



New Signage – ongoing

MD reported there had been no start to the additional promised CCTV coverage. Community Sergeant Stephen Murray to contact NLC's Matt Costello regarding this. Further to this, MD had been informed at a recent Community Futures meeting that NLC were having problems with Scottish Power over the cost of energy supply for the new CCTV cameras.

#### **5. McGills Bus Services:**

Before inviting CN to address the meeting, MD reminded those attending that CN had in fact asked to attend the meeting weeks before any formal invitation had been issued over three weeks before the meeting, unlike SPT and NLC Roads who had, late in the day, declined the invitation sent out three weeks previously, with 'can't manage' responses. Cllr. Morgan to look into this. MD had also shared CN's concern that little, if anything had been done in response to the early 2017 STAG Report advocacy of a Statutory Quality Partnership between SPT, NL Roads and McGills to address proposed 212 route enhancements and the priority problem of congestion along the route. MD therefore impressed on attendees that this was to be an orderly civilised discussion and not a 'hanging party' affair.

CN then addressed the meeting:

He was aware that there were still timetabling problems and he was continuing to make every ongoing effort to address these. Official statistics however showed that McGills had a 95% success rate in keeping to timetable. There had only been 12 formal complaints since January.(????) till present. Adverse weather had played its part in this but despite this the company had a 95% success rate in buses running to timetable. The main remaining problem was congestion points along the route, particularly at Airdrie Cross. This had, as yet, not been addressed by or SPT, particularly with regard to implementing decriminalised parking with the use of traffic wardens. MD reported that in recent email correspondence from Craig McInally (NLC roads) that there was no timescale for introducing this measure and that, as yet, no wardens were in place. Cllr. Morgan intervened at this point to report that the new NLC budget was to be discussed on 23<sup>rd</sup> February 2018 and decriminalised parking was a priority in the new budget with intentions to implement it over the next few months. Members and CN welcomed this news.

CN reported that MD had earlier complimented him on improved bus service. MD agreed, but said this was with reference to the period prior to the start of the festive period 2017, when complaints started coming in again.

The discussion was then opened to attendees and members.

Complaints made:

When drivers are behind schedule they miss out the Monklands Hospital stop.

They run by stops. This had been particularly noted at the top shop in the village.

One resident waited over an hour on two consecutive days for a bus to attend a hospital appointment. Her appointment was rescheduled because of this.

Another resident reported that her daughter had to leave home unduly early to catch the 8.05 bus in the morning to get to school on time because the more conveniently timetabled 8.20 bus was often very late.

Buses were totally inconsistent in timetabling.

**Response by CN –He offered his apologies and said these things should not happen and he would look into it.**

Buses turn up two to three at a time. Drivers should use their common sense when this happens and drive on if there is another bus at the stop.

**Response by CN – Drivers are only allowed to do this if there are no passengers on board. Otherwise they are under contract to deliver passengers to their destination**

Some of the drivers were very rude and unhelpful.

**Response by CN – McGills make every effort, and will continue to do so to train their drivers in dealing politely with passengers.**

McGills could not keep their drivers because the wages were so low and had to constantly advertise for new drivers.

**CN felt that this was a slanderous accusation and angrily refuted it.**

Many of McGills buses are unroadworthy: they are old/ramshackle, have loose windows, doors that don't open or close properly and seating is soiled. Such vehicles should be subject to PG9s (prohibited from road use notices).

**CN again felt these remarks were slanderous and angrily refuted it. He stated all in- service McGills buses are tested as required by law for roadworthiness.**

Buses were always breaking down, with passengers often having to wait a considerable time for a relief bus. At times mechanics did not have the necessary parts to repair faults.

**CN again apologised for the inconvenience caused by breakdowns but added that the company tries to respond as quickly as possible. Sometimes the parts required to repair the vehicle are not available locally and have to be accessed from further afield.**

The Sunday bus service starting with an hourly service, then a two hourly service later in the day was totally inadequate especially since buses do not go up into the scheme.

**CN explained that the 312 Sunday service was subsidised and operated on behalf of Strathclyde Passenger Transport (SPT) who would only consider additional bus services if it was economically viable. Many buses are empty or almost empty on the existing Sunday service.**

Cllr. Morgan explained that buses had stopped going into the scheme several years ago as they had been subjected to regular vandalism but felt that it may be something that can be revisited. CN agreed.

A resident expressed her disappointment that there was no SPT representative present to address this issue.

Attending residents totally rejected CN's 95% adequate timetabling figure, along with his stated only 12 complaints since January. One resident did admit that she had not made a formal complaint to the bus company. MD emphasised the importance of making formal recorded complaints to the company since success rate figures would be higher when complaints were not formally made to the company. One resident felt that not all complaints are recorded but CN said this was not the case. MD suggested that if residents are not going to make formal complaints direct to the company, then to post complaints on the community council Face Book page and they would be passed on to McGills. CN supported this.

CN concluded by reiterating that he was aware that there were still faults in the service and McGills would continue to make every effort to address these and give attention to the complaints made.

MD thanked CN for his willing attendance at the meeting.

#### **6. NLC Report:**

Most of the meeting time was taken up by bus service discussion which attending Councillors attending took full part in.

#### **7. Treasurers Report:**

££2150.92 in bank account. £5.63 in petty cash.

#### **8. Correspondence:**

The Fire Service is looking for community volunteers to register with them to help in emergency situations. Contact details available from MD.

Newsletters from VANL and NLC. Available from MD on request.

#### **9. A.O.C.B**

Enhancements to 212 Bus Route as advocated in The S.T.A.G Report issued in February 2017:

The report advocates a Statutory Quality Partnership involving McGills, NL Roads Department and SPT. It advises 16 new shelters with lowered kerbs and lighting along the route including 4 in Plains. MD gave Cllr. Morgan copies of the relevant extracts from the Report along with map appendices outlining the location of such enhancements. Cllr. Morgan said he would look into this but cautioned members that the erection of bus shelters in residential areas off main roads was not welcomed by many residents.

#### Litter:

All agreed that the back road to the village was an absolute disgrace, covered in litter and fly tipped waste. MD had made an official complaint and a request for a NLC Environmental 'hit squad' to tackle it. As yet, she has had no response to the request. Cllr. Beveridge pointed out that it was a very busy road. Response was that so were many other roads which were often closed off by NLC Roads for various reasons and in addition alternative routes existed.

Members also agreed that letters from the community council should be sent to Main Street shops requesting that as a gesture of community spirit they make more effort to keep the exterior of their premises clear of litter.

Members also expressed concern over the apparent absence of NLC litter pickers in the village since the start of December 2017 and the absence of pavement cleansing vehicles for much longer. MD to make a formal complaint about this to NLC Road Cleansing Dept.

Greengairs Landfill:

In response to complaints about the stench from the landfill in recent months. MD had contacted SEPA Officer, Jim Clothier, who had witnessed this himself when he visited residents who had complained. He reported back that there had been 70 complaints to SEPA in the 42 days following on from the beginning of October. Main problem is rupture of capping due to cold weather. MD reminded members that this held no comfort for surrounding communities, especially with another 20 years of activity at this landfill, in a Scottish climate with frosty/wintry conditions for 4/5 months of the year. Repairs to the capping are ongoing and expected to be finished by the end of January, but again, cold weather conditions also hamper repairs to capping. Members agreed that another invitation be sent to landfill management to attend our March meeting. Member JW agreed to take up correspondence with landfill management regarding ongoing issues.

Speeding on Meadowhead Road:

MD informed members that consultation form was ready for distribution but asked members to consider the following points regarding the placement of speed calming traffic bumps:

The procedure was not straightforward and was subject to assessment criteria such as:

The volume of traffic using the road.

The support of all affected residents since it was not uncommon that as many residents in past consultations have been against as supportive of the installation of these bumps due to the increased noise of passing traffic. Local authorities are responsible for putting them in place but also liable for claims from drivers for damage to vehicles caused by the bumps.

There is also the potential problem of diversion of traffic to Bruce Street in the centre of the village and where the joint Primary school campus was located, and to Arbuckle Road at the other end of the village which is already experiencing a similar speeding traffic problem

Members voted for the consultation to go ahead. The extent of distribution and volunteer distributors still to be arranged.

Speeding on Main Street:

Since speed cameras had been refused, members agreed on a consultation with a view to supporting a request for a traffic light crossing as a calming measure for speeding traffic. Extent of distribution and volunteer distributors still to be arranged.

Proposed re-opening of Caldercruix surgery under Dr Glen:

Registration will also be open to residents of Plains and Hillend. NHS Lanarkshire have refused this request from Dr Glen, the reason given being these residents are already adequately cared for by existing medical services.

MD in respond to a request agreed to support an appeal against this by getting enough residents to object to refusal by signing an on petition. Leaflets to be distributed to residents with details and petition online contact address. Members made no objection to this with two members agreeing to help distribute the leaflets. MD to have leaflets printed and delivered to volunteers.

**10. D.O.N.M:** 13<sup>th</sup> March 2018

MD thanked all for their attendance and closed the meeting.