



Annual Service Delivery Plan 2019

Section 134A of the Local Government Act 2001, as amended, requires the Local Authority to adopt a Service Delivery Plan containing:

- a statement of the principal services
- the objectives and priorities for the delivery of each of the services
- the performance standards intended to be met.

The Service Delivery & Resources Working Group established following the Special City Council Meeting of 22nd May, 2017, has overseen progress made on the Annual Service Delivery Plan 2018.

At its most recent meeting on 18th December, 2018, the Working Group agreed that the Annual Service Delivery Plan 2019 should continue to focus on the specific services contained in the 2018 Plan so that the emphasis on improving service delivery in these key areas is maintained.

The Annual Service Delivery Plan 2019 has been drafted on that basis. A number of the performance measures have been amended or strengthened based on experience throughout 2018. The Members will note that in the case of Public Lighting, the resolution timeframe for responding to fault reports has been amended from 5 working days to 10. This is based on the experience during 2018 that sending a crew to repair faults on an individual basis in order to meet the 5 day timeframe has impacted negatively on the efficiencies achieved by bundling sets of faulty lighting reports together and repairing them as part of routine work.

The Annual Service Delivery Plan 2019 is now presented and recommended for adoption by the Chief Executive.

The adoption of the Plan is a Reserved Function.

The following resolution should be passed to adopt the plan:

“In accordance with Section 134A of the Local Government Act 2001, as amended, the Annual Service Delivery Plan 2018 as recommended by the Chief Executive is hereby adopted”.

Owen P. Keegan

Chief Executive
4th February, 2019



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Dublin City Council Service Delivery Plan 2019

Introduction		2
SDP01	Housing Maintenance	3
SDP02	Public Lighting Bulb Repair & Replacement Service	7
SDP03/4	Roads & Footpath Maintenance	9
SDP05	Renewal of Road Markings	11
SDP06	Illegal Parking Enforcement	13
SDP07	Traffic Advisory Group (TAG) Requests	15
SDP08	Gully Cleaning	17
SDP09	Planning Enforcement	19
SDP10	Illegal Dumping	21
SDP11	Abandoned Vehicles	23
SDP12	Street Cleaning	25
SDP13	Community Clean Ups	27
SDP14	Landscape and Grass Maintenance	29
SDP15	Tree Care	31
Appendix 1	Housing Maintenance Work Programme 2019	33

Introduction

This Annual Service Delivery Plan 2019 has been prepared on the basis agreed with the Service Delivery and Resources Working Group that it continue to focus on the services areas included in the 2018 Plan.

The Annual Service Delivery Plan 2019 is formulated and adopted in the context of the City Council's Mission Statement set out in the Corporate Plan 2014-2019 that:

“Dublin City Council will provide quality services for its citizens and visitors and act to protect and promote Dublin's distinct identity in a way that acknowledges our past and secures our future.”

The emphasis of this Plan is on service delivery, with standards set out for service response times and service levels. In this way, the Plan puts forward the City Council's commitment to the service standards that the public can expect from its local authority.

As in 2018, this Plan focuses on 15 of the principal services which the Council proposes to deliver, within existing constraints on funding and resources.

The 15 services are drawn from the following Division & Services Groups set out in the Annual Budget 2019:

Division A - Housing & Building
Division B – Road Transport & Safety
Division C – Water Services

Division D – Development Management
Division E – Environmental Services
Division F – Culture, Recreation & Amenity

Details of each service

A Service Plan for each of the 15 priority services is set out and includes;

- A description of the service, its objectives and priorities and how the service is delivered
- Details of Planned Work Programmes, Routine Work Programmes and Response to Service Requests, as appropriate to each service
- Performance standards and resolution timeframes to be met in the delivery of each service
- Proposed service enhancements for 2019
- Relevant budget code from which each service is funded
- The policy context, service constraints and customer responsibilities for each service to highlight factors that can facilitate and hinder effective service delivery
- Service contact details

Implementation and monitoring

Performance in the delivery of these principal services will be measured using the standards set out in this Plan and using National Service Indicators where appropriate. A report on progress and performance will be included in the Chief Executives Management Report every quarter.

Service Description

Dublin City Council has a rented housing stock of circa 26,100 units and provides a management and maintenance service for those units in compliance with relevant policies, plans, legal and regulatory requirements.

The following are key objectives for the Housing Maintenance Section:

- Housing stock is maintained to the highest standard
- Repair request service response that meets all City Council policy obligations with particular reference to the Dublin City Council tenant handbook
- Building works meet with required legislative and regulatory standards
- Positive communication with the tenants, representatives and all other stakeholders

Housing Maintenance Services incorporates a significant planned work programme of capital repairs and scheduled maintenance in relation to mechanical services, energy efficiency upgrades, void refurbishments and adaptations. A description of the key programmes and a schedule of the work planned for 2019 are provided in Appendix 1.

Response to Service Requests

<i>Resolution timeframe</i>	Service requests will be responded to in the following timeframes: Emergency: Immediate Urgent: 5 Working Days Routine: 8 Working Weeks		
<i>Service Availability</i>	9am – 5pm Monday to Friday		
<i>Emergency Out of Hours Services:</i>	<u>Plumbing Service Repair</u> 5.30pm-9.30pm Monday – Thursday 5.30pm – 8.30pm Friday 8.30am – 6pm Saturday – Sunday	<u>Choke Car</u> 5pm- 9pm Monday – Friday 8.30am – 5pm Saturday On call – Sunday	<u>Dangerous Buildings Unit</u> 24 hour call out
	<u>Welding Services</u> 24 hour call out	<u>Electrical Services</u> 5pm – 8.15am every day	<u>Heating Services</u> 8am – 12am Saturday
<i>Updates & Communications</i>	The service request is logged on the OHMS system and the status of the request is updated on the system. The service has moved to an appointment led service and tenants are contacted to arrange a suitable time for maintenance staff to call. All emails are acknowledged immediately.		

Performance Measurement	
<i>Planned Work Programme</i>	% of programme complete
	Energy Efficiency BER rating improvement Number of units complete
	Voids % of available housing that is void Number of units complete Average time taken from date of vacation of dwelling to completion of refurbishment
<i>Response to Service Requests</i>	Total number of repair requests received in the period % change in repair requests received since last period % repair requests resolved within timeframe

Proposed Service Enhancements
In 2019 it is proposed to: <ul style="list-style-type: none"> • increase our annual boiler servicing from 14,491 to approximately 17,000 to comply with I.S. 813 by servicing our boiler stock in general at one year intervals • tender for our Domestic Boiler Replacement Programme to enhance our value for money through Public Procurement guidelines • continue the roll out of Phase Two of our Energy Efficiency Fabric Upgrade Programme and target the upgrade of circa 500 properties and extend our boiler replacement programme to replace inefficient boilers with high energy efficient boilers accompanied by heating controls which will significantly reduce the carbon footprint • begin the rollout of additional green and brown bins to all our complexes in the city to reduce landfill usage and increase recycling rates • implement a new Term Maintenance Framework for refurbishment of vacant properties to increase our value for money • further improve the management of the void refurbishment process to reduce the average number of weeks that our stock is void, increase rent collection and reduce the numbers on the housing list • increase the number of properties undergoing refurbishment at any given time to reduce the average number of weeks that our stock is void

Resourcing - Funding for this service in 2019 is included in the following provisions in the Annual Budget & Capital Programme		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
A0101	Maintenance of LA Housing Units	€54.3m
A0401	Housing Estate Management	€7.7m
Capital Programme 2019	Repairs to Vacant and Social Houses	€30.4m
	Refurbishment Schemes	€6.6m
	Improved Regulatory Building Standards	€7.7m
	Extensions, Adaptions and overcrowding	€2.8m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	<p>Dublin City Council, building upon its experience of regenerating complexes, is seeking to develop a strategy to regenerate its apartment complexes that are over 40 years old and to build more and better public housing. Dublin City Council has currently over 6,000 apartments that are built more than forty years ago. Because of its scale this Regeneration Programme has the potential to be the largest such programme in the State.</p> <p>Dublin City Council has 56% of the Local Authority flat complexes in the country. 85% of these are 40 or more years old (as per NOAC report). By contrast 31.5% of local authority properties nationally are 40 or more years old with flats making up 10.8% of this. As future funding will prioritise planned over response maintenance Dublin City Council will face particular challenges because of its older stock. During certain times of the year certain elements of housing maintenance services may become oversubscribed.</p> <p>In terms of repair requests and day-to-day maintenance of housing stock, maintaining quality trades staff is important and the continued implementation of an apprenticeship scheme in 2019 is of assistance. Ongoing improvements in work practices and the use of new technology will enhance service demand and real time data produced.</p>
<i>Key Legal/Regulatory/Policy documents</i>	<ul style="list-style-type: none"> • Corporate Plan 2015-2019 • Dublin City Development Plan 2016-2022 and City Housing Strategy • Rebuilding Ireland • Dublin City Council Policy for the Management and Refurbishment of Empty Properties (Voids) 2011 • Housing (Miscellaneous Provisions) Act 2014 • Housing (Standards for Rented Houses) Regulations 2017 • EU Directive 2010/31/EU on the energy performance of buildings, specifically Articles 6 and 9(1) in relation to Nearly Zero Energy Buildings • Irish Building Regulations Technical Guidance Documents, Parts A-M • Waste Management Regulations 2018

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	Tenants should abide by their tenancy agreements, Dublin City Council's Housing and Community Services Tenant Handbook, Customer Charter and Customer Service Action Plan 2018-2020 which sets out the tenant's responsibilities for maintaining the property. When logging maintenance service requests the customer can help route the request to the most appropriate team by providing the fullest information possible.
<i>Service Delivery Manager</i>	Frank D'Arcy, Senior Executive Officer Housing Maintenance Services

Service Description

Maintaining normal operation of over 46,000 streetlights across the City.

This involves night scouting of patrol routes, repairs to faults detected through patrols and through service requests from the public.

Routine Work Programme

Routine works are associated with the delivery of non-faults type works. This includes the on-going roll out of the installation of the Councils LED programme, the relocation of public lighting assets to assist the progress of development within the city, and repair to public lighting assets that may have been subject to accidental damage or vandalism. The public lighting section provides design services and support in response to queries raised from members of the public, government agencies and Elected Members.

Response to Service Requests

<i>Resolution timeframe</i>	<p>The Public Lighting Section receives fault reports relating to its public lighting assets from both members of the public and through the councils own night scouting patrols operations. Night scouting is carried out on all patrol routes in the City on a rolling 8-week basis.</p> <p>Faults received are grouped into works package of similar geographical location and/or fault type. A priority system exists reflecting the severity, scale and location of faults received.</p> <p>Repairs to be carried out within 10 working days after receipt of a street light fault being reported.</p>
<i>Service Availability</i>	<p>Monday to Friday 9am – 5pm.</p> <p>A call out system is in place to ensure that essential public lighting is available 24 hours a day 365 days a year. Customers can report an urgent issue through the Emergency After Hours number.</p>
<i>Updates & Communications</i>	<p>The service request is managed through Confirm and a unique number is generated. In the majority of cases if the repair cannot be fixed within 10 working days, the customer will be informed of the delay and the reason why. Alternatively, the customer can email lighting@dublincity.ie and an update will be provided.</p>

Performance Measurement

<i>Routine Work Programme</i>	<p>The performance target is to keep the number of lights out below 2% of the street lights in the City at all times (i.e. there should be no more than 920 outstanding faults notified at any one time)</p>
<i>Response to Service Requests</i>	<p>Total number of faults reported in the period</p> <p>% change in faults reported since last period</p> <p>% repairs carried out within timeframe</p>

Proposed Service Enhancements
The LED Upgrade Programme included in the City Council Capital Works Programme will result in greater reliability and reduced street light outages in the medium term. This will, over time, reduce the need for night scouting and lead to further improvements in the delivery of the service. The upgrade programme will yield significant energy savings, increased health and safety, and improved public realm enhancements. As part of the LED Upgrade Programme a Centralised Management System will be installed to enable remote monitoring of all of our public lighting assets. This will greatly reduce the amount of time it takes to detect a fault and allow repairs to be made in a reduced timescale.

Resourcing - Funding for this service in 20198 is included in the following provision in the Annual Budget		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
B0501	Public Lighting Operating Costs	€8.4m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	There can be a number of constraints that may impact upon service delivery and our ability to achieve resolution timeframes. These include; <ul style="list-style-type: none"> • Third Parties, such as ESB Networks, for example, the street light may be out because of an ESB supply fault • Luas Operators. Street lights, in close proximity to the Luas Overhead Network, can only be safely maintained when the Luas Overhead Lines are switched off and powered down • Restricted access to our street lights caused by, for example, building works, parked vehicles etc.
<i>Legal/Regulatory/Policy environment</i>	Roads Act 1993 Public Realm Strategy 2012

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	The Customer making the notification needs to provide an accurate description of the location of the faulty street light(s). The minimum information required is the name of the road, the house number and pole number of the faulty street light and whether the light is directly outside, across the road or to the side of a house for example.
<i>Service Delivery Manager</i>	Martin Maycock, Senior Engineer Public Lighting & Electrical Services

SDP03 & SDP04 – Roads & Footpath Maintenance Service Plan

Service Description

Road Maintenance Services is responsible for the maintenance of 1,350km of public roads and streets throughout Dublin City, together with associated footways, bridges and other structures. Services can be broken down into four categories:

1. Planned Maintenance – including delivery of annual works programme for carriageway resurfacing/ reconstruction, footway renewals, winter maintenance and renewal of street nameplates.
2. Responsive Maintenance – including responding to notified hazards, carriageway and footpath repairs, repairing damaged street furniture and responding to requests from emergency services.
3. Inspection of Work – including the inspection of work carried out by external agencies and Utilities to ensure compliance with specified standards

Planned Work Programme

Road Maintenance Services prepare an Annual Works Programme for each of the five electoral areas which details planned major maintenance works to be carried out during the year. The Programme includes proposed carriageway resurfacing and reconstruction works in addition to major footpath renewals and repairs. The road name together with areas/lengths of carriageway and footpaths to be targeted for renewal and / or repair together with budget costs are included in this programme. The 2019 Annual Works Programme for Road Maintenance Services will be presented to the Elected Members in January 2019.

Response to Service Requests

<i>Resolution timeframe</i>	<u>Priority 1 Service Requests (All critical defects)</u> : Priority 1 Service Requests include all critical defects such as cellar collapse, missing manholes cover and road collapse. These critical defects will be made safe as soon as possible, within 24 hours of inspection.
<i>Updates & Communications</i>	Customers and stakeholders that submit service requests to Road Maintenance Services will be provided with a unique reference number for their particular enquiry. Should a customer wish to check the status of their enquiry/ service request they may contact Road Maintenance Service and quote their reference number.
<i>Service Availability</i>	The Road Maintenance Services Public Counter - Monday to Friday 9:00am to 1.00 pm and 2.00 pm to 5:00pm Works are generally carried out Monday to Thursday 7.45 am to 4.30pm and Friday 8.00am to 2.30 pm. The Emergency Response Unit is on call 24hrs a day, seven days a week. Telephone Traffic Control 1800 293 949

Performance Measurement

<i>Planned Work Programme</i>	% of programme complete
<i>Response to Service Requests</i>	Total number of service requests/enquiries received in the period Total number of service requests/ enquiries resolved in the period Total number of defects recorded in the period Total number of defects repaired in the period % Priority 1 defects repaired within timeframe

Proposed Service Enhancements	
Road Reinstatements – Broaden and strengthen our regulatory role to ensure that the permanent reinstatement of openings completed by third parties comply with specified standards. This will necessitate a restructuring of the inspectorate function of the Infrastructure Management Unit with Road Maintenance Services.	
Transport Asset Management System (TAMS) – Continued roll out and improved use of the Transport Asset Management System (TAMS) to promote its optimum use and thereby improve efficiencies across the division.	

Resourcing - Funding for this service in 2019 is included in the following provisions in the Annual Budget & Capital Programme		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
B03	Regional Road – Maintenance and Improvement	€10.9m
B04	Local Road – Maintenance and Improvement	€33.6m
Capital Programme	Refurbishment of footpaths	€1.5m
	Refurbishment of carriageways	€3.0m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	<p>Given the volume of service requests that we receive, coupled with the fact that Road Maintenance Services operates in a real time environment where we react to changing circumstances and conditions on the road, our work programme is in a constant state of flux. It is not always possible to provide our customers with a definitive and guaranteed timeline as to when the reported defects will be repaired. Also it is not possible to inspect and repair each and every defect that it is referred to us.</p> <p>Our priorities can therefore change from day to day, or even hour to hour, as new and more serious hazards present themselves. Over the course of the winter season, for example, it is inevitable that we will have to allocate a number of staff to undertake the gritting of streets during the night-time, should cold and wintry conditions materialise. On these occasions we will not have a full complement of staff available to us during the day to focus on the delivery of our planned programme for the week ahead. This results in the rescheduling of our planned programme.</p>
<i>Key Legal/Regulatory/Policy documents</i>	<p>Roads Act 1993</p> <p>Directions for the Control and Management of Roadworks in Dublin City 2010</p>

Customer Responsibilities & Service Delivery Manager	
<i>Customer Responsibilities</i>	Customers reporting defects in the public road such as potholes and trip hazards are encouraged to provide sufficient details to assist with the efficient inspection, and prioritisation and scheduling of a repair. The inclusion of a photograph of the defect where possible helps staff identify the defect.
<i>Service Delivery Manager</i>	Bernard Rennick, Senior Engineer Road Maintenance Services

Service Description

The application and removal of road markings. There are 1,200 kilometres of roadways all of which have road markings on them.

Routine Work Programme

A rolling programme of road marking renewal ensures that markings are renewed every two years throughout the city. Planned works are based on the Traffic Department's requirement for each year (e.g. new layouts required to facilitate new public transport or traffic arrangements). Road marking renewals or changes are also implemented arising from ten day notice requirements where Road Maintenance are overlaying a carriageway and advance notice is received to reinstall existing markings.

Response to Service Requests

<i>Resolution timeframe</i>	Requests for renewal of road markings are inspected within 4 weeks. If the Inspector deems that a renewal is required the implementation is carried out within 8 weeks, depending on service constraints There is a 30 day turnaround time from receipt of a Statutory Request for new road markings to resolution or plan for resolution
<i>Service Availability</i>	Service requests can be submitted during office hours, Monday to Friday, 9am – 5pm or through iSupport at any time. Works can now be carried out on a 24/7 basis which should mitigate some of the constraints.
<i>Updates & Communications</i>	The CRM system will be updated with all relevant information as the work involved is carried out or completed. Customers that contact Customer Service or check the status of their service request on-line will have access to this up-to-date status information.

Performance Measurement

<i>Planned Work Programme</i>	The main KPI of the planned work programme is the renewal of markings every two years throughout the city.
<i>Response to Service Requests</i>	Total number of requests for road marking renewal received within the period % change in requests received since last period % renewal requests completed within timeframe

Proposed Service Enhancements

The new service contract which is due to commence in 2019 makes provision for the availability of crews on a 24/7 basis and that any request deemed urgent can be carried out within 24 hours on receipt of request. There are a lot of constraints in relation to road markings such as traffic, weather and parking (access to location) and a lot of work has to be carried out at night time. The flexibility of having crews available 24/7 will allow many constraints to be addressed. Environmental improvements will be achieved in 2019 through new road markings being lead free and the removal of road markings will be carried out using high performance water jetting, resulting in a reduction of noise and dust.

Resourcing - Funding for this service in 2019 is included in the following provisions in the Annual Budget & Capital Programme		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
Capital Programme	Road Markings	€0.9m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	Provision of the roadmarking service has many constraints. Access to the road is one of the primary issues particularly for main thoroughfares in the city which cannot be closed to traffic during the day. Similarly parking poses problems in residential areas. The weather, noise issues, surface issues and machinery breakdowns also pose difficulties.
<i>Key Legal/Regulatory/Policy documents</i>	Road Traffic Act 1961

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	Customers in residential areas can facilitate this by not parking on roads when they have been informed that road markings are being renewed. Customers will have direct communication with the Transportation Division if required to overcome any issues delaying implementation.
<i>Service Delivery Manager</i>	Damien Cooney, A/Traffic Officer Transportation Division

Service Description

Dublin City Council, through its parking enforcement contractor, provides a parking enforcement service with an emphasis on using the service as a traffic management tool and to ensure compliance with the City Council's Parking Control Bye-laws. A key objective of the service is to keep primary routes clear particularly during peak hours. For major events, parking enforcement plans are put in place in association with An Garda Síochána. The contractor patrols set routes and also deals with requests from the Gardai and members of the public.

There are two types of service request associated with this service:

1. Reports of illegal parking can be made either through the Parking Enforcement Section in Dublin City Council or through the contractor directly. Reports received are prioritised. Those relating to primary routes are dealt with as soon as possible. All others are dealt with as part of routine patrols
2. Requests for declamping are made to the contractor and there is a two stage appeal process: Stage1 appeals can be made to the contractor and Stage 2 appeals can be made to the Clamping Regulator (NTA)

Response to Service Requests

<i>Resolution timeframe</i>	<p>Reports of illegal parking are prioritised with illegal parking on primary routes dealt with as soon as possible and all others dealt with as part of routine patrols.</p> <p>Requests for declamping and associated appeals are resolved as follows:</p> <ul style="list-style-type: none"> • A minimum of 85% of all vehicles declamped within 1 hour of payment • 100% of all vehicles declamped within 2 hours of payment • All first stage appeals correspondence to be acknowledged within 2 days and 95% of all first stage appeals to be finalised within 21 days. Any first stage appeals not finalised within 58 days will receive a refund.
<i>Service Availability</i>	Removals vehicle always available during core and evening hours 7am-12pm, 10am-12pm on weekends. However, emergency requests from the Gardai will be facilitated on a 24/7 basis. Payment and declamp service is available 24/7
<i>Updates & Communications</i>	<p>All general correspondence (by post or email) will be responded to within 5 working days</p> <p>Response to customer reports of illegal parking varies depending on the time of day and location of the vehicle. As outlined above the priority at peak times is to keep primary routes open so it is not always possible to investigate some reported incidents in other areas.</p>

Performance Measurement

<i>Response to Service Requests</i>	<p>Vehicles clamped as a result of reports of illegal parking are not distinguished from vehicles clamped as part of the Contractor's routine patrols and therefore it is not possible to report specifically on response to these type of service requests.</p> <p>Declamping requests and associated appeals:</p> <ul style="list-style-type: none"> • % of vehicles declamped within 1 hour of payment (85% is the target) • % of vehicles declamped within 2 hours of payment (100% is the target) • % of first stage appeals finalised within 21 days. • % of first stage appeals refunded because time has elapsed
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Proposed Service Enhancements	
<ul style="list-style-type: none"> • The ongoing development of Parking Advice Apps – these will assist customers by indicating the % likelihood of parking being available at particular locations. • Once off parking payments – allows customers pay for parking on their phones without registering for an account • The Parking Control Byelaws will be reviewed in 2019 	

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
B0903	Parking Enforcement	€8.7m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	The requirement to keep primary routes clear particularly during peak times constrains the ability to respond to complaints of illegal parking in other areas.
<i>Key Legal/Regulatory/Policy documents</i>	Dublin City Council Parking Control Bye-Laws 2014

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	Customers could become more familiar with parking regulations and information is available on the City Council website outlining where not to park. If a customer is clamped they can opt to receive notification by text of when their car is declamped.
<i>Complaint/appeal against parking enforcement</i>	All complaints in relation to clamped vehicles are investigated thoroughly, initially by the Parking Enforcement Contractor Management who report to the City Council for final reply. The National Transport Authority (NTA) has now been given responsibility for second stage appeals and will publish annual reports on performance levels.
<i>Service Delivery Manager</i>	Dermot Stevenson, Parking Enforcement Officer Parking Enforcement Services

Service Description

The Traffic Advisory Group (TAG) recommends implementation of the Minor Capital Works Programme and examines local traffic management service requests (TAG requests) submitted by Elected Representatives, the public and statutory bodies. Minor Capital Works Programmes are prepared annually for the 5 City Council Administrative Areas and presented to Area Committees at the start of the year.

Local traffic management service requests (TAG requests) go through a 5 stage process:

- Stage 1 - Creation of Service Request in Confirm, Assignment to Area Traffic Engineer, etc
- Stage 2 - Assessment, Site surveys, review statutory orders, etc
- Stage 3 - Consultations, with Gardaí, Dublin Bus, Luas, NTA, Local residents / businesses etc
- Stage 4 - Decision, TAG group, statutory orders, etc
- Stage 5 - Implementation, signs, lines, construction, signal changes, certifications etc.

TAG service requests are assessed by Area Traffic Engineers for each of the 5 Areas of the City who submit recommendations to monthly Traffic Advisory Group meetings. A progress report on TAG requests is submitted monthly to each Area Committee meeting. Approved TAG requests are implemented and decisions of the TAG can be appealed. Appeals are considered as per the appeal procedure.

Planned Work Programme

Minor Capital Works Programmes are prepared annually for the 5 Local Areas and are implemented throughout the year.

Response to Service Requests

<i>Resolution timeframe</i>	Stage 2 consideration of the TAG request within 2 months Stage 4 decision on the action required on the TAG request within 4 months
<i>Service Availability</i>	9am – 5pm, Monday to Friday
<i>Updates & Communications</i>	Emailed service requests are acknowledged on receipt. Requests are then assessed and acknowledged by the TAG Administration Unit who provide the customer with a general timeline for examination and response. Interim updates are not automatically provided

Performance Measurement

<i>Planned Work Programme</i>	% of programme implemented
<i>Response to Service Requests</i>	No of TAG requests received in the period % change in requests received since last period % of TAG requests decided on within 4 months of request

Proposed Service Enhancements
In 2019, the roll out of the Transport Asset Management System will increase efficiencies and improve service delivery. In addition, an online service request form for traffic related service requests is being developed which will streamline the service request process making it easier for customers to define precise requirements.

Resourcing - Funding for this service in 2019 is included in the following provision in the Capital Programme		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
Capital Programme	Traffic – Minor Works	€1.4m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	Timeframe for consideration of TAG requests is dependant on the complexity of request, existing volumes, level of examination required (surveys, site visits), and health and safety priorities. However implementation timelines will vary depending on the nature of the request and subject to funding being available. The weather, noise issues, surface issues, traffic and parking can be also a factor.
<i>Key Legal/Regulatory/Policy documents</i>	Road Traffic Act 1961 Traffic Sign Manual Design Manual for Urban Roads and Streets Dublin City Development Plan 2016 – 2022 and Local Area Plans The National Spatial Strategy/National Planning Framework Regional Planning Guidelines for the Greater Dublin Area National Transport Authority's Transport Strategy for the Greater Dublin Area Smarter Travel, A Sustainable Transport Future 2009–2020 National Cycling Policy Framework and National Cycle Manual

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	Customers can facilitate the process by providing a clear description of the request and a clear description of the location and the suitability of the location.
<i>Service Delivery Manager</i>	Andy Walsh, Senior Engineer Environment and Transportation

Service Description

There is an estimate of 55,000 gullies within the Dublin City Council area which are cleaned on a continual basis by the Gully Cleaning Unit within the Surface Water & Flood Management Division. It typically takes 18 months to complete one full cycle of cleaning the 55,000 gullies in the city. There are a number of separate cleaning programmes continually in operation which run alongside the regular cleaning works.

Routine Work Programme

Dublin City Council operates the following gully cleaning programmes:

1. Routine Cleaning: The routine cleaning programme aims to clean each of the estimated 55,000 gullies in the City at least every 18 months.
2. Priority List Cleaning: Priority List gullies are generally located in low spots and/or areas with high leaf fall which means gullies get blocked up more frequently, resulting in ponding and surface water flooding. The target is to clean all gullies on the Priority List once every 6-8 weeks.
3. Rotational List: Ranelagh, Rathmines, Harolds Cross, Sandymount, Temple Bar, Clyde Road, South Lotts and East Wall are on a rotational list with the target of cleaning the gullies in these areas up to 3 times per year. The rotational list comprises of entire areas of the City that have problematic drainage due to various problems such as: heavy leaf-fall; risk of tidal flooding; narrow streets; older drainage infrastructure; heavy street parking etc.
4. High Speed Roads: There are 9 No. Level 5 Roads within the City Council's functional area. Level 5 Roads are defined in Chapter 8 of the Traffic Signs Manual as Dual Carriageways or motorways with speed limits of 50, 60 or 80 km/h. The target is to clean gullies on these 9 roads once a year.
5. Cleaning of O'Connell Street: The target for this programme is the cleaning of gullies on O'Connell Street 4 times a year.
6. Advance Work for Parades & Road Races: This programme ties in with the following events: St. Patrick's Day Parade; Dublin City Marathon; Ladies Half Marathon; the Samsung Night Run; and the Ironman event. In the days/weeks leading up to these events crews are taken off their usual programmes to clean gullies along the route of the event.
7. Advance Preparation for high tides / possible flooding during Christmas Break: In advance of the Christmas break gullies are cleaned along: Clontarf Road; Strand Road, Sandymount; and other roads in both those areas that are impacted whenever there is tidal flooding. The timing of when exactly in December this programme is run is entirely dependent on when high tides are predicted.

Response to Service Requests

<i>Resolution timeframe</i>	All gully cleaning requests from customers and stakeholders are inspected within 4/5 working days and a response to the request is also issued within that timeframe.
<i>Service Availability</i>	Service Requests can be logged by phone 9-5 Monday and online through iSupport/fix your street 24/7.
<i>Updates & Communications</i>	Customers may contact the Gully Cleaning Unit for an update on the status of their service request. Councillors are updated on the status of their representations.

Performance Measurement

<i>Planned Work Programme</i>	% cleaning programme complete (target 12,000 gullies cleaned per quarter)
<i>Response to Service Requests</i>	Total number of service requests received in the period % change in service requests received since last period % gullies inspected within timeframe

Proposed Service Enhancements

It is planned to add the gully system to the Transport Asset Management System currently being rolled out across the Environment and Transportation Department. The TAM system for gullies is due to go live in 2019.

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
C08	Local Authority Water and Sanitary Services	€11.1

Service Constraints & Policy Environment

<i>Service Constraints</i>	<p>Among the constraints are:</p> <ul style="list-style-type: none"> • Adverse weather including flooding: Normal programmed work ceases in adverse weather conditions which has an impact on the gully cleaning targets. • Phased replacement of existing ageing fleet.
<i>Key Legal/Regulatory/Policy documents</i>	Roads Act 1993

Customer Responsibilities & Service Delivery Manager

<i>Customer Requirements/Responsibilities</i>	<p>At present there are 3 customer requirements/responsibilities that could enhance the service the Gully Cleaning Unit provides:</p> <ol style="list-style-type: none"> 1. <u>Specific Gully Locations</u>: When customers are requesting gully cleaning, accurate/specific information about the gully location is vital in ensuring that the correct gully is inspected. 2. <u>Refraining from parking over gullies</u>: Gullies that have cars parked over them cannot be cleaned. If at all possible customers should avoid parking over gullies particularly if they have sent in a request for the gully to be cleaned. In general, return visits are made by the crew to clean such gullies and if that is unsuccessful then cleaning is co-ordinated with the customer/owner of the car. 3. <u>Up-take by the customer of Waste Management's Blue Bag Initiative</u>: Leaf fall is a particular problem for surface water drainage. Fallen leaves are swept towards gullies and block the gully grids during rainfall hence preventing water entering the gully. This causes surface water spot flooding even though the gully itself could be clean and in good working order. Road sweeping is a help but the volume of leaves is vast. Waste Management introduced the blue bag initiative some years ago to encourage the public to gather leaves themselves. A greater uptake by customers of this initiative would be of benefit.
<i>Service Delivery Manager</i>	Marina Hennelly, Senior Engineer Surface Water Maintenance & Flood Management

Service Description

The Planning Enforcement Section provides the following services:

- To ensure that developments are carried out in compliance with the planning permission granted
- To take appropriate enforcement action in cases where a development (including a material change of use) has been or is being carried out without permission or in breach of permission granted
- To give general advice to members and the general public as to what type of development may or may not need planning permission

Response to Service Requests

<i>Resolution timeframe</i>	All enforcement complaints/emails will be acknowledged within 10 working days. First inspection of complaints will be carried out within 6 weeks of receipt. All complaints of alleged unauthorised development to be resolved within a 12 month period from their date of receipt.
<i>Service Availability</i>	8am - 5pm Monday to Friday
<i>Updates & Communications</i>	Updates will be provided where requested. A warning letter is issued on receipt of complaint. Updates will also be given to any person who reported unauthorised development as required under the enforcement legislation when (a) A statutory enforcement notice is served and/or (b) the file is closed/case resolved.

Performance Measurement

- No. Enforcement complaints received in the period
- % change in number of complaints received since last period
- % complaints acknowledged within 10 working days
- % first inspections carried out within 6 weeks of receipt of complaint
- No. Warning Letters Issued
- No. Enforcement Notices Served
- No of Legal Proceedings Initiated
- % of cases resolved within 12 months

Proposed Service Enhancements

For all planning enforcement complaints received, a streamlined approach will be taken. Pre-screening of complaints will take place in a more structured manner to ensure that complaints logged contain sufficient information to initiate an investigation. Following first inspection, the file will be closed where it has been ascertained that there is no unauthorised development or the breach is minor or trivial in nature. Where it is demonstrated that there is a substantive breach of planning, an Enforcement Notice will be issued. Legal proceedings will be initiated as a matter of course where Enforcement Notices have not been compiled within the required timeframe.

It will be the aim of the Planning Enforcement Service to carry out a first inspection within 6 weeks from receipt of a complaint. The format of reports will be more concise enabling Enforcement Officers to spend more time inspecting rather than doing paperwork.

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
D0301	Enforcement Costs	€1.7m

Service Constraints

The increased building activity in the city has led to a consistently increasing number of enforcement complaints which is placing significant demand on the service.

<i>Key Legal/Regulatory/Policy documents</i>	Planning & Development Act 2001, as amended and regulations Dublin City Development Plan 2016-2022
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Customer Responsibilities & Service Delivery Manager

<i>Customer Requirements/Responsibilities</i>	Accurate information relating to alleged breaches would be very helpful from our customers. The Planning Enforcement Service is considering specifying a minimum threshold of information required to assist customers in reporting alleged unauthorised development.
<i>Service Delivery Manager</i>	John Downey, A/Planning Enforcement Manager Planning Enforcement Section

Service Description

Dublin City Council provides services to remove, investigate and carry out enforcement in relation to illegal dumping. This work is carried out by Waste Management crews and, in addition, a team of Litter Wardens operates across the City and carries out patrols on a daily basis. Litter Wardens investigate reports of illegal dumping and take enforcement action where appropriate in accordance with relevant bye-laws and legislation. CCTV technology is also used to monitor problem locations of reported illegal dumping.

Response to Service Requests

<i>Resolution timeframe</i>	Customer reports of illegal dumping are resolved within 24 hours of receiving the request.
<i>Service Availability</i>	<ul style="list-style-type: none"> • 6am to 9pm Monday to Friday • A weekend service is provided by the Public Domain shift. • Overtime shifts can be provided in problematic occasions
<i>Updates & Communications</i>	When a customer logs a service request they are given a unique reference number. This number can be used by the customer to obtain updates from Customer Services.

Performance Measurement

<i>Response to Service Requests</i>	No. tonnes of illegally dumped household waste removed by the City Council in the period
	Cost of removal for the period including labour, fleet and disposal
	Enforcement metrics include number of patrols and enforcement actions taken
	Results of the Waste Management Department's Street Grading Programme which measures and grades the cleanliness of streets
	Total no of reports of illegal dumping received in the period
	% change in number of reports received since last period
	% reports resolved within timeframe

Proposed Service Enhancements

The current service will be enhanced with the following initiatives in 2019

- Ongoing review of staffing levels to ensure resources are efficiently used to deliver a quality service.
- Restructuring the litter warden service and service delivery method to concentrate on measurable proactive enforcement methods
- The successful Channel Management Strategy for directing and dealing with customer requests through the CRM system has provided Waste Management with important customer based statistical data which will be used to improve service in 2019, allowing identification of clusters and the proactive targeting of these areas to reduce the number of service requests received
- A new Street Grading Programme will be introduced in Waste Management during 2019 whereby cleanliness of streets will be regularly monitored and graded on a number of metrics. It is proposed to use this programme as the performance measure in the 2019 Annual Service Delivery Plan. This will allow regular reporting on this aspect of the service

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
E0501	Litter warden service	€0.9m
E0502	Litter control initiatives	€1.1m
E0601	Operation of street cleaning service	€33.5m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	If levels of illegal dumping increased substantially in 2019, this would make it difficult to maintain the level of service for the removal of dumped items within 24 hours.
<i>Key Legal/Regulatory/Policy documents</i>	Litter Pollution Act 1997 Dublin City Council Bye-Laws for the storage, presentation and collection of household and commercial waste Dublin City Council Litter Management Plan 2016-2018

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	Accurate information pertaining to the precise location of the illegal dumping. This accurate information facilitates the efficient removal and disposal of illegally dumped items.
<i>Service Delivery Manager</i>	Eithne Gibbons, Senior Executive Officer Waste Management Division

Service Description

The inspection and removal of abandoned vehicles is a reactive service based on customer service requests to inspect suspected abandoned vehicles. Upon receipt of a request to inspect possible abandoned vehicles, each vehicle is inspected and photographed (front, back, both sides and a close-up photo of whether the vehicle is locked or unlocked). If the Authorising Officer is satisfied that the vehicle is abandoned, the vehicle is towed away and impounded. If there is a tax certificate the owner details are obtained from the Motor Tax Office. If there is no tax certificate, the Garda are notified that the vehicle is impounded and will be stored for one month before being scrapped. Efforts are made to contact the owners of all vehicles (unless they are burnt out) by placing a notice on the vehicle or writing to the owner. NB: Burnt-out vehicles are passed on to a contractor for immediate removal without inspection

Response to Service Requests

<i>Resolution timeframe</i>	<ul style="list-style-type: none"> • Burnt-out vehicle removed within 24 hours • Abandoned vehicle without owner ID removed within 7 days of initial inspection • Abandoned vehicle with owner ID removed within 3 weeks of initial inspection
<i>Service Availability</i>	7:30 am – 3:30 pm Monday – Friday
<i>Updates & Communications</i>	Under the Waste Management Act 1996 (Section 71), the local authority shall inform the owner of a vehicle of its removal and storage address details. This notice will include the statutory obligation of the owner to collect their vehicle within two weeks of the service of the notice.

Performance Measurement

<i>Response to Service Requests</i>	<ul style="list-style-type: none"> Total no of service requests received % change in requests received % reports determined to be abandoned vehicles following inspection % abandoned vehicles resolved within timeframe
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Proposed Service Enhancements

Customer Service will be enhanced through 2019 through additional modification to the CRM system for reporting and processing of service requests. In 2017, of the 1581 reported abandoned vehicles, only 401 or 25 % were later found to be abandoned following investigation. This percentage figure is consistent with previous years and with 2018 data. Changes to the reporting system in 2019 will allow Waste Management to capture this trend on an ongoing basis.

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
E0601	Operation of street cleaning service	€33.5m

Service Constraints & Policy Environment													
<i>Service Constraints</i>	<p>Over the past 5 years, the number of vehicles inspected and removed by Dublin City Council has increased considerably. Continued increases in demand will make it difficult to meet stated timeframes for vehicle removal. Over this period, reported abandoned vehicles has increased by 150%. As stated previously, upwards of 75 % of these reported vehicles are not actually abandoned, however they still require the same allocation of time and resources for investigation</p> <table border="1" data-bbox="629 371 1886 480"> <thead> <tr> <th></th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Vehicles Reported/Inspected</td> <td>692</td> <td>862</td> <td>1293</td> <td>1581</td> <td>1730</td> </tr> </tbody> </table>		2014	2015	2016	2017	2018	Vehicles Reported/Inspected	692	862	1293	1581	1730
	2014	2015	2016	2017	2018								
Vehicles Reported/Inspected	692	862	1293	1581	1730								
<i>Key Legal/Regulatory/Policy documents</i>	Waste Management Act 1996												

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	Accurate information regarding vehicle registration and location
<i>Service Delivery Manager</i>	Eithne Gibbons, Senior Executive Officer Waste Management Division

Service Description

The Street Cleaning Service is administered by the Waste Management Department located at Eblana House. The service includes the servicing and maintenance of 3,200 litter bins and the collection of 17,000 tonnes of street cleaning and litter bin waste annually. The service is delivered through a range of shifts and crews that cover planned work in the city centre and the suburbs and a rapid response team to cover unplanned work such as illegal dumping and household bulky waste collection.

Routine Work Programme

The Scheduled Street Cleaning Programme operates on the following basis:

City Centre: Shift operating 7 days per week from 6am to 9pm

Night shift from 10pm to 6am six nights per week

Suburbs: Primarily covered by the 6am – 2pm shift operating Monday – Friday with a Public Domain shift operating in the afternoon and at weekends

Response to Service Requests

<i>Resolution timeframe</i>	Service requests in relation to litter bins are resolved within 24 hours Street cleaning requests are assessed by the relevant inspector within 24 hours to determine the action required.
<i>Service Availability</i>	Service Requests in relation to litter bin maintenance and street cleaning can be logged by phone 9-5 Monday to Friday, and online through iSupport/Fix Your Street 24/7.
<i>Updates & Communications</i>	When a customer logs a service request they are given a unique reference number. Following the customer service enhancement proposed for 2019, this number can be used to obtain updates from customer services.

Performance Measurement

<i>Routine Work Programme</i>	Results of the Waste Management Department's Street Grading Programme which measures and grades the cleanliness of streets
<i>Response to Service Requests</i>	Total no of requests for street cleaning received in the period % change in number of requests received since last period % inspected within timeframe Total no of requests for litter bin maintenance received in the period % change in number of requests received since last period % resolved within timeframe

Proposed Service Enhancements	
<p>Smart Bin Technology</p> <ul style="list-style-type: none"> The trial of installing level sensors inside existing litter bins, providing accurate updates on when a bin is full will continue for 2019 The introduction of 110 Big Belly Bins in the Docklands Area in conjunction with Smart Cities in 2019 will allow for the monitoring of these bins remotely as well as on-site inspections and will facilitate a greater concentration of street cleaning in this area as staff previously deployed to emptying litter bins on a continuous basis are re-assigned to street sweeping duties <p>Area Based Cleansing Schedules – Area based cleaning was successfully introduced in 2018 and will continue to be used and monitored in 2019</p> <p>Wash Programme – The wash programme service will continue to be provided to suburban areas in priority locations (villages and shop fronts) and to parts of the city centre experiencing high volume of tourist numbers.</p> <p>Customer Service - The successful Channel Management Strategy for directing and dealing with customer requests through the CRM system has provided Waste Management with important customer based statistical data which will be used to improve service in 2019, allowing identification of clusters and the proactive targeting of these areas to reduce the number of service requests received</p> <p>Monitoring - A new Street Grading Programme will be introduced in Waste Management during 2019 whereby cleanliness of streets will be regularly monitored and graded on a number of metrics, including illegal dumping as well as litter on the road and pavement.</p>	

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
E0601	Operation of street cleaning service	€33.5m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	An increase in tourist numbers and people travelling to Dublin to work will increase demand for cleaning services, most notably in the central commercial district and make it more difficult to achieve proposed service levels. If current levels of illegal dumping persist in 2019, this will put a strain on resources and make it difficult to achieve street cleaning targets.
<i>Key Legal/Regulatory/Policy documents</i>	Litter Pollution Act 1997 Dublin City Council Litter Management Plan 2016-2018

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	Accurate information in relation to the precise location of street cleaning requests from customers will assist local management teams to deliver greater levels of efficiency. Better engagement with local businesses groups to achieve and maintain high cleaning standards within their area.
<i>Service Delivery Manager</i>	Eithne Gibbons, Senior Executive Officer Waste Management Division

Service Description

Community Clean-ups incorporate a number of Dublin City Council led initiatives which include:

- Adopt A Street
- Residents Associations
- National Spring Clean
- Clean Coast Clean ups
- Dodder Action Group
- Local Community Clean ups
- An Taisce Beach Clean ups
- Canal Clean ups
- Team Dublin Clean up

Clean ups are provided in response to a specific request for a planned activity with a representative of the local community or an individual customer contacting an Area Office or the Litter Management Office via phone, email or through a Customer Services with a request for assistance. Dublin City Council provides equipment for the clean-up and arrange for collection and disposal of rubbish collected. Other initiatives include the City Neighbourhoods competition which acknowledges the work carried out across the city by communities to improve and enhance their neighbourhoods and Pride of Place which celebrates community contributions to local society and the creation of civic pride.

Response to Service Requests

<i>Resolution timeframe</i>	Planned scheduled delivery of equipment and collection of bags in fixed location post clean-up as agreed with customer. Bags are generally collected on same day of clean-up but no later than 24 hours after clean-up is complete. For individual requests for clean up bags, bags will be collected within 3 days
<i>Service Availability</i>	Collection service available from 6am to 9pm Monday to Friday with a weekend service provided by the Public Domain shift.
<i>Updates & Communications</i>	Location of bags post clean-up agreed with customer prior to clean-up to facilitate efficient removal of bags.

Performance Measurement

<i>Response to Service Requests</i>	Total number of community clean-ups facilitated by the City Council in the period % change in number of clean ups since last period % bag collections carried out within 3 days of request
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Proposed Service Enhancements

Community Clean-ups and groups involved in regular clean ups will continue to be recorded on Community Clean-ups Database, leading to improved service delivery as responsibility for each group can be assigned to the appropriate team.

Team Dublin Clean-up are joining up with Fingal and Dun Laoghaire/Rathdown Co Councils, the Dodder Action Group, the Canal Clean-up Group and Taisce's National Spring Clean to plan a one day Dublin Community Clean- up Day. The date agreed for this is the 27th of April 2019.

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
E0601	Operation of street cleaning service	€33.5m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	Location of collection points (i.e. parks and green areas)
<i>Key Legal/Regulatory/Policy documents</i>	Litter Pollution Act 1997

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	All community clean-up requests are responded to. To achieve service level commitments, customers are required to provide accurate information for delivery of equipment and accurate information on the precise location and time of bags and materials to be collected.
<i>Service Delivery Manager</i>	Eithne Gibbons, Senior Executive Officer Waste Management Division

Service Description

Landscape maintenance includes litter picking, grass cutting and weed control of public open spaces and verges along with the maintenance of shrubs and other vegetation.

Routine Work Programme

Subject to seasonal/ weather conditions all public open spaces are to be attended to once every 7/10 days; road verges/margins are to be attended to every 14 days

All landscape works are carried out in accordance with the following standards:

B.S. 4428 Recommendations for Landscape Operations

B.S. 3969 Recs. For Turf for general landscape purposes

Response to Service Requests

<i>Resolution timeframe</i>	Turnaround time from receipt of request to resolution/planned resolution – 7/10 days
<i>Service Availability</i>	Service Requests can be logged by phone 9-5 Monday and online through iSupport/fix your street 24/7.
<i>Updates & Communications</i>	When a customer logs a service request they are given a unique reference number. Following the proposed customer service enhancement outlined below, this number can be used to obtain updates from customer services or online via iSupport.

Performance Measurement

<i>Routine Work Programme</i>	% of programme complete
<i>Response to Service Requests</i>	Total number of grass cutting/maintenance requests received in the period % change in requests received since last period % resolved/resolution planned within timeframe

Proposed Service Enhancements

Customer Service will be enhanced during 2019 through the introduction of improved logging and processing of service requests. When implemented, all requests for landscape maintenance /grass cutting logged through the CRM system will have a unique reference number and will be routed directly to the relevant District Parks Officer. This will streamline the way requests are processed and will facilitate the updating with real-time information, with each request being closed off when it is complete. Customer Service staff and customers will then have access to real-time updates and can track progress using the unique service request number.

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
F0301	Parks, Pitches and Open Spaces	€20.7m

Service Constraints & Policy Environment	
<i>Service Constraints</i>	Weather and ground conditions may, from time to time, constrain service delivery along with poor drainage. Large volumes of dumping on green spaces or bonfire activities will restrict service delivery.
<i>Key Legal/Regulatory/Policy documents</i>	Safety Health and Welfare (Chemical Agents) Regulations

Customer Responsibilities & Service Delivery Manager	
<i>Customer Requirements/Responsibilities</i>	When logging a service request customers should provide accurate information. Customers should ensure that cars are not parked on green spaces or grass verges as this restricts access for grass cutting machinery. Customers should note that grass cutting takes place every seven days in growing season or up to 14 days outside the growing season on grass verges.
<i>Service Delivery Manager</i>	Leslie Moore, City Parks Superintendent Parks & Landscape Services

Service Description

Tree care service involves planned and responsive care of the City's public trees. Dublin City Council's Tree Care Programme sets out planned tree maintenance work - tree and stump removal, tree pruning and tree planting. Requests from customers for tree maintenance work are also inspected and responded to through this service. Tree Care is guided by best arboricultural practice and the Dublin City Tree Strategy 2016-2020.

Planned Work Programme

A Tree Care Programme is presented annually to each Area Committee which details planned tree removal, maintenance and planting in each Area. This programme reflects the requests received during the year from councillors, residents and inspections carried out by Parks staff. While emergency pruning is carried out immediately, all non-essential pruning takes place generally between October and March (the dormant season for trees). Different trees species have specific requirements and this is factored in to annual works programmes. Where major tree maintenance is required residents will be informed.

All works are carried out in accordance with the following standards:

B.S. 3936 Nursery Stock

B.S. 3998 Recommendations for tree work.

Response to Service Requests

<i>Resolution timeframe</i>	Customer requests are investigated within 5 working days of receipt and responded to after inspection advising of the intended action if any. Non-essential works are prioritised and listed on the Tree Care Programme .
<i>Service Availability</i>	Tree pruning generally should not take place from March to September in accordance the Wildlife Act 1976.
<i>Updates & Communications</i>	When a customer logs a service request they are given a unique reference number. Following the service enhancement outlined below, this number can be used to obtain updates from customer services or online via iSupport.

Performance Measurement

<i>Planned Work Programme</i>	% of programme complete All District Parks Officers manage and monitor progress on implementation of the Tree Care Programme for their area. Annual Report to the Area Committee.
<i>Response to Service Requests</i>	Total number of tree pruning/maintenance requests received in the period % change in requests received since last period % tree pruning requests investigated within timeframe

Proposed Service Enhancements

As part of the implementation of the Dublin City Tree Strategy it is intended to conduct a **survey of the City's public trees** using tree management software to create a baseline inventory to better understand the urban tree resource and determine future maintenance needs. This work will be carried out in 2018/2019. A Tree Officer will commence in 2019

Customer Service will be enhanced during 2019 through the introduction of improved logging and processing of service requests. When implemented, all requests for tree pruning logged through the CRM system will have a unique reference number and will be routed directly to the relevant District Parks Officer. This will streamline the way requests are processed and will facilitate the updating with real-time information, with each request being closed off when it is complete. Customer Service staff and customers will then have access to updates and can track progress using the unique service request number.

Resourcing - Funding for this service in 2019 is included in the following provision in the Annual Budget

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
F0301	Parks, Pitches and Open Spaces	€20.7m

Service Constraints & Policy Environment

<i>Service Constraints</i>	In general tree pruning should not take place from March to September in accordance with the Wildlife Act 1967. Weather conditions, parked cars and traffic management may constrain tree pruning. Access/Permission to enter private property may be required.
<i>Key Legal/Regulatory/Policy documents</i>	Wildlife Act 1976 Dublin City Tree Strategy 2016-2020

Customer Responsibilities & Service Delivery Manager

<i>Customer Requirements/Responsibilities</i>	When logging a service request customers should provided accurate information. Customers should ensure that cars are not parked in close proximity to the tree once works are scheduled as this may restricts access. Customers should note that tree pruning will not take place during March to September in accordance with the Wildlife Act 1967.
<i>Service Delivery Manager</i>	Leslie Moore, City Parks Superintendent Parks & Landscape Services

1. Capital Repair Programme

Dublin City Council's Housing Maintenance Section is committed to a diverse range of projects. Housing Maintenance are looking to carry out planned works instead of doing reactive maintenance works. Planned works include; Precinct Improvements (Roof works, Steps Repairs, Water Tanks, Drainage Infrastructure, Asphalt Repairs, removal of lead pipes and Upgrading of green spaces); Regulatory and Protection Works (Conditional Surveys, Installation of Heat, Carbon and Fire Alarms and installing planned Emergency Escape Routes); Fall Prevention Systems which is the installing of systems that reduce the likelihood of a fall from height (Fall Arrest, Fall Prevention and Barrier Installations); Windows and Door Framework (Improvement of our units by changing single glazed units into double glazed and installing composite doors where required); Condensation prevention measures (Install PIV Units (Positive Ventilation Units), Install DCV (Demand Control Ventilation), carry out damp reports, install anti mould degreasing of properties and installing anti mould paint). This programme enables Housing Maintenance to refurbish a significant number of our social housing units.

2. Mechanical Services Programme

Domestic Gas Boiler replacements and servicing for Dublin City Council's social housing stock (circa 22,500 boilers) involves the replacement of old and inefficient boilers with new energy efficient gas boilers and temperature controls producing the highest efficiency output combined with fully inclusive 10-year warranty. In 2018 we replaced 1,172 domestic boilers under the mechanical and energy efficiency section (this does not include voids) and we plan to continue with our domestic boiler replacement programme in 2019 to further improve the health and wellbeing of fuel poverty tenants on low income. This is resulting in substantial savings on running cost to tenants coupled with substantial saving to Dublin City Council on repair costs over the 10-year warranty period and reduced impact on our carbon footprint. Heating, Ventilation and Air Conditioning (HVAC) plant maintenance services are also provided to corporate sites (44 in total) such as libraries, Civic Offices etc. and non-corporate sites (97 in total) such as senior citizen complexes and homeless buildings.

3. Energy Efficiency Fabric Upgrade Programme

Dublin City Council actively researches and pilots solutions to improve the energy performance, comfort and space standards of the existing housing stock. Phase One of an energy efficiency fabric upgrade which involved cavity wall insulation, attic insulation, roof/wall insulation, lagging jackets and draught proofing has now been completed with in excess of 8,000 properties upgraded. The average BER rating improved from an F to a C3 rating and an estimated €29.6 million saved on energy bills for the tenants as a result of the upgrade works between 2013-2017 (these figures are currently being reviewed to include 2018). Phase Two of this programme, involving an estimated 5,283 units and aiming to achieve an average BER rating improvement from an E to a C1 rating, commenced in March 2018 in the absence of departmental funding which is still awaited. In 2018 we upgraded 321 properties and are targeting in excess of 500 properties to be upgraded in 2019 under the programme. Under our 2018 Better Energy Community application (which was the largest ever carried out by any Local Authority), we upgraded 19 of our Corporate and non-corporate sites (including 10 senior citizen complexes and 5 homeless sites), three further blocks of Cromcastle and 62 individual houses with the support of The Sustainable Energy of Ireland (SEAI); we are currently mobilising our application for 2019.

4. Voids Programme

The Voids Refurbishment Programme is a key component of the Housing Planned Maintenance Programme. Over 900 void and newly acquired properties, equating to approximately 3.6% of our housing stock, are refurbished every year. In addition to housing people from Dublin City Council's Housing List, the Programme also allows for extensive investment in our housing stock. This helps 'future proof' homes and improves the quality of life of our tenants. A new framework was implemented in November 2018 and this is enhancing the capacity of Housing Maintenance to refurbish vacant properties.

5. Accessibility Extensions and Adaptations

This Scheme provides funding for extensions and adaptations to existing social housing stock such as grab rails, disabled access ramps and wet rooms. This greatly improves the housing conditions for those living with reduced mobility.

6. Housing Estate Management

The City Council provides a waste collection service at its 192 Flat and Older Persons Complexes. Of the 192 flat complexes all have Grey Bins for residual waste materials. Green bins for dry recycling materials have been installed in 44% of flat complexes mainly older Persons complexes. An estimated 200 tonnes of waste per week is collected of which 95% is general waste.

Green (recyclable) and Brown (organic) Bin installation and Collection systems will be rolled out at all City Council Flats and Older Persons complexes on a citywide basis. This will include the involvement of residents of the flats, area staff, waste collection service provider, Housing Maintenance management and caretaking staff and a dedicated Waste Management Officer. In order to effectively rollout a programme of recycling refuse, the City Council recognises that education and awareness of the benefits is pivotal to the success of any recycling initiative.

The brown bins for organic waste is being examined as will the provision/availability of suitable storage bins (kitchen caddies) for individual households. This programme will commence in the South East Area with an anticipation that the recycling rates will improve from 5% to 20% in the coming year.

Appendix 1.1 - Capital Repair Programme

Fire Protection	<ol style="list-style-type: none"> 1. Ash Grove & Coombe Court 2. Ballygall Parade 3. Basin Grove 4. Bernard Curtis House 5. Bernard Curtis Court 6. Bishop Street 7. Blackditch Court 8. Bulfin House 	<ol style="list-style-type: none"> 9. Carton Estate 10. Domville Court 11. Emmett Crescent 12. O'Carroll Villas 13. Timberyard Apartments 14. Tyrone Place 15. York Street Apartments
Precinct & Infrastructural Improvement <i>(Roof Repairs & Standardising of Steps)</i>	<ol style="list-style-type: none"> 1. Sillouge Park 2. McDonagh House 3. Whitefriar Gardens 4. Blackhall Place 5. Saint Michans House 6. Chancery House 7. O'Rahilly House 8. O'Brien Hall 	<ol style="list-style-type: none"> 9. Countess Markievicz House 10. Braithwaite Street 11. Bernard Curtis House 12. Cromcastle Court School Street 13. Thomas Court Bawn 14. Pimlico Terrace 15. Summer Street South 16. Braithwaite Street
Window/Door replacement	<ol style="list-style-type: none"> 1. Blessington Street Apartments 2. Thomas Court Apartments 	<ol style="list-style-type: none"> 3. Oliver Bond Apartments 4. 100 number individual projects citywide.
Fall Prevention Systems	<ol style="list-style-type: none"> 1. McDonagh House 2. Braithwaite Street 3. Whitefriar Gardens 4. Saint Michans House 	<ol style="list-style-type: none"> 5. Chancery House 6. O'Rahilly House 7. O'Brien Hall 8. Countess Markievicz House 9. Bernard Curtis House
Domestic Alarms Installations	<ol style="list-style-type: none"> 1. Rory O'Connor House 2. Dermot O'Dwyer House 3. Georges Place 4. Matt Talbot Court 5. York Street Flats 6. Mercer House 7. Glover Court 8. O'Carrolls Villas 9. Dolphin House 10. Marrowbone Lane 11. Braithwaite Street 	<ol style="list-style-type: none"> 12. Summer Street South 13. Avondale House 14. Emmett House 15. Michael Malin House 16. Rutland Avenue 17. Oliver Bond House 18. Saint Audeons House 19. Henrietta House 20. Fitzgibbon Court 21. Also provision for 600 number individual Houses

Lead Piping Works	<ul style="list-style-type: none"> • Pilot Project of 100 units in Cabra 	
Marrsfield Apartments	<ul style="list-style-type: none"> • Extensive essential repairs to 36 units in this development 	
Legionella Management	<ul style="list-style-type: none"> • Pilot Project of 25 units Citywide 	
Water Pumps	<ul style="list-style-type: none"> • Installation of flow meters in our pumps. Pilot of 15 units. 	
Spaling Concrete	<ol style="list-style-type: none"> 1. Marrowbone Lane 2. Summer Street South 3. Braithwaite Street 4. Meath Place 	<ol style="list-style-type: none"> 5. School Street 6. Pimlico 7. Thomas Court Bawn.
Condensation Trials and Installation of filterless fans	<ol style="list-style-type: none"> 1. Bowbridge Court 2. George Reynolds House 3. Whelan House 	<ol style="list-style-type: none"> 4. Cannon Mooney Gardens 5. O'Rahilly House 6. Also want to carry out 300 number individual addresses.
Drainage Maintenance programmes	<ol style="list-style-type: none"> 1. Markiewicz House 2. Timberyard Apartments 3. Pearse House 	<ol style="list-style-type: none"> 4. Whitefriar Gardens 5. Blackhall Place 6. Bernard Curtis House
Replacement of Water Tanks	<ol style="list-style-type: none"> 1. McDonagh House 2. Whitefriar Gardens 3. Blackhall Place 	<ol style="list-style-type: none"> 4. O'Rahilly House 5. Bernard Curtis House
Refurbishment Schemes	<ol style="list-style-type: none"> 1. Countess Markievicz House 2. O'Carroll Villas 	<ol style="list-style-type: none"> 3. Mercer House 4. Whitefriar Gardens 5. Thomas Court Bawn
CPO acquired properties	2019 Programme target – 8 -10 properties	
Appendix 1.2 - Mechanical Services		
Domestic Gas Boiler Servicing	2019 Programme to target the servicing of approximately 17,000 boilers Domestic planned preventative maintenance (PPM) schedule is in line with industry best practice and as per Irish standard IS813, Section C.1.2 i.e. annual servicing	
Domestic Gas Boiler Replacement	Programme to target the replacement of circa 1,000 domestic boilers (subject to a successful tender process)	
H.V.A.C. Refrigeration, Air Handling Unit and Fire Damper Maintenance, Water Treatment, Foam Suppression, Gas Suppression,	2019 Programme target - Corporate Sites – 44 and Non Corporate Sites – 97 Non Corporate sites include sports and recreation centres, community centres etc. Manage 470 individual maintenance contracts across all sites, with fourteen specialist contractors. Upgrade all sites to include CO detection. Pilot project for remote monitoring of BMS.	

Building Management system	H.V.A.C. planned preventative maintenance (PPM) schedule is in line with industry best practice and as per Irish standard IS820, Section 10.5.2 i.e. annual servicing and Environmental Protection Agency FGAS requirements of up to four service inspections for certain refrigeration systems annually.
Appendix 1.3 - Energy Efficiency Fabric Upgrade Programme	
Energy Efficiency Fabric Upgrade Programme Phase 2	2019 Programme target – circa 500 units Commenced Phase 2 in March 2018 (in the absence of departmental funding) with 321 units completed in 2018
Better Energy Community Scheme	2019 Programme target - Various Building Management System (BMS) Upgrades, Boiler, Windows, Insulation and Renewable upgrades across various sites Mixture of Homeless, Senior Citizens and Library sites upgrades
Appendix 1.4 - Voids Refurbishment Programme	
Voids Refurbishment Programme Refurbishment of 'Buy and Renew' Properties Bedsit Amalgamation Derelicts Programme Mortgage to Rent Repair Programme	2019 Programme target – <ul style="list-style-type: none"> • Refurbishment of 1000 properties • Reduction of percentage of available housing stock that is vacant to 1.5% • Continued reduction of letting times.
Appendix 1.5 - Accessibility Extensions and Adaptations	
Accessibility Extensions and Adaptations	2019 Programme target - 250 housing adaptations and 12 housing extensions
Appendix 1.6 – Housing Estate Management	
Housing Estate Management	2019 programme will begin the rollout of additional green and brown bins to all our complexes in the city