



Executive Director
Robert Booth
BAHons DMS DPM

Land and Environmental Services
Glasgow City Council
Exchange House
231 George Street
Glasgow G1 1RX
Phone 0141 287 9000
Fax 0141 287 9059

Our ref **FOI 2941507**

Your ref

Ask for **J Donaldson**
Phone Direct **0141 287 7876**
Fax Direct **0141 287 9059**
Date **10 May 2010**

joseph@heenan.me.uk

Dear Mr Heenan

REQUEST UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

I refer to your request dated 7 April 2010 requesting that certain information be provided to you:
Trying to understand what is happening with the cycle tunnels; the council seem very poor at communicating plans / status with users. All information about the upgrade to the cycle lanes in the Clyde tunnel, to include, current status, plans, funding information, risk assessments, consultations, complaints and complements, delays, snags and any revised plans or funding.

I can confirm that the Council holds the information that you are requesting.

The Council is treating your request as a request under the Freedom of Information (Scotland) Act 2002.

CLYDE TUNNEL, PEDESTRIAN & CYCLE TUNNELS

Controlled Access System

The contract to install a secure controlled access system to the two pedestrian / cycle tunnels is complete except for signage installation and snagging work. It was substantially completed on 19 February 2010 by Glasgow City Council's contractor Scotshield Fire and Security Systems. Due to the specialist nature of the work the contract was a design and build contract to requirements set by the Council.

The signage requirements are almost ready for issue to the contractor. When they are installed it will be far more obvious to non-regular users how to access the tunnel and also will allow all users to see from a distance the operational status (open/closed) of each tunnel.

The snagging work is primarily repair of faulty voice communications system equipment. This has necessitated temporary closure of the northbound tunnel to prevent vandalism and provision of uncontrolled access to the southbound tunnel. The southbound tunnel is providing access for pedestrians in both directions (as is normal) and also for cyclists (temporary situation).

The works have cost in round figures £221,000. This funding was split in two phases. In round numbers the first phase cost £96,000 and was funded entirely by Glasgow City Council. The second phase cost £125,000 which was GCC funded with a £48,000 contribution from the Scottish Government's Cycling Walking and Safer Streets Fund. This has provided 4 powered double gate entry/exit points which are activated on demand by the on-site control room. Demands are made via a voice communications system at each gate.

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Conservation/Biodiversity • Bereavement Services • Roads & Bridges
Sustainable & Integrated Transport • Street Lighting • Parking • Road Safety • Project Management
Refuse Collection • Street Cleansing • Waste Strategy • Trading Standards • Environmental Health
Scientific Services • Landlord Services

FOIDM240L - Mr Heenan

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Access is monitored by two cameras at each gate, one inside and one outside and also by a camera remotely mounted on a pole overlooking each entrance – a total of 12 cctv cameras.

The gates are operated from the control room by powered actuator arms. These are linked to a release mechanism which allows exit without control room intervention in case of an emergency.

For security reasons detailed plans of the installation cannot be put in the public domain.

The pedestrian/cycle tunnels have been the subject of intense anti-social behaviour in the past and usage was restricted because of this. The new system has completely removed the threat to users of being accosted by groups of people loitering in the tunnel. From evidence of our weekly sweeping of the two 1km long tunnels levels of rubbish are much reduced. Broken glass, previously a huge issue, is now virtually unheard of, as are abandoned sofas and other domestic waste.

Building on the success of the system in preventing graffiti, plans for the current year include starting to paint the entire length (both walls and ceiling) of each tunnel which will include a clean up of the smoke damage in the northbound tunnel. It is anticipated that community artwork and other projects will be incorporated into the painting work.

Lighting improvements at the entrance/exit points are planned as well as repairs to the railings in the tunnels.

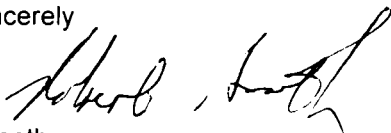
In order to improve repair and re-commissioning times when a fault develops we are also purchasing a selection of key spare parts to be retained on site for quick replacement thus reducing extended pedestrian tunnel closures.

If you require any further information please do not hesitate to contact my Structures Manager Marco Bardelli at marco.bardelli@glasgow.gov.uk

Please find enclosed copies of 19 items of correspondence we hold. The personal details contained in these items of correspondence have been redacted where necessary in line with the terms of the Data Protection Act 1998.

The Council accordingly has complied with your request. If, however, you are of the opinion that this is not the case please contact my Office Manager, Jim Donaldson at the telephone number detailed above.

Yours sincerely



Robert Booth
Executive Director
Land and Environmental Services

Bardelli, Marco

From: Bardelli, Marco
Sent: 16 February 2010 15:18
To:
Cc: Mullen, Jennifer
Subject: Northbound Clyde Cycle Tunnel

Thanks for your email. We are at the final commissioning stage of the system and I have a handover meeting with the contractor this Friday afternoon (19th Feb). I expect to have both cycle ways through the Clyde Tunnel open then.

Regards

Marco Bardelli
Structures Manager
Land & Environmental Services
Glasgow City Council

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Bardell.

From: _____
Sent: 05 May 2010 09:08
To: Bardelli, Marco
Subject: RE: Clyde Tunnel Cycle Path

Thanks for your response Marco,

I'm looking forward to a safer commute!

Best Regards,

From: Bardelli, Marco [mailto:Marco.Bardelli@glasgow.gov.uk]
Sent: 04 May 2010 17:07
To: _____
Cc: Mullen, Jennifer
Subject: FW: Clyde Tunnel Cycle Path

Dear _____

Your analysis of the situation is correct. Following a previous complaint about the same issue we have identified a blocked drain which is causing an overflow of water to run across the cycleway.

A first attempt to unblock it has failed and we will be trying again this week to sort the problem. In the interim please exercise care when cycling round that curve in the tunnel.

The northbound tunnel will re-open soon. We currently have a fault with voice communications to the control room (this is why the gates are locked open on the southbound tunnel) and when the replacement parts are delivered our maintenance contractor will fit them and reset the system which will allow both tunnels to be opened.

I trust this information is helpful

Regards

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From: Mullen, Jennifer
Sent: 04 May 2010 15:45
To: _____
Cc: Bardelli, Marco
Subject: RE: Clyde Tunnel Cycle Path

Dear _____

Thank you for your comments received on 27 April 2010, I have referred this matter to the relevant Land and Environmental Services senior officer whose remit covers the issues you have raised.

05/05/2010

Mullen, Jennifer

From:

Sent: 13 February 2010 20:49

To: Mailroom, Land Services

Subject: Northbound Clyde Cycle tunnel

Hi,

I was wondering if you could tell me when the Northbound cycle tunnel is due to re-open following the improvement works?

Many thanks,

M. Bardelli

140251

15/02/2010

Bardelli, Marco

From: Bardelli, Marco
Sent: 19 January 2010 12:27
To:
Subject: RE: Pedestrian Clyde Tunnel Shut

Will get the signs checked. The entrance too the other tunnel on the south is at Govan Road at Cressey Street. This adjacent to where vehicles from the southbound tunnel join Govan Road.

Regards

Marco Bardelli
Structures Manager
Land & Environmental Services
Glasgow City Council

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From:
Sent: 18 January 2010 17:29
To: Bardelli, Marco
Subject: Re: Pedestrian Clyde Tunnel Shut

Hi,

I was trying to gain access to the pedestrian tunnels on the south side of the river to west of the road tunnel at the end of Burghead Place. This along with the gate just round the corner from it down the other ramp near Holmfauldhead Place(presume this is access to the same tunnel). There was no clear sign posting to the other tunnel so that could maybe be checked. How do you gain access and where do you enter the Southbound cycle tunnel on the southside? I am glad to hear that safety is being improved through the tunnels.

Many Thanks

2010/1/18 Bardelli, Marco <Marco.Bardelli@glasgow.gov.uk>

Thanks for your email. I'm sorry you were inconvenienced when you weren't able to find the way through the Clyde Tunnel pedestrian/cycletrack.

19/01/2010

Bardelli, Marco

From: Bardelli, Marco
Sent: 18 January 2010 17:18
To:
Subject: Pedestrian Clyde Tunnel Shut

Thanks for your email. I'm sorry you were inconvenienced when you weren't able to find the way through the Clyde Tunnel pedestrian/cycletrack.

The northbound pedestrian/cycletrack is closed for the installation of a secure controlled access system. This has been installed in the southbound tunnel and is operating successfully. It is currently taking user in both directions while the northbound is closed. I have always ensured that one of the pedestrian/cycletrack tunnels is open and on 17th January this was the case. Unfortunately the signs advising that you use the other tunnel must not have been clear or possibly they had been interfered with by persons unknown.

The secure access system allows us to control use of the tunnels and has been successful at eliminating the anti-social behaviour which was a frequent problem to Clyde Tunnel pedestrian/cycletrack users in the past.

I hope you will use the Tunnel again.

Regards

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Mullen, Jennifer

From:

Sent: 17 January 2010 11:52

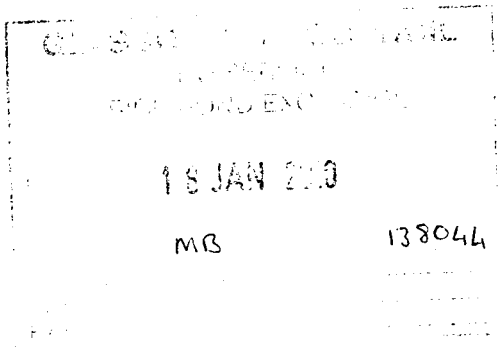
To: Mailroom, Land Services

Subject: Pedestrian Clyde Tunnel Shut

Hi,

I was out cycling today and was hoping to cut through the clyde tunnel but i discovered it was shut. I have since read it has been shut since September. When will it be reopening as I believe bicycles aren't allowed in the main tunnel.

Thanks



Bardelli, Marco

From: Bardelli, Marco
Sent: 17 November 2009 18:21
To:
Subject: Clyde Tunnel mail id 132692

Dear

Good email address! Thanks for the email. Yes we are extending the controlled access installation to the northbound cycle tunnel as well as adding a further four cameras on 6 metre high poles overlooking each of the four entrances/exits. The job should be complete in mid December. I will get my staff on site to make up a sign as you suggest.

Thanks for the feedback

Regards

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Mullen, Jennifer

From:

Sent: 10 November 2009 19:55

To: Mailroom, Land Services

Subject: Suggestion for Clyde Tunnel cycle path

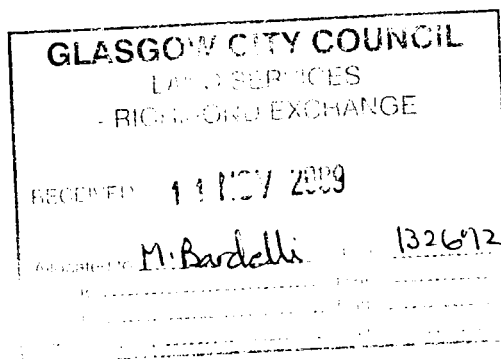
Hi - i'm not sure if you're the right person to contact - i got your email address from the Glasgow City Council website.

I have a suggestion based on my experience of using the Clyde Tunnel cycle Path today. I used the southbound path and i think it would be useful to have a temporary sign at the secure entry which states that the northbound path is currently closed. Otherwise, people may (as i did today) think it is open and try to come back that way. Unfortunately i got caught out. It would cost very little to do, but the impact can be quite big, as people will know to plan a different route back. What do you think?

Is it closed for refurbishment similar to the southbound one? Southbound is much better now.

I look forward to hearing from you.
Best wishes

Have more than one Hotmail account? [Link them together to easily access both.](#)



From: Bardelli, Marco
Sent: 21 August 2009 17:16
To:
Subject: Cycling & Clyde Tunnel mailbook id 126579

Dear

Thank you for taking the time to email the Council regarding the cycling provision in the Clyde Tunnel. I can advise as follows.

The secure controlled access system for the southbound cycle tunnel has been installed and in operation since the spring. We have a call point at each end which links to the control room by video and voice. The outer secure gate opens under the control of the control room operator and this allows access to a secure "air lock". The inner gate will then open when the outer gate is closed again under the control of our operator and the pedestrian or cyclist has then got access to the tunnel.

The tunnel is now much safer to use as there are no gangs hanging around inside. Not surprisingly we don't seem to get requests from gangs to enter the tunnel!

As a first step we have painted the inside of the first 70 metres of the southbound cycle tunnel and this looks great and thus far has remained graffiti free.

Our second phase is about to start. this entails installing the same facilities in the northbound tunnel - very robust double gates at each end, cctv cameras at each side of the gates and voice communications to the control room. Additionally we are installing a cctv camera on 6 metre pole back from each of the four entrance/exits to give an overview of these areas to the control room staff.

I trust this information is helpful.

I have passed your request for information on cycling consultative groups onto my colleagues in our Cycling Unit and they will respond to you directly on this matter. Likewise I have advised my roads maintenance colleagues about your report on the condition of Great Western Road.

Regards

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21/08/2009

Mullen, Jennifer

From:

Sent: 17 August 2009 18:54

To: Mailroom, Land Services

Subject: cycling & Clyde tunnel

Dear Sir/madam

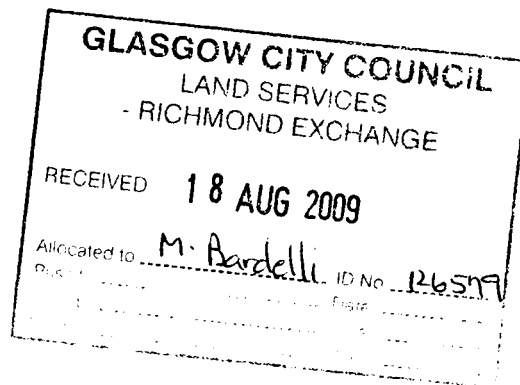
At least two years ago there was talk of a close door entry type system that was going to be installed at the Clyde tunnel walking/cycling entrances. This would allow tunnel controllers to manage and control access to the tunnels thereby making it much safer for cyclists and walkers, as well as stopping the graffiti which would put many off and is hardly a good advert for the city.

You closed one tunnel ages ago and I hoped this was why – but nothing seems to be happening. What is the position? It would be fairly low budget – four secure doors (e.g. Newton Secourity do very good close doors which cope well in Govan closes and could make one to fit tunnel) together with simple door entry system and a few of CCTV cameras – could do the whole lot for £35,000. And think of the saving at not having to send a machine in to clear the glass or repainting over graffiti, let alone people actually starting to use it because it would be safe.

Come on Glasgow City Council. Stop pretending you are committed to healthy cycling by painting green bits on any roads which are wide enough anyway and start being active on encouraging cycling. (Have you tried cycling up Great Western Road between Byres Road and Gartnavel recently – there has been some re-surfacing but not it all and the inside metre is awful and very dangerous in places

And if there are any city council consultative groups on cycling (similar to Housing's tenant participation) I'd be happy to chip in my views. I cycle to work – west end to Govan – most days and my kids & I use bikes around the west end and into the city.

Look forward to hearing from you.



Bardelli, Marco

From: Bardelli, Marco
Sent: 20 August 2009 18:27
To:
Subject: Clyde Tunnel - GCC ref GCC4924212 mailbook id 126550

Dear

Thank you for taking the time to email the Council about the Clyde Tunnel cycle track.

I am pleased to advise you that the southbound cycle track re-opened yesterday. I'm sorry that we took a bit longer than expected to achieve this but we were in the hands of parts suppliers for the secure controlled access system. The system unfortunately developed a fault and we lost voice communications to the gates. The required replacement part was not immediately available hence the delay.

Could I take this opportunity to advise you that we will soon be starting work to install the secure controlled access system to the other (northbound) cycle track as well as some additional cctv cameras at the entrances of the southbound. This should take about 8 weeks and then we will be able to upgrade the interior of the northbound tunnel and make the use of the cycle tunnels a far more pleasant experience.

Regards

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20/08/2009

Mullen, Jennifer

From: Customer Care Team
Sent: 17 August 2009 10:32
To: Mailroom, Land Services; Internet-Development Team
Subject: Contact Us Online form forwarded. Reference: GCC4924212

A comments, compliments and complaints form has been forwarded on 17 Aug 2009 10:32 AM

Reference: GCC4924212
Customer Reference:
Forwarded to: Land Services
(landservices.mailroom@land.glasgow.gov.uk; internet@glasgow.gov.uk)

Contact Details
Received: 16 Aug 2009 09:01 AM
Opened: 17 Aug 2009 10:30 AM
Stage: One
Source: Email
Classification: Comment

Customer Details

From: _____
HouseName: _____
Address: _____
Ward: 12
Contact Number: _____
Email: _____

Other information about customer

Gender: Male
Ethnic Origin: White Ethnic Origin Sub Category: Scottish
Disabled: No

Venue/Service: clyde tunnel - southbound cycle/pedestrian route the southbound cyclist/pedestrian route - entrance/exit just off govan road - has been closed for some time, now. the notice at the entrance mentions an approximate closure time of 2 weeks which has now been comfortably exceeded i would say. would it be possible to have some more up-to-date info on the matter, please?
I appreciate that there is an alternative route but for me this is less convenient and a considerably less inviting proposition - no secure entry system and much more dingy. i imagine this would represent the views of most people who use this route.

thank you.

GLASGOW CITY COUNCIL LAND & ENVIRONMENTAL SERVICES CUSTOMER CARE STAGE...1... GCC...4924212	
RECEIVED	17 AUG 2009
Allocated to	L. Greenfield SID No. 126550
Pass to	M. Baird et al. Date 17/8/09
Pass to Date
File ref Date

GLASGOW CITY COUNCIL LAND SERVICES - RICHMOND EXCHANGE	
RECEIVED	17 AUG 2009
Allocated to
Pass to
Pass to
File ref

Bardelli, Marco

From: Bardelli, Marco
Sent: 17 August 2009 17:23
To:
Cc: Greenshields, Iain; Smith, Sinclair; McAulay, David (LES)
Subject: Clyde Tunnel Cycle Tunnels

Following the recent complaints by Judith Foster regarding the signs for the pedestrian tunnels and several assurances that they were set correctly I had a look myself and can now see the problem.

The signs are set correctly but may be slightly unclear. The signs are 'flap' signs and can be set to read one of two messages. At the north end of the northbound pedestrian tunnel the sign either reads 'Closed - please use southbound tunnel' (for use when this tunnel is closed) or 'Pedestrians only - cyclists use southbound tunnel' (for use when this tunnel is open).

It has been clear for many years to all users that the cycle tracks in the Clyde Tunnel are one way (to prevent high speed head on collisions in the tunnel) but pedestrians can walk in either direction in each tunnel. This is why the cycle track is segregated from the pedestrians. Therefore when one tunnel is closed for repairs the other tunnel is still available for pedestrians in both directions and cyclists in one direction. If a cyclist wishes to go against the normal cycle flow they must dismount and walk as a pedestrian.

It is for that reason the signs as set are correct. A cyclist wishing to go north to south will have presented themselves at the southbound tunnel entrance and been advised that it is closed and to use the other tunnel. Therefore when they arrive at the exit of the northbound tunnel and are advised by the sign 'Pedestrians only - cyclists use southbound tunnel' it is obvious that returning to the other tunnel is not the correct course of action because it is closed and so proceeding as a pedestrian through the northbound tunnel is what they should do. There is also a yellow sign on the railings adjacent which requires cyclists to dismount.

I hope this clears up the confusion. If not please ask Ms Foster to phone me and I will explain directly.

Regards

Marco

Marco Bardelli
Structures Manager
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Glasgow City Council

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17/08/2009

Bardelli, Marco

From:
Sent: 13 August 2009 10:55
To: McAulay, David (LES)
Cc: Bardelli, Marco
Subject: FW: tunnel

Are the pedestrian/ cyclist diversion signs correct for the Clyde Tunnel (see below)?

-----Original Message-----

From: Greenshields, Iain
Sent: 13 August 2009 10:09
To:
Cc:
Subject: FW: tunnel

phoned again

she says no change, still wrong!!!

at n end outside s/b tunnel on dumb rd says closed use n/b to go south

n/b says use s/b

pl clarify/sort!!

+have pothole&lighting complaints below been noted?

Iain
Iain Greenshields
Senior Project Manager
Land & Environmental Services
Glasgow City Council
Richmond Exchange, 20 Cadogan Street, Glasgow G27 AD
Phone 0141 287 9020
Fax 0141 287 9021
Email iain.greenshields@glasgow.gov.uk
www.glasgow.gov.uk

-----Original Message-----

From: Greenshields, Iain
Sent: 06 August 2009 11:32
To:
Cc: Maclean, Allan (LES)
Subject: tunnel

I received a complaint this morning (female, surname [redacted]) that wrong closure signs at the Clyde Tunnel that were reported a week ago were still wrong - n/b tunnel says use other tunnel (think she only uses it Thurs mornings)

also complaint about pothole in n/b after zig /zag and two dark spots with lighting no working

pl report these and advise me what happened re original complaint - Allan thinks you reported it?

Iain

17/08/2009

From: Bardelli, Marco
Sent: 19 March 2009 18:03
To:
Subject: Clyde Cycle Tunnel (mail id 115000)

Thanks for your recent email. The installation of the controlled access system to the southbound cycle tunnel is complete except for some signs and some minor snagging work. It was opened for use on Tuesday 17th March. I'm sorry that the work took a bit longer than envisaged and that no doubt you were inconvenienced for that time.

The work will continue over the coming months to repaint the tunnels to further improve the experience of using the tunnel. I am really hopeful that the system will prevent the loitering, graffiti and other anti-social behaviour that has become the norm at certain times in the cycle tunnels and that the number of people using the cycle/pedestrian tunnel will increase with time. It is my intention to install an identical system in the northbound tunnel but this depends on getting finance confirmed over the next few weeks.

If you require further information please feel free to email me directly.

Many thanks for your interest and patience.

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Mullen, Jennifer

From: Customer Care Team
Sent: 09 March 2009 09:04
To: Mailroom, Land Services; Internet-Development Team
Subject: Contact Us Online form forwarded. Reference: GCC42031I2

A comments, compliments and complaints form has been forwarded on 09 Mar 2009 09:03 AM

Reference: GCC42031I2
Customer Reference:
Forwarded to: Land Services
(landservices.mailroom@land.glasgow.gov.uk; internet@glasgow.gov.uk)

Contact Details

Received: 06 Mar 2009 09:17 PM
Opened: 09 Mar 2009 09:02 AM
Stage: One
Source: Email
Classification: Enquiry

Customer Details

From:
HouseName: _____
Address: _____
Ward: 03 _____
Contact Number:
Email: _____

Other information about customer

Gender: Male
Ethnic Origin: White Ethnic Origin Sub Category: Scottish
Disabled: No

Venue/Service: Clyde cycle tunnel
Hi,

I currently live on the south side of Glasgow and work in the north. My only mode of transport to work is by cycling. For the last couple of months the cycle tunnel under the Clyde has been closed to south bound traffic for repairs. Both tunnels are long over due for refurbishment due to decay and vandalism. The evening times ran an article to say that both tunnels would be refurbished and fitted with security controlled entrances to curb vandalism and loitering.

Can you give me any more information about the planned refurbishments and when it will be finished?

Thank you

GLASGOW CITY COUNCIL LAND & ENVIRONMENTAL SERVICES CUSTOMER CARE STAGE 1 GCC 42031I2	
RECEIVED	09 MAR 2009
Allocated to	M. Bardelli ID No. 115000
Pass to Date
Pass to Date
File ref Date

Bardelli, Marco

From:
Sent: 19 March 2009 21:38
To: Bardelli, Marco
Subject: Re: Clyde Tunnel Cyclists (mail id 115696)

Dear Mr. Bardelli,

Thanks for your email.

I did email you about some of the upgrade work back in November, but never seemed to get a reply.

I actually discovered that the southbound tunnel was open again yesterday [Wednesday], as some workmen had closed off the northbound one!

Wednesday's experience was unfortunately not great; had problems getting in / out and was disappointed to find there was glass on the bends at the south side.

Today went much better; I got in and out without problems (I think Wednesday's experience can just be put down to teething issues) and I didn't hit any glass (though not sure if I was just lucky or it had been cleaned up).

I've spread the word amongst my fellow cyclists that it's open again (I work with/know 5 or more folks who commute through there every day).

I think the main bit of feedback I can give you so far is that the entrance/exit is a bit fiddly. The actual gates and intercom aren't too bad, but the process of manoeuvring a bike around at either side of them is tricky. This is because of both the metal barriers dividing the cycle / pedestrian parts, and because they're at different levels. (There has been a token effort to put in a small tarmac 'ramp' after the gate, but it's rather more of a decoration than something you can physically ride down!)

Your efforts in sorting this out are much appreciated, like yourself I'm very hopeful it is going to result in a much more pleasant and less dangerous experience.

Thanks

Bardelli, Marco wrote:

>
>
> Thanks for your recent email. The installation of the controlled
> access
> system to the southbound cycle tunnel is complete except for some signs
> and some minor snagging work. It was opened for use on Tuesday 17th
> March. I'm sorry that the work took a bit longer than envisaged and that
> no doubt you were inconvenienced for that time.
>
> The work will continue over the coming months to repaint the tunnels
> to
> further improve the experience of using the tunnel. I am really hopeful
> that the system will prevent the loitering, graffiti and other
> anti-social behaviour that has become the norm at certain times in the
> cycle tunnels and that the number of people using the cycle/pedestrian
> tunnel will increase with time. It is my intention to install an
> identical system in the northbound tunnel but this depends on getting
> finance confirmed over the next few weeks.
>

> Please be aware that until we get the full signage in place that at a
> glance the gates may seem locked. This is not the case - the lock bolts
> are merely locked back in the open position and you should approach the
> gates and press the button on the stainless steel box. this will put you
> in voice contact with the control room who will see you on cctv and
> activate the gate opening mechanism. Any user feedback is welcome!

>
> If you require further information please feel free to email me
> directly.

> Many thanks for your interest and patience.

>
> *Marco Bardelli*
> *Structures Manager*
> *Land & Environmental Services*
> *Glasgow City Council*

> **
> /*phone +44 (0)141 287 9449*/
> /*fax +44 (0)141 287 9139*/
> /*e *//*marco.bardelli@glasgow.gov.uk*/
> <mailto:marco.bardelli@glasgow.gov.uk>
> /*web www.glasgow.gov.uk <http://www.glasgow.gov.uk/>*/

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> -----
> -----
>
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> reflect

> those of the Council who will not necessarily be bound by its
> contents.

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>

Bardelli, Marco

From: Bardelli, Marco
Sent: 19 March 2009 18:11
To:
Subject: Clyde Tunnel Cyclists (mail id 115696)

Thanks for your recent email. The installation of the controlled access system to the southbound cycle tunnel is complete except for some signs and some minor snagging work. It was opened for use on Tuesday 17th March. I'm sorry that the work took a bit longer than envisaged and that no doubt you were inconvenienced for that time.

The work will continue over the coming months to repaint the tunnels to further improve the experience of using the tunnel. I am really hopeful that the system will prevent the loitering, graffiti and other anti-social behaviour that has become the norm at certain times in the cycle tunnels and that the number of people using the cycle/pedestrian tunnel will increase with time. It is my intention to install an identical system in the northbound tunnel but this depends on getting finance confirmed over the next few weeks.

Please be aware that until we get the full signage in place that at a glance the gates may seem locked. This is not the case - the lock bolts are merely locked back in the open position and you should approach the gates and press the button on the stainless steel box. This will put you in voice contact with the control room who will see you on cctv and activate the gate opening mechanism. Any user feedback is welcome!

If you require further information please feel free to email me directly.

Many thanks for your interest and patience.

Marco Bardelli
Structures Manager
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Glasgow City Council

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web www.glasgow.gov.uk

Mullen, Jennifer

From: Customer Care Team
Sent: 16 March 2009 15:16
To: Mailroom, Land Services; Internet-Development Team
Subject: Contact Us Online form forwarded. Reference: GCC4094611

A comments, compliments and complaints form has been forwarded on 16 Mar 2009 03:16 PM

Reference: GCC4094611
Customer Reference:
Forwarded to: Land Services
(landservices.mailroom@land.glasgow.gov.uk;internet@glasgow.gov.uk)

Contact Details
Received: 16 Mar 2009 02:28 PM
Opened: 16 Mar 2009 03:15 PM
Stage: One
Source: Email
Classification: Enquiry

Customer Details

From: _____
HouseName: _____
Address: _____
Ward: 14
Contact Number: _____

Other information about customer

Gender: Male
Ethnic Origin: White Ethnic Origin Sub Category: Other British
Disabled: No

Venue/Service: north bound clyde cycle tunnel
Hi,

Is there any information about when the north bound clyde cycle tunnel will reopen?

The entrance just seems to be bolted closed now, with no signage at all to indicate why or for how much longer. Previous indications were that it was expected to reopen in January or early February.

GLASGOW CITY COUNCIL	
LAND & ENVIRONMENTAL SERVICES	
CUSTOMER CARE STAGE...1...	
GCC...4094611	
RECEIVED	17 MAR 2009
Allocated to	M. Bardelli ID No. 115696
Pass to Date
Pass to Date
Pass to Date

Bardelli, Marco

From:

Sent: 27 January 2009 10:35

To: Bardelli, Marco

Subject: Re: Clyde Tunnel

Marco
Many thanks for your response.

Regards

Sent from my BlackBerry® wireless device

From: "Bardelli, Marco"

Date: Tue, 27 Jan 2009 08:29:26 -0000

To:

Subject: Clyde Tunnel

Thank you very much for your email. The pedestrian tunnels are checked most days for glass and other results of anti-social behaviour. Only when there is some other incident or more pressing matter for the staff at the tunnel would this not be done. Every Tuesday morning however a mechanical sweeper accompanied by a man on foot with a brush is used to clean the pedestrian/cycle tunnels and this will be done today.

The controlled access system on the southbound tunnel should come into use next week when the finishing touches and system tests have been completed.

Regards

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27/01/2009

Bardelli, Marco

From: Bardelli, Marco

Sent: 24 June 2008 16:49

To:

Subject: RE: Clyde Tunnel Cycle Paths

Sorry I haven't been keeping you up to date but I hope you will understand. As I mentioned previously I have lost my Tunnelmaster (post not being filled) and since then my engineer who dealt with tunnel matters has also left the Council so I have been struggling a bit to keep things on track.

The latest on the cycleway repairs is that new drain covers are required at the northbound cycleway tunnel nadir. These are bespoke items and are being fabricated and should be ready in about 3 to 4 weeks. The special asphalt slurry that my colleagues in the roads maintenance section have recommended can only be used in mild temperature conditions and the citywide work programme has now started. The squad can come into carry out the tunnel surface repairs with about one week's notice once the drains are repaired.. So overall I anticipate the cycleway repairs to be complete early in August.

I can advise that the secure entry system contract that I outlined previously is in the process of being awarded and the works will roll out over the late summer into the autumn, starting first with the southbound tunnel. The delay was due to issues of funding. The complete secure entry system will cost about £200,000 which I hope gives some indication of the commitment I have to improving the pedestrian and cyclist 'user experience' in the tunnel.

I can answer your question on budgets and costs of the repairs very quickly in this email but I would be obliged if you could advise once you have read the response if you require a formal response as a Freedom of Information request.

Over the last two years the detail of how much has been spent on repairing the cycleway surface is not recorded. It is a very small amount. My staff at the tunnel have repaired potholes as and when required using proprietary cold bituminous materials that are kept in tubs at the tunnel. My best estimate is that about £200 of materials has been spent over the two years with the labour costs already included in the normal on site staff costs.

There is no specific budget for surface repairs in the tunnel set aside on a year to year basis. Due to budgetary restrictions repairs are carried out on a reactive basis.

Regards

Marco

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-----Original Message-----

From:

Sent: 23 June 2008 22:05

To: Bardelli, Marco

Subject: Re: Clyde Tunnel Cycle Paths

Marco

Please may I have an update re repairs to the surface of the Clyde tunnel cycle pathways as promised.

As a freedom of information request please advise how much has been spent repairing (as

24/06/2008

opposed to routine cleaning) of each of the 2 cycle paths in each of the last 2 financial years and the proposed budget for this for the present financial year.

Please reply by return, advising me of your timescale if you anticipate any delay

I thank you

----- Original Message -----

From:

To: Bardelli, Marco

Sent: Thursday, January 10, 2008 9:04 PM

Subject: Re: Clyde Tunnel Cycle Paths

Marco

End of February is good enough for me.

Thanks for keeping me advised

----- Original Message -----

From: Bardelli, Marco

To:

Sent: Thursday, January 10, 2008 6:25 PM

Subject: RE: Clyde Tunnel Cycle Paths

Thanks for the email and my apologies for the delay in getting the work done. The repairs should be completed by the end of February. Unfortunately my Tunnel Master at the Clyde Tunnel unexpectedly left the Council and has taken up a post with another organisation. This has left me somewhat shorthanded at the "doing" end of things and has been the main reason for the delay.

my apologies once again

regards

Marco

Marco Bardelli

Structures Manager

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-----Original Message-----

From:

Sent: 02 January 2008 09:18

To: Bardelli, Marco

Subject: Re: Clyde Tunnel Cycle Paths

Please update me with your timescale for the repairs which were not as I understand it carried out in November. Kindly advise the reason for the delay

Many thanks

----- Original Message -----

From: Bardelli, Marco

To:

Sent: Monday, November 05, 2007 10:30 AM

Subject: RE: Cyde Tunnel Cycle Paths

My apologies, I overlooked the fact that you had asked for more information.

I have spoken to my colleagues who are arranging the surfacing repairs. Due to the distance from the outside and the restricted size of the cycleway normal repair methods are not suitable and some specialist advice has been sought. An appropriate material and method of laying it has now been identified and the repairs will be carried out during November.

The door entry system is a project which is actually in progress. Advertising for interested contractors has already gone out and been returned and I anticipate the tenders will be issued in about two weeks with a view to having the system in place by the end of March next year.

Regards

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e marco.bardelli@land.glasgow.gov.uk

web www.glasgow.gov.uk

-----Original Message-----

From:

Sent: 01 November 2007 23:00

To: Bardelli, Marco

Subject: Re: Cyde Tunnel Cycle Paths

Hi

Please may I hear from re my last email you with timescales?

E.g. re the potholes I would be pleased to be advised how long you have been aware of them and when they are to be fixed....I do not have a mountain bike and they damage my wheels unless I slow right down...

and as for the door entry...has this been given the go ahead or is it merely a project under consideration.

If you anticipate a delay in replying please at least acknowledge this and advise.

many thanks

----- Original Message -----

From:

To: Bardelli, Marco

Sent: Thursday, October 11, 2007 7:38 PM

Subject: Re: Cyde Tunnel Cycle Paths

Dear Mr Bardelli

Thanks for your reply and I note the plans. Please advise me of the timescale for all of these as at present I am familiar with a history of apparent inactivity. ..eg how long have you been aware of the blackened ceilings?

May I also ask if you consider a weekly sweeping of glass etc is sufficient, given the amount and obvious hazards.

I remain of the view this should be part of the tourist activity of Glasgow rather than an obvious source of blight and wish you well in your plans...

----- Original Message -----

From: Bardelli, Marco

To:

Sent: Thursday, October 11, 2007 2:15 PM

Subject: Clyde Tunnel Cycle Paths

Thanks for your email regarding the Clyde Tunnel cycle paths.

I can advise as follows:

The paths are cleaned once a week with a mechanical street sweeper backed up by a man with a brush. This is normally carried out on a Tuesday.

Plans are in hand to repair the potholes in the tunnel. As you say the bottom is poor as is the north end of the southbound tunnel. We have had a specialist bituminous material supplier in to discuss the repairs required and plan to get the repairs done as soon as possible.

The blackened ceilings need to be washed down with a pressure washer before painting. We are also planning this job the difficult being providing a water supply in the cycle tunnel.

At present we do not remove any graffiti in the cycle tunnels other than the on going task of cleaning or replacing the painted over light covers. We cannot with our present manpower or financial resources keep the tunnels graffiti free.

However we do have a project at the design stage to install a secure door entry system at the ends of the cycle tunnels. This will prevent the groups of people who currently hang around in the tunnels and vandalise them from doing so. The major benefit to bona fide tunnel users will be the removal of the threat of violence or abuse that currently exists. The tunnels could then be maintained to the standard that you and I would like to see – no graffiti, no fires, no litter, no glass, no intimidation and no lights not working.

I hope this information is helpful and that you can bear with us as we implement these improvements.

Regards

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Our ref **ST/Cor/002/GP/88932/
Cor1112**

Your ref

Ask for **Graham Pinkerton**

Phone Direct **0141 287 9483**

Fax Direct **0141 287 9333**

Date **5th February 2008**

Dear Mr Stenson

CLYDE TUNNEL PEDESTRIAN & CYCLE WAY

I was sorry to hear of your problems with broken glass in the Clyde Pedestrian and Cycle Tunnel.

The tunnel is subject to a maintenance regime and is swept weekly by a street sweeping machine, however the high incidence of vandalism and anti social behaviour means that it is difficult to ensure the paths are always free of debris.

Glasgow City Council is very aware of the problems associated with the Clyde pedestrian and cycle tunnel and there are proposals to upgrade the tunnel to help deal with the root cause of the vandalism and debris. The main proposal is to introduce a gated entry system, this gate will be operated from the tunnel control room and entry to the tunnel will only be granted once the controller has seen the tunnel user on the CCTV system. This system, it is hoped, will stop loitering within the tunnel and prevent groups entering with bottles with the intent to strew the path in broken glass.

If you wish to report obstructions, or any other defect, to a cycle path, the most efficient way to do this is through Roads And Lighting Faults (RALF) either by phone on 0800 373 635 or online at <http://www.glasgow.gov.uk/en/Residents/GettingAround/RALF/>

I have sent a copy of your correspondence to Bob McKinnon, the tunnel master, who is responsible for the Clyde pedestrian and cycle tunnel and takes very seriously vandalism such as you have reported.

Thank you for your correspondence and for your continued use of the Clyde tunnel pedestrian & cycle way. It is an important resource for crossing the Clyde and it is the aim of Glasgow City Council to maximise usage of this asset.

Yours sincerely

George Gillespie
Head of Service Delivery
Land and Environmental Services

Cc: Bob McKinnon

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Bardelli, Marco

From: Kerr, Maureen(LS)
Sent: 31 January 2008 14:35
To: Bardelli, Marco
Cc: Francis, Christine; Colvin, Nikki
Subject: FW: CLYDE TUNNEL CYCLE PATH - NEGLECTED

Marco

This response relates to ID 88250 and has been closed from the Mailbook.

Please note this response was also sent to Councillor Christopher Mason.

-----Original Message-----

From: Kerr, Maureen(LS)
Sent: 31 January 2008 14:32
To: Colleran, Aileen
Subject: FW: CLYDE TUNNEL CYCLE PATH - NEGLECTED

MESSAGE SENT ON BEHALF OF ROBERT BOOTH, EXECUTIVE DIRECTOR, LAND AND ENVIRONMENTAL SERVICES

Dear Councillor Colleran

I refer to your email of 17 January 2008 regarding the above matter and can advise that the condition of the Clyde Tunnel Pedestrian/Cycle Tunnel is an issue which has been raised ever since the tunnel was opened 45 years ago.

The Clyde Tunnel Pedestrian/Cycle Track (referred to as the "pedestrian tunnel") is operated and maintained by LES Structures as part of the overall Clyde Tunnel operational remit. Vandalism and anti-social behaviour in and around the pedestrian tunnel has been a constant issue to varying degrees since the tunnel was opened in 1963. The level of service currently being provided to the public, although, diligent is not nearly good enough.

Graffiti, damage to lighting, bottle smashing, fire raising, furniture dumping, verbal and physical abuse of pedestrian/cyclist tunnel users are all current problems. The Police are actively engaged to try and reduce the problems which seem to stem from local gang activities on each side of the river. At present keeping the tunnel clear of glass and other debris is a constant job. The tunnels are swept using a mechanical street sweeper backed up by a member of staff on foot with a brush every Tuesday morning and additional daily inspections and manual sweeping are carried out most days whenever staff at the tunnel are available. The lights are repaired on virtually a daily basis to keep the 750 lights constantly lit round the clock and to overcome hammer, blow torch and spray paint attacks. The extent of the graffiti is almost total on the 17000 square metres of walls and ceiling. Previous experience has shown that painting out the graffiti cannot be achieved faster than it is put back and at a cost of about £20,000 to paint the tunnels is not good value. Consequently currently no graffiti removal is carried out.

The solution to these problems is in hand namely provision of a very robust controlled access system to the pedestrian tunnels. When this system is in operation only bona fide travellers will be permitted entry to the pedestrian tunnels by request via a voice and video link to the tunnel control room. The facial features of anyone using the tunnels would be recorded and this would be a deterrent to people with malintent. The numbers of people in the tunnels would be known and loitering in the tunnels would be prevented. Of course the odd rogue tunnel user could still carry in a spray can and cause some damage but this could be cleaned up in the knowledge that it would be an isolated incident. Tenders for the access system are being issued and it is anticipated that work could start in March with completion 8 to 12 weeks later.

An earlier attempt at controlled access in 1999 failed due to normal aluminium architectural doors being used which and were destroyed by vandalism. It is the remnants of this system that are still visible at the pedestrian tunnel entrances.

The budget available for the new access system installation work is unlikely to meet the full amount required and it is anticipated that one pedestrian tunnel will be improved as a first stage and the other closed while further funds are sought. The works contract will be let on a menu basis which can be tailored to match the available funding.

The future planned expansion of the Southern General Hospital to become the largest acute hospital in the UK together with the new maternity unit and new children's hospital will make the Clyde Tunnel an even more important transport link than it is today. Providing good facilities for pedestrians and cyclists that they can use with peace of mind without fear of intimidation is a goal that we hope to achieve in the near future.

I trust this is of assistance and provides information on the scale of the problem and outlines the solution that will allow the full use of the pedestrian tunnels to be realised by the many people who are currently prevented from doing so. Should you require any further information please do not hesitate to contact Marco Bardelli, Structures Manager, on 0141 287 9449.

Robert Booth
Executive Director
Land and Environmental Services

(MLU Ref: 88250)

Bardelli, Marco

From: Bardelli, Marco
Sent: 10 January 2008 18:19
To:
Subject: RE: CLYDE TUNNEL - PEDESTRIAN TUNNEL ref GCC16392I1

Yes we do seem to have had an upsurge in glass smashing by those that do that sort of thing. I have asked my staf at the tunnel to call in the mechanical sweeper more often than once week if required, to have look through the tunnels daily and manually sweep up any local glass hotspots.

I can assure you that we are giving it our best efforts but sometimes we fall short of the required outcome if faced with extreme anti-social behaviour. I apologise to you for the inconvenience you have been having to put up with.

I have high hopes for an improved tunnel when the controlled access system is put in over the next few months.

regards.

Marco Bardelli

Marco Bardelli
Structures Manager
Land & Environmental Services
Glasgow City Council

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e marco.bardelli@land.glasgow.gov.uk
web www.glasgow.gov.uk*

-----Original Message-----

From:
Sent: 09 January 2008 11:02
To: Bardelli, Marco
Subject: Re: CLYDE TUNNEL - PEDESTRIAN TUNNEL ref GCC16392I1

Dear Mr Bardelli,

Thank you for replying to my email all those months ago. Over the last 4 weeks the glass in the clyde tunnel has been worse than ever and has not been cleaned. I have phoned several times but the glass does not seem to get cleaned up properly if at all. Over the last 5 days I have had 3 flat tyres and have decided it would be better to use the Renfrew ferry. The current system for cleaning the tunnel does not seem to be working. Could you please try to sort this out.

Yours sincerely,

----- Original Message -----

From: "Bardelli, Marco" <Marco.Bardelli@glasgow.gov.uk>
To:
Sent: Monday, 22 October, 2007 11:07:25 AM
Subject: CLYDE TUNNEL - PEDESTRIAN TUNNEL ref GCC16392I1

Dear

Thank you for your email which has been passed to me for attention. I agree with you that currently the experience of using the Clyde Tunnel as a pedestrian or as a cyclist is at best unpleasant. Let me outline what we are currently doing and what are plans for the pedestrian tunnels are in the near future.

10/01/2008

The pedestrian tunnels are mechanically swept using a 'ride on' street sweeper every Tuesday. The machine is attended by a man on foot with a brush to get at any awkward areas. So generally speaking glass, rubbish and other unpleasant mess is not ignored. The obvious problem is the frequency which individuals or usually groups of people act anti-socially and re-create the mess you have highlighted in your email. The pattern and time of this vandalism does vary with factors such as school holidays, weekends, the weather and the time of year.

The lighting in the pedestrian tunnels is a constant target for vandalism by impact, fire and painting out. My staff are engaged pretty much full time repairing the lighting and I hope you will agree that generally it is in working order. Arrangements are being made to wash the soot off the walls and roof of the northbound tunnel following a spate of deliberately set fires.

Graffiti in the pedestrian tunnels is another issue which unfortunately the Council does not have the resources to tackle. When in the past we tried to paint it out we actually got to a situation that it was being reapplied before our paint had dried.

We have engaged with the Police and they managed to reduce the anti-social activity significantly and have undertaken to respond as soon as possible to reported incidents.

In answer to your question, I can report that we are currently designing and will be issuing a contract to be completed by next spring to install very robust secure controller door entry facilities at each end of the pedestrian tunnels. This will allow bona fide travellers such as yourself to gain access at the touch of a button by speaking to the control room staff. The entrances will be under cctv surveillance both outside and inside the tunnel. In this way we can prevent entry to vandals and therefore keep the tunnels clean, well lit, and graffiti free. Our future plans will be to provide a registered swipe card to make access even more straightforward for regular users.

Arrangements are in hand to repair the poor surface particularly at the north end of the southbound tunnel and the bottom of the northbound.

I am of the opinion that the Southern General, BAe Systems and Thales, all major local employers, will all have staff who would like to walk or cycle to work but are prevented from doing so by the poor condition of the tunnel. I hope to improve this situation of the coming months and years.

Best regards

Marco Bardelli
Structures Manager
Land & Environmental Services
Glasgow City Council

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fax +44 (0)141 287 9139
e marco.bardelli@land.glasgow.gov.uk
web www.glasgow.gov.uk

Marco

From: Bardelli, Marco
Sent: 11 October 2007 14:16
To:
Subject: Clyde Tunnel Cycle Paths

Dear

Thanks for your email regarding the Clyde Tunnel cycle paths.

I can advise as follows:

The paths are cleaned once a week with a mechanical street sweeper backed up by a man with a brush. This is normally carried out on a Tuesday.

Plans are in hand to repair the potholes in the tunnel. As you say the bottom is poor as is the north end of the southbound tunnel. We have had a specialist bituminous material supplier in to discuss the repairs required and plan to get the repairs done as soon as possible.

The blackened ceilings need to be washed down with a pressure washer before painting. We are also planning this job the difficult being providing a water supply in the cycle tunnel.

At present we do not remove any graffiti in the cycle tunnels other than the on going task of cleaning or replacing the painted over light covers. We cannot with our present manpower or financial resources keep the tunnels graffiti free.

However we do have a project at the design stage to install a secure door entry system at the ends of the cycle tunnels. This will prevent the groups of people who currently hang around in the tunnels and vandalise them from doing so. The major benefit to bona fide tunnel users will be the removal of the threat of violence or abuse that currently exists. The tunnels could then be maintained to the standard that you and I would like to see – no graffiti, no fires, no litter, no glass, no intimidation and no lights not working.

I hope this information is helpful and that you can bear with us as we implement these improvements.

Regards

Marco Bardelli
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web www.glasgow.gov.uk

11/10/2007

Mailroom, Land Services

From:
Sent: 01 October 2007 20:47
To: Mailroom, Land Services
Subject: Clyde Tunnel cycle paths

Hi

Can you please advise me of the following:-

- **how often the above paths are cleaned (for glass etc)**
- **what plans there are to fix the potholes in the tunnel (especially at the bottom)**
- **what plans are there to re-paint the blackened ceiling areas (to let us see glass etc)**
- **what plans there are to remove graffiti (gang slogans etc)**

Please pass on as necessary, copying me in)
I thank you

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LAND SERVICES	
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File ref	Date

Our ref **ST/COR/002/GP/ Cor-
1063**

Your ref

Ask for **Graham Pinkerton**

Phone Direct **0141 287 9483**

Fax Direct **0141 287 9698**

Date **23rd August 2007**

Dear Dr Bartos

CLYDE TUNNEL PEDESTRIAN & CYCLE WAY

I was sorry to hear of your recent incident in the Clyde Pedestrian and Cycle Tunnel.

The tunnel is subject to a rigorous maintenance regime; however this is mainly aimed at counteracting the vandalism that the tunnel is subject to.

There are proposals to upgrade the tunnel, the main proposals being to introduce a gated entry system. This gate will be operated from the tunnel control room and entry to the tunnel will only be granted once the controller has seen the tunnel user on the CCTV system. This system, it is hoped, will stop loitering within the tunnel.

If you wish to report potholes, or any other defect, in a cycle path, you may do this through Roads And Lighting Faults (RALF) either by phone on 0800 373 635 or online at <http://www.glasgow.gov.uk/en/Residents/GettingAround/RALF/>.

Whilst the Council is under a duty to maintain the roads and footways in Glasgow, it is a reasonable duty rather than an absolute one. The Council fully accepts that you may come across defects on the streets of Glasgow, however this does not automatically make the Council liable for any damage or injury sustained. Providing that the Council can show that there is a reasonable inspection system in place and unaware of the defect then the Council is entitled to refuse the claim.

Should you wish to pursue a claim for damages resulting from the incident, I have enclosed a claims form with this letter

Thank you for your interest and for your continued use of the Clyde tunnel pedestrian & cycle way. It is an important resource for crossing the Clyde and it is the aim of Glasgow City Council to maximise usage of this asset.

Yours sincerely



Steve McFadden
Head of Policy and Design
Land and Environmental Services

Enclosed: Glasgow City Council claims form

Cc: Marco Bardelli and Bob McKinnon

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Bardelli, Marco

From: Bardelli, Marco
Sent: 10 April 2007 11:39
To:
Subject: Clyde Tunnel

Dear _____

Thank you for your email regarding the above. May I first apologise for the length of time it has taken for a response to get to you.

The point you raise is valid and is one that I and the Clyde Tunnelmaster are all too aware of. Since December last year the pedestrian tunnels have been the focus of serious and prolonged anti-social behaviour over and above the level which could be normally expected. Many incidents involving smashing lights, setting fires, drinking, smashing wheelie bins full of bottles, spray painting the lights and general verbal abuse of tunnel users have been noted. The incidents were reported to the police and they reacted according and brought the situation under control, however a police presence 24/7 is not possible and from time to time the vandalism flares up again. It is then brought back under control by further police activity.

My staff spend a huge amount of their time keeping the lighting operational and the walking surface clean for our customers. Evidently when major attacks have taken place it takes a bit of time to get back to a more normal situation. This was the position when you used the northbound pedestrian tunnel.

The Council's plan is to invest in a very robust secure door entry system whereby access will only be gained by bona fide travellers who will request entry via video/voice link to the control room. The entrances will be fully monitored by cctv. I hope to have this in place by the end of the summer. This will allow the lighting to fully operational at all times, cleanliness levels to be to a very high standard, graffiti to virtually eradicated and the overall experience of the using the pedestrian tunnels to be lifted from being in a potential state of fear to hopefully a feeling of wellbeing and security.

Apologies once again for the late reply and for the poor state of the tunnels at present. I hope you will bear with us while we work to provide a pedestrian tunnel that will encourage use and be pleasant to use. If I can assist you in any other way please do not hesitate to email me directly for a fast response.

Regards

Marco Bardelli
Structures Manager
Land Services
Glasgow City Council

phone 0141 287 9449

fax 0141 287 9139

e marco.bardelli@land.glasgow.gov.uk

web www.glasgow.gov.uk

10/04/2007

Mailroom, Land Services

From:
Sent: 13 March 2007 09:18
To: Mailroom, Land Services
Subject: Clyde Tunnel

Dear Sir,
This morning, Tuesday 13th March, I used the pedestrian Clyde tunnel that runs parallel to the north bound car tunnel. The tunnel is a disgrace. I found that the lighting at the Whiteinch end had been vandalised by paint but I made the mistake of carrying on. Having walked most of the way through I turned a corner to discover that there were no lights at all. You should try it. It is pitch black. I had to feel my way through the remainder. This is not the first time I have had to do this. This is unacceptable. Why has this been allowed to happen? It is little wonder that the travelling public insist on using their cars.

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Mullen, Jennifer

From:
Sent: 27 April 2010 12:02
To: Mailroom, Land Services
Cc: Rooney, Paul; Wyber, Avril
Subject: Clyde Tunnel Cycle Path

27 APR 2010
M Bardelli 146468

Hi there,

I'm not sure if you are also the correct contact for the cycle/pedestrian tunnel, (if not can you please let me know who is?)

I use the tunnel most working days for my cycle commute, and recently I've been noticing more and more lying water on the cycle path, particularly where it bends at the south entrance/exit. From my inexpert review, it seems that the drains are blocked, and need to be cleaned to keep them from overflowing onto the path.

Can this please be done ASAP – it feels pretty risky cycling round a corner, with slimy water on the path, and I've heard of several people falling.

Please let me know by return what your plans on this matter are.

Also, the latest council information was that the Northbound cycle tunnel was due to be reopened in December 2009 – can you please give an update on this?

Thanks & Regards,

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27/04/2010

Bardelli, Marco

From:

Sent: 13 March 2010 10:42

To: Bardelli, Marco

Subject: Re: Cyclists in the Clyde Tunnel

Hi Marco

Thanks for your reply, I'm working in London this month, so haven't been cycling in Glasgow. It is really good news and I appreciate what you are doing to improve cycling, and pedestrians, routes.

Thanks again

Bardelli, Marco wrote:

Dear _____

Thanks for your email. I must apologise for overlooking it and not responding to you on time.

Hopefully you will have realised since you emailed that both cycle tunnels are now open and the security access system functioning on both. I'm very glad to hear that you find the new system reassuring to use.

I plan to have the southbound tunnel fully painted this year and the northbound tunnel cleaned of smoke damage and painted as well. Better signs will also be put in place to guide users. This will further improve the experience for cyclists and pedestrians using the tunnels.

I hope you continue to use the tunnel. Please email me directly if you have any further questions or comments.

Regards

Marco Bardelli
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15/03/2010

Mullen, Jennifer

From: _____
Sent: 06 February 2010 18:37
To: Mailroom, Land Services
Subject: Cyclists in the Clyde Tunnel

Hi Les

When will the northbound cyclist/pedestrian tunnel be open again? It is scary riding down the southbound one when it is two way.

Also, when will the secure access be operating again, that was very reassuring when it was in operation.

Thanks

M. Bardelli 139625