



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Chief Executive's Management Report

July 2024

Section 136 (2) of the Local Government Act 2001 as inserted by Section 51 of the Local Government Reform Act 2014 places an obligation on the Chief Executive to prepare Monthly Management Reports for Council. The monthly report for the City Council meeting is submitted herewith – Report No: 151/2024.



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ENVIRONMENT AND TRANSPORTATION DEPARTMENT

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Road Maintenance Services

Road Maintenance Services' 2024 Annual Works Programme, will invest €15-Million in the upgrade of 32km of footpaths and 13km of carriageways across the City. Works will be delivered via twelve separate contracts. Three of these contracts have now been awarded to contractors and works have commenced on site. Tender documents are presently being prepared for the remaining nine contracts. Works are scheduled to be carried out between May and November.



Road Maintenance Services resurfacing works on Nutley Lane

From January to May this year, the Division's direct labour crews repaired/ made safe approximately 2,300 defects and hazards on the road network. Furthermore, approximately 210 critical defects and hazards on the road network were repaired/ made safe within 24-hours of them being reported.

Parking Tag and alternative methods of paying for parking.

Revenue for Parking Tag for week ending 26th May 2024, was €462,022. For week ending 26th May 2024, the usage of coin in parking meters was €98,366.75 and for week ending 26th May 2024 card payments were €184,325.

Permit Parking, Pay & Display

New Schemes:

The following have recently been balloted for introduction of a new parking scheme: Saint Brendan's Cottages, Dublin 4

Saint Mobhi Road, Dublin 11

Waste Services Update

Waste Management Recruitment

Further to a street cleaning review, interviews for an additional 100 general operatives took place in April and May. Recruitment will be on a phased based later in the year and support expanding core city centre 24 hour cleaning and increasing staff numbers across DCC areas.

Phase 1 will commence in Q3 of 2024 with the introduction of circa 45 new general operatives.

Waste Management New Fleet on the Streets



Waste Management Services have taken possession of two new Multihog Compact Wash vehicles that deep clean and wash the city centre pavements to a high standard. The vehicles provide a twin cleaning operation which include both scrubbing and high pressure power washing of pavement surface and can cover extensive pavement areas during a single operation. These vehicles are being used to concentrate cleaning efforts in city centre pavements and expansive plaza areas such as Grafton Street, O'Connell Street, Henry Street and Mary Street etc. and all streets will receive regular washing with disinfectant and a cleaning agent. More Multihog Compact Wash Vehicles are on order and we hope to assign an additional vehicle to city centre and a further vehicle to the plaza areas in the suburbs and surrounding areas. In addition we have a fleet of new wash vans with high pressure washing and graffiti removal equipment which will come into operation in the coming weeks and will be assigned to each of the Areas and will concentrate cleaning and washing of the narrower pavements and high footfall areas in suburb areas.

Waste Management's Community Clothes Swap Kit

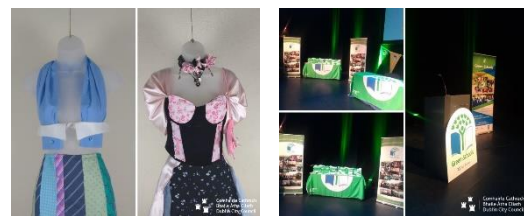


Following a successful pilot, Waste Management have entered into a partnership with Change Clothes Crumlin to roll-out and expand DCC's free Clothes Swap Kit service. [Change Clothes Crumlin](#) are a community based clothing reuse hub and registered not-for-profit CLG. The Community Clothes Swap Kit includes a guidebook, clothes rails, hangers, tokens and signage boards. It has been created to support and encourage clothing reuse at a grassroots level. Community groups within the DCC area are welcome to borrow a kit for free. More information is available on DCC's website ([here](#)).

Waste Management Commercial Clothing Pop-Up Pilot

Sustainable Life School were procured to run a series of 10 sustainable clothing pop-up events for commercial enterprises and organisations based in the city. The pilot aimed to reduce the amount of clothes discarded as waste, raise awareness of sustainable clothing consumption and introduce the circular economy concept. The project has now completed and the following companies participated; Irish Rail, Hibernia Real Estate Group, Huckletree coworking hub, Axis Ballymun, DCU Glasnevin Campus, Trinity College Dublin, Arts Block, PwC, Business in the Community Ireland, Workday and LinkedIn. A total of 427 clothing was swapped during the 10 events. The most popular event took place in Trinity College with over 100 swaps, followed by LinkedIn and BITCI with over 60 swaps made. The project features on the United Nations Wester Europe [website](#).

Waste Management Schools Programme



Waste Management Services is supporting the Picker Pals, Relove Fashion and Green-Schools environmental educational programmes for the 2023/34 academic year. The Picker Pals programme ran in 131 primary classrooms within Dublin City. The grand final of the Relove Fashion Competition took place on 21st March with Loreto College St. Stephen's Green winning

an award for 'Most Innovative'. A total of 10 submissions were received from Dublin City secondary schools. The Green-Schools programme is active in 272 primary and secondary schools. On 21st May, 45 schools were awarded a new Green- Schools Flag award at a ceremony in The Helix DCU. For further information please contact greenschools@dublincity.ie

Dublin Waste to Energy Community Gain Fund

The Dublin Waste to Energy Community Gain Fund Committee invited nominations for the position of Community Representative to sit on the Committee. There are three Community Representative positions available, one to represent each of the following sectors:

1. Community, Residents Association and Voluntary Sector
2. Arts, Culture, Education, Environment and Sports Sector
3. Business, Social Enterprise, Health and Social Care and Charity Sector

Four nominations were received by the closing date of the 10th May 2024. The selection process is in progress and it is expected to have the newly appointed Community Representatives in situ by mid-June 2024.

With regard to the Dublin Waste to Energy Community Gain Projects Grant Scheme 2023, 32 grant applications were approved grant funding to a total value of €995,027. To date 16 grant recipients have completed their projects and drawn down grant funding to a value of circa €381K. The remaining 16 grant recipients have until the 1st September 2024 to complete their grant aided project.

Fleet Management Services, Environment and Transportation Department.

The evaluation of tender submissions for the establishment of a Single Operator Framework Agreement for the supply on lease hire with maintenance of Waste Management Services' Side Loaders (Side-Loading Box Cage Body Tipper Vehicles) used for street refuse collection, has been completed.

The contract has been awarded to Enterprise Rent A Car (ERAC) Ireland Limited, to supply both Ford eTransits for Lot 1 and Ford Transit 350 (diesel) vehicles for Lot 2.

As a decision was made to electrify at least 50% of these Side Loader vehicles, this tender was broken into two Lots – Lot 1 for electric vehicles (EVs) and Lot 2 for low emission (ICE) vehicles.

It is expected that *at least* 25 EVs will be added to the fleet in place of diesel vehicles as a result.

In order that the EVs can charge at a sufficient rate so as not to affect service a tender is also currently being drafted for the supply and installation of up to thirty three phase AC EV chargers in the North City Operations Depot in Ballymun.

A request for tenders for the establishment of a Multi-Operator Framework Agreement supply on lease hire with maintenance of Light Commercial Vehicles (LCVs) for all DCC divisions is being drafted and will be published before the end of this month (June 2024).

With the electrification of 50%+ of Waste Management Services' Side Loaders it is our aim then that 40% of this Light Commercial Vehicle fleet (approximately 80 vehicles) procured in the upcoming procurement exercise will also be EVs, pending the installation of any requisite additional charging infrastructure.

As part of Dublin City Council's Energy Team, the Head of Fleet Management Services, Cathal McCoy is currently attending ISO50001 training (the international standard for Energy Management Systems), along with Climate Action Coordinator Darby Mullen.

This has informed Dublin City Council's aim to exceed the revised 'Clean Vehicles Directive' (Directive 2019/1161/EU established in law in S.I. No. 381 of 2021) across each of these procurements.

The S.I. establishes a minimum target for the share of clean vehicles procured by public bodies of 38.5%. Until 31/12/2025 a 'clean' vehicle is defined as a vehicle which emits a maximum 50 g CO₂ / km, thereafter a clean vehicle is defined as a vehicle which emits 0 g CO₂ / km – a zero emission vehicle i.e. an electric vehicle.

Flood Defence Projects Office (FDPO)

Flood Defence Project - Camac River.

Consultants have been appointed by DCC to investigate the reduction of flood risk across the DCC and SDCC sections of the River Camac. Flood alleviation options such as storage, walls, embankments and de-culverting have been computer modelled. A further public consultation took place on 17th and 18th April 2024 in Richmond Barracks and Clondalkin Civic Centre on emerging options. Around 100 people attended the six presentations and follow up discussions.

This study, as with all other flood alleviation projects, is being integrated into a desire to “de-culvert” and widen, what is now seen as an over engineered river, where possible so that it can, over time, be restored to a more natural state, as far as reasonably possible. The project will also involve identifying and remedying urban pollution sources, where possible. This is also being done in conjunction with an existing Greenway proposal and in tandem with Urban Regeneration and Development Fund (URDF) funded projects in the area. The new City Edge project gives opportunities to achieve some of this as well. A meeting was held with the City Edge Project leaders in SDCC and DCC about co-ordinating the findings of the two projects on 27th May. River corridors of 10m-25m wide are policies in the development plan and these will be implemented where possible on this very constrained river. Liaison with large stakeholders is ongoing on possible flood storage areas in DCC and SDCC.

Further wintering bird surveys have been completed in 2024 to identify protected species as well as other bird quantities. A woodpecker was recorded in Lansdown Valley for the first time in 2023. Updates on this project can be seen on Camac Flood Alleviation Project website www.camacfas.ie

Protection of Water Bodies Office (PWBO).

The newly establish Flood Response and Asset Management Section under PWBO is tasked with operating and maintaining flood infrastructure such as floodgates, sandbags and pumps.

Additionally to the above, the section clears obstructions that may give rise to flooding or significant impediment of the rivers flow. River

racks and weirs are also cleared as debris may impede flow.

PWBO is working to deliver a number of projects to with the aim of meeting our Water Framework Directive (WFD) obligation of achieving “good” status for all our water bodies by 2027.

Current examples are:

Golden Lane Public Realm Redevelopment - Urban Runoff (RBMP Action 70):. A multi-disciplinary team has been appointed to develop a sustainable surface water management design which also incorporates elements of DCC’s greening Strategy and Active Travel plans of the area. Design and monitoring equipment is being included in order to measure design impacts from surface water run-off.

Culvert Improvement Works – Screen Upgrade Works. The construction contract is substantially complete.

Santry River Restoration and Greenway Project (www.santryriver.ie) –

The design stage is ongoing, currently flood design and river restoration elements. Emerging preferred option identified for the greenway element. Non-statutory consultation with the emerging preferred design will be scheduled and publicised in due course.

Rainscapes Nature-Based Solutions Project (River Santry and River Dodder Rainscapes | Dublin City Council). Tender for the contractor for phase 1 (McAuley Park) concluded and a successful tenderer will be appointed in the next from the start of Q3.

Bathing Water:

The 2024 Bathing Season commenced on the 1st June and runs until the 15th September. Dublin City Council are pleased to announce the formal designation of the Half Moon Bathing Location, which joins other identified waters Dollymount and Sandymount Strands. Regretfully, the 2024 classification of Sandymount Strand changed

from Sufficient to Poor. However, the Bathing Water Task Force (BWTF) is committed to restoring quality at underperforming bathing waters in Dublin Bay.

A review of 2023 results at Sandymount Strand showed that 100% of scheduled samples met the required standard of Sufficient or better, in

comparison to 90% in 2022 and 75% in 2021. Furthermore, all samples taken at Sandymount Strand since 20/02/24 have met the required standard. Thus recent sample results indicate actions implemented by the BWTF are succeeding. Further information on the BWTF can be found [here](#). Samples results are available online, on www.dublincity.ie and www.beaches.ie and in hardcopy format at the bathing waters.

The 2024 public participation period has commenced, where the public are invited to nominate new bathing locations for consideration for identification. Further information on the process can be found [here](#).

Surface Water and Flood Incident Management

The Surface Water and Flood Incident Management crew is responsible for the daily maintenance of the City's drainage gullies. In addition during heavy rainfall the crew are mobilised as a preventative measure and in the event of flooding.

Over the next couple of months the Surface Water Management section plan to clean gullies on the high speed roads (roads with a speed limit of 60km/h or more) around Dublin City and County.

Drainage Planning, Policy & Development Control

The SuDS Working Group has produced a new "Property Level Guide to SuDS". This is intended to give guidance on SuDS implementation for small developments, individual houses, extensions, driveways etc. It provides straightforward advice on meeting SuDS requirements in the City Development Plan. It also assists anyone who may want to install water butts, permeable paving etc. to help protect their own local area from flooding and climate change. A media campaign was carried out before Christmas to highlight the issue of people paving their gardens with impermeable materials.

To ensure sustainable development within the City, the Drainage Planning, Policy and Development Control team has established a framework for auditors of Basement Impact Assessment Reports. There are five consulting

engineer companies on the cascading framework and a number of BIA reports are currently under review.

Climate Action Team.

Climate Action Plan

Work is progressing on our first challenge "Children's movement through the city". A second series of workshops have been held with staff and we are defining activities to be carried out over the summer in the challenge area in the North East Inner City

EU Mission for 100 Climate Neutral and Smart Cities/Net Zero Cities:

The Climate Action Team submitted a Pilot City Application with Cork City Council on March 15th, 2024. The Application was successful. DCC and Cork City Council staff attended a boot camp in Berlin from May 21 to 23.

EU Projects

DCC attended the General Assembly for Cultivate in Utrecht from May 15-16th. The project is developing a food sharing compass.

DCC is progressing work in other EU projects – Cultivate, REGEN and Minority Report. Minority Report has held our kick off meetings in June

IURC North America

Dublin City Council submitted an application to the IURC North America programme following our successful partnership with Seoul Metropolitan Government. DCC has been partnered with San Francisco and will through this two year partnership share learnings in relation to the circular economy. Our fourth meeting with San Francisco meeting focused on the natural refrigerants. Our fifth meeting focused on community engagement. The study visit with San Francisco

Shared Island

Dublin City Council and Belfast City Council's feasibility assessment report on A Connected Circular Economy funded by Share Island, was launched on March 28th 2024. Discussions are on-going with BCC to identify funding opportunities to progress work.

EV Strategy

Concession arrangements for EV chargers for the 4 DLAs expected shortly.

Energy Management

DCC Energy Oversight Committee have agreed to progress towards attaining ISO 50001 Energy Management System Accreditation.

Energy Policy has been agreed and signed by SPC.

Decarbonising Zones

Plans are under way for events to be held during climate action week.

Dublin Metropolitan Climate Action Regional Office (CARO)

The Regional Coordinator post has been filled. The vacancy at executive level has been brought to the attention of HR. Funding streams for Climate Action have been reviewed by DM CARO and published on the CARO website. Actions of the 31 Local Authority Climate Action Plans are being reviewed and quality checked by CARO staff. The outcome will be a robust central database that can be used to inform future needs for training, resources, funding and alignment of LA adaptation plans for the sector.

DM CARO is working with the four Dublin Local Authorities to organise Dublin Climate Action Week 2024 and will be hosting several events.

The Active Travel Programme Office (AcTPrO) – Walk-Wheel-Cycle Network

The multi-disciplinary team within the Active Travel Programme Office (AcTPrO) continues to work on the design and delivery of a number of projects as part of the overall network, which when fully completed, will result in 95% of people being within 400 metres of the high quality network within Dublin City.



Construction is continuing on a number of projects and works are progressing well on site.



RCGP3: Final greenway surface near Cross Guns Bridge, Phibsborough



C2CC: New Bus Stop erected as part of Clontarf to City Centre Scheme

Two Active Travel Projects proceeded to Non Statutory consultation within the month.

The **Point Pedestrian & Cycle Bridge and Tom Clarke Bridge Widening Works** Project consultation commenced from the 11th of June to the 12th July 2024 and is being led by the DCC Roads Design section. Public Information evenings took place on Tuesday 18th & Wednesday 19th of June 2024. More information on this project is available on the DCC consultation page

<https://consultation.dublincity.ie/traffic-and-transport/the-point-pedestrian-cycle-bridge-and-tom-clarke-b/>

The **Kilmainham to Thomas Street- Suir Road Davitt Road Junction Upgrade** went to non-statutory public consultation from the 13th of June to the 11th of July 2024.

An information event on the project was scheduled for the 20th of June 2024 in Good Counsel Liffey Gaels GAA and Camogie Club, Davitt Road, Drimnagh, Dublin D12 AX61

1. More information on this is available on the DCC Consultation page

<https://consultation.dublincity.ie/traffic-and-transport/suir-road-davitt-road-junction-upgrade/>

Further information on the overall network, including individual project pages, an interactive GIS map of all routes and a complete list of all roads and streets involved, is available at www.dublincity.ie/activetravel

Progress Report on Design & Construction Projects

	Project	Funding Agency	Designer	Comments
1	College Green Dame St Project	NTA/DCC	TBC	The procurement process for a new Multi-disciplinary design team for the project is almost complete.
2.	Grafton Street Quarter Phase 5 – Duke Street / South Anne Street Area	DCC	DCC	Work is continuing on the detailed design. ESB networks are continuing with their upgrade of their existing infrastructure in this area. Irish Water will be completing their upgrade works on Duke Lane Lower. These works will need to be completed in advance of the public realm works.
3.	Grafton Street Quarter Phase 6 – Suffolk Street	DCC	DCC	A Project Brief has been circulated to the Public Realm Working group for their information and comment.
4.	Cathal Brugha Street/Findlater Place	DCC	DCC	The Landscape Architect recommenced the design of this project in May 2023.
5.	Dodder Bridge	DCC/LIHAAF /NTA	Roughan & O'Donovan	The planning application for this project will now be lodged as part of the NTA BusConnects project. Preliminary design is complete and the draft EIAR is being amalgamated into that of BusConnects. Land acquisitions are being progressed by DCC but NTA will also lodge for CPOs.
6.	Forbes St Bridge	DCC/NTA	TBC	Governance documentation is now being finalised for the NTA, to allow the project to recommence and to begin procurement of a new design team.
7.	Point Pedestrian & Cycling Bridge and Tom Clarke Bridge Widening works.	DCC/NTA	Roughan & O'Donovan Consulting Engineers Ltd & others	At the Docklands Bridges Steering Group meeting on 29/03/23 the NTA attended and advised that they are satisfied in principle with the proposal to proceed with a bridge at Forbes Street.
8.	Poddle Flood Alleviation Project	OPW/SDCC/ DCC	Nicholas O'Dwyer	SDCC are the lead authority for this project. An Bord Pleanála granted approval for the proposals in June 2023. Construction started in Tymon Park on 6 th February 2024. Construction period estimated at 2-3 years. In Dublin City councils' functional area there are flood defences proposed to start in Q1 2025 in Ravensdale Park,

				St.Martin's Drive and Mount Argus with Public liaison meetings planned over the next few months. Website www.poddlefas.ie
9.	Camac Flood Alleviation Project 2	DCC/SDCC/OPW	AECOM	<p>Computer flood modelling of catchment scenarios ongoing, including associated flood damages assessments. Website www.camacfas.ie</p> <p>Environmental surveys have revealed more significant flora and fauna in the river and beside it than previously recorded.</p> <p>Meetings with major stakeholders ongoing. Further public consultation on preliminary options occurred on April 17th and 18th.</p>
10	Dodder Phase 3 Clonskeagh Orwell Bridge	DCC/DLRCC /OPW	Byrne Looby	<p>Environmental and topographical survey's completed. Computer flood modelling ongoing. Website www.floodinfo.ie/frs/en/dodder-3/home. Initial flood options being considered and costed. Liaison with LA stakeholders on preliminary options ongoing. Some further site investigation commenced in February 2024. Further public consultation planned in September 2024 on emerging preferred option.</p>
11	Mary's Street Pedestrianisation	DCC	DHB Architects Clifton Scannell Emerson & Associates Engineers	<p>Integrated Design Team appointed, preliminary design options being developed. Consultations continuing.</p>
12	Santry River Restoration Project	DCC	Nichloas O'Dwyer	<p>The project objectives include achieving Substantial flood resilience and meeting Water Framework Directive goals which improving biodiversity and amenity.</p> <p>The project team is anticipating delivering an Emerging Preferred Design for the Santry River catchment, including Greenway amenity in Q3 2024.</p>
13	Wad River Flood Alleviation Scheme Phase 2	DCC	Nicholas O'Dwyer	<p>ABP approved proposal for Clontarf outfall on the 04th of September 2023. Dublin City Council has appointed the consultant for the detailed design and contractor procurement stage of the project, which includes a tunnel under the Howth Road and a new outfall to the sea at Clontarf Promenade. Landowners and major stakeholders liaison is continuing, with a view to commencing work in Q2/Q3 2024.</p>
14	Traffic Works – Package 8.	NTA	DBFL / Atkins	<p>Consultants appointed. At Preliminary Design Stage.</p>
15	Point Junction Upgrade	DCC/NTA	Arup	<p>The non-statutory consultation for the Point Junction Upgrade has been completed</p>

16	Rainscapes Nature Based Solutions Project	DCC	McCloy's	<p>The purpose is to introduce effective surface water management, within specific catchments. Detailed design for proposed scheme is now complete.</p> <p>Construction Contract currently at tender stage. Construction phase expected to commence in Q2 2024</p>
17	Grand Canal Storm Water Outfall Extension	DCC/ IW	JBB	<p>This will see the current storm water overflow being channelled from the confined Grand Canal Dock and discharged into the River Liffey. This will improve water quality in the Grand Canal Dock and enhance the amenity & recreational value of the area.</p> <p>The Project Consultant is now appointed and the Project Team is currently progressing the detailed design for the Project.</p>
18	Golden Lane Public Realm Redevelopment - Urban Runoff (Action 70):	DHLGH	OCSC	<p>Appointment of a multi-disciplinary team in Q1 2024 to prepare a cost effective public realm design to sustainably manage urban run-off waters.</p>
19	Sandymount Flood Alleviation Scheme, Phase 1 and 2	OPW	To be appointed	<p>Following tendering process consultant to be appointed in June 2024.</p>

Projects at Construction Stage

#	Scheme Name	Client	Contractor	Start Date	End Date	Comment
1.	South Campshires flood alleviation works	AECOM	OPW,	Oct 2014	May 2024	<p>Procurement of flood defences and contractor ongoing to complete existing scheme and seal 13m gap in flood defences on Sir John Rogerson's Quay.</p> <p>Construction programmed for Q3/Q4 2024.</p>
2.	Francis Street Improvement Scheme	DCC	KN Circet	Oct 2020	April 2023	<p>Construction on site has commenced. Works are progressing.</p>
3.	Belmayne Main Street & Belmayne Avenue	DCC	Coffey Construction Ltd.	Oct 2021	April 2023	<p>Surfacing works are progressing well and tenders have been received for the landscaping scheme.</p>

4.	Liffey Street Public Realm Improvements	DCC	Via Mercanti Ltd, trading as Cairn Construction	Jan 2023	Oct 2024	Works commenced on site 23 rd January 2023
5.	Temple Bar Square Refurbishment	DCC	Circet Networks (Ireland) Ltd	April 2023	Oct 2024	Circet Networks (Ireland) Ltd has commenced construction.
6.	Culvert Improvement Works – Screen Upgrade Works	DCC	Tobin Consulting Engineers (TCE) & Stephen Byrne Const.	Q2 2022	Q2 2024	Detailed design at 17 culvert screen sites located throughout the city completed. The PWB Office is managing the Construction stage, which is now substantially complete.

CORPORATE SERVICES, TRANSFORMATION AND HUMAN RESOURCES

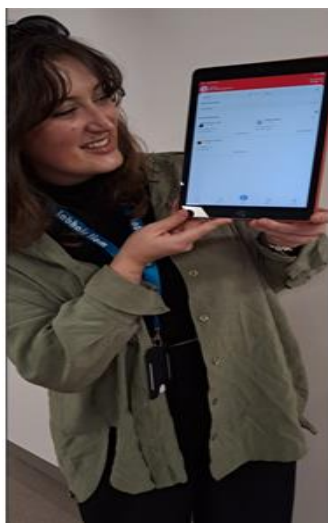
Customer Services

Stats

- 13,182 calls were answered between 16th May 2024 and 15th June 2024, with 52.69% of those calls answered in less than 30 seconds.
- Average call answered by Customer Services in 2 minutes and 1 second between 16th May 2024 and 15th June 2024.
- 4,099 emails were received by Customer Services between 16th May 2024 and 15th June 2024, from the generic customer services email account.
- 2,999 emails were sent out by Customer Services between 16th May 2024 and 15th June 2024, from the generic customer services email account.
- 2,256 emails were received by Customer Services, relating specifically to Parking Permits, between 16th May 2024 and 15th June 2024, from the generic Parking Permits email account.
- 1,906 emails were sent by Customer Services, relating specifically to Parking Permits, between 16th May 2024 and 15th June 2024, from the generic Parking Permits email account.
- Customer Services have taken 3,662 payments between 16th May 2024 and 15th June 2024.
- Customer Services have processed 2,107 Parking Permits between 16th May 2024 and 15th June 2024.
- The Reception Desk in Civic Offices continues to be busy, with 1,631 visitors greeted at the reception desk between 16th May 2024 and 15th June 2024.

Improving Customer Experience Initiatives

Interpreter Service



The new interpreter service for customers visiting the Civic Offices, launched on 20th May 2024, is now up and running, with all reception staff trained in how to use it.

Customer Experience have also reached out to other frontline services to let them know about this and to offer assistance with translation services, if required. Already meetings have been set up to use the translation service for customers whose first language is not English.

Quality Customer Service Network and development of strategic partnerships

Customer Services were asked to do further presentations to the Citizens Information Board (Standards and Development Executive), and had representations from Department of Education on

the topic of “Using Measures to Drive Standards in providing Quality Customer Service”, which was presented to Department of Public Expenditure and National Development Plan Reform and the Quality Customer Service Network in May.

North City Operations Depot Project

The NCOD has been operational since late June 2023. The contract is now approaching the end of its 12-month defects liability period without encountering any significant issues. The Project Team remains engaged, focusing on finalising the contracts and final accounts.

North City Operations Depot (NCOD) has been honoured with two prestigious Irish Construction Excellence (ICE) Awards. Purcell Construction Ltd, the main contractor, received a Judges Silver Award, while Firepro, a subcontractor, also received a Judges Silver Award at the grand ceremony held on 24th May 2024 at the Convention Centre. These awards highlight the exceptional quality and dedication demonstrated by Purcell Construction and all their subcontractors in the delivery of the NCOD for Dublin City Council.

Smart City/Smart Dublin

Dublin-NY Portal

The Dublin-NY Portal was at the centre of the world's media attention for the month of May. This installation is bringing new energy and life back to North Earl Street attracting over 25,000 visitors on average a week. A number of activations have been delivered at the Portal since its launch from dancing groups and maths and science collaborations. The image below is from a typical weekend scene at the Portal at North Earl Street



One of the highlights included the National Famine Way Commemorative Walk at the end of May, which concluded at the Portal connecting Dublin and NY participants. The Global Irish Famine Way extends the National Famine Way by following the journeys of all the Irish Famine emigrants around the world. A symbolic passing of bronze shoes from one side of the Atlantic to the other at the Portal represented the journey the emigrants took. Many of the emigrants eventually settled in the USA, while others stayed in Canada where their ships had landed. For more information visit: <https://nationalfamineway.ie/>



Dublin City Council Drone and Urban Air Mobility Strategy 2024–2029.



On the 27th of May, Dublin City Council launched its first Drone and Urban Air Mobility Strategy 2024–2029. The Drone & Urban Air Mobility plan seeks to revolutionise the way the city employs drone technology to improve public services. Drones are utilised across a range of city services helping to increase service efficiencies, reduce costs, and streamline operations. Areas where drones are used within DCC include mapping, dangerous building inspections, or emergency response. They are also being used to access to hard-to-reach areas for surveys and environmental monitoring, providing better

oversight and management of urban spaces. The Drone Strategy was led through our Smart City programme with the support of the Irish Aviation Authority (IAA) in order to assist the Council in future-proofing the application of new and emerging technology. The full report and a number of videos of drone applications and usage in DCC is available here <https://bit.ly/4bOGEGg> Visit www.smartdublin.ie to learn more

Smart D8 Wins at the .ie Digital Town Awards



Smart D8 was nominated Runner-Up in the Digital Community category at the .ie Digital Town Awards 2024. The .ie Digital Town Awards promote awareness, knowledge, use and understanding of digital technologies in Ireland by its citizens, businesses and communities. They also highlight the benefits and possibilities of digital and celebrate the digital achievements of towns across Ireland. Smart D8's digital vision stands as a testament to the transformative power of collaboration, innovation, and technology in addressing complex healthcare challenges. The people-centric approach,

encapsulated by the question, “technology is the answer, but what was the question?” underscores Smart D8's commitment to addressing the genuine challenges faced by the community, ensuring that technology is purposefully harnessed to enhance the quality of life for Dublin residents. Smart D8 is more committed than ever to supporting our community on its health and wellbeing journey. Learn more: <https://smartd8.ie/>

Dublin City Council & Mastercard Tourism Innovation Hub Membership Announced

Dublin City Council and Mastercard have signed an agreement to formalise the entity's membership in the Mastercard Tourism Innovation Hub (the Hub). This agreement is part of the city's designation as



European Capital of Smart Tourism 2024. It will facilitate access to innovative Mastercard solutions and identify potential projects of interest to benefit Dublin's tourism economy assisting to advance the city's new Tourism Strategy 2023-2028. Learn more [here](#)

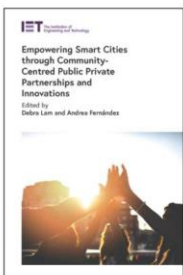
Smart Cities Features in 'Better Cities By Design' podcast



Jamie Cudden and Payal Pandya from the Dublin City Council's Smart Cities team joined the Arcadis Better Cities By Design podcast to discuss the efforts being made to lower emissions in the city through the curbside management initiative through the EU funded SENATOR Project. Better Cities by Design is a podcast from Arcadis, where we explore the world of urban development and the state-of-the-art solutions used to create more sustainable cities. Each episode brings change-makers to the table to discuss how they are making our urban environments better places to live, work, and play. From green infrastructure to smart city technology, the podcast dives into innovative projects and the positive impact

they're having on communities around the world. Listen to the full podcast episode here: <https://okt.to/AjutCs>

Empowering Smart Cities through Community-Centred Public Private Partnerships and Innovations



The Partnership for Inclusive Innovation is proud to announce the release of a new book, "Empowering Smart Cities through Community-Centred Public Private Partnerships and Innovations," co-edited by Founding Executive Director Debra Lam and Andrea Fernández, Managing Director at C40 Cities Climate Leadership Group. A chapter highlighting the Smart Docklands initiative was included in this international publication. The book launch was marked by a webinar event that took place yesterday which included

Darach Mac Donnacha from the Smart Docklands team. Learn more about this publication <https://bit.ly/3VqqVlh>

Smart Dublin Newsletter



Join our Mailing List! We'll email you about Smart Dublin regional projects and programme updates, opportunities, upcoming webinars and events, and more! Simply add your details to the registration form and we'll start keeping you in the loop. You can unsubscribe at any time by clicking the link at the bottom of our emails. <https://bit.ly/3wNnnGB>

Service & Digital Transformation

DCC Draft Digital Transformation Strategy - Consultation with PPN and the public is beginning

Property Management Solution – A project to improve and streamline the DCC property management solution is progressing

Citizen Hub

The Councillor portal is progressing, and the back office processes are currently being tested. We hope to have a session with Councillors to get feedback in the next couple of weeks.

Comhairle Cathrach
Bhailé Atha Cliath
Dublin City Council

Welcome! Councillor Name -

Home My Requests Maps

Councillor

Ward: North Inner City:
Central Area Committee

Party: Non-Party

Meetings

July 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Monthly C	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Committees

- Annual Council Meeting
- Budget Meeting
- Central Area Committee
- Monthly Council Meeting
- Special Council Meeting

Online Forms

- Online Services
- Motions
- Questions
- Representations

Useful Links

- Ethics and Donations
- Phonebook
- Expenses
- Civica

Cases raised through Councillor Portal

(statistics below cover last 12 months; map shows only cases with location provided)

Number of open cases: 71

Number of closed cases: 36

Total number of cases: 107

Search Case ID

Map showing case locations in the Dublin City Council area.

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Affordable housing portal will be live on 19th June for applications for the Balbutcher Lane scheme.

Work is ongoing on Casual trading forms and the Hugh Lane Gallery donation page.

Digital Workplace

A significant number of departmental sites have been migrated to Citidesk. The team is continuing to work across the organisation digitising internal processes. Processes that went live this month include Housing Part V's, Fleet management solution, Accident lists for Fire Brigade, Customer Services and procurement.

AFFORDABLE PURCHASE SCHEME

The Affordable Purchase Scheme is designed to help bridge the gap between what you can afford to pay and the price of your new home.

Under the Affordable Purchase Scheme, Dublin City Council will make newly-built homes available to eligible buyers at a price lower than its open market value. In return, Dublin City Council will take an equity share in your home that covers the reduced price.

Dublin City Council have a number of developments in progress in the delivery of Affordable Homes at a variety of locations. It should be noted that the **Minimum Sale Price set by Dublin City Council is already a reduction from the Open Market Value of the home. Those interested in purchasing a home in this Scheme must be able to demonstrate that they can afford to pay the Minimum Sale Price set.**

Below you will be able to see information on upcoming schemes, how to apply, and further information on the Affordable Purchase Scheme itself.

Please note: All applications must be submitted through the online portal - there is no general application form or waiting list. We strongly encourage applicants to register for an account now.

DEVELOPMENTS

Dublin City Council, in conjunction with O'Connell Cohousing Alliance CLG are offering a total of 12 x 3-bedroom A2 rated houses available in **Oileáin na Crannóige, Balbutcher Lane, Ballymun, Dublin 11** under Affordable Housing Purchase Arrangements. This development consists of 2 x 3-bedroom end of terrace houses and 10 x 3-bedroom mid-terrace houses. These properties will be wonderful additions to a well-established area. Further information, including pricing information can be found [here](#).

The online opening date for applications for Oileáin na Crannóige is Wednesday 19th June at 9am and will close for applications on Wednesday 10th July at 1pm.

COMING SOON: Dublin City Council, in partnership with Glenveagh Homes, will be soon offering the first phase of homes for sale at **Oscar Traynor Woods** under the Affordable Purchase Scheme. Phase 1 will be open for applications this summer and will include 4 x 3-bedroom houses, 8 x 2-bedroom houses, and 4 x 1-bedroom maisonettes. Opening date for applications and prices will be announced soon here on our website, social media channels, and newspapers. If interested in applying, we strongly advise that you familiarise yourself with our [FAQs](#).

USEFUL LINKS

- [FAQs](#)
- [Documentation Checklist](#)
- [Eligibility Indicator](#)
- [Contact Us](#)
- [Schemes on Map](#)

Communications Office

Website visits: 128,801

Page views: 449,104

Social Media impressions

Twitter: 1,259,600

Facebook: 1,771,822

Instagram: 1,011,788

LinkedIn: 143,974

During the month of May, we helped promote the Europa League Final in the Aviva Stadium as well as the winner of the Dublin Literary Award 2024, Africa Day, Pedalpalooza and the Dublin City Council Luke Kelly Festival.

We have also begun a brand refresh and expansion project, which will take place over the next number of months.

Dublin City Council BETA

A Dublin City Council initiative to imagine, trial and scale solutions for a more liveable city.

- Pipeline of all BETA Projects: <https://trello.com/b/8jXnfMIO/beta-project-pipeline>
- Further information: www.dccbета.ie or beta@dublincity.ie or @DCCbeta on social media. (You can also follow specific projects via the below hashtags.)

Concept Stage BETA Projects



Public electric cooktops - **Trial now Live in Herbert Park!**

Should we provide public, electric, cooktops in our parks and public spaces?

Collaboration with Parks Department.

- This project was funded via the Department of Public Expenditure and Reform '2022 Innovation Fund'.
- Feedback so far indicates that the cooktop will be popular during the summer months
- More info can be found here: [Dublin Beta Projects \(dccbета.ie\)](http://dccbета.ie)



Cargobike Sharing Service (#CargobikeSharingBETA)

Trial now live in Portobello!

Should/how should we provide a cargobike sharing service for the city?

Collaboration with Transportation Department.

- Hangar Installed
- Two e-cargo bikes supplied and service operated by Bleeper bikes
- Since the service launched, we've had several users register and approx. 10 trips recorded, but we're aiming for a higher

participation rate. Help us to promote the trial by spreading the word!

- More info can be found here: [Dublin Beta Projects \(dccbета.ie\)](https://dccbета.ie)

Scaling Stage BETA Projects



Downpour Planters (formerly #RainBoxBETA)

Downpour Planters are a progressive and effective way to ease pressure on our drainage infrastructure and alleviate flooding while enriching neighbourhoods with verdant growth.

Collaboration with Protection of Waterbodies Office.

- This project funded via the Department of Public Expenditure and Reform '2023 Innovation Fund'.
- A potential trial location has been chosen
- Work is in progress to commence roll out later this summer



Future of Housing Maintenance (#HousingMaintenanceBETA)

How might we transform the housing maintenance service and amplify the experience for tenants and staff?

Collaboration with Housing Maintenance.

- **6 project aspects being developed.**
- **This project was recently awarded funded from the Department of Public Expenditure and Reform '2024 Innovation Fund'.**

Human Resources

The total number of employees at 31.03.24 was 6,116 (headcount). The full time equivalent (FTE) number was 6,030.9

Recruitment Programme 2024

Year	Recruitment campaigns complete / in process
2024 (YTD)	50

Interviews held/concluded June 2024

Area Community and Social Development Officer	Rate Collector
Senior Community and Social Development Officer	Assistant Engineer
Executive Engineer	Assistant Planner
Conservation Park Ranger	

Campaigns Advertised June 2024

Driver Sampler, Central Lab	Litter Warden – Waste Management
Waste Management Coordinator	Waste Management Inspector
Environmental Health Officer	Trainee Solicitor
Biodiversity Officer	Executive Fire Prevention Officer
Assistant ITS Officer	Executive ITS Officer

The Public Appointments Service has ongoing recruitment campaigns for Assistant Chief Executive, Executive Manager, Senior Valuer, Senior Executive Valuer, Senior Executive Solicitor, Senior Executive Scientist and Senior Executive Planner.

Corporate Data and Analytics Unit

Citizen Hub: 'Street Cleaning Sweep Your Street' was updated with new requirements and published into the server.

Dublin Fire Brigade:

- Pre-Incident Planning online form development is in progress.
- A business case for DFB's data model is being prepared.
- Discussions around diamond fire web data is on-going with DFB stakeholders.

Dataedo: Dataedo client is now available on DFB PCs. IS have opened the communication between those desktop PCs and Dataedo database server. Data cataloguing work is underway by DFB and DAU are consulting with IS and dataedo for any technical difficulties.

Data Management: DAU have amended the business case for centralised data platform. Further review will be done with senior management. DAU is collaborating with version 1 on scoping of the data management strategy and framework work.

Annual Service Delivery Plan: For SDP automation work DAU are collaborating with local IT on configuration requirements for data source hosting, suitable for automation.

Open Data: 174 datasets already published on Dublinlinked. Ongoing publication of weekly Pitch Playability, monthly Cycle & Pedestrian counts. Ongoing manual publication of park and garden datasets continues. Awaiting the resolution of the DCC API environment issue to automate the publication of these datasets. Consolidated historical glass recycling data from 2019 to 2023 into a zip file for improved access and readability.

Power BI: New Power BI data source connections have been established, with an hourly refresh frequency set up for HR and the Recruitment Programme. Stakeholder engagement is also ongoing.

CULTURE, RECREATION & ECONOMIC SERVICES

Economic Development Office Local Economic and Community Plan 2023-2027 (LECP):

The Local Economic Community Plan is moving through a six stage process, stage three, developing objectives, actions and outcomes is near completion.

Economic Development & Enterprise Strategic Policy Committee (SPC):
Hybrid meeting in City Hall / Zoom took place on 23/04/24.

[Economic Development and Enterprise Strategic Policy Committee - Tuesday 23 April 2024, 3:30pm - Dublin City Council Webcasting \(public-i.tv\)](#) The Local Election Count concluded on 9th June. New Council takes effect from 14th June. The Annual Meeting of the new Council will take place on Friday 21st June. Date for further Strategic Policy Committee meetings to be advised.

Dublin Regional Enterprise Plan 2025:
Dublin City Council supporting many of the 26 actions in the plan. The plan will now extend to 2025.

Dublin Belfast Circular Economy Capital Expenditure Feasibility Shared Island Funding: DCC/Belfast City Council have completed this project, next steps will be implementing the findings to create a more connected circular economy.

MODOS: MODOS 2024 Training Programmes to help businesses adopt circular economy principles launched. Winter, Spring and Summer programmes available. Info: <https://modos.ie/>

Dublin City Social Enterprise Awards 2024: The call for social enterprises to apply closed on 31st of May, shortlisting being carried out by Inner City Enterprise, funding received from Dept. of Rural & Community Development. Information available on the Inner City Enterprise website: <https://innercityenterprise.com/>

ENFUSE: 161 Applications Received, 69 Enterprises matched with Students, 5 Universities, 22nd May – Finals in City Hall, over 80 in attendance including Minister of State Emer Higgins, winners; TCD (1ST), UCD (2ND), TCD(3rd)

Dublin Economic Monitor: Q1 & Q2 Dublin Economic Monitor published and disseminated. Annual Event held. Ongoing updates @ www.dublineconomy.ie.

Your Dublin Your Voice: Q2 survey on retail and hospitality completed. Results analysed & presented. Further dissemination planned.

Dublin Place Brand

Journalism, Copywriting and Content Development Services Framework:
Content Plan, the contracted agency, have begun producing stories for Dublin.ie and they're available to view on the site and social channels.

Action 2.3, Dublin Regional Enterprise Plan: Meeting arranged this month with the three other local authorities to discuss the specifics of how we work together to 'Advance a shared brand vision for Dublin'.

Local Enterprise Office

Feasibility, Priming and Expansion Grants approvals 2024: 28 grants have been approved to the value of €642,495 supporting the creation of 52 employment opportunities in the Dublin city economy this year. The fifth Evaluations & Approvals Committee Meeting of the year is due to take place in July.

Trading Online Vouchers (TOV) in 2024:
67 applications approved to value of €140,100, as of 4th June 2024.

Mentoring: 675 hours of mentoring completed 1st Jan – 31st May 24. Annual target 1,000 hours.

Training: 2675 participants & 111 courses delivered 1st Jan – 31st May 24. Annual target 3,000 hours.

Start Your Own Business: 189 participants attended 5 course 1st Jan – 31st May 24. Annual target, 227 participants & 13 courses.

LEO Training (ID:2013584) & Mentoring (ID: 2038854) Multiparty framework Tenders for 2023 - 2029

<https://www.etenders.gov.ie/epps/home.do>

ID: 2038854 – Contracts have been signed & sealed by the DCC Law Dept, framework agreement is now up and running 2023 – 2029.

Consultancy: Putting together a briefing document holding a sustainability event on the 18th September in the CHQ Building a sustainability business advice clinic to highlight Local Enterprise Office supports, in collaboration with SEAI and other stakeholders.

Peter Burke, Minister for Enterprise, Trade and Employment, published the first ever Local Enterprise Offices Policy Statement 2024-2030 ahead of the annual National Enterprise Awards.

<https://rb.gy/70swtq>

Dates for your diary

<u>Event</u>	<u>Location</u>	<u>Date & Time</u>
The National Ploughing Championships. Jennifer Rothwell to represent Local Enterprise Office Dublin City	npa.ie	17th – 19th Sept 2024

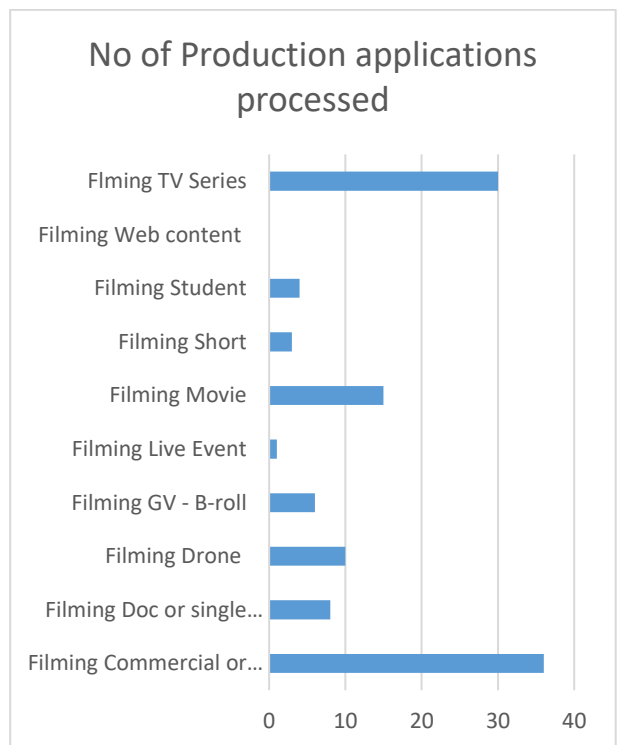
Events

<u>Event</u>	<u>Location</u>	<u>Date & Time</u>
Funtropolis Funtropolis Merrion Square is a family	Merrion Square Park	13 th & 14 th July 2024

friendly, fun event to take place in Merrion Square Park over 2-days on Saturday, July 13th and Sunday, July 14th from 12 noon until 6pm each day. The Funtropolis event will feature music, entertainment and temporary outdoor furniture, family friendly concession stands (no alcohol) and will be free and non-ticketed		
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Filming Report

Filming July 2024



Sports & Recreation Projects	Progress / Current Status	Next Stage
Aughrim St Sports Centre	Contractor appointed	Accessibility works To be completed in Quarter 2 2024
Irishtown Sports Stadium	Works Contractor Tender assessment ongoing	Contractor to be appointed early Quarter 3 2024
Donore Community Centre	Stage 1 Report has been issued	Tender package to go to market in Quarter 3 2024
Upgrade of leisure facilities including Ballymun, Finglas Ballyfermot etc.	Design Framework developed	Design framework to be established for improvements - ongoing
Municipal Rowing Centre Refurbishment	Invitation to Tender closed and tenders been assessed	Design Team to be appointed in Quarter 3 2024
Dalymount Park Redevelopment	Part 8 Approved	Large Scale Sport Infrastructure Fund (LSSIF) Funding Application submitted 1 st July 2024
All-Weather Surfaces Bluebell, Sherriff Street, Pearse Street etc. & /Irishtown track refurbishment:	Specialist Project Manager appointed to manage process	Tender package to be produced Quarter 3 2024
Kilmore Leisure Centre	Design Framework Developed	Procurement of Design Team Quarter 3 2024

Sports & Recreation

The Sports & Recreation Section continue to progress its capital programme, project updates are provided in the table below



Lord Mayor Daithí de Róiste pictured with Ellen Keane Irish Olympian at the launch of the Dublin City Sports Plan in Ballyfermot Leisure Centre May 2024.

Dublin City Sports and Wellbeing Partnership (DCSWP).

The Dublin City Sports and Wellbeing Partnership continue to engage with those most marginalised through the variety of programmes etc. Delivered by its Sports Officers, Sports and Social Integration Officers and Co-funded Officers.

Full information on upcoming events can be accessed via a variety of platforms

Dublin City Sports and Wellbeing Partnership - **Links for Information on upcoming Events/Programmes.**

DCC: <https://www.dublincity.ie/residential/sports-and-leisure>

DCSWP Hub: www.dcswpclub.ie

Twitter: @dccsportsrec

Facebook: [DublinCitySportandWellbeing](https://www.facebook.com/DublinCitySportandWellbeing)

Instagram: [@dublincitysportandwellbeing](https://www.instagram.com/dublincitysportandwellbeing)

Arts Office

New Policy / Strategic Narrative:

Guidance Documents issued to Developers by the Arts Office and Planning Department on the development of Artists Workspaces under the 5% requirement for Creative/Community/Cultural provision in new developments

Departmental Capital / Other Projects:

Merchants Quay, former Eden Restaurant and Bridgefoot Street. Contracts issued for Design Team

<u>Event</u>	<u>Location</u>	<u>Date & Time</u>
Musictown	National Concert Hall	19 th – 21 st July 2024

Libraries

New Policy/Strategy

The public consultation process to inform the new five year library development plan is now complete. Libraries will commence drafting the new plan for presentation to the City council in Quarter 4

Departmental Priority

A new promotional campaign for Dublin City Libraries commenced on 17th June. Look for our **QR code** dotted around the city in this lively campaign with an interactive game. More details [here](#)



Tá na léirmheasanna leabhair seo do léitheoirí óga scríofa ag John ón Lár Leabharlann. Bhain John sásamh as na scéalta breátha [Gaeilge](#) seo le déanaí..



Plans to develop a [new Public Library](#) in the heart of Terenure village have recently been shared at a public meeting. The ambition is to deliver a library of circa 1000 square metres on the existing library site.



Drumcondra Library is the first public service to come on board as a Champion in partnership with **Drumcondra Autism Friendly Village**.

To help children to navigate starting school, libraries have put together a **'My Little Library Book Bag'**, available for free for every child starting school in 2024 to help them to prepare for this big step.



Project Updates

Update	Current Status	Next Stage
City Library	2b, Detailed design	Completion of Stage 2b
Ringsend Library	Part 8 process complete	Procurement for Design and build
Charleville Mall Library	Tender for Phase 2 of refurb in preparation.	Full roof and ceiling replacement.
Terenure Library	Pre Part 8 discussions have been concluded	Formal Part 8 submission will be lodged in Q4 2024

Dates for your diary: Details of all library events [here](#) or subscribe to the Library newsletter [Here](#)

Parks

Event	Location	Date & Time
Rose Festival	St. Anne's Park, Raheny	10.00 to 18.00 20 th and 21 st July 2024

The Rose Festival is a family fun event hosted every July by Parks, Biodiversity and Landscape Services. This year the festival will be held on Saturday 20th and Sunday 21st July 2024 from 10am to 6pm in St Anne's Park and the festival will consist of, trade stalls, free family entertainment and activities, hot food vendors and live music. The event is a free and non-ticketed event.

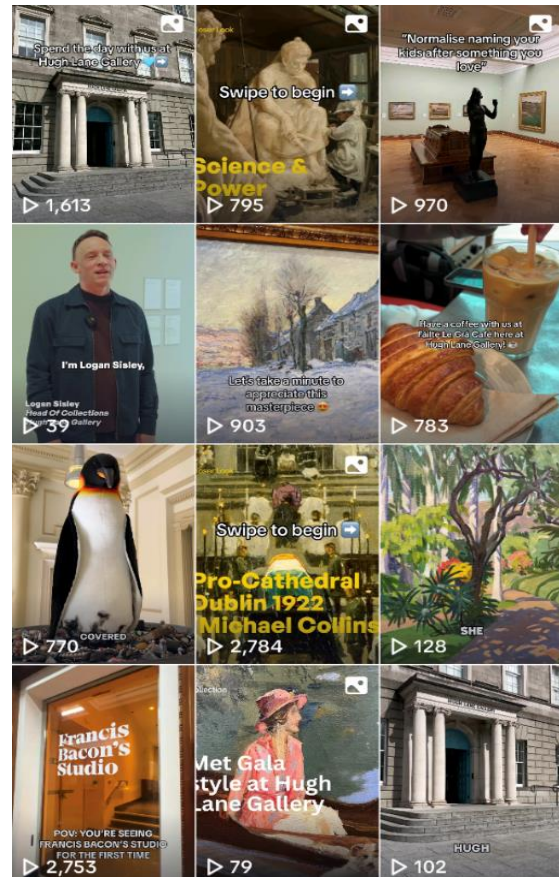
Hugh Lane Gallery

Social Media

Hugh Lane Gallery now in TikTok!

We have developed a strategy for introducing a new audience to Hugh Lane

Gallery via TikTok which we are currently testing out with lots of different types of content aimed at a younger age demographic including 'Meet the Team', Met Gala looks in the Hugh Lane Gallery collection, Gallery highlights and more.



Behind the Scenes

We have been busy filming with teams from around the gallery, spotlighting the different work each department does to help show people what goes on behind-the-scenes.

Meet Reuben, Heritage Council Conservation Intern:

https://youtu.be/zLk_WwG-w_o?feature=shared

Meet Logan, Head of Collections:

https://www.instagram.com/p/C71KVf5gE0j/?utm_source=ig_web_copy_link

Collection displays

Rehang of Scully Room

The Sean Scully room now includes two print portfolios by the artist, *Landlines and Robes* and *The Fifty*. The latter is an innovative series of 50 prints and were originally drawn on an iPhone. They were donated by the artist and this is their first exhibition at HLG.

Exhibitions

Production ongoing for Brian Maguire: La Grande Illusion | 03.10.2024 – 23.3.2025

Revealing how the artist has persistently responded to societal injustices and their legacies.

Sarah Purser: Champion of Irish Art

10th July 2024 – 5th January 2025

Sarah Purser (1848 – 1943) was a hugely influential figure in Irish artistic circles, both as an artist and as an organiser. This exhibition, drawn largely from the HLG collection, will present her life and work from three different perspectives: artist, collector and activist.

Future Exhibitions: Research and development phase for Daphne Wright (title tbc) and Ailbhe Ni Bhrian (*The Dream Pool Intervals*) exhibitions next year.

Collection Care

Sean Scully 'The 50' fifty works were float mounted, framed and hung, ready for display in collaboration with the Art Handlers.

National Portrait Gallery loan [Francis Bacon] The 15 selected items have had foamcore supports cut in readiness for loan mounting.

Research and conservation project:

Drawing for Tank by Edward and Nancy Kienholz

The art handling team has been working on upgrading and re-organising the North Frederick Lane Sculptures storage space.

Operations & Facilities North Fredrick Lane

Ground floor of this property is now in use as Archive Storage.

20 & 21 Parnell SQ

Feasibility study is underway which will form part of the development plan for HLG.

PLANNING AND PROPERTY DEVELOPMENT



<p>Development Plan 2022-2028</p>	<ul style="list-style-type: none"> • Variation No. 5 –Built to Rent was adopted by the Council at its meeting on 8th April 2024.The OPR was notified and a notice of the making of the variation was published. • Work is now underway on the prioritisation of Plans and programmes as part of the implementation of the City Development Plan and the preparation of the 2 year review/progress report and the City Performance Indicators and environmental indicators required. • It is anticipated that the draft update to the National Planning Framework will be published in early summer; which will be reviewed from a DCC perspective.
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<p>Baile Bogán (Ballyboggan) LAP</p>	<p>Consultation with stakeholders is ongoing, and work on key baseline data such as drainage and access is in progress. The goal is to have a draft by the end of 2024.</p> <p>Updates and workshops for Area Elected Members will be scheduled for the autumn to help shape the draft plan and to brief newly elected Councillors.</p> <p>The aim is to introduce the plan using the new planning legislation, contingent upon the enactment of the Planning Bill.</p>
<p>Werburgh Street SDRA</p>	<p>Site survey and baseline analysis taking place. This site has a number of constraints which requires detailed technical and structural assessment which are underway. Works to address unstable elements on the site will take place this month.</p>
<p>City Edge</p>	<p>Work is progressing on developing a masterplan for the site with options for urban regeneration of the lands being consulted internally with DCC Departments. It is intended to hold workshops and briefings in the autumn with Elected Members.</p>
<p>NEIC LAP</p>	<p>Baseline and internal information and data collection work has taken place. This project is currently on hold and will await the completion of other key strategies for the area.</p>

Departmental Priority

Active Land Management

Derelict Sites

Properties and sites throughout the city continue to be inspected and monitored.

A Notice of Intention to Acquire compulsorily is being prepared in respect of 49 Rathmore Park, Raheny, Dublin 5.

Residential Zoned Land Tax

The Annual draft RZLT submission process has closed for 2024. 51 Landowners and third parties made submissions to challenge the inclusion or exclusion of land, make rezoning requests or request a change of date that makes the land eligible for the tax. In addition, 3 rezoning submissions were received. Planners are reviewing submissions challenging the inclusion, exclusion and change of date submissions and a determination must issue to the agent / owner by 1st July 2024. Planners will also prepare reports for rezoning requests and a decision on the request will be made in writing to landowners by 31st July 2024.

City Valuers

- Acquisition of right of way from OPW for disability access to St. Werburgh's Church & Graveyard. - Negotiations commenced.
- Terms agreed with the HSE for Rotunda Hospital, to purchase the retail units on the ground floor of Dominick Hall, Lr. Dominick Street.
- Proposed disposal of Derelict building in DCC ownership at 30/31 Lr, Liffey Street. Awaiting approval.
- Engagement with St. Patricks Athletic to agree a development approach Framework Agreement.
- Successful negotiations with TII to confirm funding of successful design tender for new Irishtown Leisure Centre.
- Interaction with the LDA on a number of DCC sites, including the Ballymun Shopping Centre site.



IMG_7275 Photo: Barrow Coakley Photography Tel: 087-2856327, 13th August 2016

Departmental Projects



Project	Progress in Previous Quarter	Next Stage
<p>Built Heritage Investment Scheme (BHIS) 2023 & Historic Structures Fund (HSF) 2024</p> <p>BHIS 2024</p> <p>HSF 2024</p>	<p>No. of BHIS projects in 2024: 68 projects approved. (114 applications received and assessed) Total funding allocation for DCC for 2024 is €492,800</p> <p>Provisional offer letters have been issued to all the successful and unsuccessful BHIS applicants and all grants have been assigned an inspector. Initial grant inspections have.</p> <p>No. of HSF projects in 2024: 3 projects approved. (41 applications received and assessed). There are two Stream 2 projects carried over from 2023. Letters of acceptance for the three successful grants (total funding of €277,000) have been submitted to DHLGH and the projects have been assigned inspectors.</p> <p>Provisional offer letters have been issued to all the successful and unsuccessful HSF applicants.</p> <p>The Conservation Section are in the process of evaluating the tender submissions (deadline for receipt of submissions was 4th June) for a new panel of Conservation Consultants to support the workload of the Conservation Section. This Conservation Consultancy panel will run for 4 years and can be used by other Departments in DCC.</p>	<p>BHIS and HSF grant inspections will continue over the next number of months up to the deadline for completion of grants (Friday, 27th September).</p> <p>The panel is expected to be live and available for use by DCC Departments by end June 2024.</p>

Project	Progress in Previous Quarter	Next Stage
<p>Community Monuments Fund (CMF) 2024</p>	<p>A key project devised and steered by the monuments team in 2024 is the repair of the City Wall at Cook Street, project managed by Parks and funded by the City Walls Capital Budget.</p>	<p>A multidisciplinary interdepartmental team of professional officers from ACH and Parks led by Archaeology</p>

	<p>Eight CMF applications were received and assessed, endorsed and submitted to the Department by the CMF team in 2024. Four CMF projects were approved by the Department in 2024. The total funding awarded is €269,93.55. Offer letters have been issued to all the successful and unsuccessful CMF applicants were notified. All grants have been assigned an inspector(s).</p>	<p>advises the department on the care of monuments. This team meets regularly to steer, assess and oversee CMF applications, to devise and deliver archaeology projects and to engage with the Irish Walled Town Network. The City Walls Cook Street project has gone to tender and work will commence in Q3. CMF grant inspections will continue up to the deadline for completion (November 2024). The CMF team continue to support the PM and steer the implementation of the CMP at St Canice's Church Finglas including inter alia the delivery of the 2024 Stream 3 project. The team will contact St Michan's Church to encourage an application for a Conservation Management Plan through CMF 2025.</p>
<p>Archaeology Panel</p>	<p>The Archaeology Section will shortly tender for a panel of archaeological consultants to support the work of the Department. This consultancy panel has been prepared with Greenville consultants and will run for 4 years and can be used by other Departments across the organisation.</p>	<p>The tender for the Consultancy panel will be advertised on E-Tenders in Q3 2024.</p>
<p>Environmental Archaeology</p>	<p>An environmental specialist has been appointed to devise a brief for and to oversee the processing of samples. The specialist will provide an assessment of environmental samples from Levels 1-4 at Temple Bar West. A pollen specialist has been appointed to undertake pollen analysis of 16 no. environmental samples.</p>	<p>A steering group of external stakeholders from the Environmental Archaeologists of Ireland (EAI) is guiding DCC on the development and delivery of this innovative feasibility study. The licensee will be formally engaged in Q3 to act as project archaeological advisor. The outcomes of the processing assessment and analysis in Q4 will inform the next stage.</p>

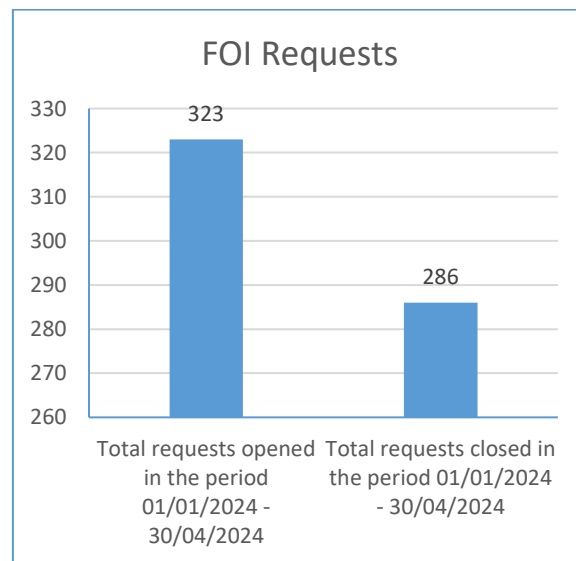
LAW DEPARTMENT

Ref No	Request Details	Requester Type	Date Opened	Date Closed
FOI/1125/2024	Seeks records re: invoices/receipts associated with St Patrick's Day travel for DCC in 2023.	Press	01/05/2024	01/05/2024
FOI/1127/2024	Seeks records of correspondence re Tailors Hall	Press	01/05/2024	31/05/2024
FOI/1128/2024	Seeks records re named theatre	Press	01/05/2024	
FOI/1129/2024	Seeks records re road contracts for named roads in Finglas area	Press	01/05/2024	
FOI/1132/2024	Seeks records of abusive emails received by DRHE regarding provision of homeless services	Press	02/05/2024	31/05/2024
FOI/1138/2024	Records regarding audibility of traffic signals, weather locator beacons or control box push button alerts	Client	07/05/2024	
FOI/1139/2024	Records re ICT procurement	Client	07/05/2024	07/05/2024
FOI/1145/2024	Seeks records of correspondence with named organisations	Press	08/05/2024	27/05/2024
FOI/1148/2024	All minutes of meetings in 2023 of group that created the Draft Dublin City Centre Transport Plan	Press	09/05/2024	
FOI/1149/2024	All correspondence between DCC on Draft Dublin City Centre Transport Plan sent between May-Oct 2023.	Press	09/05/2024	
FOI/1150/2024	All correspondence DCC external bodies/groups regarding the Draft DCC Transport Plan May Oct 2023	Press	09/05/2024	
FOI/1151/2024	Seeks records re DCC fleet	Business	09/05/2024	
FOI/1152/2024	Seeds records regarding tents along Grand Canal.	Client	10/05/2024	
FOI/1156/2024	Request records from Planning department	Client	10/05/2024	30/05/2024
FOI/1158/2024	Records re: correspondence between Dublin Fire Authority and named Garage Harold's Cross Rd	Client	13/05/2024	
FOI/1162/2024	Seeks records re: all dealings with DCC & development on Old Naas Road, D12	Client	13/05/2024	
FOI/1163/2024	Seeks records re: data protection impact assessment conducted for the PASS system	Client	13/05/2024	
FOI/1164/2024	Seeks records re The Portal	Press	14/05/2024	
FOI/1165/2024	Seeks records re taskforce for City Centre	Press	14/05/2024	
FOI/1169/2024	Seeks records re DFB equipment and procedures	Client	14/05/2024	
FOI/1173/2024	Records: complaints received by DCC relating to The Portal art installation on North Earl St	Press	15/05/2024	
FOI/1175/2024	Records: meetings relating to cleaning, Cabra Park, including St Peter's Lane.	Client	16/05/2024	

FOI/1176/2024	Seeks records re: all housing records and application	Client	16/05/2024	
FOI/1177/2024	Seeks records re: the use of weed killers by the Council between the years 2010 to present	Client	16/05/2024	
FOI/1178/2024	Seeks records re: complaint re premises	Client	16/05/2024	
FOI/1179/2024	Seeks records re: planning application submissions	Client	16/05/2024	
FOI/1184/2024	Seeks records re; correspondence chief executive & Construction Industry Federation - derelict sites	Client	20/05/2024	
FOI/1185/2024	Records re: Enforcement Section DCC regarding the pre 1963 status of named address, Glasnevin	Client	20/05/2024	
FOI/1188/2024	Seeks records re: correspondence on flexible bollards D6	Client	20/05/2024	31/05/2024
FOI/1189/2024	Seeks records re: relating to the operation of the 'Portal' on North Earl Street	Press	21/05/2024	
FOI/1190/2024	Seeks records re: plans to animate laneways	Press	21/05/2024	
FOI/1191/2024	seeks records re: Framework Agreement Irishtown Leisure Centre	Solicitor	21/05/2024	
FOI/1192/2024	Seeks records re: building rates records	Client	21/05/2024	
FOI/1195/2024	Seeks records re: Corrs/meetings with named builder about housing supply	Press	22/05/2024	
FOI/1196/2024	Seeks records re: Enforcement Notice on named property	Client	22/05/2024	
FOI/1197/2024	Seeks records re: Enforcement Notice at named property	Client	22/05/2024	
FOI/1198/2024	Seeks records re: Named Company meetings with council officials between Jan 1 - April 30 2024	Press	22/05/2024	
FOI/1199/2024	Seeks records re: All emails with the keywords "Dublin Portal", "anti-social behaviour	Client	22/05/2024	
FOI/1201/2024	Seeks records re: details held in relation Lands at the rear of property on Clonliffe Road	Client	22/05/2024	
FOI/1203/2024	Seeks records re: Dublin City transport plan correspondence/meetings	Press	23/05/2024	
FOI/1204/2024	Seeks records re: office of DCC chief executive in relation to the staging of the Dublin City Marathon	Press	23/05/2024	
FOI/1207/2024	Seeks records re: in connection with a Sycamore tree on Dunree Park, Coolock, Dublin 5	Client	23/05/2024	
FOI/1209/2024	Seeks records of meetings between Parks Department and Active Travel Office	Client	24/05/2024	
FOI/1210/2024	Seeks records re correspondence related to Gracefield Avenue to Vernon Avenue Walking and Cycling Scheme	Client	24/05/2024	
FOI/1214/2024	Records regarding 4g/5g masts	Client	24/05/2024	

FOI/1215/2024	Seeks records re: all documentation related to a meeting between Named Company & DCC	Client	27/05/2024	
FOI/1219/2024	Seeks records re: replies to all questions submitted for North Central Area Meeting held 20.05.04	Client	27/05/2024	
FOI/1221/2024	Seeks records re: relating to issues around anti-social behaviour at the Dublin Portal.	Press	28/05/2024	
FOI/1222/2024	Seeks records re: meeting between Traffic and Diageo	Client	29/05/2024	
FOI/1226/2024	Records re: The amount of money spent on goods, services, food or other from named companies:	Client	29/05/2024	
FOI/1229/2024	Seeks records re Dartmouth Square	Other	29/05/2024	
FOI/1230/2024	Seeks records re creation of memorial for Magdalene Survivors	Client	29/05/2024	
FOI/1235/2024	Seeks records re reports of vandalism/anti social behaviour in specified area	Press	31/05/2024	
FOI/1236/2024	Seeks records re void properties.	Client	31/05/2024	
FOI/1237/2024	Records regarding closure of public right of way at named location	Press	31/05/2024	

The above table represents a snapshot of the position with non-personal FOI requests only, received in April 2024	
The overall position regarding FOI requests from 01/01/2024 is outlined below.	
Total requests opened in the period 01/01/2024 -30/04/2024	323
Total requests closed in the period 01/01/2024 - 30/04/2024	286



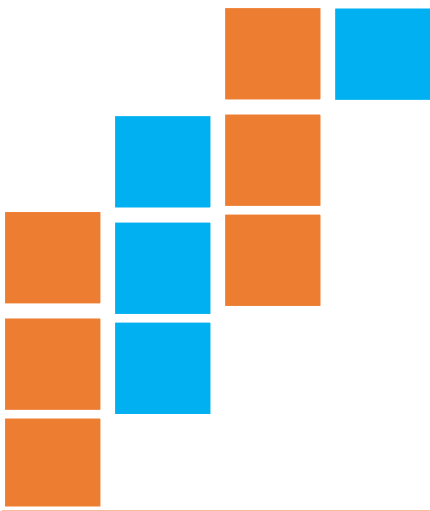
IMAGES OF THE MONTH







APPENDIX 1 – 2024 ANNUAL SERVICE DELIVERY PLAN QUARTER 1 REPORT



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Appendix 1 - 2024 ANNUAL SERVICE DELIVERY PLAN QUARTER 1 REPORT



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Introduction

The Annual Service Delivery Plan includes a commitment to report on progress and performance in the Chief Executive's Management Report every quarter. The tables below detail the progress made in Quarter 1, 2024 against performance measures and targets set out in the Plan. Performance measurements which are to be reported on annually (see Appendix 1) are excluded from this report and will be included at the appropriate time.







Core Service Departments

Housing & Community Services Department

Housing Operations: Service Objectives & Performance Measures 2024

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Provide a timely response to repair requests	Number of repair requests received	20,838	
	% of repair requests resolved within timeframe (emergency; urgent; routine)	Several key projects are underway to improve systems and reporting for Housing Maintenance Repair Requests and response times. Once implemented fully, these performance measures will become available. A note on progress on these projects will be provided in the Q4 Performance Report.	
Maintain and improve housing stock	% of available housing that is void	1.68%	
	Average time taken from the date of vacant possession to date available for occupancy	26.14 weeks	
	Number of units refurbished	192	
	Number of housing adaptations and	185 adaptations 6 extensions	




Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
	extensions completed		
Improve the energy efficiency of housing stock	Number of retrofits complete where result was a BER improvement	42	
	No of domestic gas boilers repaired	3504	
	No of domestic gas boilers replaced	311	
Continue to engage with tenants to encourage regular payment of rents and pursue early intervention when payments are missed	Increase the % of rent receipts collected against rent debts by 5% over the year	-4%	
	% of tenants in arrears who have signed up to rescheduling agreements	69%	
	Number of tenancy warnings issued	21	
	Number of legal actions commenced	68	
Encourage tenants to sign up for online rent statement access	% of tenants signed up for rent statements online	4.6%	
Retain and attract new properties for social housing use through RAS and Social Leasing	Increase in number of properties available through RAS and Social Leasing Schemes	2 additional properties added	 
Continue to meet the growing demand for housing grant schemes under:	Number of Housing Adaption Scheme applications	217	





Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
<ul style="list-style-type: none"> • Housing Adaptation Scheme • Mobility Aids Scheme • Housing Aid for Older Persons 	Number of Mobility Aids Scheme applications	157	
	Number of Housing Aid for Older Persons Scheme applications	28	
	% initial inspections carried out within 4 weeks of receipt of application	77%	
	Number of Housing Adaption Scheme applications approved and completed (figure includes outstanding applications from previous year(s))	244	
	Number of Mobility Aids Scheme applications approved and completed	151	
	Number of Housing Aid for Older Persons Scheme applications approved and completed	22	
	Inspect 8,500 registered tenancies, including all RAS and HAP properties, and take appropriate enforcement action	Number of dwellings inspected	
	Number of inspected dwellings non-compliant after 1 st inspection	925	
	Number of dwellings that achieved	677	







Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
	compliance in the period		
Continue to identify, monitor and make-safe properties that are a danger to the public	Number of dangerous buildings call-outs attended	80	
	% inspected within target of 1 hour	100%	

Housing Allocations and Homeless Services: Service Objectives & Performance Measures 2024

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Establish tenancies for housing applicants in accordance with the relevant Regulations and the Scheme of Letting 2018	Number on housing list	14,269	
	Number on Housing Transfer List	16,337	
	Total Number housed	609	
	Broken down by tenure as follows (see below):		
	Bungalow	2	
	Caravan	2	
	HAP	25	
	Homeless	230	
	Living With	229	
	Private Rented	115	
	Tenant	4	
	Voluntary Housing	2	
	Maintain a target of at least 10% of allocations to those with a stated disability	9.79%	
Turnaround time for assessment of applications (registration to creation)	9 weeks		
Promote Choice-Based Lettings (CBL) as a method of reducing refusal rates and the length of time properties are vacant	Reduction in refusals compared to non-choice based lettings	6.7% refusal on CBL	
	Reduce turn-around time from void available to let by 10% (note 2023 figure was on average 8.12 weeks)	11.98%	
	% of people on waiting list applying for CBL on Citizen Hub	28.80%	
	Number of CBL properties advertised on Citizen Hub	436	







Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Continue to provide an efficient service to HAP applicants	Number of new HAP tenancies created (mainstream and Homeless HAP combined)	685	
Complete the transfer of rent supplement recipients to the HAP Scheme	% of the remaining 1,037 rent supplement recipients transferred to HAP	3.19%	
Continue to work to prevent people from becoming homeless and provide sufficient emergency accommodation and referrals to health and social services to persons who are experiencing homelessness	Number of new presenters (households)	786	
	Number of preventions (households)	542	
	Overall numbers in emergency accommodation	10,059	
	Number of referrals made to health and social services	394	
	Number of exits to tenancy	342	
	All tenants with notice of termination for landlord sale assessed for tenant in situ scheme	71	
Provide quality social work services that support people to sustain tenancies	Number of Duty Social Work calls responded to	3,529	
	Number of referrals allocated to Social Work Service	588	
	Number of referrals dealt with by the Mediation service	5	





Environment and Transportation Department

Roads Infrastructure and Maintenance: Service Objectives & Performance






Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Deliver a planned road maintenance work programme	Progress on planned work programme. Please note that in 2024, the Road Maintenance Services Division is targeting an investment of €12.5 Million to upgrade c. 13km of carriageways and 32km of footpaths.	0%. Tender documents presently being prepared.	 
Provide a reactive road maintenance service responding to requests for carriageway, footpath and street furniture repairs and reinstatements	Total number of service requests recorded	3,989	 
	Total number of service requests resolved	1,351	
	Total number of defects recorded	1,566	
	Total number of defects repaired and/or made safe	1,295	
	Percentage of Priority 1 service requests (all critical defects) made safe and/or repaired within 24hrs	95%	

Traffic Management and Control: Service Objectives & Performance Measures



Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Continue to maintain and enhance traffic infrastructure, signage and schemes	Number of TAG service requests received	557	
	% of TAG service requests decided on within 4 months of request	48%	
	% Repair of urgent faults at Traffic Signals within 5 hours from receipt of fault (Target 100%)	82.29%	
	% Repair of non-urgent faults within 24 hours (Target 100%)	91.98%	
Increase modal shift from the private car to more sustainable modes of transport	Number of cyclists and pedestrians at count points (Data retrieved from 15 pedestrian counters and 6 cycle counters)	27,226	






Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
	Public transport passenger numbers	114,463	
Complete development of the City Centre Transport Plan	City Centre Transport Plan agreed and final version produced	Final version produced, ongoing consultation regarding the first schemes to be implemented.	
Improve parking enforcement with a focus on keeping cycle tracks and bus lanes free of illegally parked cars	% of vehicles declamped within 1 hour of payment (Target: 85%)	87%	
	% of vehicles declamped within 2 hours of payment (Target: 100%)	99.88%	
	% of first stage appeals finalised within 21 days	100%	
	% of first stage appeals refunded because time has elapsed	0%	
Provide liaison between delivery agencies and the City Council and work together to progress priority public transport projects	Progress on Busconnects, Metrolink, Luas and Dart + projects	Four number schemes now with ABP permission. Metrolink oral hearing complete, additional information required.	
Maintain approximately 47,000 street lights and associated infrastructure	Total number of faults reported	2,772	
	% faults initiated by members of the public responded to within 5 working days	53.95%	
	% other repairs carried out within 10 working days	51.28%	
Implement the Public Lighting Upgrade Project	Percentage of the total system that LED lights represent	28.91%	



Active Travel Programme Service: Objectives & Performance Measures



Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Continue to roll-out delivery of the Active Travel Network	Total km completed of projects with construction activity	13.9km	
	Total km of cycle track/ footpaths open to the public	480km	
Engage with communities to build awareness and encourage active travel	Number of public awareness raising activities	1	

Surface Water and Drainage: Service Objectives & Performance Measures






Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Deliver the gullies planned work programme and respond to gully cleaning service requests from members of the public	% of planned work programme complete (target: 12,000 gullies per quarter)	100%	
	Total number of gully cleaning service requests received	435	
	% gullies inspected within timeframe (4/5 working days)	100%	
Develop and roll-out a revised updated FEP	Revised FEP complete	Draft stage	
Efficiently issue and monitor licences under the Water Pollution Acts	Number of licenses issued	0	
Continue to advance projects to promote the effectiveness of surface water management technologies	Number of City Council projects incorporating nature-based solutions	3	






Climate Action: Service Objectives & Performance Measures 2024

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Adopt a new Climate Action Plan 2024-2029	New Climate Action plan adopted	Plan adopted	
Establish and administer the Community Climate Action Fund	Number of applications received (80 eligible applications for Strand 1 Building Low Carbon Communities and 1 eligible Strand 1A Shared Island Community Climate Action)	81	








Waste Management and Enforcement: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Provide a value for money service and improve awareness around all aspects of waste to increase levels of recycling	Textiles (tonnage collected)	130	
	Dry mix (tonnage collected)	495	
	Glass tonnage	2280	
	% of schools participating in the Green Schools Initiative (263/294 schools)	91%	
Continue to understand, develop and promote opportunities for on-street segregation of waste	No of on-street recycling bins	60	 
Increase participation in local environmental initiatives and campaigns	Total number of community clean-ups facilitated by the City Council	556	



Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
	% of bag collections carried out within 3 days of request	82%	
Set a high standard of Street Cleaning and get best value for money for the service	Total number of requests for litter bin maintenance received in the period	1776	
	% resolved within timeframe (24 hrs)	66%	
	Total number of requests for street cleaning received in the period	927	
	% inspected within timeframe (24 hrs)	86%	
	Total number of abandoned vehicle reports received	308	
	% reports determined not to be abandoned vehicles following inspection	85%	
	Results of the Waste Management Department's Street Grading Programme	Programme suspended	
Focus on continued improvements in Irish Business Against Litter (IBAL) and National Litter Pollution Monitoring System (NLPMS) survey results, specifically in relation to the issue of illegal dumping	Number of tonnes of illegally dumped household waste removed by the City Council	442.8	
	Cost of removal including labour, fleet and disposal	€214,424.10	
	Total number of reports of illegal dumping received	3496	
	% reports resolved within timeframe (24 hrs)	67.6%	
	Number of enforcement actions taken	137	








Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Provide a high-quality air and noise control service	Total number of pollution cases that were the subject of a complaint	170	
	Total number of pollution cases closed	109	
	Total number of pollution cases on hand	70	
	% of all air quality monitors which achieve at least a 90% data capture rate	100%	
Make air quality data available to the public in an easily understandable, real-time manner	Upgrade the Dublin City Air and Noise website to include new monitoring locations, ensure data is readily available and inform the public to raise awareness of air and noise pollution issues.	One new monitoring location installed in Q1 Civic Offices: real time particulates	 
Administer and enforce the Waste Shipment Regulation (WSR) through the NTFSO	Number of inspections carried out	171	 
Coordinate effective action in the Eastern Midland Region in relation to National Waste Enforcement Priorities	Number of site inspections in the City Council area	1	 
	Number of site inspections in the WERLA area	5	
	Number of 'particular cases' (<i>i.e. cases referred by a local authority to WERLA for action</i>) on hand in the City Council area	0	
	Number of 'particular cases' on hand in the WERLA area	0	
	Number of enforcement actions taken in relation to household waste collection permit holders in the City Council area	0	
	Number of enforcement actions taken in relation to household	0	




Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
	waste collection permit holders in the WERLA area		





Planning and Property Development Department: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Continue to deliver a quality, responsive development management service and deliver a sustainable mix of uses in accordance with City Development Plan policies	Number of LA planning decisions which were the subject of an appeal to An Bórd Pleanála that were determined by the Board	76	 
	% of the determinations by ABP which confirmed the decision made by the LA	82%	
	Number of DCC applications (planning permissions, Sn5s, SHECs)	1054	
	Number DCC PACs (excl. LRDs)	42	
	Number LRD PACs	2	
	Number LRD opinions issued	0	
	Number LRD applications received	5	
	Number LRD decisions issued	3	
Continue to improve the planning application system to enable more applications to be completed on-line and enable easier access to planning information and services	% of planning applications submitted online	42%	 
Provide a prompt and effective response to complaints received in relation to unauthorised development across the city	Number enforcement complaints received	354	
	% change in number of complaints received	0%	
	% first inspections carried out within 6 weeks of receipt of complaint	100%	
	Number Warning Letters issued	382	



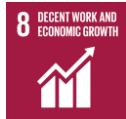








Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
	Number Enforcement Notices served	55	
	Number Legal Proceedings initiated	9	
Maintain the high level of inspection of new building projects and effectively enforce breaches of building control requirements and regulations	Number of site inspections carried out	402	
	Number of Enforcement Notices / other formal enforcements served	1	
	% of Disability Access Certificate Applications determined within statutory time frame	100%	

Property Development: Service Objectives & Performance Measures



Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Activate underutilised, vacant and derelict properties through active implementation of available legislation and incentives	Number of Derelict Sites inspections carried out	125	
	Number of Derelict Sites Notices served	25	
	Number of properties on the Vacant Sites Register	40	
	Number of applications received under the Living City Initiatives	2	
	Number of applications approved under the Living City Initiative	2	
Encourage better communications through broadband and mobile network coverage	Number of Section 254 licences issued for Monopoles	73	
	Number of Section 254 licences issued for: Mobile Rooftop Installations	1	
Designate and prepare draft ACAs for specific areas in line with the priorities set out in the Development Plan	Number of ACAs commenced	1	
	Number of ACAs completed	0	
Continue to support protection and preservation of the city's architectural, archaeological, natural and cultural heritage	Number of applications received under the following grant schemes:		
	Built Heritage Investment Scheme	114	
	Historic Structures Fund Community Monuments Fund	41 8	






Culture, Recreation and Economic Services Department: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Continue to support the development of local enterprise, micro and small businesses in the city	Number and value of LEO Dublin City grants awarded	56 €431,046	
	Number of participants participating in LEO Dublin City training, mentoring and networking events	2,536	
	The number of jobs created with assistance from the LEO per 100,000 pop. (NSI J1, annual)	27	
Strengthen our ties with existing Sister Cities and promote partnerships and projects with other EU cities	Number of delegations visiting Dublin	0	 
Complete the development of the first Dublin City Council Sports Plan	Dublin City Council Sports Plan 2024-2028 in place	Plan complete and adopted at April Council meeting	 
Continue to grow leisure services and programmes to increase visitor numbers and ensure that facilities are available at affordable rates	Number of visitors to leisure facilities	638,198	 
Continue to increase the number of participants in our sports development programmes and initiatives	Number of programmes and initiatives delivered	756	
	Number of participants	28,977	
Supporting and developing new arts infrastructure	Adoption of Arts Infrastructure policy and Developer Toolkit	Adopted	
	Completion of 13 new artist studios at Artane Place	Completed	






Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
	Commence construction of 20 new artists spaces at Merchants Quay	Design Team appointed	
Continue to support local community and artist participation in artistic activity	Number of applications for Arts Grants	271	
	Number of Arts Grants approved	70	
	Number of Programmed events	100	
	Number of Participants at events	12,000	
	Number of Artists in residence	5	
Continue to curate exhibitions and engagement programmes to increase visitor numbers to the Hugh Lane Gallery	% increase in visitor numbers	62% increase on Q1 2023 v Q1 2024	

Parks and Landscape Services: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Maintain quality management of parks and their facilities to support their continued and expanded use	Number and type of events in City Parks (57 in total)	Arts: 0 Charity: 7 Community/Family: 11 Commercial: 2 Filming: 11 Photoshoots: 8 Sport: 13 Other (Yoga, School, Music): 5	 
Continue to respond in a timely manner to service requests from citizens	Total number of landscape maintenance requests received (via the Citizen Hub platform)	38	
	% resolved/resolution planned within timeframe (10 working days)	100%	
	Total number of tree care requests received (via the Citizen Hub Platform)	361	
	% responded to within timeframe (10 working days)	69.41%	






Dublin City Libraries: Service Objectives & Performance Measures


Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Build on the growth in the number of visitors to library facilities by expanding the range of programmes and marketing of library services	Number of library visits per head of population	609,898	
	Number of items issued to library borrowers	650,710	
	Number of registered members of the library	84,827	
	Number of programmed events /initiatives	103	
	Number of participants	3806	
	Number of social media engagements	284,903	
Develop and expand new ways to access library services	Monitor the success of the My Open Library provision at Pembroke and Raheny Libraries and progress plans to expand the service to Drumcondra and Walkinstown	Pembroke: 687 Raheny: 3291 Extension to Walkinstown and Drumcondra in planning	
	Increase in number of home deliveries (will report on increase in Q2)	69 home deliveries	
Carry out a full security review of City Archive building and systems to ensure that all materials are protected	Review Complete	Review Complete	



Dublin Fire Brigade: Service Objectives & Performance Measures


Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Provide fire, ambulance, emergency and rescue services throughout the Dublin City and County Region	% of cases in respect of fire in which first attendance is at the scene within 10 mins	76.06%	
	% of cases in respect of fire in which attendance is at the scene after 10 minutes but within 20 minutes	22.63%	
	% of cases in respect of fire in which first attendance is at the scene after 20 minutes	1.30%	
	% of cases in respect of all other emergencies in which first attendance is at the scene within 10 mins	66.19%	
	% of cases in respect of all other emergencies in which attendance is at the scene after 10 minutes but within 20 minutes	29.55%	
	% of cases in respect of all other emergencies in which first attendance is at the scene after 20 minutes	4.25%	
Provide Building Control and Fire Certification and carry out a range of on-site inspections on commercial and multi-occupancy premises	% of applications for fire safety certificates received that were decided within two months of their receipt	Quarterly time lag : Q4 2023: 30%	
	% of applications for fire safety certificates received that were decided with an extended period agreed with the application	Quarterly time lag : Q4 2023: 28%	
	Number of applications processed under the Dangerous Substance legislation	29	
Maintain, develop and maximise Civil Defence preparedness and support for the benefit of the community.	Relocate Civil Defence to new Cherry Orchard HQ	Rectification works ongoing, full move expected in Q2	
	Provide back-up to the Principle Response Agencies throughout the four Local Authorities	62 requests received	




Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
	Complete and manage the new VEMS for the management of Volunteers	On-going, training required.	
Ensure the City Council's Major Emergency Plans are fit-for-purpose and maintain MEM support to the 4 Dublin Local Authorities	Number of staff with the training required to support MEM response	None in Q1. NDFEM courses are scheduled for Q2 and Q4 in 2024.	
	Hold 2 Inter-Agency Major Emergency Exercises	1 complete	
	Maintain compliance with 2015 S.I. 209 COMAH Regulations	100% compliance	
	Review and test External Emergency Plans	1	
	Carry out an Inter-Agency Seveso Exercise for 5 Upper Tier Sites	1 complete	

Support Service Departments

Chief Executive's Department: Service Objectives & Performance Measures






Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Support effective delivery and transparency of democratic processes within the Council	Number of Council and Committee meetings held	12	
	New Councillor Portal to be implemented	Testing underway	
	Ensure regulatory compliance including publication of ethics and donations returns; Councillor expenses	Annual Donations and Ethics Forms returned for all Councillors; Councillor expenses paid monthly	







Effectively manage the franchise process to support referenda, local and European elections during 2024	Statutory deadlines met	Referendum held 8th March – all statutory deadlines met	
	Number of electors registered by category (Dáil, Local, Presidential EU, Non EU)	Pres – 332,002 Dáil – 337,712 Local – 355,202 EU – 338,797 EU (P) – 7,749	
	Number of postal and special voters by category (Diplomats, Occupation, Defence Forces, Prisoner, Anonymous, Nursing Home, Gardaí, Disabled)	Diplomats – 140 Occupation – 3 DF – 547 Prisoners – 57 Anonymous – 1 NH – 546 Gardaí – 0 Disabled - 36	
	Number of applications processed	18,471	
	% of dates of birth, PPSN and Eircodes captured	DOB – 317,377 = 89% PPSN – 47,053 = 13% Eircodes – 343,564 = 97%	
	Number of registration drives/ communications initiatives held	No drives this quarter as there was a campaign run by the Electoral Commission for the referendum. Social media messages on DCC account in relation to “no need for a polling card on polling day, bring your ID” & advertising the closing dates to register for the referendum	





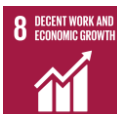


Corporate Services and Transformation Department: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Provide a central point of contact for customers to access our full range of services	No of customer service requests dealt with by Customer Services (this overall figure is made up of: Emails sent, Emails received, Payments received, Parking Permits processed, Reception Desk Callers, Calls answered and Service Requests on Citizen Hub)	114,216.	
	% of calls received that were answered	99.22%	
	% calls dealt with at first point of contact by Customer Services	51.67%	
Continue to uphold the Customer Charter and improve the quality of customer service across the organisation	New Customer Service Action Plan in place	Complete	
	Number of customer complaints processed within required timeframe	100%	
Effectively communicate and promote the work of the City Council and its services to the public	Per capita total page views of the City Council websites	1.64	
	Per capita total number of followers of the City Council's social media accounts	1.68	
	Cumulative total page views of all City Council webs obtained from a page tagging on-site web analytics service or equivalent	974,890	
	Total number of social media users following the City Council on any social media sites	992,934	
	The number of social media accounts operated by the City Council	163	
Put in place a Digital Strategy that sets out the vision and roadmap for use of technology and data in service delivery	Digital Strategy and roadmap in place	Presentation made to each Area Committee	 





Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Increase the range and use of digital services available	Number of services available on Citizen Hub	45	 
	Number of registered users of Citizen Hub	37,000	
Develop new and innovative ways to increase capacity to deliver services through Irish	Number of staff participating in Irish language development programmes	81	 


Human Resources: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Undertake effective workforce planning to support the organisation to accomplish its goals	Number of recruitment campaigns complete	37	
	% change in workforce numbers (WTE) (NSI C1)	5,800.45 (WTE) up 1.5% on Q4 2023	
Promote a safe and healthy workplace that supports employee wellbeing	Performance Evaluation and Improvement Measures - Number of accidents	106	
	Number of wellbeing programmes/ events held	9	
	Number of participants in wellbeing programmes/ events	701	
Assess the impact of new ways of working and new technology on the organisation	Review of blended working complete	Completed February 2024	  




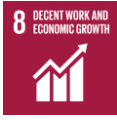

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Continue Public Sector Duty implementation across the organisation to ensure human rights and equality are embedded in all departments	Public Sector Duty implementation plans in place for all departments	CRES - Working Group formed. Phase 1 completed. Implementation Plan in progress. Chief Executive and Law Dept. - Joint Working Group established and training provided. CSTHR - Mentoring phase commenced, communication strategy in preparation. DFB progress review underway. Training for senior management arranged.	 

Finance and Information Technology Department: Service Objectives and Performance Measures


Service Objective 2024	Performance Measure	Corporate Plan link	SDG impacted
Maximise the use of Motor Tax online service	% of transactions conducted through Motor Tax online	93.42%	



Area Management: Service Objectives and Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Provide a local point of contact for Citizens to access our services	Number of calls received % of calls answered (average over quarter): see currently available data below: Bunratty: 659 calls received, 90% calls answered Darndale: 2283 calls received, 75% calls answered Kilbarrack: 471 calls received, 69% calls answered	Centralised reporting to be in place for Q2	
Support animation of public spaces by continuing to licence, monitor and manage casual trading and street performance	Number of Street Performers permits issued	153	
	Number of Casual Trading licences issued	393	
	Number of inspections carried out	1406	
	Number of enforcement actions taken	155	

Law Department: Service Objectives and Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	SDG impacted
Continue to process all FOI, Data Protection and other information requests effectively	Number of FOI requests received	184	
	Number of Internal Reviews sought	9	
	Number of appeals to the Commissioner	1	



Appendix 1: Performance Measures to be reported on annually

Service area	Service Objective 2024	Performance Measure (26 in total)
Chief Executive's	Effectively manage the franchise process to support referenda, local and European elections during 2024	Statutory deadlines met
Climate Action	Adopt a new Climate Action Plan 2024-2029	New Climate Action Plan adopted
		Progress reporting on CCAP
	Utilise participation in the EU Missions – 100 Climate Neutral and Smart Cities Initiative to meet national climate objectives	Submission of climate city contract
		Number of stakeholders signing Dublin City contracts
	Develop and deliver pathfinder projects to support a reduction of transport-related emissions	Identify specific projects for delivery during 2024
Support and co-ordinate the 4 Dublin local authorities to deliver climate action and behaviour change through the CARO Programme	Progress on CARO work programme 2024	
Corporate Services and Transformation	Adopt a new Corporate Plan for the City Council	Corporate Plan adopted by the City Council
	Effectively communicate and promote the work of the City Council and its services to the public	Communications Strategy complete
		New branding for capital projects implemented
		Redesigned website implemented
	Support public engagement in consultation processes	Develop and implement a new online consultation tool
Disabled Persons Organisations Consultation and Engagement Process complete and rolled-out		
Put in place a Digital Strategy that sets out the vision and roadmap for use of technology and data in service delivery	Data Governance Strategy in place	



	Continue to explore and adopt new technologies that have a positive impact on service delivery and the city	Drones Strategy in place Policy and pilot use cases for Artificial Intelligence within the City Council developed Pilot project using Digital Twin technology implemented
	Develop new and innovative ways to increase capacity to deliver services through Irish	% of advertising through Irish Framework in place that measures the number of opportunities to speak Irish created and supported Playbook of Irish Language Innovation developed
Culture, Recreation & Economic Services Department	Finalise a strategy for a shared brand vision for the Dublin city-region	Dublin Place Brand vision strategy in place Increase in social media engagement with the Dublin Place Brand
	Monitor the enterprise ecosystem, economy and policy environment to identify and address future challenges and opportunities	Quarterly publication of the Dublin Economic Monitor
	Support the animation of the city and public spaces through events	Number of events facilitated Events Strategy prepared
	Continue to increase the number of participants in our sports development programmes and initiatives	Roll out the All-Dublin Active City Project in partnership with the other Dublin Local Authorities, Limerick, Waterford and Cork
Dublin City Libraries	Initiate a full review quantifying the extent and condition of all City Archive and Special Collection holdings	Review complete
Dublin Fire Brigade	Enhance and build public awareness of fire safety issues	Increase in engagement on DFB social media channels
Finance	Manage the Council's financial resources to enable effective delivery of the	Monthly Local Fund Statement presented to the City Council



	Council's corporate and service objectives	Compliance with the Public Spending Code achieved
		Revenue Account Balance (NSI M1, reported annually)
		Overheads as a % of revenue expenditure (NSI M4, reported annually)
	Maximize the collection of Rates and other major revenue sources Meet the Housing for All targets set for Dublin City	% of commercial rates collected (NSI M2(A), reported annually)
Housing Delivery	Meet the Housing for All targets set for Dublin City	Annual targets set under the Housing for All Plan
Housing Operations	Provide effective Animal Welfare & Control Services in accordance with Control of Dogs Act 1986 and Control of Horses Act 1996 to promote animal welfare and responsible animal ownership.	Increase dog shelter capacity by 20 spaces
		Increase dog licence revenue by 25%
		No. of enforcement actions taken and reported under national Dog Control Statistics
Housing Allocations and Homeless	Continue to provide an efficient service to HAP applicants Undertake effective workforce planning to support the organisation to accomplish its goals	Average number of days landlord is in arrears
Human Resources	Undertake effective workforce planning to support the organisation to accomplish its goals	Strategic Workforce Plan in place
	Assess the impact of new ways of working and new technology on the organisation	Assessment of digital skills complete
		Assessment of sustainability and climate action-related skills complete
IT and Procurement	Support compliance with public procurement rules	Corporate Procurement Plan in place
	Enable and support the secure, effective and optimal use of existing ICT systems,	Cost of ICT provision per whole time equivalent (NSI C4, reported annually)



	and of digital and emerging technologies	Cost of ICT provision as a % of revenue expenditure (NSI C5, reported annually)
Law	Provide legal advice and services to all departments	Legal advice provided as required
Parks & Landscape Services	Maintain quality management of parks and their facilities to support their continued and expanded use	Increased number of Green Flags awarded
	Publish an updated City Parks Strategy	City Parks Strategy complete
	Publish an updated City Tree Strategy	City Tree Strategy complete
	Promote the protection, maintenance, restoration and nurturing of biodiversity in the city	% of Biodiversity Action Plan implemented
Planning & Property Development	Progress work on new statutory plans for 2 major industrial landbanks	Progress on statutory plans for: Dublin Industrial Estate/ Glasnevin
	Prepare Local Area Plan for the North East Inner City addressing key regeneration and social infrastructure needs	Progress on preparation and adoption of LAP
	Prepare Village Improvement Plans to support the 15 minute city	Schedule of Plans put in place
		Progress on development of VIPs
	Continue to deliver a quality, responsive development management service and deliver a sustainable mix of uses in accordance with City Development Plan policies	Number of PACs as % of all decisions (Annual)
	Maintain the high level of inspection of new building projects and effectively enforce breaches of building control requirements and regulations	Buildings inspected as a percentage of new buildings notified to the local authority (Annual) (Target: 70%)



	Support application of improved energy efficiency requirements in new buildings (nZEB) to support national climate change policy	Number site inspections for Part L compliance
Property Development	Encourage better communications through broadband and mobile network coverage	Number of Homes passed by fibre infrastructure providers
Roads Infrastructure and Maintenance	Deliver priority public realm and roads infrastructure projects as set out in the Capital Programme 2024-2026	Progress on planned work programme
Social Inclusion and Integration	Prepare a new Local Economic and Community Plan 2024-2029	New LECP adopted
	Co-ordinate and administer funding programmes: • SICAP • SICAP Ukraine Supports • Community Enhancement	Number of applications received under each Scheme
		Number of applications approved and completed under each scheme
	Implement the Framework for the City Council's Integration and Intercultural Strategy	Progress on implementation of Integration and Intercultural Framework
	Roll out the Sláintecare Programme	Community Health Needs assessment analysis to be completed by December 2024
Surface Water and Drainage	Develop and roll-out a revised updated FEP	Revised FEP complete
	Maintain and improve water quality	Number of water bodies whose status remains static / improves / dis-improves (reported annually)
Traffic Management and Control	Deliver a new improved HGV Permit System with new language supports and improved reporting	% of relevant current active premises registered in new HGV Permit system
		% of 5+ axle HGVs needed for services in the city
		Progress on the operations of the new HGV Permit system via the improved reporting



		Successful communication campaign for continuity of business
Waste Management and Enforcement	Prepare and implement a new Litter Management Plan Increase participation in local environmental initiatives and campaigns	New Litter Management Plan adopted
	Increase participation in local environmental initiatives and campaigns	% of PPN registered groups participating in: City Neighbourhood Scheme Pride of Place Awards
	Complete a review of the Street Cleansing Service and identify areas for expansion and improvement	Service redesign of Street Cleaning Service complete
	Deliver a high quality waste enforcement and regulation service	Meet the targets contained in the RMCEI Plan
		Maintain a 'high' level award measurement in the EPA LA Performance Framework
	Complete and publish the National Waste Management Plan for Circular Economy to replace the Regional Waste Management Plan	National Waste Management Plan complete
	Focus the EMWRO role on co-ordinating the implementation phase of the National Waste Management Plan for Circular Economy and on key priorities	Number of National Awareness campaigns
		Publication of waste flow report
		% of spend allocation to Historic Landfill Remediation Programme
		Annual Implementation Workplan completed
Water Services	Implement the terms of the Master Co-operation Agreement and Support Services Agreement with Uisce Éireann	Adherence to the Master Cooperation Agreement and the Support Services Agreement

