authorities, I know it was announced back in October and I want an update noting Greystones have no EV charging points which need to be addressed. Thanks very much.

CLLR MULLEN: Thank thanks Cathaoirleach for a

detailed report. Three brief questions, one is, stream one funding for the West Wicklow Swimming Pool Project, is there an announcement on that, because that project is to be making progress, the other project is to see it on target is the Arklow Shillelagh Greenway, supposed to be going through a planning process in the first six months in year, I'm presuming that is still the plan, and want confirmation on that. I've had a number of reports from villages and we've raised it Municipal District level, a couple of times is the poor state of public lighting in towns and villages, Shillelagh, Carnew and tin a Healey is poor, we've raised it Municipal District level I think the contract needs to be looked at because there must be come back where the contractor is not performing the job they're supposed to do, and now the Christmas lights have gone down the darkness is becoming more acute so I would like a report and on where we are with that.

CLLR O'CONNOR: Yeah, first like to thank the Chief Executive in including the reports on smokeless coals and wondering for the climate SPC, because the air pollution complaints went from one to a

wondering we get where the pollution complaints are coming from, if they're coming from the same location, or if we get lost, maybe a year of complaints sent that would be great.

CLLR CULLEN: Thanks.

Just like to ask the Chief Executive please for an update on the house purchase loans.

In particular the rebuilding Ireland programme, I note 134 applications received up to the end of November. 36 approvals, 44 declined and 17 withdrawn or incomplete.

I suppose, it is an area that I would get quite a lot of kips from people and a certain amount of frustration in that there's no point applying for this particular purchase loan and I would like a clarification on I suppose how many applications are we in a position to approve or is there obviously a limit on funding on that?

Because it is certainly a lot of questions that need to be asked with regards to the house purchase loans thank you.

CLLR WALSH: Thanks, Cathaoirleach and manager for

a comprehensive report, good news in funding awards and welcome the content creation hub for the County Campus. Like you said Cllr Sylvester Bourke reading the report, one thing that jumped out at me is significant increase in the arrears of the social housing stock we're up to almost 1.7 million, a figure that coincidentally is the same figure that represented the 10% increase in LPT, it is neither here or there but significant increase in last year and this year, another question is in relation to, might come up with Cllr Stephen Matthews's proposer for suspension, page 32, on the N11, M11 improvement scheme, I know when this was raised here last the director roads director indicated there would be a number of meetings held with stakeholders groups, just wondering if there's update available on the meetings and how many have been held today. And noted in commercial rates arrears, there's a significant number of over 12 million so wondering what measures are in place to those arrears. Thank you.

CLLR LEONARD: Thank you for the report it is always a great read and gives a template for

everybody to comment on, and congratulation late Breech as well, just in relation to the online consultation hub, there's seems to be a problem on mobile phones, getting through to the links so maybe that's something the council can look at, I'd love as well to have update on the advertisement of the recruitment and ports and harbours, advertisement of the harbour's master position, that is due to be put to it as well.

To get a timeline on that?

And also, I was wondering could it be incorporated into the monthly report, whether there's remediation works planned for Avoca mines and tailings into Avoca, now we're getting sewage treatment plant in Arklow it is time to look at the whole river as catchment and improve the quality and restore some of the life back into it. Thanks.

CLLR MCMANUS: Thank you Cathaoirleach and thank you to the Chief Executive for the report.

At the risk of being predictable or determined I want to talk about the child homelessness figures, I circulated a motion that we have put forward this will become a stand-alone agenda and I want to say

thank you to everyone who relied and I know sometimes you don't have the time to reply but the people who read it. I don't think we'll get to motions today so my question is first of all I'm concerned again, 67 children presented in November as homeless in the county, there's a huge drop so two people in temporary emergency accommodation and 14 in B&B, which is down 46 the month previous which is good news I guess, and I would appreciate if the Chief Executive would tell us what happened, for that, we don't normally see a drop of that significance between months, so, that would be great to see what is working for going forward. And secondly, in terms of the work for schedule for 2019, so is it that happen, Sonas and thank you.

CLLR CRONIN: Thank you for the detailed report, just a few issues I want to raise, I want to ask you in relation to the approved housing bodies, do you have a time frame as to when the houses in Dunlavin will be ready the 40 units which will be turnkey when they're ready to be occupied and if they will alleviate most of the people on the housing list in the west Wicklow area. And also, as Cllr Sylvester Bourke mentioned a Pure Mile I

was speaking to Ian this morning about the Pure Mile, and that, he is still awaiting funding and this is made a huge difference in our uplands and rural areas, so, I think we need to ensure this gets approved again for the coming year. I have made representation to the minister so I'm waiting to hear back from him. And finally, there's built heritage investment scheme is coming up and I would ask to consider Dunlavin market house for this grant, as you are aware when you drive into Dunlavin it is a unique building in the centre of the town and over the past number of years it has, it is becoming to look a bit there be dated, we're waiting on lights to be fixed spotlights to be fixed, a am in of months, I have raise it had with the council but still waiting for them to be fixed. But it would be great if you could consider applying for the market house for the built heritage investment scheme.

CLLR WHITMORE: Thank you very much Chair and I would like to congratulate Breech and look forward to work with climate action, I want to support what Cllr Grace McManus has been saying and support her motion to have a stand-alone item.

Because I think if we focus and address the issues that affect the most vulnerable of children in Wicklow, we will make Wicklow a better place for everyone living there. If we focus with children and their needs to spreads to everyone else. In relation to the reporting of it, I'm just wondering whether there's some way of reporting on family groups, so, that because my understanding is while say 67 children are recorded this month that they may have entered and exited so it would be good to have an idea how long, when family groups are coming in to us and how long they're staying and where they're being put and then we can track them and see whether or not there is delays that we need to address because it is important that those people are accommodated quickly.

I have, at the last council meeting I raised an issue in relation to unauthorised quarries. And the CEO said he'd get a report to me on build or not Wicklow County Council had any contracts or business arrangements with the operators of any unauthorised quarries in the county, I haven't received yet, Shaun has left so it maybe one of the things that fell off the table but if he could get

that to that would be good thank you very much.

Chief Executive.

Just in relation to Cllr Paul O'Brien, on the IDA we have regular contact, the regional manager, he is on to us all the time, when there's itineraries on Wicklow, we will meet them. He looked for results on commuter survey and skill set that's available in the county. And you know there really is positive engagement, he was down here and friend to the council, had a workshop in June 2018, and look we'll keep that contact up and with a lot of the companies in relation to the when they come to Ireland, the job of the idea is to get them in, they will have locations picked in advance and sometimes there isn't a lot they can do. The one in Arklow is one he put a lot of work into, and it came through, but we'll pass comments back in relation to visits.

Cllr Sylvester Bourke Pure Mile, Ian Davidson is in contact with me again this morning also, and I will contact the department immediately in relation to the funding for that next year, if it is in if it is in jeopardy we will to all we can

to restore it.

The outdoor recreation grant for seafront, it wasn't announced yet, we'll expect something shortly we will let you know. Arrears in rent, we put never place in terms of build pay, Post Office, and in terms of deductions for pay role, we have the rent collectors calling out so we make everything available for people to pay in as much as they can, if people default we have to go down a different route but everything that can be done is being done in terms of making it easy for people to pay their rent.

Cllr Lourda Scott in relation to the climate adaptation strategy, the climate action team is in place and reporting next lime action and biodiversity on the 30th of January. The first action item is looking at the EU charging points throughout the county, so district engineers have been consulted in relation to suitable locations and that includes the Greystones area. We did of course, try and sign a climate change charter here in the December, that's between ourselves and the two separate Government departments in relation to committing ourselves to those actions

In relation to the length of time for homeless, as in the presentations and exits, yes, we'll have a look at that future of Chief Executive's Report. And Cllr John Mullen the west Wicklow swimming pool that's a separate grant as opposed to the stream two announced last week, that would be stream one, we haven't heard anything on that yet but expect it shortly. Arklow to Shillelagh Greenway, that will require, as you know, there's contact with the various landowners, it will require preliminary design and appropriate assessment screening that may lead to impact statement and environmental impact report to go to An Bord Pleanála, but what has been announced is funding source to apply funding for those schemes so we'll apply for that. In terms of public lighting, again, we've written to the service provider, we've been in contact with them, I know they've taken on extra staff and we're talking to the ESB and will arrange a further meeting for this. We will have the main scheme LED lights coming on end of 2020 which will make a huge difference, air pollution complaints, Cllr Rory O'Connor yeah, we'll take that information and send you directly in addition to putting it in the

report. The rebuilding home loan, again, it has been confirmed now, that that's going to be in place, for the next year and Government has put aside 220 million so something like that, so no issue of grants coming into it, if people are eligible there's no issue in paying the grant. We received 134 to 30th of November, 34 approvals, 44 declined, 17 were incomplete or withdrawn.

But again, people have to have the means to pay, and go through the credit control commit and referred to housing agency et cetera, but the grant is here and here to stay.

I mentioned the rents and arrears, we have hit targets set for us in terms of rates and you know, it is higher than it ever been up around 80% but we will keep chasing people. N11 and M11 improvement scheme there was consultation process up until the end of January, that's a standard form so that's finished but the whole, there's a continuous consultation process, so, we will be accepting and are national road design office will be accepting ideas and any form of consultation, right through to the end of the process. There were over 200 groups met stakeholders groups, that

was groups themselves and individual landowners. So, we can get more information on that, but it is on-going consultation process.

Cllr Peir Leonard the online consultation hub, yeah that's certainly something we will take into account. We have the front desk coming up as item on the agenda and certainly something that could be looked at from that group.

In trying advertising the position, again I'll come back to you on that, we are looking at exactly what time of individual we want and need that will assist the harbour master and in the Avoca mines, no plans to do work there, we are looking at CPO to tidying the whole title we are mapping and surveying it at the moment but haven't looked at applying for funding to do the full clean-up and maybe turn it into a tourism attraction or whatever down the line but there's potential there absolutely. And Cllr Grace McManus in terms of the homeless - it is a difficult issue there's no question about it and all individual circumstances and a lot of ditch circumstances. The focus is on prevention and intervention, and we have been very successful in a lot of pre-prevention, if you look at HAP homeless

time they provide solutions in terms of 3D 2% of the cases but 88 were prevention where we worked with the people and prevented them getting homeless in the first place so that's the priority. The people who are in emergency accommodation, again it varies, the numbers needless to say month by month that people come through because of various different reasons, there's notice of the quick family breakdown alcohol, drugs, a whole range of issues. The numbers in emergency accommodation, are lower than Kildare and Meath and Dublin areas because of the prevention and intervention by the staff here.

A lot of the people the numbers have gone down in terms of emergency accommodation but people there now, there's solutions being put in place for them as we speak. And, similarly, we have people who are in houses, it is not their final long-term solution, but we are working with people in relation to HAP and social housing and it is a continuous process of working with them.

The Sonas facility will be run by Dublin Simon so they need to a small amount of work we'll fund in relation to bringing it up to standard so that's

starting right now so just a matter of two or three months they will be ready to take people in. Cllr Avril Cronin houses in Dunlavin are close, I would say it is about two months away, something like that, we were hoping to have it by the end of the year but it didn't work out with difficulties they had onsite and incumbent weather and different issues. Pure Mile gets on to that straightaway. Build heritage for market house, we'll talk to the engineer about the spotlights, I know they should be up and running at this stage.

Cllr Jennifer Whitmore, I mentioned the family groups, I know what you're saying in terms of presentations and exits, a bit more detail on that. Quarries, I haven't got the report but follow up and as soon as I get it, I'll send it out.

CLLR BEHAN: Can I have a point of order; can we kill the heat for a while.

CLLR SCOTT: Clarification, of those without the fixed address are registered to vote or is there a facility in place, just a comment on that.

Chief Executive: If Tom wants to make a comment on this, we have the supplementary forms will be

going out so we have a new register of electors published on the first of February, which will come into effect on the 15th, so, it depends when the election is held..

So, we don't know when that is obviously, it could be the 7th or 14th, we don't know, so we'll continue asks to be entered on the date set by the department so usually two weeks before the election, so somebody, in whatever type of accommodation they're in, they could send that in. We will publicise that and get the message out as well.

CATHAOIRLEACH: OK, item six, to receive update on the development of the Customer Care Innovation Hub and refurbishment of the council chamber and private elected members rooms.

And it is Pamela Kennedy.

MS GALLAGHER: Thank you Cathaoirleach. I'm going to give introduction and background to the whole project. Pamela Kennedy is the project architect, Pamela's retired senior architect with Dun Laoghaire Rathdown County Council, she's wide experience in enhancement of public buildings, Pamela designed and oversaw the development of the

civic hub and foyer of Dun Laoighaire Rathdown and development of the new council chamber there, so she's supported by architectural team comprising of QS and we have inhouse team which is Chief Executive, myself, Eddie Murphy, Chief Executive of housing, senior engineer and Ben and Clancy architects here. So, to kick off with the Customer Care Innovation Hub, so, its development, in the foyer area will lead in the process of major organisational change and improvements to promote efficiency of operation, customer service and support the goals of the Corporate Plan. So, the process will take citizen centre approach and provide targeted and effective service delivery improvements county wide. The services that would be provided through the improved CRM which transform how Wicklow County Council deliver its services the public centrally. So just to give a background of our public service 20, and where this is all flowing from central Government, the public service 20, it is the overarching framework that supports the continuous development and innovation across the entire public service, so its framework is built on three pillars and they're set out there

on the slides, delivering for our public, innovating our future and developing our people and organisations.

So delivering our services for public, it know cusses on ensuring the outcomes of the public are central to our service delivery and this is achieved by the five actions that are set out there in delivering for our public which is accelerating, digital delivery of services, improving services for our customers, making services for accessible to all and significantly improving engagement with the public, driving efficiency and effectiveness. So, three actions most relevant to customer care hub, are actions two and actions three.

And so, improving services for our customers, so the development of the new customer service space would provide a complete range of customer focused services, it will be supported by a highly trained customer care team comprising of eight new staff. The team will provide high caught citizen focused and effective customer services, it will be headed by administrative officer and staff officer and manage the customer services innovation hub.

So, both of these officers with their team will be

responsible for the development of a Wicklow County Council customer Action Plan. The customer service charter and customer care policy and implementation of the customer care policies and Wicklow communication strategy.

So the delivery of the whole service will be supported by a CRM system and we will be hearing from Emer later on, she'll present it to you, the hub will deal with all telephone queries, that come in, central e-mails for County Buildings and five municipal districts and councillors and TDs representations. So, the hub will be an initial point of contact deal with customer queries for all directorate, all cash receipting will take place there as well as motor taxation transactions, applications for social housing support, validation stage, and they will be dealt with there as well, generation of HAP applications and loan grant applications and customer queries to other directorates like public lighting potholes flooding and parking issues, public liability claims any services that can be dealt with, centrally will be dealt with at the hub.

So, action three and four, making our services

accessible to all and significantly improving communications and engaging with the public, So, action three advocates we design service delivery taking into account diverse needs of our customer and that's key objective of customer care hub as they move forward, acknowledging that, technology is key and the CRM is crucial as management tool, we won't be forgetting the face-to-face interaction and telephone communication with the members of the public, that cannot be underestimated and is key and will form a large part of the service delivery of the hub. Once the team is in place, a key focus will be the assessment of feedback from our customers, and the customer service which means the team will go out to the public and stakeholders and ask them for their feedback how they're delivering our services which will be on going. Just to mention too the Wicklow County Council's communication strategy it sets out our objectives in terms how we communicate with our customers and communication and customer services go hand-in-hand, how we communicate with our customers, elected representatives and the community in general will be a key priority.

The on-line public consultation hub was mentioned, and it is going to be a key channel for getting public consultation and feedback. So, up to now we have been delivering the best customer services that we can. Although fragmented, the customer hub will enable us to development and embed deliver service and communications culture throughout the organisation wrapping it around our communications plan.

So, again, that's the customer care element of the project. Then we'll come to the council chamber for the new members that are here as well we've twelve new members since the local elections the council chamber was built in the 1970s, then it was accommodating 18 members, the structure and fabric have been the same it was refurbished in 2002 and a second time in 2014, so there are serious issues with the roof, they require repairs, leaking in a number of areas and also requires insulation It is proposed and Pamela will go through it in her presentation to upgrade the technology, the speaking system and presentation screens the seating arrangements are not ideal for elected members interaction with the outer view blocked and

refurbishment of the chamber will secure the council chamber in the next decade and beyond and developing both, the council chamber in tandem with the other refurbishments which will propose economies of scale. Another element of the project and again Pam will about through it is the elected members rooms. You will all agree they're not fit for purpose; they require upgrading and refurbishment, they need to be insulated, currently the rooms, coldest one known as the Fianna Fail room, extremely cold even when the heating is on, it requires insulation. Entire area is dark, we propose, the propose would be to flood it with light and we process configuring the Cathaoirleach's office which can double as meeting room for elected members when not in use. I will pass you over to, we will put be on Pamela. Thank you, Emer.

Pamela: Good afternoon.

This is very exciting project for your team. We've been working on it since late last spring and working here with people in the council itself. too so, this is what I did in Dun Laoghaire, and

if anybody is passing by you might go in and have a look, obviously it is a different building with different plan, but, it gives you an idea of what we ended up with, I think it would be help if you actually had seen the building beforehand and seen what happened when it was finished, this is new council chamber.

And this is our customer service hub.

And what has really come out of it is when you walk into the foyer which will be the same here, when you walk in the foyer you immediately know where it go and see people who can deal with you, and immediately have a team available to help you with your queries and it has worked in Dun Laoghaire and very efficient and people are very happy with it, and I'm sure it will be the same here. With a we've done, this is our site plan and working on our new plan, we will have an expanded area for the council chamber and totally elevated area for the foyer, and totally renovated area for the meeting room. Lorraine mentioned a lot of the items we came up with, which was the redesign of the Cathaoirleach's room and in co-operation of the new interview room which was part of the original brief to create roof

light in the central area which we are doing, and to redecorate entirely all of the rooms and to improve the lighting and to improve the insulation. Then we move further down the scheme there, if you have a look you can see there's a blue area there, this is the public toilets that come off the foyer which haven't had very much done to them for quite some time so they will be upgraded and in particular the disabled wheelC access toilet is increased to modern standards and upgraded and this will be, mean that our entire new development takes care of the new disabled access search requirements for a building of this type for disabilities, including hearing loops for the people with hearing impairment, and we'll have rail signage for people with visual impairment.

So, there's a slightly larger version of the sanitary area with its new disabled toilet.

And then we have the new council chamber which is going to have a completely new visitor gallery located here. This wall here will be pushed out in the foyer area, not very far but enough to give us three rows of seating and then there's a new entrance through the existing room at the moment

that training room will go across the foyer to the other side where state-of-the-art training room will be created and new link straight through to the council chamber in this direction. The seating of the members will be two separate levels lower and higher level so clear vision for everybody towards the central table where the Cathaoirleach is and the we will of the arrangement will spin around to 30 degrees so as you walk in, you walk straight towards the new seating position for the Cathaoirleach which will give everybody improved sight lines and vision.

This is also being followed up by providing new audio-visual system with backlit till vision-type screens which will give increased quality of performance when things are put up on the screen and we'll be a much more modern and 21st century answer to projection.

So, this actually, sorry you can't see that, you could see that on the proper screen with proper black lighting, that shows seating and fifteen spaces for management, 32 for the members and a total of 32 visitor spaces and further 16 spaces for staff and further 8 spaces for staff visitors

and press

This is the structure showing how the structural areas are reorganised with the building, there's a very small extension to the building, the majority of the work is being done within the existing built fabric which means we contained the costs within the original budget.

So the Customer Care Innovation Hub will be similar to what you saw on the photographs in Dun Laoghaire, glass faced counter across, people will sit, there will be letters over each seating area so you will take a ticket and then there's a similar too when you have your car taken off to be tested, you take a ticket and directed to a particular person ABCD or E, and two of the areas will be designed to take wheelchair accessibility, and one of them is designed as a cash office so that all the cash points will be taken in one area from now on.

And then, the new training room across the room is shown as a in a classroom formation but also can be done as meeting room, so number of formats it will be set out at.

And then we will have new ceiling tiles and lighting in awful the areas that are hatched there blue and

red on the first ceiling areas and all areas outlined in red will have new floor finishes and redecoration, so, it is 99% of the whole of the foyer.

And joining rooms

So, the next thing we have to consider carefully which we have was health and safety person is that we will carry out the work in two phases so that the first phase will be the members rooms and the council chamber and half of the foyer so directing the public in through the back of the building, as I call it, everyone else calls the front. This area here the public will come in so continuous service and meeting of the public will go on, throughout the project. And the majority of the interaction will be through the motor tax office at the moment and then in phase two, that section will be completed, and the hub will be completed and phase two will be the new training room on the other side and the remainder of the floor.

Some of the sections of the floor will have to be on out hours but redid that to a minimum to keep the cost down because working outside of normal hours is more expensive.

Our procurement we used a framework which had been established for a number of local authorities, including Dun Laoghaire and Wicklow, and we applied to seven tenders and received three valid tenders. And the tenders were opened here in Wicklow by the people in the offices here, and then, they were assessed by the quantity at lowest tender was assessed as being the best value and he was, they were 100,000 below the cost plan so we were relieved and pleased about that, because it is difficult to know how tenders are going to come in. So, we're on budget, we intend to stay on budget.

So, we've divided it into three separate zones there, if you read you can see the various costs, zone one foyer public counter and zone two refurbishment of the rest of the Foyer a upgrade of the public toilet so three is the cost of the council chamber which is 545, 495.56 and zone four is members meeting area, meeting rooms and the last zone there is building works. Now, the building works, we were hoping we would be able to do less but we're actually found that the roof is in terrible condition, and it is pretty obvious to anyone coming in that it is leaking very badly over

there, it is leaking in a number of places in the foyer and in between the tiles it is leaking, in fact when you think about it, this roof is 50 years old and none of this type of flat roof lasts for any longer than that, so it has reached its limit, it is not anybody's fault it just needs to be renewed and the building is 50 years old, none of us could think of that, everyone thinks it is a new building, I think it looks like a think building but I'm getting very old myself.

I don't know if this can work, I can do it on the computer.

It runs the video.

This was just a sketch, three dementia drawing, showing how the spaces will look where, so it is 3D exploded 3D of the plan to show you how the new spaces will look when the project is completed.

That's the planning area there with the new desks and there will be new monitors in the area where you can touch screen and look at planning applications. And then there's part of the glazed screen and ladies sitting behind to answer the questions. The office in behind that, where they will do telephones, mail and so on, and they can

look straight from the office outside and see if there's somebody waiting to be served or helped, so it should give a very good connection. And then that's the actual council chamber which will look two very nice circles. So, euro that.

>>: Thank you.

EMER: OK we're just looking at the customer relationship management software wear that's going to support the customer services hub. I'm going to show you a live demo of the CRM system, we've kicked it off in Arklow municipal while we were waiting for it to be developed here, we said try it in Arklow, that kicked off at the start of the new year, and Arklow, like County Buildings here, it will have its planning queries, housing queries so members of the public at the moment coming into counter this Arklow, and then their queries are dealt with as is the way it will be done when it happens in County Buildings here, and I'll show you then the customer portal where councillors can create a case and if through the process. So, in Arklow, a case is recorded, people will

either ring in or go to the counter or e-mail. The case is then logged in customer care unit in Arklow, that case then will go through a process of triage, where we will decide is that actually, does it need to go to the opening near?

Or planning or can we deal with right at that moment, if it is an application form, we send the application form out to the customer and we can close our case. Ideally, we'll try and deal with the customer at that moment in time and then if it can't be dealt with then it will go on to the next line of process. After that we will close the case. I'm going to show you a demo what is happening in Arklow, the system we're using at the moment.

I have put test information this, I have Mr Byrne as my customer and put in a test council property just for GDPR so nobody can see all the tenants here.

On the screen, well anyone at customer care unit in Arklow which will be based here in time, will be able to see all cases coming into the system. Each case will have a title, it will have a unique identifier, you see Mr Byrne as customer and

council house property, 123 Treetops, if assigned that case on to a contractor, we can put the contractors details on the first hub here the receptionist will see, it is normal, or high priority case, here is my customer service name so I created this, and somebody else in buildings created a case, I can actually have a Skype Conference with them and discuss the case and I can see now that this case now in progress, the date it was created on.

OK, so we're going to create a new case as happens in Arklow at the moment

I select my customer.

Mr Byrne.

If it is a rep, I will put in the council representing him, so Cllr Tommy Annesley submitted this. Case is, it is about damage gutter here, and then I can assign it to maintenance.

I note the date it was received and how it came in, e-mail or person. OK, I'm now entering in the council property. Only certain members of staff will be able to access that drop down for GDPR purposes, if they're in environment or motor tax they won't have access to that. There's a number

of different security settings on the system  
OK, and now we're just going to create that case.  
Actually, we're going to select gutters, this is  
all for your data analysis purpose, we know exactly  
what type of data came in. Unique identifier  
number has been created and we can look at Mr Byrne  
and look at any case he submitted to the local  
authority and status to which case, if he also  
mentioned gutters damaged, we could reopen that  
case. We're driving it through to the next stage  
and after triage we decided this needs to go to  
Arklow Municipal District in which case we will  
assign it to Arklow depot, I know Dennis is based  
in Arklow depot.

And this case goes straight to his computer. He  
can access it on his mobile phone.

Dennis will decide and inspect the house and then  
the site, what need to be done?

If he decides a contractor needs to go out, Dennis  
will put the name of the contractor in here.

And then he will use another one of our software  
Microsoft flow, which will actually generate an  
inspection request.

That is Arklow municipal's involvement finished

for the moment. If you think of the contractors, if I'm Weatherglaze I'm checking my e-mail and I will now receive an e-mail request from Arklow municipal and it will tell me the location Eircode of the property, tenant, contact details or the contact if it happens to be the neighbour, and will provide a link for the contractor to access so the contractor will go out to the property, conduct the work and then they'll hit the inspection report.

Their case number is there, and they'll submit the information Arklow need, did the contract phone the tenant first, was there an answer, is the job job complete and does another contractor need to go out?

They'll give us the details what work they've done. And submit that. That's the contractor's job finished we go back to customer care unit. Arklow municipal will have an e-mail to say this contractor completed their task. System logged it. If I go in here, I have entire history, I can Weatherglaze, James or Dennis will decide we will resolve that case or assign it to somebody else if the case is not complete. So now they have

completed the case. I'm going to show you what happens in triage, we have an example in our resolved cases for request for windows and doors to be repaired.

So, what happened here is as a customer reception desk they three and decide no it is not actually the responsibility of the local authority under the tenant handbook the tenant is responsible, so it is noted, and the case is closed.

The council report, this is not in operation at the moment but will be in the future. Each councillor will be given a log in and password and be able to create a case on the internet 24/7, they will be notified, if it is a council rep, the person that they are representing will be notified by e-mail the councillor hags now how submitted a case opened on your half. The member of the public will be given a case number, the councillor will access the portal to see how the case is progressing, and they will be able to comment on it, live and also they can choose case, if the case is closed and they're not happy they can reopen the case. I'm going to show you a demo what your software will look like. OK, so I will set councillor EOD you will be logging

into this portal.

spa the portal will record all past transactions you've had with the local authority. So, all of your past cases are all there, so you can choose to open your new case, so we're saying bins are required. This is an example of a council rep so we're saying we're representing Arklow Tidy Towns and provide Arklow Tidy Towns, their e-mail address.

And then we'll give quick description

If you don't provide the e-mail address, the person you are representing will not get e-mail notification. OK, you can choose to submit now, there's also a location here where you can attach any files or documents that you may need to submit. And then councillor will submit.

OK. You now have given a case ID number and you can click in and have a look at what is happening to that case

You can see it is active, and currently in progress, OK, you can add a comment here if there's more to say about that, later on, in a few days' time and that comment will appear in customer service hub. You can choose to update your case, if the case is

no longer relevant you can go ahead and close it, or cancel your case.

OK, now I'm going to show you the e-mail that Arklow Tidy Towns have received, so they've a case number and told me that, councillor EOD on my half has submitted a request here. If I go into the customer care unit, I will see that automatically a case has been created.

And I can also see all the cases that councillor EOD has submitted and that's it.

OK.

If Wicklow the customer service hub decides to close that case the reason why it was closed and e-mail will be sent out to the member of public and the councillor and the councillor can decide to reopen that case through the portal. So ideally we have dashboards, we have the data going in, recorded and now we have dashboard so we can see what cases are coming in, like take Arklow for example, last week, you can see its heating's problems or leaks problems based on the time of year, and see when customers are coming in, the time you can decide what works need to be done and plan future budgets based on, you know exactly what work

people are requesting, how the numbers that are calling into the deck.

The environmental wardens are using this system at the moment and they're going out onsite, and they're inspecting if there have been dumping reported they'll go out onsite with their tablets and record all the details onsite and they submit it, so we have the location of where the dumping occurred the type of dumping and categorising everything and building up a knowledge bank here so that we can actually build and looking at data, mining here, we can get more information out of this, as long as we start to gather the information. You see here, there's 24 incidents reported.

The warden has signed off on that form.

499 minutes have been spent so far inspecting.

And then we also have a dashboard here who will tell us where the location municipals dumping the time of year and time of year when the stuff was dumped.

CLLR FLYNN KENNEDY: It is a treat to see this coming, I've been to Dun Laoghaire, and brilliant to see it coming to our area. One is relation to live streaming of council meetings available to Dun Laoghaire now and will that be an option for us here

to have that. The second is relation to the accessible toilet and if there's an option for the public toilet to be mid-positioned as opposed to up against either side of the wall, is that something considered from accessibility point of view, and in relation to the municipal distribute, in Bray we send queries locally to Bray MD, what's their involvement will be if hub is here, will they have a mini-version in Municipal District and will that link up.

CLLR LEONARD: I want to say congratulations to the architect it looks gorgeous and very exciting project. I'd like to lobby on half of the artists in Wicklow and I know it is usually the 1% for art but I would love to see, I was involved in the renovation of St Mell's Cathedral, doing one of the mosaic's baptismal arts, first of all I'd like to see lots of art in it, but spread across the board, across all the artist and crafters in Wicklow and open up the 1% is split wean more than one person to celebrate the artist a support a the councillor part of the hub the digital hub thing, I'd love to see that manifesto as soon as possible because it is brilliant and well needed and I'd love to know

the time line how much of a gap will there be between the two.

CLLR CREAN: Could you say more on the piece, where the member of the public can input as well on a case, did you say that. So, person you're making the case for, was there a part of the system they can put in comments.

>>: Not yet.

>>: Just I thought, and there's two comments one was when we have the data and track, and cases that were dealt with, time they were dealt with and sore forth, can that data be used to make a case for more staffing and funding because a lot of the time cases won't be resolved on the basis of it being a staffing issue and timely manner, so definitely to be used for that. And in relation to the language, I know we're using the word customer but I've been reading around the idea of customer and the whole language and local authorities and I would be suggesting we look at the idea and maybe lead on this as a local authority, and look at using the word "citizen" it is reflective of the democratic relationship, it is not a business relationship

although I see aspects the customer language suits to be transferred over, but I think it would be more reflective of the actual relationship to use the word "citizen" that's just a suggestion and something I would put strongly on thank you.

CLLR CULLEN: I want to welcome what we've heard from Pamela and Emer, this came to us over a year ago at this point for a vote and I think it is to be welcomed. The refurb of the council foyer, in my opinion needs drastic improvement, from what the experience of the customer gets when they walk in the door. So that's to my mind a hugely significant that it is a place where people feel comfortable doing their business, and what is being suggested is really very good to see.

I suppose, just a couple of points I want to make - the press area and the public seating, I think Pamela suggested it was out in front of me here. You said three rows of seats for the public area, has that been in terms of numbers, because there's times here it gets very congested, when we have quite a lot of people visiting the foyer for the chamber for particular issues so I want to make sure that we're well covered with regards to public

seating.

In terms of the CRM, I think Emer you've done a huge amount of work on this, we've all had experiences where we've made phone calls or sent e-mails to different department and haven't heard any results of what they were pursuing to come back to us, so I think this CRM policy, or situation will certainly open things up to follow a trail when a councillor makes reps on half of a customer, I think it is hugely significant and I think that will transform the business of what we're here to do, so I welcome that.

In terms of timescale, I suppose that's the big point, how long will this take?

Because obviously the sooner we can get this completed the better.

CLLR DERMOT O'BRIEN: A question about the CRM again, it looks amazing, I'm trying to follow it in my head - so if citizen Dermot is making a rep on my own behalf, I can do that, and can I?

And can I have arranged success to my data in terms of all the other reps I have made so do I see that as Dermot O'Brien or is that only available through someone control of the system if that makes sense.

CLLR DUNNE: This is welcome, the old building was built in 1977 and refurbished around 2002 so members room especially need to be looked at. The foyer area, you know, it is not fit for purpose, whether we like it or not.

And the council chamber at the end of the day, nobody I think likes sitting around here with their backs to people and things like that, it has to be looked at, in fairness to the members. I have two questions, Councillor Cullen asked one, how long do you envisage this work to be carried on?

And obviously, when this work is carried the council meetings won't take place here and do you envisage, maybe moving the council meetings around the county in that period of time for how many months that might be?

I think it would be a good PR for the council to show people in different parts of the county how the actual council meetings worked it has

CLLR MCDONALD: Before, the last time we couldn't hold meetings in the council chamber and it is something we should look into, but that will decide and dependent on how long the work is going to take to be carried out in the council chamber, thank you.

CLLR KAVANAGH: Thanks, Cathaoirleach, like everybody else I'm delighted to see the new CRM system, it certainly means that a lot of us who have to follow up on things two and three e-mails should be able to see something happening straightaway. To be perfectly honest, while some people are fantastic getting back to us on issues, other people don't even respond so this should hopefully, eliminate that. And then I also was going to ask the question of the time frame. And practicalities where we'll have the meetings when the changes are going on, is the chamber going to be in August when there's no meetings or going to be done early on, and as Cllr Gail Dunne said meetings held somewhere else?

And I welcome the changes for the rooms for customers because it is not really fit for purpose at the moment thank you.

CLLR KENNEDY: Thank you and thank you for the presentation and that, I was just wondering in relation to the design of the public area in the

Foyer, what privacy will members of the public have when they come to the counter? Thank you.

MS GALLAGHER: Just in terms of I'll deal with the timeline first.

It is proposed that once the stand still time period and all passes you will be looking at a couple of weeks, so, we would be thinking our last meeting would be in March.

So, it would start pretty much after our first meeting, first Monday in March so looking at April, May, June and July, being out of the chamber.

Allowing builder holidays, and you know, you would be hoping you would be back in chamber for first meeting in September, definitely in October.

When we refurbish the chamber in times past, we had I remember a council meeting in the Grand Hotel for example, that option isn't open to us, you're effectively trying to recreate what is here, this terms of you know Wi-Fi, meeting space, press, public discussion and all of that, there is the Wicklow County Campus the big area there, but I think that's a Martha will have to be talked about at protocol and having regard what is said in the chamber and CPG.

So, Cllr Aoife Flynn Kennedy you mentioned live stream, are you talking about cameras? Actual cameras because we have the live streaming of the text because you introduced that when you were here, you have the cameras, you can see bits of it left, we had the cameras in the past before, and that cost in the region of 45,000 per annum, we took it out when we were short on funds so it is up to protocol to look at that, to see if you want that introduced but it is not something we have budgeted for within and it is the ongoing fee that would - but so, seating, there are 32 seats at the minute, including staff, so, there would be 56 seat for staff press and public so that's additional.

He I think that's these terms of the practicalities.

Design of the public area, and confidentiality, people will come in, take a seat, take a ticket, and then they will be invited up to the public counter and have business dealt with. There are three spare meeting rooms so if something needs to be discussed confidentiality, the staff member concerned would be asked to come out and deal with that confidentially, there's some POD, some

proposed seating arrangements enclosed that a person can sit in and have a private conversation. The others are in relation to CRM, are they.

>>: I'll mention a couple of them if it is OK. The live streaming, one of the things that the new layout will do will allow us to stream from here to reception.

We'll have done that so in terms of say streaming into the members rooms, that can be done quite easily. The system we had a couple of years ago was expensive to install and maintain. And we weren't getting great bang for the buck in terms of webcasting.

It is something if the members want to do in the future, yeah, we can do that, we're well capable of doing it.

In relation to the MDs, this should actually strengthen the role of the MDs in that we can create virtual Municipal District customer care it will be across the council. You can have a virtual MD team where you have a virtual team based both in the MD in here because each will have access to exactly the same systems so they contract the cases

from here or from the MDs time line for the hub I think we've done.

Tracking in cases staffing, yes, the whole idea about this, is to sorrow deuce again you know the councillors have been very supportive of all of these initiatives in terms of managing in terms of tracking, in terms of statistics, from the customer care side of it, you look at your support through NOAC and service indicators all of this, all this should allow better quality decision-making for the Chief Executive, so, he can look at allocation of resources, whether it is housing maintenance or pothole repairs and all of that sort of stuff and have very real information. This is the purpose behind the Chief Executive's report. It is not actually improving the transparency of the information that is available and how we make it available. Again we have that covered with the say the geographic side from the waste enforcement team, we know where stuff is happening and know, we're getting better quality information and the whole idea about this system is to improve the information that the councillors get and how we can make that information available.

Phone calls to customer care unit, again customer care unit with the telephone system we have now it is voice over IP, so, you have created virtual team already in between Bray and here. We transfer cases from here to our mobiles to - we can do all of that sort of stuff as things are.

So, with a we need do is as we move forward, as the on boarding process for dynamics and for the customer care, we can do it as quickly or as to meet your requirements.

And as that happens with the customer care unit the staffing and customer care unit will be looking at services which are most important to you and for the members of the public and to allow better quality information for the manager. Those, that will be the on boarding process there.

The portal is something which is currently available and can be made available. But we need to make sure that how it filters into the background, how it makes sure that there's no point in having a portal system if we're not actually able to get the tasks done so we need to ensure the customer care unit and how we manage these queries that we can actually handle it under a customer care

system. So yeah, a lot of it can take place now, but we need to make sure that it meets your requirements and our requirements and the requirements of the various directorates and municipal districts in terms of handling the cases that you raise. As soon as we all or as soon as we have all the ducks in a row, we can do it, and but that's the whole idea of the systems we're trying to implement.

CATHAOIRLEACH: Is that everything?

CLLR FLYNN KENNEDY: The accessible toilet rather than the one in the middle?

>>: The reason it is at the wall it allows someone using the wall to use a small wash hand basin, so do you have right hand or left hand transfer, the majority want right hand transfer, you transfer on the right, if you put it in the centre, you have difficulty accessing the basin and that's the thing. I'll have to discuss it with our DAK person and see.

CLLR FLYNN KENNEDY: And if we look at access for all documents.

>>: In the documents they suggest there should be

two in this building and they each should have the altern nationalality transfer location.

CLLR FLYNN KENNEDY: I know, if we work what we have and try to get the most use of it.

>>: I'll look again on it and look at it, consider it a CRM question.

In the meantime, speak up.

CLLR WHITMORE: In relation to the time we're not in the chambers, is there an opportunity go out across the county. There's a lot of people maybe in west Wicklow.

CATHAOIRLEACH: SG we can look at. I'm going to suspension standing orders now. So, Cllr Stephen Matthews you may stand up, I can't get the mics to work.

CLLR MATTHEWS: The proposal I wish to make has been circulated to the members and do it based on the fact that when I went to the phase one consultation, there was a lot of stuff discussed about one, and phase two seemed to have completely changed and the first thing on phase two there's maps drawn everywhere, so we convene a top level meeting between the Department of the NTA and TII,

you Cathaoirleach, two chairs, are the most relevance and director of services for roads and look for a number of studies to be done, that can feed into this process as we're discussed at phase one and seemed to have disappeared from phase two, I have all the documentation on it and can't find any transport studies that have been done, it is not acceptable in this day and age, so I propose to the Cathaoirleach and put it to the members if in agreement with it the proposal.

CATHAOIRLEACH: I haven't read it, it is substantial decision we can't make in two to three minutes this evening; I would prefer to go back to the SPC, I don't know how members feel about that.

>>: Thanks, Cathaoirleach. Just to say that, the second public consultation, if you noticed on the boards, particularly board six it referred to public transport and consideration that needs to be given to public transport that would be offline to be delivered separately by the NTA, and then, for public transport on the N11, M11 with potential for Express bus lane and Park and Ride facility Just to say that, next week, we at the SPC, a member from Kildare National Roads Office and ARAB

consultants on the project will come to update on the public consultation and in the course of the presentation they will give outline of what has taken place and what engagements have taken place with public transport providers and the NTA to date.

Secondly, I would point out that the NTA, are coming to the council meeting the next council meeting in February.

And obviously they have responsibility for overall public transport planning for both bus and rail, so, they're coming to that meeting.

And we have the SPC on the 20th next Monday as well where we'll get an update. Now the public consultation as we've spoken about, and the Chief Executive mentioned earlier is still on going, there, there's been approximately 140 meetings that happened to date, another 20-30 with interested parties to happen to date. And a lot of what has come out of the public consultation is need for public transport solution to ease traffic congestion along the N11 as long, unfortunately the public consultation what gained most, what gained most comment were the route options as you said Cllr

Stephen Matthews.

That's that particular slide which outlined the route options which are being considered are the ones commented on most. But the public consultation did refer to the need for public transport solutions and again on slide, on board 4 of the public consultation documentation it concluded multicomponent solution was required to the N11, M11 issue.

CLLR MATTHEWS: All consultations are going on with the phase two has been presented and now we hear consultations are going on with public transport providers in the background, that's not acceptable with the people of Wicklow, this road as road only solution won't work. We heard Bus Eireann won't operate on bus lanes, they answered that question today in the UK which you references and done in Northern Ireland they've gone away from the motorway issues because of management and safety issues so people have been asked to comment on a proposal here at phase two, and they don't have the information. So I'm asking for a postponement of phase two until we get the agencies around the

table including Cs of the SPCs in Wicklow, it is a policy of welcome become to improve the N1S but how we go about that policy should be a matter for the Chairs of the SPCs to feed into that as well the director and four main agencies concerned with transport in Wicklow, we need them around the table and that's what I'm asking for here. If you recommend go to SPC, when is that going to happen? Will it go on the SPCs agenda top of the agenda and when will the recommendation come back, and what SPC are you planning, it covers environment transport and economic SPC, it covers all ...

CATHAOIRLEACH: ...

CLLR MATTHEWS: I'm saying postpone phase two of the N1S the N11 needs work and one of the objectives I have here is to continue with the works on water, surface water on junctions and safety but what is propose asked roads only solution with roads through sensitive environmental site through people's lands and property and handled in a poor manner, councillors around this table we should postpone this phase two, this is ten-year plan, postpone it by a month, I think this should be

action we should take.

CLLR MITCHELL: I'm Chair of the transport SPC, and we have arranged that the ARAP and study leaders will come to the SPC next Monday in our meeting. It was to be somebody else, but we changed it to that will hatch. Now, I have to say, I have sympathy with this motion, but very reluctant to suggest we postpone this, I think it is, we have the final choice I believe at the end as to which route is selected, although we need, and we can refuse if it is not studied properly. However, I am extremely dissatisfied on early December at the consultation, and I think a lot of councillors were, that there was no indication that they were thinking of public transport or bus system. Now I am told this has changed and they're going to consider a bus lane, but this may not actually deal with the rail system which essentially is empty. Now, I have written a fairly simple idea of how you make the system work, out of Greystones, and Irish Rail management has refused today discuss it. They're looking for 1.5 billion to get 600 new carriages and won't say what they'll do with

carriages to improve our service which is a disgrace, so I do think it needs certain serious attention this, and I want to see proper specification of this study which includes the trains for Wicklow.

I really find it difficult to know how they ask to design the N11 without knowing how many people will be taken off the road in trains and Express buses.

CLLR WHITMORE: Thanks very much Chair. I think, over the past number of months we've had multiple consultations on different aspects of this, and I think one of the problems is there isn't anyone taking holistic view, as Cllr Derek Mitchell said we had the N11 consultation, when I asked them were they talking to people in relation to Irish Rail they weren't. We cannot look at this, independently, we need a holistic approach to transport within the county. And I think we do need to bring all the main players together and even things like job creation within the county that has been a consideration. We need to set ambitious target to say we want 30-40% reduction of cars on roads, and whilst I agree, we need to get people

together it needs to be expanded and cover transport across the entire county. I have a problem with the consultation in that there was a move, it was a movable feast with the deadline, initially the 13th of December was the deadline and then we heard it expanded, extended and now it is now in on going consultation which I don't think is actually good. You have a start and end point to end consultations and provide information for people to consider during that period. I believe that there's actually addition cathedral information being put up on the website, every few weeks. Now if you started off at the very start of that consultation and looked at the information there, you will not be told there's further information on it and you may now be missing you needed to know about. And actually, I would request whether that would meet our house objectives to environmental planning, I have an issue with that, and that should be raised. I written I wrote to minister Ross to have a task force and I recommend people should write too.

CLLR BEHAN: Well there's a lot of validity what

has been said, let's spare of the tens of thousands of people who are currently today struggling to get home to their families

Because, the situation is unsustainable.

And while I accept everything that has been said by previous speakers, there needs to be asking of public transport and road improvements, et cetera, et cetera, so say as the Green Party leader did a couple of weeks ago in the Dail he will stop the whole thing if he gets in Government, and now another one to stop it, let's go back to the drawing board and have more delay on this, that's not good enough for the people who suffering at the moment. If we could go back and design it public transport options and a Luas line all the way down N11, great, but the reality is families are being destroyed at the moment because parents are leaving home at 6 in the morning and getting home at 6 or 7 in the evening and they're paying a fortune for childcare in the meantime. We don't have enough jobs in the county or enough opportunities for people to stay working in the county. I accept what Cllr Stephen Matthews is trying to do here, he's trying to as he has been consistently, trying to offer a suite

of some alternatives, I understand that, but let's face it, there's two important fact here, first of all, we're going to be completely excluded from this decision. When the route is decided or when the project is finalised, it will be An Bord Pleanála, not us, so we can talk all we like, but someone else in Dublin will be making the decision and secondly there is nobody in charge of the entire project. We need to have somebody in Government, or somebody in the Civil Service who has responsibility for all the transport modes and options and bring them all together and that's exactly what councillor Matthews is saying, but I fear if we try and put a stop to this now what, is going to happen all of those people whose lives are a misery at the moment so I'm not going to agree to stopping the process but I do agree we should continue along the lines that councillor Mitchell has said. And we should engage in it.

CLLR LOURDA SCOTT: You can listen to another Green Party here now, I'm one of the people and I have a young people who commute on the N11 and it is absolutely misery, but the tens of people you're talking about that are commuting in misery and have

family at home and paying a fortune in childcare, I repeat I have been one of those, none of them, when I was canvassing last year or at the moment, none are begging for the N11 to be widened because they know, I'll tell you know what will happen, if you widen it, everyone will be sitting except they'll be sitting in a extra lane of traffic going nowhere, we have to press pause if we want sustainable options in this county. If we want a truly sustainable county we have to hit pause and have joined up thinking with all of the agencies, and it is not good enough to say the NTA are coming in next month, we're all under pressure here with the going through the agenda, they'll be sitting, yawning to us to a certain degree with we need to get everybody together. And the second part to this, what Stephen has down on the bottom of the motion is critical, application can, looking at the carbon footprint, assessing the environmental impact, these are what people looking forward in ten years are critically concerned as they should be. We've declared a climate emergency which everyone agreed on, we're talking about the climate action charter which is signed, that requires

councils to establish procedures for carbon proofing major decisions such as transport, so has been carbon proofed, has anyone thought of looking at that, we have to absolutely press pause and get joined up thinking instead of going down a route that cannot be solved in ten years' time.

Chief Executive: One thing it took a lot lobbying to get this in the National Development Plan in the first place, it is in with a suite of schemes going to fully design and shovel ready and Government will decide depending on the economy what will go ahead, I wouldn't recommend postponing it and putting because in the queue. Part of the scheme is we look at the environmental options and accessibility, integration and economy and employment and et cetera and they do take a public transport options into the account, they're liaising with the NTA body responsible for that, and they're coming to the next meeting, so certainly, the national roads design office are coming to the next SPC, which is welcomed, the NTA are coming to the next council meeting and which can lobby in relation to the various different

transport options, but I would caution against postponement, there are schemes which are glad to be where we are you now and up in the queue so I wouldn't recommend that by any means.

CLLR MITCHELL: If we write to them and have the objectives of the study for the next meeting so we know what the objectives are, and that we can start with known objectives.

And not come here and go away and nothing happen. I'm very reluctant to postpone this, it has been a big issue to get it here.

no on the other hand we do need to see what they'll do. to be honest, I think as any good transport solution will have a lesser carbon footprint than any road proposal. So, I don't think we should go too much in the detail of that, we need to focus on getting better transport, better public transport and then see what the road is left with and I'd like that to be the concentration

CLLR MATTHEWS: It is a significant proposal, I accept that, the N11 is a significant piece of infrastructure in the county. I think to try and

come to agreement, five minutes before the end of the council meet is not acceptable. It is not acceptable to members and respectful to this entire decision that's going on, the Chief Executive talks about meetings with NTA and SFC and various meetings, that's very ad hoc, we need to bring all the players together. What my motion calls to is not to postpone any N11 job upgrade improvement scheme, it calls for improvements to be carried out. What I'm asking for is postponement of phase two, until, that word is important "until" you convene a meeting with players and Chairs of policy makers in this council, that's what is asked for here. I do believe it is within the Chief Executive's capability to get the players around for one of the most significant road projects in the council at the moment. It is within our capability and that's what we're seeking, until we get the people around the table. The imperative is on us to get that done in the next couple of weeks, they're talking about this taking seven, eight, ten years, it was handled badly at the start, let's handle this correctly from here on.

>>: We have 60% of the population is - we're worse affected by the delays on the N11, people are commuting and the round trip is taking four hours, so my view is and the view of everyone I speak to, most people on that road, they don't want any further delays, that whatever is planned should go ahead, and I think Councillor Mitchell said we need to improve public transport, but the people I represent don't want any deferral on that project and that's my view on it quite clearly.

CLLR WALSH: While I see the need to get the relevant stakeholders around the table and discuss the options going forward, but something of the looking to postpone the project at this point in time would send out the wrong message. We were a long time looking at this scheme to be up and running and now that 2012 it is important things are tracked and it moves along quickly. There were reservations when time frame was given to us, so I certainly think postponing it would send out the wrong message whilst I think the idea of getting stakeholders around the table is advisable at this point in time thank you.

CLLR MITCHELL: I think it is unfair members have left, would you agree to put this on the agenda on the next meeting for discuss.

CATHAOIRLEACH: Yeah.

CLLR MITCHELL: And we fully thrash it out.

MS GALLAGHER: The motion hasn't been circulated.

CLLR MITCHELL: We copied and circulated it; we knew we would be pressed for time. Is that acceptable

CATHAOIRLEACH: Lock.

CLLR MITCHELL: Could we ask for objectives for the next meeting for the next transport study.

CLLR MATTHEWS: Get every report on the public consultation.

CATHAOIRLEACH: OK just to...

MS GALLAGHER: We are out of time, these items are only for noting so if the elected members are happy to note them I'll skip to number is 1 first to note that the members have been circulated with the ethical framework for local government services, annual declarations to be submitted back by the 31st of January and then also the political donations, actually the 31st. January for

political donations and February for annual declarations the local government, the data report for the year ended 3

St of December 2018 was circulated, if the members are happy to note it, at this meeting, if not we can put it on the agenda for the next meeting. Are members happy to note it.

>>: You said 2019. If you're happy to note it for now.

CLLR BOURKE: I was looking through it there, when the manager talks about bank investments increasing by 9.2 million, I assume that's bank deposits rather than investments yeah happy to note. Yes.

CATHAOIRLEACH: We will see you in a month's time, we mightn't see you so the very best of luck.