



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Chief Executive's Management Report

November 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: 227/2024.



ENVIRONMENT AND TRANSPORTATION DEPARTMENT

Road Maintenance Services

Road Maintenance Services' 2024 Annual Works Programme, will invest €12.5 Million in the upgrade of 32km of footpaths and 13km of carriageways across the City. Works will be delivered via twelve separate contracts. Eleven of these contracts have now been awarded to contractors and works have commenced on site on ten of the contracts. Tender documents are presently being prepared for the remaining one contract. Works are scheduled to be carried out between May and November.

From January to September this year, the Division's direct labour crews repaired/ made safe approximately 4,500 defects and hazards on the road network. Furthermore, approximately 380 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 29th September 2024 was €471,502.49. For week ending 29th September 2024, the usage of coin in parking meters was €88,680.60 and for week ending 29th September 2024 card payments were €186,465.84.

Permit Parking, Pay & Display

New Schemes: The following has been balloted for introduction of a new parking scheme: Grosvenor Park, Dublin 6.

Waste Services Update

Waste Management Recruitment

New Campaign Encourages Improved Waste Segregation to Increase Recycling Rates

- **Two-thirds of the contents of general waste bins should be in the food waste bin or the recycling bin. This includes food waste, paper, and plastic packaging**
- **Food waste is the most misplaced item, closely followed by soft plastics.**
- **Food waste, paper and plastic packaging that end up in the general waste bin are valuable resources lost to the economy and society**
- **MyWaste launches a new campaign, including a free interactive game and other resources, to combat confusion and empower proper waste segregation, supporting Ireland's transition to a circular economy.**

The Regional Waste Management Planning Office (based in Dublin City Council) who manage MyWaste, Ireland's official guide to managing waste, launched a new national awareness campaign - **'Take a minute, before you bin it!'** – tackling the disconnect between our good intentions and actual binning habits. This campaign is a collaboration between policy makers and the waste industry to foster behavioural change in relation to recycling habits.

As Ireland transitions to a circular economy, this national initiative highlights how simple individual actions at home, at work or at play, can collectively boost Ireland's recycling rate.

Research from the Environmental Protection Agency¹ reveals a startling statistic: two-thirds of what ends up in general waste bins could have been recycled or composted. Food waste is the most misplaced item, followed closely by soft plastics.

"By making small changes in our daily routines, we can collectively make a big difference for our planet," said **Minister of State with responsibility for Public Procurement, eGovernment and Circular Economy Ossian Smyth**. *"When we put food waste or recyclable items such as yogurt pots, pasta bags or an empty milk carton into the general waste bin, we are losing valuable resources. The paper and plastic could have been recycled into new products and the food waste composted to nourish soil. Every time you sort your waste correctly, it is a step towards a more sustainable future. This campaign is about equipping everyone with the knowledge and tools to confidently participate in the circular economy,"* he added.

What goes where?

Many people are unsure which bin to use for items like food-soiled paper towels (food waste bin!), soft plastics (recycling bin – clean, dry, loose!), and aluminium trays and foil (also recycling, clean, dry, loose!).

The food waste bin accepts all types of food including raw and cooked meat and fish, fruit and vegetable peelings, food-soiled paper napkins, paper towels, greasy pizza boxes as well as light garden waste.

"People want to do the right thing, but busy lives can lead to mistakes," says **Dr. Joanne Rourke, spokesperson for MyWaste**. *"This campaign empowers everyone to make a real difference. Even small changes, like taking a minute to double-check your binning choices, can have a significant positive impact on our environment."*

Conor Walsh of the Irish Waste Management Association says *"We welcome this new campaign which will encourage improved waste segregation across the country. This is an opportunity to retain more of our valuable resources within the Irish economy and contribute to Ireland's transition to a circular economy."*

Celebrity Chef Donal Skehan Teams Up with MyWaste

To amplify the "Take a Minute Before You Bin It" message, MyWaste is thrilled to partner with renowned cook and food writer, Donal Skehan. Skehan, known for his simple, delicious recipes and commitment to sustainability will lend his voice to encourage individuals and businesses to pause and consider recycling options before discarding items.

"Food waste is a global issue, but it's one we can all tackle – whether at home, at work or at play," says Donal Skehan. *"By taking a moment to think before we bin, we can make a real difference. I'm thrilled to partner with MyWaste on this important campaign and inspire positive change across the nation"* he added.

New Interactive Game Makes Recycling Fun and Easy

To make learning about proper waste disposal fun and engaging, MyWaste has teamed up with **"Bold Donut"** to create a fun, interactive waste segregation game, available to play on MyWaste.ie. This game helps players learn about proper binning habits in a memorable way.

The **'Take a minute, before you bin it!'** campaign empowers individuals and businesses to improve their waste segregation habits. Visit MyWaste.ie for helpful tips, including easy to follow guides and videos showcasing how others have successfully reduced their waste.

Looking for tailored advice for your business? Click [here](#) to explore a range of free Commercial Waste resources designed to support your sustainability journey.

The campaign, which will run over the next three weeks, also features TV, radio, digital and out of home advertising, as well as social media discussions using the hashtags #TakeAMinute, #CircularLiving, #CleanDryLoose

"With ambitious EU municipal waste recycling targets looming (55% by 2025 and 60% by 2030), the 'Take a Minute, Before You Bin It!' campaign comes at a critical juncture," adds Dr. Rourke. "Here in Ireland, we're doing well when it comes to our recycling, most of the time. By working together – individuals, businesses, and policymakers – we can make significant strides towards a more sustainable future. Let's all work together to keep resources such as food waste, paper, and plastic out of the general waste bin and extract the most value from them to reach those EU targets. And remember, all items in the recycling bin should be clean, dry, and loose" she added.

Take a Minute Before You Bin It: Recycling Surprises!

Did you know these common household items often end up in the WRONG bin? Here's advice on where to dispose of them.

- **Metal Packaging (Aluminium Foil, empty food tins):** These are recyclable superstars! Just make sure they're clean, dry and loose and place in your recycling bin. Aluminium foil should be clean and crunched.
- **Food-Soiled Paper Towels:** These can go in your food bin. They break down easily in commercial composting facilities.
- **Soft Plastics (pasta bags, sweet bags, vegetable wrapping, frozen food bags):** These can go clean, dry loose and into your recycling bin.
- **Household Cleaning Products Packaging (Bleach, Cleaning Products):** When completely empty, rinse well, dry and place loosely in recycling bin.

Remember, when in doubt, check it out! Visit MyWaste.ie for waste sorting guidance.

Connect with us on our website, www.mywaste.ie, or follow us on Twitter [here](#), on Facebook [here](#), on Instagram [here](#) and on YouTube [here](#).



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.

Report on Dublin Waste to Energy (DWtE) Facility

The DWtE Project is a partnership between Dublin City Council (the Authority) acting on behalf of the four Dublin Local Authorities (DLAs) and Dublin Waste to Energy Limited (DWTEL) the PPP Company. The DWtE Facility is licensed to treat 690,000 tonnes per annum of non-hazardous residual municipal and industrial waste and is operated by Encyclis.

Overview of Operations:

The Facility will have managed and treated approximately 600,000 tonnes of non-hazardous residual municipal and industrial waste by the end of 2024.

Throughout the air pollution treatment process the emissions are continuously monitored using a real time continuous emissions monitoring system (CEMS). These systems are calibrated weekly and certified on an annual basis to best practice and EPA guidance. Furthermore, quarterly independent stack testing is undertaken as per the Facility IE Licence.

From data submitted to the EPA by DWTEL it is clear that the facility operates well within its licence limits with respect to concentration Emission Limit Values (ELVs) and mass flows.

The EPA also appoints an independent third party to undertake emissions monitoring at the stack, who report directly to the EPA.

A portion of the revenue generated from waste disposal and electricity generation is returned to the four Dublin local authorities.

Update on Increase in Treatment Capacity at the Facility

An Bord Pleanála approved the planning application, for the increase in treatment capacity at the Dublin Waste to Energy Facility from 600,000 tonnes per annum to 690,000 per annum in December 2022.

The Environmental Protection Agency (EPA) also approved the increased license capacity to treat this waste in 2024. However it is not anticipated that the volume of waste treated will increase beyond 610,000 tonnes in the near future due to operational constraints.

Management of Incinerator Bottom Ash (IBA)

DWTEL are currently in the process of developing a more sustainable, on-island, solution for the treatment and recovery of Incinerator Bottom Ash (IBA) from the facility. The proposed IBA processing site in Ireland has now received planning permission and an EPA licence to carry out this activity. Transport from DWTE will be via road (Port Tunnel) in covered vehicles. To ensure there is no additional traffic impact the IBA will be removed from DWTE Facility using the same vehicles that deliver waste to the site.

After the metal is removed the resulting ash can be reused in the construction sector, as a replacement for virgin raw materials. However, prior to using the ash it must be designated as *End of Waste (EoW)* by the EPA. Once EoW is achieved DWTEL will have developed a more sustainable solution for the IBA produced at the facility.

Report on Dublin District Heating Project

DCC are leading the development of the DDHP project which in phase 1 aims to capture waste heat from industrial facilities on the Poolbeg peninsula, and pipe it into homes and businesses in the Poolbeg, Ringsend and Docklands areas of Dublin city. Primarily, heat will be generated from the conversion of non-recyclable waste at the Dublin Waste to Energy ("DWtE") facility into a heat source. The DWtE facility has the potential to generate up to 90MW of heat and the boilers at the DWtE facility have been designed to operate in CHP mode.

It is currently envisaged that phase 1 of DDHS will transfer thermal energy in the form of hot water through a network of highly insulated pipelines (flow and return) laid throughout the phase 1 project catchment area of North Lotts and Grand Canal Dock planning scheme 2014 Strategic Development Zone (commonly called the "Docklands SDZ") and Poolbeg West Strategic Development Zone ("PWSDZ"). The heat from the district heating network would be transferred via a Heat Interface Unit ("HIU") at each building to the building's own internal water-based heating system, providing both space heating and domestic hot water. It should be noted that in order to meet the planning conditions of the Docklands SDZ and PWSDZ all buildings are required to be "*district heating enabled*"¹.

DCC will seek to bring an experienced private partner on board with the relevant district heating expertise, knowledge and capability to participate in a joint venture company ("JV Co") which will develop, operate and retail the Dublin District Heating Scheme within DCC's functional area.

In the first few years, DCC intend to deliver and operate part of the network directly, particularly to the Irish Glass Bottle site and the North Docklands.

In December 2023 RPS COWI were appointed as Technical Advisor to the project. They will advance the project through the preliminary design and statutory processes stages.

A number of sections of pipeline will also be delivered as advanced works, including across Sean Moore Road and a crossing of the River Dodder.

Waste Management New Equipment on the Streets

Waste Management have introduced 4 new Wash & Graffiti vehicles in the following Waste Management Areas – North West | North Central | Central | South Central. Prior to the introduction of this service, a programme of work was agreed with Local Area Managers and Public Domain Officers for each area that focuses on shop fronts, villages and places of high footfall. A fifth Wash & Graffiti vehicle will be in place by the end of November for the South East Area. When this vehicle is in operation, Waste Management will have a comprehensive street washing service across the administrative area.

Deposit Return, Give, Take, Return

Waste Management Services have launched a trial of a “Give, Take, Return” holder on 80 bins in the core city centre split between North and South. Signage and awareness will be in place to “Don’t bin it!, Leave your plastic bottle or can for someone else to return”



Halloween Response Group 2024

Waste Management Services chair the Halloween response group, seeking to provide the safe collection of stored bonfire mat

This is a collaboration between a variety of sections and forms a solid plan to make Halloween night a safer experience. Plans across the sections and removal plans have been agreed and activity and on call teams have been activated.

If you see waste left out, collected, or if you know of a stockpile, please:

- Call Dublin City Council on **222 2222** (24 Hours) or
- Report 'bonfire materials' online on CitizenHub: <https://citizenhub.dublincity.ie/>

Fleet Management Services

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.

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.

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)

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

Our Rainscapes project is now at construction stage. Located in the Harmonstown area of north Dublin city, this project aims to deliver sustainable drainage systems (SUDS) to residential areas at risk of flooding, as well as improve water quality, which runs off into the Santry River, enhance biodiversity and improve the amenity value of our public streets. This phase of the project aims to be complete before the end of the year, except for planting which cannot commence until next spring. Further details are on our dedicated Rainscapes project webpage.

Bathing Water:

The designated bathing season concluded on the 15th September 2024. During that period, 120 no. scheduled samples were taken across 6 no. bathing locations. Currently, 3 no. bathing locations are identified by the EPA as other monitored waters, including the North Bull Wall, Shelley Banks and Merrion Strand. The remaining 3 no. waters are identified by the EPA as designated bathing locations namely, Dollymount Strand, Half Moon and Sandymount Strand.

93% and 95% of scheduled samples taken at other monitored waters and designated bathing waters respectively, met or exceeded the acceptable bathing water quality standard of “Sufficient”. Furthermore, 80% of samples taken across the 6 no. bathing locations returned as either “Excellent” or “Good”. Further information on the 2024 season will be provided in the annual Bathing Water Summary Report due to be published online shortly.

The 2024 public participation period for the identification of new bathing waters ran from the 13/05/24 to the 26/09/24. No submissions were received by Dublin City Council (DCC) during this period.

DCC continues to monitor bathing water quality year around, with results published online on DCC's website, www.beaches.ie and in hardcopy format at the bathing water entrances. DCC aims to continually improve its communications and engagement with the public in relation to bathing water and public health notices. In 2024, this included using scheduled and coordinated social media alerts, smart screens and upgrading/installing of new bathing water cabinets.

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

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

Members of the climate action team presented as part of public sector innovation week the work being done to implement the climate action plan. Specifically Dean Eaton presented on the community climate action programme and the projects being undertaken by community groups across the city. Ruth Carroll presented the Biodiversity Artist in Residence Programme.

Biodiversity Artist in Residence

Luke Casserly has joined as the second biodiversity artist in residence. Rosie O'Reilly is finalising the sound walks that will comprise an APP to be hosted by Smart Tourism.

Air Quality and Noise Monitoring

In 2024 the Air Quality Monitoring and Noise Control Unit in collaboration the with Active Travel Section started a Nitrogen Dioxide (NO₂) survey to determine the contribution of traffic associated with school drop offs to air pollution levels in the vicinity of the schools.

NO₂ (a by-product of combustion) is a major component of traffic-related air pollution.

NO₂ monitoring can be carried out using diffusion tubes.

The tubes can be placed at chosen location for a one month period approx. and the results obtained by laboratory analysis. More information about this can be found by accessing the below link.

<https://www.epa.ie/environment-and-you/air/diffusion-tube-results/>

The analysis will determine the indicative mean NO₂ level recorded at specific locations for the period the tube was in place.

By way of context the Air Quality Standards 2011 (currently enacted legislation) cites a mean level of 40µg/m³ (micrograms per meter cubed) not to be exceeded in a calendar year.

On the 17th February 2020 Dublin and became the first Irish city to sign a commitment to meet World Health Organisation (WHO) air quality guideline values by 2030.

With regards to NO₂ this will mean that a mean level of 10µg/m³ (micrograms per meter cubed) must not to be exceeded in a calendar year by 2030.

For the survey 24 schools were chosen to get a representation across the city. This included some schools that had School Free Zones in place.

For the purposes of this update only selected schools that are situated on or the near the main road. This will give a better indicator of the contribution of school traffic to air pollution generally.

The results are presented in this Table.

(Note - where the tubes were removed by the public this is indicated as missing in the table).

School	Time period 24/01/2024 – 28/02/2024	Time period 28/02/2024 – 17/04/2024	Time period 17/04/2024 – 15/05/2024	Time period 15/05/2024 – 12/06/2024	Time period 13/06/2024 – 10/07/2024
St. Christopher's Primary School 1	30.64	26.43	Missing	21.45	18.80
St. Christopher's Primary School 2	27.50	Missing	23.85	20.69	16.70
St. Paul's CBS Secondary School 1	32.70	35.58	Missing	Missing	27.92
St. Paul's CBS Secondary School 2	35.61	29.75	39.08	23.22	24.34
St. Paul's CBS Secondary School 3	34.32	29.84	39.06	22.72	24.99
St. Kevins Junior National School	27.23	14.71	14.63	14.30	11.63

The results show that for the first period that the schools were out this shows a marked drop off in NO₂ levels.

Saint Christopher's and Saint Paul's are good examples showing a reduction of almost 50% between February and July at some locations.

All of the results at all locations will be analysed and a full report written of the findings when the survey is finished.



RCGP3: Final greenway surface near Cross Guns Bridge, Phibsborough

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

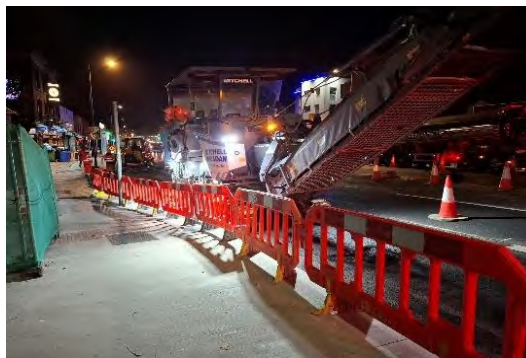
The multi-disciplinary team within the Active Travel Programme Office (AcTPrO) continues to work on the design, planning and delivery of a number of projects as part of the overall network, which when fully completed, will result in 95% of people being within 400 metres of the high quality network within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



A detailed quarterly report on the activities of the programme, report no.181/2024, was submitted for the October meeting of the City Council.

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

On the **Royal Canal Greenway Phase 3 project**, road crossing works on Dorset St and Whitworth road have been completed. Road resurfacing / line marking / ironworks / traffic loop installations are still underway and are scheduled for completion in November.



Road resurfacing works on Dorset St carried out on the night of 14th October

Masonry works on the west and east side of Russell St Ramps have been completed.

Road crossing works (ESB, Comms, Traffic ducting) on Summerhill Parade at Clarke's Bridge are due to commence on 16th October. Road crossing works are scheduled to take 4 weeks to complete Summerhill Parade will be reduced from 4 lanes to 2 lanes for the duration of the works. Footpath works will commence in January after 'Open City' restrictions are lifted.

On the **Clontarf to City Centre** scheme (2.7km long) there is currently 2.5km of inbound and 2.1km of outbound cycle-track open and in use. Each of the 14no. bus stops are constructed and available for use. The inbound traffic diversion which routed traffic via Fairview Strand and Ballybough to Five Lamps junction which was necessary to facilitate construction works along North Strand Road was removed on 1st September. The latest C2CC Consultative Forum meeting was held on Friday 18th October in Carleton Hall in Marino.



C2CC – North Strand Road Diversion Removed for inbound traffic

Dublin City Council is raising awareness of two road features on the Active Travel Network:

- Continuous Footpaths at Side Roads
- Flashing Amber Arrows



Continuous Footways Information Campaign

These road features are currently being rolled out along the Clontarf to City Centre (C2CC) Active Travel Project, where 35 side roads have been upgraded with continuous footpaths.

Flashing Amber Arrows have been installed at some junctions;

- Amiens Street – Portland Row – North Strand Road – Seville Place intersection
- North Strand Road – Annesley Place Junction
- Annesley Bridge Road – East Wall Road Junction

More information can be found at <https://www.dublincity.ie/residential/transportation/active-travel/active-travel-network/information-campaigns>

Works on the **Liffey Cycle Route (Georges Quay to Aston Quay)** which commenced construction in February 2024 are continuing. It is expected to have all civil works finished by the end of November 2024, with signal improvements to follow thereafter.

Progress Report on Design & Construction Projects

	Project	Funding Agency	Designer	Comments
1	College Green Dame St Project	NTA/DCC	TBC STW/Okra	The Design Team have been appointed following completion of the procurement process. Options Stage of the project has commenced. Early stakeholder engagement with the DPOs and local businesses & residents has been initiated by Project Team in recent weeks.
2.	Grafton Street Quarter Phase 5 – Duke Street / South Anne Street Area	DCC	DCC	Work continuing on developing and finalising the design drawings and Tender documents, including Bill of Quantities & Specifications, Suitability Questionnaire. Open procedure procurement strategy has been agreed.
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	At the Central Area Committee Meeting on 8 th October 2024 it was noted that the Part 8 application will be lodged in November 2024..
5.	Dodder Bridge	DCC/LIHAAF/NT A	Roughan & O'Donovan	BUS Connects Route 16 which includes the Dodder Bridge received ABP approval in August 2024. Tender Process for advanced works has commenced
6.	Forbes St Bridge	DCC/NTA	TBC	The future costs and programme are unknown until such time as the new design consultant is appointed and commences work.
7.	Point Pedestrian & Cycling Bridge and Tom Clarke Bridge Widening works.	DCC/NTA	Roughan & O'Donovan Consulting Engineers Ltd & others	Preliminary design report and drawings are being completed. A survey to confirm gas main location for Gas Networks Ireland will be carried out once licence from MARA is granted.
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	Computer flood modelling of catchment scenarios ongoing, including associated flood damages assessments. Website www.camacfas.ie Environmental surveys have revealed more significant flora and fauna in the river and beside it than previously recorded.Meetings with major stakeholders ongoing.

10	Dodder Phase 3 Clonskeagh Orwell Bridge	DCC/DLRCC/OP W	Byrne Looby	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. Further public consultation planned in September 2024 on emerging preferred option.
11	Mary's Street Pedestrianisation	DCC	DHB Architects Clifton Scannell Emerson & Associates Engineers	Integrated Design Team appointed, preliminary design options being developed. Consultations continuing.
12	Santry River Restoration Project	DCC	Nicholas O'Dwyer	The project objectives include achieving Substantial flood resilience and meeting Water Framework Directive goals which improving biodiversity and amenity. The project team is anticipating delivering an Emerging Preferred Design for the Santry River catchment, including Greenway amenity in Q3 2024.
13	Wad River Flood Alleviation Scheme Phase 2	DCC	Nicholas O'Dwyer	ABP approved proposal for Clontarf outfall on the 04 th 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.
14	Traffic Works – Package 8.	NTA	DBFL / Atkins	Consultants appointed. At Preliminary Design Stage.
15	Point Junction Upgrade	DCC/NTA	Arup	Project currently on hold - awaiting traffic modeling of eastern corridor (carried out as part of Seán Moore Road Upgrade Scheme). In order to facilitate a possible temporary solution, a proposal for the temporary pedestrian crossing at the Point Roundabout has been submitted to the traffic department.
16	Rainscapes Nature Based Solutions Project	DCC	McCloy's	The purpose is to introduce effective surface water management, within specific catchments. Detailed design for proposed scheme is now complete. Construction Contract currently at tender stage. Construction phase expected to commence in Q2 2024
17	Grand Canal Storm Water Outfall Extension	DCC/ IW	JBB	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

				<p>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	Appointment of a multi-disciplinary team in Q1 2024 to prepare a cost effective public realm design to sustainably manage urban run-off waters.
19	Sandymount Flood Alleviation Scheme, Phase 1 and 2	OPW	To be appointed	Following tendering process consultant appointed in June 2024.

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.	Belmayne Main Street & Belmayne Avenue	DCC	Coffey Construction Ltd.	Oct 2021	April 2023	<p>Road opened at New Priory end on 19th August 2024 in advance on new Educate Together Secondary School opening on Belmayne Main Street.</p> <p>Bus Gate at Junction of Malahide Road/Belmayne Main Street is currently not open to the public.</p>
3.	Liffey Street Public Realm Improvements	DCC	Via Mercanti Ltd, trading as Cairn Construction	Jan 2023	Oct 2024	<p>Date of Substantial Completion [DSC] on Friday, 19th July, 2024.</p> <p>Additional Works commenced on (the west end of) North Lotts on Monday, 30th Sept., 2024,</p> <p>and are duly anticipated to be completed by end of November, 2024.</p>
4.	Temple Bar Square Refurbishment	DCC	Circet Networks (Ireland) Ltd	April 2023	Oct 2024	Proposed work in Q4:

						<p>Temple Bar Square: Commission public lighting. Crown Alley: Commission and install public lighting.</p> <p>Temple Bar St: Installation and commissioning of public lighting</p> <p>Fownes St Lower:</p> <ul style="list-style-type: none"> • Completion of paving works • Commission and install public lighting. <p>Cope St: Completion of paving works</p> <p>Whole scheme: attend to snags</p> <p>Full reconstruction of footways and carriageways on Fownes St Upper between Temple Bar Square and Cecilia St will commence in January 2025 and is expected to take approximately 3 months.</p> <p>.</p>
5.	Culvert Improvement Works – Screen Upgrade Works	DCC	Tobin Consulting Engineers (TCE) & Stephen Byrne Const.	Q2 2022	Q2 2024	<p>Detailed design at 17 culvert screen sites located throughout the city completed.</p> <p>The PWB Office is managing the Construction stage, which is now substantially complete.</p>
6.	Barrow Street	DCC	Actavo Ireland	Q1 2024	Q3 2025	<p>This scheme will include renewal of all footpaths and carriageway on Barrow Street, between Ringsend Road to Grand Canal Street.</p>

CORPORATE SERVICES, TRANSFORMATION AND HUMAN RESOURCES

Customer Services

Between 16th September and 15th October 2024:

- 13,259 calls were answered, with 40.62 % of those calls answered in less than 30 seconds
- Average call answered by Customer Services in 3 minutes and 05 seconds
- Over 3,600 emails were received by Customer Services, to the generic customer services email account.
- Over 3,200 emails were sent out by Customer Services from the generic customer services email account.
- Over 2,000 emails were received by Customer Services, relating specifically to Parking Permits, to the generic Parking Permits email account.
- Over 2,400 emails were sent by Customer Services, relating specifically to Parking Permits from the generic Parking Permits email account.
- 3399 payments were processed
- 2435 Parking Permits were processed
- 1688 visitors were greeted at the reception desk

Improving Customer Experience Initiatives

Work is ongoing to introduce the new Parking Permit system for customers with an expected go-live date in November.

Continuation of the pilot project of the Samanta translation app designed to help customers whose first language is not English.

Demonstration of the AI proof of concept for members of the San José delegation to show how we can identify better our customers' needs, speed up the response times for customers and free up staff resources to improve our customer offering.

Smart City/Smart Dublin



1. Gully monitoring tender A Call for Tenders (CFT) was published to improve surface water monitoring in drainage or gully systems using low-cost Internet of Things (IoT) solutions. This initiative is part of the city's efforts to enhance flood monitoring and management, addressing challenges such as blocked or underperforming drainage systems.

Link <https://smartdublin.ie/call-for-tenders-smart-flood-monitoring-drainage-solutions/>

The aim is to deploy 250 sensors in high-risk gullies to monitor water levels and provide real-time alerts for staff. The monitoring system will provide real-time updates on gully blockages and surcharges, aiming to optimise flood response efforts. The multi-party framework will support multiple local authorities across Ireland looking to adopt similar IoT-based solutions for surface water monitoring.

2. Data Insights Project Team Present at Global Workshop on Urban Mobility and Road Safety in Mexico City, Mexico



On 17-19 September, the Data Insights for Active Travel team joined twelve cities from around the world in Mexico City to participate in the workshop 'Transforming Urban Mobility and Road Safety through a Public Health Lens', an initiative led by the Partnership for Healthy Cities network. The event centred on peer-to-peer learning and highlighted urban strategies for using data to improve public health policies, as well as processes for developing and implementing effective road safety and mobility policies and practices at the local level.

Dublin City was represented by Jack Kavanagh (Smart Dublin Open Data Lead) and Jack Lehane (Smart D8 Ecosystem Manager and ADAPT Research Fellow). They participated in the Data Use and Public Health Policymaking session, where they presented the latest developments on behalf of the city's Data Insights for Active Travel project team. They also demonstrated the new Dublin Region Active Travel dashboard prototype, which captures and collates urban mobility data to provide environmental and health insights.

Cities at the workshop included Boston, Buenos Aires, Dublin, Guadalajara, Istanbul, León, Lusaka, Mexico City (hosts), Philadelphia, Phnom Penh, Santiago and Santo Domingo. Delegates were joined by representatives from global health organisation Vital Strategies, and the World Bank. **Link:** <https://smartdublin.ie/data-insights-project-team-present-at-global-workshop-on-urban-mobility-and-road-safety>

3. Civitas Forum 2024: Presentation on the Senator Project (Smarter logistics)



On 2nd October, Payal Pandya from the Smart Cities team had the opportunity to present key lessons learned from the EU-funded Horizon 2020 Senator Project at the Civitas Forum 2024 in Parma, Italy. Since its inception in 2003, the CIVITAS Forum has been a flagship event of the CIVITAS Initiative, bringing together urban mobility innovators to share best practices in smart, inclusive, and sustainable mobility. Payal's presentation highlighted the operational and data integration challenges encountered in the Dublin and Zaragoza pilot projects around smarter logistics, while also sharing valuable insights gained throughout the process. This platform provided a significant

opportunity to discuss collective improvements in urban logistics, mobility, and transport management, fostering collaboration for the benefit of all stakeholders involved.

5. Smart Dublin and ADAPT Research Centre Represented at 60th ISOCARP World Planning Congress in Siena, Italy

From 8-12 October, Mani Dhingra (Digital Twin Smart City Lead and ADAPT Postdoctoral Researcher) and Jack Lehane (Smart D8 Ecosystem Manager and ADAPT Research Fellow) co-contributed a session presentation and workshop at the 60th ISOCARP World Planning Congress – "Reinventing the (In)Visible Cities" in Siena, Italy. ISOCARP (International Society of City and Regional Planners) is a member-led global organisation with the vision of making cities and human settlements inclusive, safe, resilient and sustainable.



Updates on Smart Dublin / Dublin City Council's urban digital twin journey were presented and included a special mention of the Twin4Resilience project through which we are exploring this ever-evolving concept of digital twins for public sector planning. Discussions were also led on active travel and co-created ideas to drive change beyond direct policy interventions. The co-creation workshop aimed to boost global partnerships and knowledge exchange for non-policy interventions to support cycling and walking infrastructure as part of the ongoing Partnership For Healthy Cities project 'Data Insights for Active Travel'.

More information: <https://isocarp.org/activities/60th-wpc-siena-2024>

6. Cities of the Future event, Turin, Italy,

Jamie Cudden represented the City Council at an Enterprise Ireland and Department of Foreign Affairs supported 'Cities of the Future' side event at Italian Tech Week 2024. This event featured a dialogue between the smart cities of Turin and Dublin to share experiences and future opportunities for collaboration. The event also showcased the best of Irish smart city and urban technology companies such as Davra, Manna Drone Delivery, Civic Group and Superfy who are delivering technology projects in cities across the world!



7. Smart Dublin Newsletter



Sign up for our newsletter to get the latest updates on innovative projects, cutting-edge technologies, and smart solutions transforming Dublin!

[Join the Smart Dublin Mailing List](#)

Communications Office

The Communications Office issued 24 press releases during the month, helping to promote a range of initiatives and events including the opening of De Verdon housing complex, Eat the Streets, the night-time economy, Culture Night, Swellfest and Climate Action Week. Responses were provided to 104 media queries.

Free Out Of Home advertising assets were used to promote and support several City Council-led festivals and events, including Dublin Festival of History, Eat the Streets Festival, Dublin Climate Action Week, European Mobility Week, Culture Night, the Harvest Fair event, the Sarah Purser exhibition, the DublinBikes student campaign and Swellfest. The office placed 13 statutory adverts in relation to Part 8 applications, Public Notices, Vesting Orders, Temporary Road Closures and Public Consultations.

Social Media Impressions:

Twitter: 551,400

Facebook: 1,293,926

Instagram: 227,086

LinkedIn: 76,234

Website Page views: 711,033

Website Visits: 230,540

Downloads: 178,844

Dublin City Council BETA



Dublin Canvas

Stage: "Out of beta"

Descriptor: Dublin Canvas is a project intended to bring flashes of colour and creativity to everyday objects in the City. Less grey, more play!

www.dublincanvas.com

Ownership: Led by Public Realm unit.

Status: All artworks for 2024 have been completed. New callout for 2025 will occur in Spring so if you have boxes that you would like to see added to this project, please contact the relevant local Area Office.



BikeBunkers

Stage: "Out of beta"

Descriptor: BikeBunkers are secure hangars for city residents to securely stow their bicycles close to their home and under cover, saving space and worry.

www.bikebunkers.ie

Ownership: Led by Transportation Department.

Status: €10m tender in progress. Residents interested in spaces within a BikeBunker (and have not applied previously), should apply at the above website.



Downpour Planters

Stage: Scaling Stage

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

Ownership: Collaboration with Protection of Waterbodies Office

Status: We have begun initial conversations with the residents of a potential pilot location which will generate quantitative data on the performance of this solution – to help us to better understand impact and funding requirements.



Housing Maintenance Project

Stage: Various

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

Ownership: Collaboration with Housing Maintenance

Status: 6 aspects to this project which are at various stages of completion, scaling or early

development. Awarded €92,000 grant funding from Department of Public Expenditure and Reform '2024 Innovation Fund' – which we are in the progress of drawing down.



Street Art Walls

Stage: Scaling Stage
Descriptor: How might we make it easier for street artists to create great street art in appropriate places and within the constraints of planning?
Ownership: Collaboration with Areas
Status: We have issued a tender for a street art coordinator to collaborate with us on a pilot. When live, we will be asking Councillors and communities for potential locations.



CargobikeSharingBETA

Stage: Concept Stage
Descriptor: Cargobikes offer a sustainable transport option but face barriers like cost, storage, and safety concerns. We are exploring a public e-cargobike sharing service to make them more accessible and to help users experience different types before a purchase.
Ownership: Collaboration with Transportation Department
Status: **LIVE TRIAL** in Portobello, Dublin 8. We would appreciate hearing your feedback and your raising awareness of this trial with relevant residents and businesses.



CooktopBETA

Stage: Concept Stage
Descriptor: Many people in Dublin City do not have the space or permission to have a barbecue at their home. Should we provide public, electric, cooktops in our parks and public spaces?
Ownership: Collaboration with Parks
Status: **LIVE TRIAL** in Herbert Park, Dublin 4. We would appreciate hearing your feedback and if you could spread the word to residents.

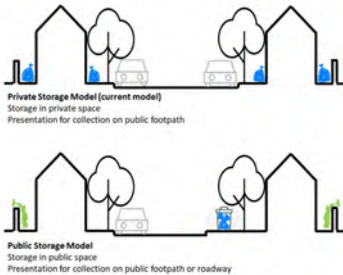
DigitalKeyBETA

Stage: Concept Stage
Descriptor: Would the use of digital keys, rather than distribution of physical keys, make park facilities easier for residents to access,



Ownership:
Status:

increase their security, and reduce the required levels of staff administration?
 Collaboration with Parks
LIVE TRIAL in Herbert Park, Dublin 4.
 We would appreciate hearing your feedback.



SharedBinsBETA

Stage: Concept Stage

Descriptor: This project seeks to explore whether shared, on-street, waste bins would be a useful solution to improve the domestic waste experience for residents of urban neighbourhoods and ensure cleaner streets and more navigable footpaths.

Ownership: Collaboration with Waste Management

Status: A prototype of the shared bin facility has been constructed. We have identified a potential location for an initial trial and we hope to begin discussions with the relevant residents very shortly. Once we have the support of the residents (who we will work very closely with), we would be in a position to install the trial shortly afterwards.



Protected Structures Research

Stage: Concept Stage

Descriptor: To understand homeowner attitudes toward Protected Structures or Architectural Conservation Areas in order to help public bodies reduce conservation barriers and offer better support.

Ownership: Collaboration with Conservation Office

Status: €30,000 grant from Heritage Council.
 Tender complete. Appointing researcher.
 Expected to complete Q2 2025.



StreetMixBETA

Stage: Concept Stage

Descriptor: Could we design an engagement process for residents to better input into the use of the kerbside on 'their' street whilst balancing with the wider needs of the community and city?

Ownership: BETA unit

Status: No progress update this month. Prototype version 1 ready, for testing with some residents.



StreetPrioritiesBETA

Stage: Concept Stage

Descriptor: How might we improve clarity and communication of design priorities, enhance the efficiency of design professionals whilst enabling better public understanding and input.

Ownership: BETA unit

Status: No progress update this month. Prototype version 2 ready, for workshop testing with a small group of relevant staff.



NeighbourhoodBETA

Stage: Concept Stage

Descriptor: Can we develop a way for neighbourhoods to more easily imagine, test and implement their way towards an agreed vision?

Ownership: Collaboration with Areas

Status: Developing prototype version 2. No progress update this month.

Service & Digital Transformation

Public Service Transformation Week



The team have been busy planning an exciting programme for Public Sector Transformation week.

The national programme of events will be launched by Minister Pascal Donoghue in the North City Operations depot, Ballymun as it is an exemplar of public sector transformation.

The theme this year for Dublin City Council is “One Council, One Team” and the programme is designed to showcase many of the cross departmental initiatives across the organisation that encourage cross departmental collaboration and breaking down silos.

In addition to presentations there are workshops on how to design better public services and Change leadership.

All events will be live streamed to facilitate staff who may not be able to attend in person.

Draft Digital Strategy

The strategy is currently being proofed against the Public Sector Duty and the Digital Transformation delivery board is assembling a programme of projects to support the objectives of the strategy.

Property Management Solution

The project to improve and streamline the City Council property management solution is progressing. A programme of work to “Fix the basics” is currently being developed.

Citizen Hub

Councillor portal will be trialled for the Central Area in December.

The heritage investment scheme online process is currently in test and the team are working on the traffic representation form.

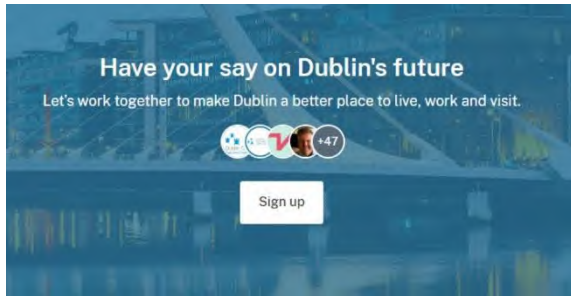
We are investigating a texting solution which can be used corporately to update citizens and councillors on progress of requests.

Digital Workplace

A number of solutions for Dublin Fire Brigade are ready to go live and additional areas have been added to our digital accident and incident tracker. Work is ongoing on migrating all content from the old intranet platform.

Digital Consultation Platform

The new digital consultation platform, engage.dublincity.ie was launched, with the first consultation, seeking input from the public, staff and Elected Members on the City Council Corporate Plan 2025-2029, live from 16th – 30th October.



12 days left

Take the survey

Corporate Plan 2025-2029 Public Survey

The Corporate Plan sets out a vision for Dublin City and the goals Dublin City Council must aim to achieve over the next five years. Have your say by filling out our survey.

Human Resources

The total number of employees at 30.09.24 was 6205 (headcount). The full time equivalent (FTE) number was 6122.3.

Recruitment Programme 2024

Year	Recruitment campaigns complete / in process
2024 (YTD)	80

Interviews held/concluded October 2024

Driver Sampler	Library Assistant
Overseer Road Maintenance	Assistant Valuer
Graduate Valuer	Electrician
Irish Development Officer	Assistant ITS Officer

Campaigns Advertised October 2024

Executive Fire Prevention Officer (Rolling)	Staff Officer
Assistant Traffic Officer (Signals)	Area Maintenance Officer
Foreman Housing Maintenance	Assistant Staff Officer Payroll

Public Jobs has ongoing recruitment campaigns for Planning Enforcement Manager, Head of Data Analytics and Assistant Chief Quantity Surveyor.

CULTURE, RECREATION & ECONOMIC SERVICES

Sports & Recreation

The Sports & Recreation Section continue to progress its capital programme:.

Sports & Recreation Projects	Progress / Current Status	Next Stage
Irishtown Sports Stadium	Design Team Appointed	Preliminary Design to Commence
Donore Community Centre	Stage 1 Report has been issued	Tender package to go to market in Q4 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	Design team appointed	Design team commenced work
Dalymount Park Redevelopment	Part 8 Approved	LSSIF Funding Application submitted 1 st July 2024
All-Weather Surfaces Bluebell, Sherriff Street, Pearse Street etc. & /Irishtown track refurbishment:	Specialist PM appointed to manage process	Pitch refurbishment in Bluebell Complete, Tender for other pitches to be issued in Q4 2024
Kilmore Leisure Centre	Design Team Tender Applications closed 4th October	Assessment of Tenders to commence

Dublin City Sports and Wellbeing Partnership (DCSWP).

HSE Keep Well This Winter Wed 13 November/Men's Health Week 15 – 20 November. DCSWP to promote ongoing programmes initiatives aimed at key target groups on social media platforms. Full information on upcoming events can be accessed via a variety of platforms



World Mental Health Day October 2024. DCSWP Sport Inclusion & Integration Officer Tess Sutton with Eve Goirtín Connects Walk & Talk Group



Dublin City Sportsfest Glow Fitness Event at Finglas Sports & Fitness Centre September 2024



Students from North Dublin National School Project celebrate completing Dublin City Sportsfest's Cross Country Event in Albert College Park.

Dates for your Diary:

Event	Location	Date & Time
Club Committee Information Evening	National Handball Centre	Tuesday 12 November
Inclusion & Integration/Active Cities Event(Details TBC)	Poppintree Sports & Fitness centre	Saturday 16 November

DCSWP Links for Information on upcoming Events/Programmes:
DCC: https://www.dublincity.ie/residential/sports-and-leisure
DCSWP Hub: www.dcswhub.ie
Facebook: DublinCitySportandWellbeing
Instagram: @dublincitysportandwellbeing
Twitter: @dccsportsrec

Dublin City Libraries

New Policy/Strategy

The office of Dublin UNESCO City of Literature has commenced the process of drafting a new 3 year strategic plan to be published in 2025

Departmental Priority

Dublin City Libraries promotional campaign, **‘What’s the story?’** which featured a QR code artwork and a quiz, has won bronze in 2 categories at the **Shark Awards**. The Award is one of the longest running creative festivals in the world.



The [Dublin Festival of History](#) has been shortlisted in the ‘Festival of the Year’ category for the **Chambers Ireland Excellence in Local Government Awards 2024**. First run in 2013, the free Festival is funded by the City Council and organised by Dublin City Libraries and the Dublin City Council Culture Company.

History on Your Doorstep is an annual publication by the Council’s Historians in Residence, and volume 7 will be launched in City Hall on 13 November. The book features seven stories of Dublin history and will be available free-of-charge from all branches of Dublin City Libraries.

Dublin City Libraries and Dublin UNESCO City of Literature were delighted to collaborate with the Irish Embassy in Seoul and Seoul City Library, on the first **Korean Irish Literature Festival**, which took place in Seoul at the end of October. The Festival was a great success and plans are underway for 2025.

There are lots of **events** happening in branch libraries in November, including The schools programme of the Dublin Book Festival, a range of activities for Science Week (10th-17th Nov), tech focused events for adults and children exploring Micro:bits and AI and an Irish language event in Ballymun on November 5th **“Samhain agus an Saol Eile”** around the haunted building and ghosts of Dublin see all events [here](#)

The first **City wide teen reading campaign** will be launched by Lord Mayor James Geoghegan on Wednesday 13 November at 1.30pm in the Mansion House. The chosen title is **The Gone Book** by Helena Close, published by Little Island. The campaign is aimed at Transition Year students throughout the city.



The **Library in the Community Team** will be out an about in November visiting schools, community groups, family resource centres and medical facilities, bringing information about library services and resources as well as storytimes and the pop-up library to people all over the city.

Project Updates

Update	Current Status	Next Stage
City Library	2c, Detailed design	Completion of Stage 2c
Ringsend Library	Pt 8 process complete	Procurement for Design and build
Charleville Mall Library	Tender for Phase 2 of refurb in preparation.	Full roof and ceiling replacement.
Drimnagh Library	Notice of commencement of part 8 process	Commencement of the part 8 process in November
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](#)

Hugh Lane Gallery



After Hours at HLG

Our exciting programme continued into September by popular demand.

As well as offering free tours of the Sarah Purser exhibition, the collection and Francis Bacon's Studio, we had:

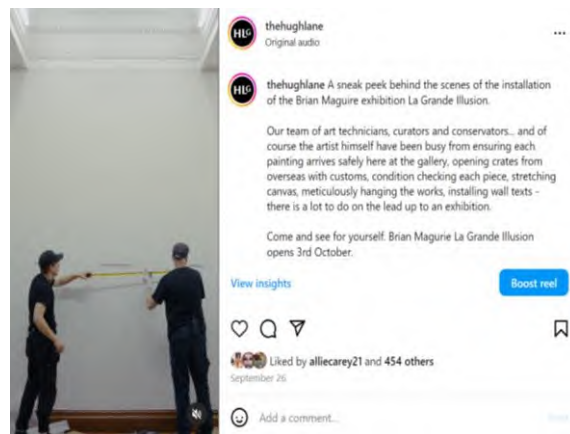
A Mindful Drawing Class in the sculpture hall, a still life Sip & Paint workshop, a sound bath in the sculpture hall and music in the café with singer-songwriter Graham Sweeney and a wonderful collage workshop with artist Sorcha O'Higgins and music in the front hall with pianist Max Greenwood.

Content

We produced a lot of great content for our social media, helping to lift the curtain and show our audiences a behind-the-scenes glimpse of Hugh Lane Gallery. These have also contributed to strong reach figures



Meet the Team: Annemarie Saliba, Assistant Collections Curator



Installation process for Brian Maguire – La Grande Illusion

Loans Out

In September, the Collections team managed various loans of works in the permanent collection, to and from the Gallery. Pierre Bonnard's *Boulevard de Clichy* returned from the Musée des Beaux-Arts de Caen and two works of James McNeill Whistler returned from the Musée des Beaux-Arts de Rouen. Loans to other institutions were Maurice de Vlaminck's *Opium* to the Museum Barberini, Potsdam, Francis Bacon's *Self-Portrait* and 15 items from the Bacon archive to the National Portrait Gallery, London, and Claude Monet's *Waterloo Bridge, overcast weather* to the Courtauld Institute, London.

Exhibitions

Brian Maguire: La Grande Illusion | 03.10.2024 – 23.3.2025

The exhibition was launched by deputy Lord Mayor, Donna Cooney and guest Christy Moore. The IRISH EXAMINER: published image of Brian and Christy Moore at the opening. Both Irish and International Press have shown huge interest and we expect a wide coverage this month.

The exhibition will travel to CAM at the University of South Florida in 2025.



Image Credit: Co- Curators, Michael Dempsey, Head of Exhibitions and Dr. Barbara Dawson, Director
Brian Maguire: La Grande Illusion, Background image credit: Police Graduation (Juarez), 2012

Collection Care

A treatment plan was drawn up for the paintings selected for future loans.

Mainie Jellett and Evie Hone Exhibition (National Gallery of Ireland) and **Walter Frederick Osborne Exhibition** (Raclin Murphy Museum of Art) - several paintings are being treated in the studio.

The Paintings Survey 2023-24 project continues - gathering the information necessary to assess the condition of the Gallery's collection of paintings and to propose the treatments that the paintings require.

The following works were prepared for loan and transport:

Opium by Maurice de Vlaminck for the Potsdam Museum Barberini;

Waterloo Bridge by Claude Monet for Courtauld Institute;

Self Portrait by Francis Bacon for National Portrait Gallery London.

We oversaw the de-installing/ installing and packing/unpacking for the following loans:

Opium by Maurice de Vlaminck for the Potsdam Museum Barberini;

Boulevard de Clichy by Pierre Bonnard for

Caen, Musee des \beaux-Arts

Weekly housekeeping, monitoring of gallery and environmental conditions, and security continue.

Operations & Facilities

North Fredrick Lane

Ground floor of this property is now in use as Archive Storage. Feasibility study for loading bay completed. A business case for conservation will be submitted shortly.

20 & 21 Parnell SQ

1st Feasibility study completed and will form part of the development plan for HLG.

Hugh Lane Gallery- Charlemont House Fire Safety Works

Following a tender process, works are now underway to implement essential fire remediation safety works throughout Charlemont House.

Refurbishment of 1930s Wing

Stage 2c of the New City Library & HLG refurbishment is underway, involving a series of workshops to complete the detailed design stage.

Programme of Art Education

Culture Night 2024

The Hugh Lane Gallery was open on Culture Night until 10pm on Friday 20 September when we were delighted to present a special evening of art and music for all. As well as opportunities for viewing the collection and exhibitions *More Power to You: Sarah Purser A Force for Irish Art*; *Sacred Trust*; and *Time and Time Again*, nearly 700 people visited the Gallery and participated in drop-in artist-led workshops, enjoyed expert guided tours, experienced a brilliant line of musicians throughout the evening **Rattling Ark**; **Méabh McKenna**; **Everything Shook**; **Ordnance Survey**; **Ellie O'Neill / Sharon Phelan / Matthew Nolan**; **Daniel Luke**, and spoken word artist **Chiamaka Enyi-Amadi**.

High Expectations

Hugh Lane Gallery in partnership with NEIC Ozanam House ran a yearlong initiative from May 2023 to May 2024. A series of talks by stakeholders sharing learning outcomes and experiences from this innovative project took place at the Hugh Lane Gallery in September. We are excited to maintain ties with Ozanam House early years through programmed gallery visits as well as starting a new year long residency with artist Helen Barry and Rutland Street pre-school children.

Hugh Lane Gallery-Fulbright Our Hugh Lane Education Fulbright scholar 2024-25 is Emma Ross Sermons. Emma will be gaining valuable art education experience in a museum context as well as researching, developing and implementing innovative ways of connecting the Hugh Lane Gallery and Dublin's communities.

Hugh Lane Art Aficionados after school art Club

In tandem with City Connects, our after school art club is continuing on Wednesday afternoons with primary school children from the NEIC area. These visits and art led workshops were initiated in May 2024, and are very much enjoyed by the children. Some of their feedback is included here:

"The way they teach us about Art. On my first day they made me feel more comfortable than the other art group I was in." –

"The way they get us to do different things of art each week. It's not the same thing. Something new every week. There is a lot of time to think about what to do." -

"It was perfect. Everyone was so nice- the leaders and the other boys and girls in the club. My favourite piece we worked on was the wire art because I liked being able to manipulate the materials to make art".

"I found it very interesting learning about art pieces in the museum- how old they are, who made them and how they were made. It was great learning about the history of pictures in the gallery and then being able to make our own. My favourite was making the penguin pieces".

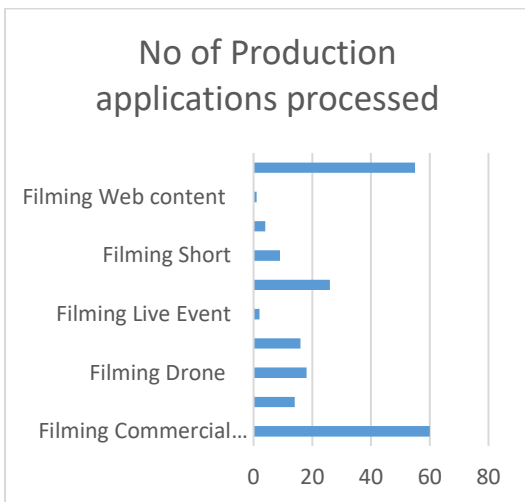
For HLG’s full programme of exhibitions, collection displays, fascinating art talks, art appreciation courses, film screenings, art courses and more can be viewed here <https://hughlane.ie/whats-on/>

Dublin Place Brand	Event support	Promoting the brand across numerous events including Eat the Streets, Social Enterprise Awards & AI Awards.
Dublin Place Brand	Action 2.3, Dublin Regional Enterprise Plan	Working with other Dublin LAs to finalise regional place brand strategy and promo campaign for Q1 2025.

Events

13/11/2024	Mark Pollock – Run in the Dark	5/10k charity run around the Docklands Area	Docklands
14/11/2024	Newt Walk	A giant puppet commissioned by the Science Foundation of Ireland as part of Science Week. There will be a procession.	Capel Street, Grattan Bridge, Parliament St, Dame St. Ends at Dublin Castle where the puppet will be on display for 2 days

Filming



PLANNING AND PROPERTY DEVELOPMENT

<p>Development Plan 2022-2028</p>	<p>The Development Plan 2 year progress report including the Core Strategy Monitoring Report on City Performance Indicators for 2023, and the Strategic Environmental Assessment Monitoring Report 2022 – 2024 has been prepared. The report will go on the agenda for the November City Council meeting and a separate briefing session will be arranged for Members.</p> <p>A response was submitted to the Department of the Environment, Climate and Communications relating to Planning for Onshore Renewable Energy under Article 15b of EU Renewable Energy Directive.</p> <p>A response to the public consultation on the draft Dublin Airport Noise Action Plan 2024-2028 was submitted to Fingal County Council.</p> <p>Detailed feedback relating to proposed changes to the data collection arrangements for the Dublin Housing Supply Pipeline Monitor (formerly the Housing Taskforce) was submitted to the Department of Housing, Local Government and Heritage.</p>
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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>Workshop held with Area Elected Members on 08/10/24. Further engagement planned prior to finalisation of Draft Plan for public consultation.</p>
<p>Werburgh Street SDRA</p>	<p>Detailed survey of the City Wall taking place, October 2024. Contractor appointed for archaeological and geotechnical site investigations; works due to take place November 2024.</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 before the end of the year with Elected Members</p>
<p>Park West – Cherry Orchard LAP</p>	<p>Resolution passed at the October City Council meeting to extend the LAP until November 2029, report 180/2024. Public notice issued, 18.10.24.</p>

Departmental Priority

Active Land Management

Derelict Sites

Following an objection to the Notice of Acquisition for 49 Rathmore Park, Raheny, Dublin 5, a submission was sent to An Bord Pleanála on 18th October 2024 seeking its consent to the acquisition.

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

Residential Zoned Land Tax

To date An Bord Pleanála has issued 16 decisions in respect of appeals – confirming 14 of the Council's determinations and finding 2 decisions in favour of the appellant. The balance of appeals are expected to be adjudicated on by late November 2024. Dublin City Council will publish its revised map for 2025 by 31st January 2025 and this will reflect the outcomes of submissions, appeals and any zoning or servicing changes since the publication of the annual draft map which have taken land out of scope of the tax.

City Valuers

- Finalisation of CPO line for acquisition of the remainder of sites to be acquired at Werburgh Street. Further engagement with the OPW.
- Terms issued for a major site disposal to the HSE at Ballymun.
- Increased volume of Derelict Site valuations. Considering new marketing approach.
- Engagement with St. Patricks Athletic to agree a development approach Framework Agreement and on meanwhile uses for vacant properties.
- Bringing the proposed Tearooms at Merrion Square Park to the market for lease.
- Increased interaction with the LDA on a number of DCC sites, including the Ballymun Shopping Centre site, St.Terasas Gardens and Cromcastle underpass site.



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

Project	Progress in Previous Quarter	Next Stage
<p>Community Monuments Fund (CMF) 2024</p> <p>Archaeology Panel</p> <p>Environmental Archaeology</p> <p>Events</p>	<p>Four CMF projects were approved by the Department in 2024 with a total funding of €269,93.55 awarded. All 2024 grant projects have commenced and inspections are underway. Deadlines for completion of works and assessment and return of grants is November.</p> <p>The repair of the City Wall at Cook Street is underway. Works are co-funded by the Archaeology Capital Budget and the City Walls Capital Budget totalling €150,000 and managed by Parks CRES with ACH steering group.</p> <p>Implementation of the CMP at St Canice's Church Finglas is ongoing in partnership with Parks.</p> <p>Archaeological Consultancy panel was advertised on E-Tenders in Q3. Closing date 6 October.</p> <p>An environmental specialist has been appointed to devise a brief for the processing of legacy samples from Levels 1-4 at Temple Bar West.</p> <p>A pollen specialist is appointed to undertake pollen analysis of 16 no. environmental samples.</p> <p>Aim of project is to inform Werburgh St Masterplan, best practice and update INSTAR medieval Dublin.</p> <p>Dublin Festival of History</p>	<p>Interdepartmental team of professional officers led by Archaeology Section are assessing the community grants in Q4.</p> <p>Conservation Plans and CMPs will be implemented on a phased basis.</p> <p>Signage will be designed in Q4 and installed at St Audoen's Arch Q1 2025.</p> <p>Community event in Finglas 27 November celebrating 4 years of work at St Canice's Church and graveyard with CMF funding.</p> <p>Tenders received. To be assessed and a panel established in Q4.</p> <p>Legacy sample brief in preparation. Processing will commence in Q1 2025.</p> <p>Pollen analysis underway. Report due Q4 2024.</p> <p>City Archaeologist made a Presentation of the St John's Priory Kilmainham reconstruction project at the Friends of Medieval Dublin 5 October.</p> <p>Partners DCC/NUI & the Royal Norwegian Embassy hosted the 7th an International Viking event on 11 October.</p> <p>Local community archaeology dissemination events to be held in Ballyfermot and Finglas in November 2024.</p>
<p>Refurbishment of Fruit and Vegetable Market</p>	<p>Tender for Conservation, Refurbishment and Construction works issued August 1st to DCC framework panel. Return date has been extended to Oct 17th due to summer arrangements and complexity of project,</p>	<p>Tender assessment by DCC team. Pre contract Meeting and assignment of contract expected Nov/ Dec 2024</p>

	which will be followed by Tender Assessment and statutory stand still period to November.	Mobilisation of site compound and contractor. Temporary use for October for Nightmare Realm Halloween Experience. Lottery draw for tickets for local Community in conjunction with MARCO.
URDF Projects	16 Projects have commenced and are drawing down funding. 13.24m received to date and circa 4 m in claims pending. All projects report independently under their home department. Quarterly Meeting and site visit with Dept HLGH held Sept 10 th	All live projects report quarterly and require Dept and CPSO approval to advance through project gateways. Four Projects at Final Business Case stage.
Street Art Application Process	Ongoing engagement with artists and building owners in relation to street art and temporary installations. There have been 26 largescale installations in partnership with DCC in 2024 to date, as well as numerous others on hoarding and development sites which are exempt for such installations. Art Jam held on Dominic Street July 2024 engaged multiple artists over one weekend	Ongoing support for the art form and fostering relationships between appropriate property owners, DCC sites and street artists

Finance

2024	Q1	Q2	Q3	Q4	YTD 2024 Total	% Change vs 2023
Total income from planning fees	550,298	432,128	592,407		1,574,832	Up 1%
Total refunds issued	61,583	45,499	50,246		157,328	Down 14%
Net fee income	488,715	386,629	542,161		1,417,505	Up 3%

Planning Enforcement

2024	Q1	Q2	Q3	Q4	Q3 % Change vs 2023
No. of New complaints opened	354	521	393		-5%
No. of S152 Warning Letters issued	382	558	407		0%
2021	Q1	Q2	Q3		Q3 % Change vs 2023

No. of S154 Enforcement Notices issued	55	32	45		-10%
No. of S157 Referrals to District Court	9	15	9		-25%
No. of files closed/resolved	317	288	272		-28%

Total number active planning enforcement files at 30/09/2024	Total	% change 2023
% change	3736	+ 34.5 %

Property Management

Revenue & Receipts

Revenue Raised				
	Q1	Q2	Q3	Q4
2023	2,617,830	2,414,146	2,786,479	2,500,865
2024	2,897,625	2,745,170	2,644,706	

Income Received				
	Q1	Q2	Q3	Q4
2023	2,005,903	1,987,550	2,989,296	3,655,181
2024	2,741,275	3,080,139	2,333,362	

Development Contributions

Development Contributions

2024	Q1	Q2	Q3	Q4	Q3 % Change vs 2023
<i>No. of New invoices issued</i>	188	225	212		17%
Total value of invoices issued	€25,378,753	€22,356,254	€14,804,655		38%
No. of payments made	396	355	366		-35%
Total payments received	€8,579,313	€8,993,242	€5,975,752		-34%

Collection of outstanding Development Contributions (utilising enforcement tools)

2024	Q1	Q2	Q3	Q4	Q2 % Change vs 2023
<i>No. of Inspections</i>	7	3	5		-55%
<i>No. of Section 152 Warning letters issued</i>	48	48	60		-72%

Derelict Sites Section

2024	Q1	Q2	Q3	Q4	Q2% Change vs 2023
Number of sites inspected	125	167	147		+16.5%
Section 10 (Warning Letters)	51	64	96		+92%
Section 8 (2) Notices (Intention to Enter on Register)	16	9	19		+216.5%
Section 8 (7) Notices (Entry on Register)	7	5	13		+30%
Sites removed from Derelict Sites Register	0	5	1		-75%

Number of Sites on Derelict Sites Register at 30/09/2024	128
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Building Control

2023	Q1	Q2	Q3	Q4	Total	% Change 2023 - 2024
No. of multiple dwellings commenced	1448	3636	1222			93%
No. of single dwellings commenced	24	34	21			57%
Total dwellings commenced	1472	3670	1243			93%

Disability Access Certs

2023	Q1	Q2	Q3	Q4	Total	% Change 2023 - 2024	
Valid Applications	100%	100%	100%			100%	
Certs issued within 2 months	Not reportable on quarterly basis - SBS						-
Info requested	6	10	24			35%	

Reports on Planning Enforcement, Building Control, Derelict Sites, Property Management and Finance are updated on a quarterly basis.

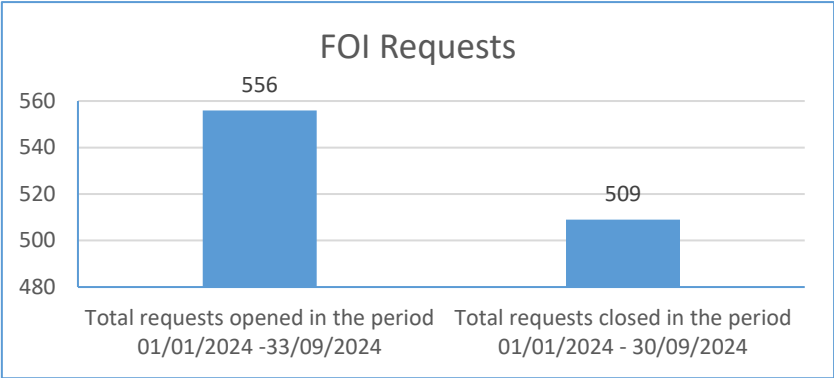
LAW DEPARTMENT

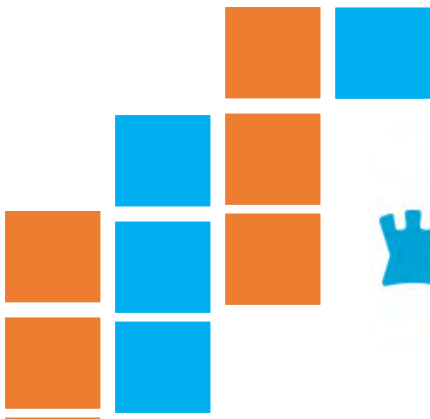
Ref No	Request Details	Requester Type	Date Opened	Date Closed
FOI/1531/2024	Records re: high level of ring buoy theft in Dublin City area from 1 Jan 2024 to date	Press	02/09/2024	
FOI/1536/2024	Request records re: electric bikes to deliver take away foods.	Client	02/09/2024	30/09/2024
FOI/1544/2024	Seeks records re policy on messaging apps	Client	04/09/2024	
FOI/1552/2024	Seeks records of correspondence between DFB and management company/developer of named apartment block	Press	09/09/2024	25/09/2024
FOI/1554/2024	Provide records on the survival rates of newly planted trees in Dublin City within the past 5 years.	Client	09/09/2024	30/09/2024
FOI/1558/2024	Seeks Environmental Social and Governanc Policy	Client	10/09/2024	
FOI/1562/2024	seeks records re: The current numbers of Social Workers employed directly with DCC	Client	11/09/2024	
FOI/1563/2024	records re: correspondences and attachments between DCC, named Studios and North-East Inner City Initiative	Press	12/09/2024	
FOI/1564/2024	seesk records re: policy on councillor expenses, on what can be claimed and by how much	Client	12/09/2024	
FOI/1567/2024	seeks records re: documentation and correspondence realted to filming on Herietta Street	Client	12/09/2024	
FOI/1572/2024	Seeks records re planning for hotels	Press	13/09/2024	
FOI/1576/2024	Seeks records re road works at Moatview Avenue	Solicitor	16/09/2024	
FOI/1579/2024	Seeks records re former Jurys Hotel.	Client	16/09/2024	
FOI/1580/2024	seeks records re: details of legal underpinning of lincses for filming in Dublin	Client	16/09/2024	
FOI/1583/2024	Requests records from DRHE re sale of house to Named Trust	Press	16/09/2024	
FOI/1584/2024	seeks records re: DCC has had (i.e., two-way engagements), with named Disability Group since June 1st, 2023.	Client	17/09/2024	
FOI/1585/2024	seeks records re: Named Shop, Dublin City Centre Traders Alliance, has reported meeting with council officials on June 13 2024.	Press	17/09/2024	
FOI/1587/2024	Seeks records re community warden report	Press	17/09/2024	

FOI/1588/2024	Seeks records re tree maintenance	Press	17/09/2024
FOI/1590/2024	Seeks records re Traffic Advisory Group meeting	Client	18/09/2024
FOI/1591/2024	Seeks records re double yellow lines at named location.	Client	18/09/2024
FOI/1595/2024	Seeks planning records relating to named property	Client	19/09/2024
FOI/1596/2024	Seeks records re seized dogs	Client	19/09/2024
FOI/1598/2024	Seeks records re tender for named community centre	Client	20/09/2024
FOI/1599/2024	seeks records re: correspondence received by DCC in relation to concerts at Croke Park	Press	23/09/2024
FOI/1600/2024	copy of the Arborist Survey and Report Gracefield Road to Vernon Avenue Walking and Cycling Scheme	Client	23/09/2024
FOI/1604/2024	seeks records re: total number of Dublin City Council staff in receipt of the Keyholder Allowance	Client	23/09/2024
FOI/1605/2024	seeks records re: Planning Enforcement files	Client	23/09/2024
FOI/1607/2024	Seeks records re Housing Allocations from IPAS/Direct Provision	Client	24/09/2024
FOI/1609/2024	seeks records re: minutes working group established to monitor impact of changes City Transport Plan	Press	25/09/2024
FOI/1610/2024	Seeks records re ethic complaints	Press	24/09/2024
FOI/1611/2024	Seeks records re: correspondence during 2024 between named Company, DCC staff on traffic changes.	Press	25/09/2024
FOI/1617/2024	Requests records from DFB re Survey conducted	Client	27/09/2024
FOI/1618/2024	Records: Public Consultation Event 26th of September 24 re Active Travel Routes	Client	27/09/2024
FOI/1619/2024	Requests records from TAU re complaints of mould and rats	Client	27/09/2024
FOI/1624/2024	Records regarding the renovation of named address, Dublin 6	Client	30/09/2024
FOI/1627/2024	seeks records re: copy current spreadsheet used by DCC to record its financial monitoring of the Derelict Sites Register	Press	30/09/2024
FOI/1628/2024	Request correspondence re named estate	Solicitor	30/09/2024

The above table represents a snapshot of the position with non-personal FOI requests only, received in Sept 2024

The overall position regarding FOI requests from 01/01/2024 is outlined below.	
Total requests opened in the period 01/01/2024 -33/09/2024	556
Total requests closed in the period 01/01/2024 - 30/09/2024	509







Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

2024 ANNUAL SERVICE DELIVERY PLAN QUARTER 2 REPORT













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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 3, 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	Q2 2024	Q3 2024	SDG impacted
Provide a timely response to repair requests	Number of repair requests received	20,838	16,557	17,741	
	% 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%	1.75%	1.43%	
	Average time taken from the date of vacant possession to date available for occupancy	26.14 weeks	25.6 Weeks	26.3 Weeks	
	Number of units refurbished	192	237	215	
	Number of housing adaptations and extensions completed	185 adaptations 6 extensions	100 adaptations 6 extensions	126 adaptations 0 extensions	
Improve the energy efficiency of housing stock	Number of retrofits complete where result was a BER improvement	42	162	72	
	No of domestic gas boilers repaired	3504	2223	2081	
	No of domestic gas boilers replaced	311	269	229	
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%	-2%	-2%	
	% of tenants in arrears who have signed up to rescheduling agreements	69%	Not Available	Not Available	
	Number of tenancy warnings issued	21	94	58	
	Number of legal actions commenced	68	18	12	
Encourage tenants to sign up for online rent statement access	% of tenants signed up for rent statements online	4.6%	Not Available	Not Available	
Retain & attract new properties for social housing use through RAS and Social Leasing	Increase in number of properties available through RAS and Social Leasing Schemes	RAS 2	RAS 1	RAS 0	 
		Leased Units Closed 25	Leased Units Closed 29	Leased Units Closed 180	
Continue to meet the growing demand for housing grant schemes under: <ul style="list-style-type: none"> Housing Adaptation Scheme Mobility Aids Scheme Housing Aid for Older Persons 	Number of Housing Adaption Scheme applications	217	142	244	
	Number of Mobility Aids Scheme applications	28	24	25	
	Number of Housing Aid for Older Persons Scheme applications	157	88	114	
	% initial inspections carried out within 4 weeks of receipt of application	77%	36%	50%	
	Number of Housing Adaption Scheme applications approved and completed (figure includes outstanding)	244	206	160	

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
	applications from previous year(s))				
	Number of Mobility Aids Scheme applications approved and completed	22	25	16	
	Number of Housing Aid for Older Persons Scheme applications approved and completed	151	126	63	
Inspect 8,500 registered tenancies, including all RAS and HAP properties, and take appropriate enforcement action	Number of dwellings inspected	2,496	1,744	1,762	
	Number of inspected dwellings non-compliant after 1 st inspection	925	1,024	687	
	Number of dwellings that achieved compliance in the period	677	1,066	948	
Continue to identify, monitor and make-safe properties that are a danger to the public	Number of dangerous buildings call-outs attended	80	56	61	
	% inspected within target of 1 hour	100%	100%	100%	





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

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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	14,967	13,971	
	Number on Housing Transfer List	16,337	16,083	15,846	
	Total Number housed	609	371	714	
	<i>Broken down by tenure as follows:</i>	Bungalow 2 Caravan 2 HAP 25 HMLS 230 Living with 229 Private rented 115 Tenant 4 Voluntary Housing 2	Bungalow 0 Caravan 4 HAP 22 HMLS 201 Living with 80 Private Rented 60 Tenant 1 Voluntary Housing 2 Owner Occupier 1	Bungalow 0 Caravan 0 HAP 134 HMLS 203 Living with 176 Private Rented 87 Tenant 80 Voluntary Housing 9 Owner Occupier 1 RAS 24	
	Maintain a target of at least 10% of allocations to those with a stated disability	9.79%	11.99%	14.01%	
	Turnaround time for assessment of applications (registration to creation)	9 weeks	10 weeks	11 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	14.8% refusal on CBL	8.8% 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 average weeks	7.8 average weeks	Not Available	
	% of people on waiting list applying for CBL on Citizen Hub	28.80%	30.93%	26.92%	
	Number of CBL properties advertised on Citizen Hub	436	434	221	








Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Continue to provide an efficient service to HAP applicants	Number of new HAP tenancies created (mainstream and Homeless HAP combined)	685	657	749	
Complete the transfer of rent supplement recipients to the HAP Scheme	% of the remaining 1,037 rent supplement recipients transferred to HAP	3.19%	1.70%	.44%	
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	753	788	
	Number of preventions (households)	542	592	494	
	Overall numbers in emergency accommodation (households average)	10,059	10,301	10,454	
	Number of referrals made to health and social services	394	369	481	
	Number of exits to tenancy	342	365	399	
	All tenants with notice of termination for landlord sale assessed for tenant in situ scheme	71	68	75	
Provide quality social work services that support people to sustain tenancies	Number of Duty Social Work calls responded to	871	877	893	
	Number of referrals allocated to Social Work Service	146	133	144	
	Number of referrals dealt with by the Mediation service	0	0	1	

Environment and Transportation Department



Roads Infrastructure and Maintenance: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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.	20% complete. All contracts tendered. Construction works commenced on site.	All contracts tendered. Construction works commenced on site. 50% complete	 
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	3,716	3,212	 
	Total number of service requests resolved	1,351	1,745	1,559	
	Total number of defects recorded	1,566	2,229	1,292	
	Total number of defects repaired and/or made safe	1,295	1,591	1,660	
	Percentage of Priority 1 service requests (all critical defects) made safe and/or repaired within 24hrs	95%	92%	94%	




Traffic Management and Control: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Continue to maintain and enhance traffic infrastructure, signage and schemes	Number of TAG service requests received	557	587	490	
	% of TAG service requests decided on within 4 months of request	48%	30%	29%	
	% Repair of urgent faults at Traffic Signals within 5 hours from receipt of fault (Target 100%)	82.29%	96.34%	96.69%	
	% Repair of non-urgent faults within 24 hours (Target 100%)	91.98%	93.83%	95.26%	
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)	28,190,274	29,670,337	30,903,988	
	Public transport passenger numbers	114,463	Not Available	Not Available	
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.	Final version accepted by the Chief Executive 25 th Jul 2024. First measures due to be implemented 25 th August	Initial measures implemented (Bachelors walk and Aston quay) on 25 th August	
Improve parking enforcement with a focus on keeping cycle tracks and bus lanes free of illegally parked cars	% of vehicles de-clamped within 1 hour of payment (Target: 85%)	87%	89.59%	89.78%	
	% of vehicles de-clamped within 2 hours of payment (Target: 100%)	99.88%	99.78%	99.89%	
	% of first stage appeals finalised within 21 days	100%	100%	100%	
	% of first stage appeals refunded because time has elapsed	0%	0%	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 <i>ABP – An Bord Pleanála</i> <i>CBC – Core Bus Corridor</i>	Four number schemes now with ABP permission. Metrolink oral hearing complete, additional information required.	Six CBC schemes now have permission from ABP.	Nine CBC schemes now have permission from ABP. Liffey Valley and Ballymun/ Finglas Schemes are currently out for tender. Metrolink is awaiting a decision by ABP.	
Maintain approximately 47,000 street lights and associated infrastructure	Total number of faults reported	2,772	2,220	2,359	
	% faults initiated by members of the public responded to within 5 working days	53.95%	69.44%	64.83%	
	% other repairs carried out within 10 working days	51.28%	62.39%	59.35%	
Implement the Public Lighting Upgrade Project	Percentage of the total system that LED lights represent	28.91%	32.87%	33.84%	



Active Travel Programme Service: Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Continue to roll-out delivery of the Active Travel Network	Total km completed of projects with construction activity	13.9km	13.9km	12.9km	
	Total metres of cycle track/ footpaths complete per Q & open to the public	480m	220m	3.7km	
Engage with communities to build awareness and encourage active travel	Number of public awareness raising activities	1	3	2	









Surface Water and Drainage: Service Objectives & Performance Measures









Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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%	100%	100%	
	Total number of gully cleaning service requests received	435	527	355	
	% gullies inspected within timeframe (4/5 working days)	100%	100%	100%	
Develop and roll-out a revised updated FEP	Revised FEP complete	Draft stage	Draft Stage-under consultation with internal department	Final document with SMT for approval	
Efficiently issue and monitor licences under the Water Pollution Acts	Number of licenses issued	0	1	1	
Continue to advance projects to promote the effectiveness of surface water management technologies	Number of City Council projects incorporating nature-based solutions	3	3	3	

Climate Action: Service Objectives & Performance Measures 2024






Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Adopt a new Climate Action Plan 2024-2029	New Climate Action plan adopted	New Climate Action plan adopted	Complete	Complete	
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	Out of 81 applications, 49 have been approved for funding	49 contracts have been signed and projects have commenced	


Waste Management and Enforcement: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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	133	93	
	Dry mix (tonnage collected)	495	398	411	
	Glass tonnage	2,280	2,338	2,221	
	Civic Amenity sites (tonnage collected)	2,296	3,052	Not Available	
	% of schools participating in the Green Schools Initiative (263/294 schools)	89%	89%	89%	
Continue to understand, develop and promote opportunities for on-street segregation of waste	No of on-street recycling bins	60	60	60 (Deposit Return Holder in design coming in Q4 on 80 bins)	 
Increase participation in local environmental initiatives and campaigns	% of PPN registered groups participating in: <ul style="list-style-type: none"> City Neighbourhood Scheme Pride of Place Awards 		<ul style="list-style-type: none"> 270 Entries for City Neighbourhoods Competition 4 entries to pride of Place Awards 	<ul style="list-style-type: none"> 270 Entries for City Neighbourhoods Competition 4 entries to pride of Place Awards 	
	Total number of community clean-ups facilitated by the City Council	556	1,078	799	
	% of bag collections carried out within 3 days of request	82%	86%	Not Available	
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	1,776	2,456	1,512	
	% resolved within timeframe (24 hrs)	66%	76%	Not Available	
	Total number of requests for street cleaning received in the period	927	778	798	
	% inspected within timeframe (24 hrs)	86%	76%	Not Available	
	Total number of abandoned vehicle reports received	308	363	380	
	% reports determined not to be abandoned vehicles following inspection	85%	92%	Not Available	
	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	502.04	490.53	
	Cost of removal including labour, fleet and disposal	€214,424.10	€218,248.51	€207,921.14	
	Total number of reports of illegal dumping received	3,496	3,953	3,301	





Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
	% reports resolved within timeframe (24 hrs)	67.6%	72.98%	69.13%	
	Number of enforcement actions taken	137	214	102	
Provide a high-quality air and noise control service	Total number of pollution cases that were the subject of a complaint	170	205	289	
	Total number of pollution cases closed	109	115	233	
	Total number of pollution cases on hand	70	89	66	
	% of all air quality monitors which achieve at least a 90% data capture rate	100%	100%	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	Ongoing diffusion tube surveys to determine NO2 levels in North Inner City and outside schools associated with traffic		 
Deliver a high quality waste enforcement and regulation service	Maintain a 'high' level award measurement in the EPA LA Performance Framework	<i>Awaiting award from EPA</i>	<i>Awaiting award from EPA</i>	2 of 5 areas awarded excellent standard. 3 of 5 areas awarded strong standard	
Administer and enforce the Waste Shipment Regulation (WSR) through the NTFSO	Number of inspections carried out (cumulative)	171	393	566	 
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	5	2	
	Number of site inspections in the WERLA area	5	25	41	
	Number of 'particular cases' (i.e. cases referred by a local authority to WERLA for action) on hand in the City Council area	0	0	0	
	Number of 'particular cases' on hand in the WERLA area	0	0	0	
	Number of enforcement actions taken in relation to household waste collection permit holders in the City Council area	0	0	0	
	Number of enforcement actions taken in relation to household waste collection permit holders in the WERLA area	0	0	0	

Planning and Property Development Department: Service Objectives & Performance Measures


Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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	100	73	 
	% of the determinations by ABP which confirmed the decision made by the LA	82%	78%	77%	
	Number of DCC applications (planning permissions, Sn5s, SHECs)	1,054	1,126	1,090	
	Number DCC PACs (excl. LRDs)	42	23	29	
	Number LRD PACs	2	4	2	
	Number LRD opinions issued	0	2	3	
	Number LRD applications received	5	3	6	
	Number LRD decisions issued	3	3	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%	44%	49%	 
Provide a prompt and effective response to complaints received in relation to unauthorised development across the city	Number enforcement complaints received	354	521	393	
	% change in number of complaints received	0%	35% <i>(increase from Q1)</i>	-28% <i>(decrease from Q2)</i>	
	% complaints acknowledged within 10 working days	100%	100%	100%	
	% first inspections carried out within 6 weeks of receipt of complaint	100%	100%	100%	
	Number Warning Letters issued	382	558	407	
	Number Enforcement Notices served	55	32	45	
	Number Legal Proceedings initiated	9	15	9	
Maintain the high level of inspection of new building projects and effectively enforce	Number of site inspections carried out	402	508	316	










Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
breaches of building control requirements and regulations	Number of Enforcement Notices / other formal enforcements served	1	1	0	
	% of Disability Access Certificate Applications determined within statutory time frame	100%	100%	100%	



Property Development: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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	167	147	
	Number of Derelict Sites Notices served	25	14	32	
	Number of properties on the Vacant Sites Register	40	38	37	
	Number of applications received under the Living City Initiative	2	2	1	
	Number of applications approved under the Living City Initiative	2	3	3	
Encourage better communications through broadband and mobile network coverage	Number of Section 254 licences issued for Monopoles	15	16	12	
	Number of Commercial / Legal Agreements issued for: <ul style="list-style-type: none"> - Mobile Rooftop Installations - Monopole 	1 0	0 0	0 0	
Designate and prepare draft ACAs for specific areas in line with the priorities set out in the Development Plan	Number of ACAs commenced	1	2	2	
	Number of ACAs completed	0	0	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:	114 applications received	72 grant offers issued	As per Q2:	
	Built Heritage Investment Scheme	41 applications received	3 grant offers issued	72 grant offers issued	
	Historic Structures Fund	8 applications received	4 grant offers issued	3 grant offers issued	
	Community Monuments Fund			4 grant offers issued	




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

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Finalise a strategy for a shared brand vision for the Dublin city-region	Dublin Place Brand vision strategy in place	Ongoing development	Ongoing development while building consensus with all Dublin LAs to expand the place brand county wide.	Consensus reached with LAs for a joint promotion campaign for the region in Q1 2025. Part of strategy implementation with DREP.	




Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
	Increase in social media engagement with the Dublin Place Brand	Q1 Growth: 1,100 followers, increase of 2.6% (42.7k to 43.8k)	Q2 Growth: 1,100 followers, increase of 2.5% (43.8k to 44.9k)	Q3 Growth: 1,300 followers, increase of 3.3% (44.9k to 46.4k)	
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	64 € 432,325.00	70 €584,567.30	
	Number of participants participating in LEO Dublin City training, mentoring and networking events	2,536	1,433	1,568	
	The number of jobs created with assistance from the LEO per 100,000 pop. (NSI J1, annual)	27	25	32	
Strengthen our ties with existing Sister Cities and promote partnerships and projects with other EU cities	Number of delegations visiting Dublin	0	4	5	 
	Number of EU funding opportunities accessed through transnational projects	14	23	25	
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	640,990	477,239	 
Continue to increase the number of participants in our sports development programmes and initiatives	Number of programmes and initiatives delivered	756	817	978	
	Number of participants	28,977	42,339	29,133	
Supporting and developing new arts infrastructure	Adoption of Arts Infrastructure policy and Developer Toolkit	Adopted	Cultural Infrastructure Toolkit Published	Dublin City Council Arts Office is currently in development of a new Arts Development Plan for the period 2024-2028. This document will outline the objectives and actions which will guide our programme over the coming four years. This Arts Development Plan is due to be	

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
				published by the end of 2024 with public consultation planned for Q4 2024	
	Completion of 13 new artist studios at Artane Place	Construction has now been completed on 10 new artist studios in Unit 35a in Artane Place. All bar two artists now have their keys and are moved in.		All artists are now in situ in Artane Place	
	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	12	21	
	Number of Programmed events	100	330	300	
	Number of Participants at events	12,000	41,200	100,000	
	Number of Artists in residence	5	5	5	
Continue to curate exhibitions and engagement programmes to increase visitor numbers to the Hugh Lane Gallery	% increase in visitor numbers	62% increase: Q1 2023 (40k) to Q1 2024 (65k)	0 % increase: Q2 2023 (39k) to Q2 2024 (39k)	11% increase: Q3 2023 (47k) to Q3 2024 (52k)	



Parks and Landscape Services: Service Objectives & Performance Measures



Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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	Arts: 0 Charity: 7 Commercial: 2 Community/Family: 11 Filming: 11 Photoshoots: 8 Sport: 13 Other: (Yoga, School, Music): 5	Arts: 9 Charity: 15 Commercial: 9 Community/Family: 49 Filming: 17 Photoshoots: 9 Sport: 29 Other(Yoga, School, Music): 38	Arts: 13 Charity: 11 Commercial: 4 Community/Family: 49 Filming: 13 Photoshoots: 7 Sport: 37 Other(Yoga, School, Music): 32	 
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	164	64	
	% resolved/resolution planned within timeframe (10 working days)	100%	85.19%	61.11%	
	Total number of tree care requests received (via the Citizen Hub Platform)	361	536	612	
	% responded to within timeframe (10 working days)	69.41%	77.29%	37.99%	

Dublin City Libraries: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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	579,185	570,538	
	Number of items issued to library borrowers	650,710	510,967	668,668	
	Number of registered members of the library	84,827	89,972	106,338	
	Number of programmed events /initiatives	103	115	335	
	Number of participants	3806	2,280	4,849	
	Number of social media engagements	284,903	244,483	325,582	
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	Pembroke: 940 Raheny: 4402 Extension to Walkinstown and Drumcondra in planning	Pembroke: 1022 Raheny: 1586 Extension of MOL to Walkinstown and Drumcondra by Q1 2025	
	Increase in number of home deliveries	69 home deliveries	86 home deliveries +25% from Q1	93 home deliveries +8% from Q2	
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	Q2 2024	Q3 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 minutes	76.06%	73.63%	71.15%	
	% of cases in respect of fire in which attendance is at the scene after 10 minutes but within 20 minutes	22.63%	24.39%	25.57%	
	% of cases in respect of fire in which first attendance is at the scene after 20 minutes	1.30%	1.98%	3.28%	
	% of cases in respect of all other emergencies in which first attendance is at the scene within 10 minutes	66.19%	68.74%	74.54%	
	% of cases in respect of all other emergencies in which attendance is at the scene after 10 minutes but within 20 minutes	29.55%	27.59%	22.05%	
	% of cases in respect of all other emergencies in which first attendance is at the scene after 20 minutes	4.25%	3.68%	3.41%	
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%	Quarterly time lag: Q1 2024: 29%	Quarterly time lag: Q2 2024: 34%	
	% of applications for fire safety certificates received that were decided with an extended period agreed with the application	Quarterly time lag : Q4 2023: 28%	Quarterly time lag: Q1 2024: 28%	Quarterly time lag: Q2 2024: 16%	

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
	Number of applications processed under the Dangerous Substance legislation	19	10	4* *Status as of 12/09/2024 - early reporting	
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 on-going, full move expected in Q2	Most of works complete, partially relocated to new offices, full move expected by Q3.	Move into new Cherry Orchard HQ complete. Official opening held 30/09/2024.	
	Provide back-up to the Principle Response Agencies throughout the four Local Authorities	62 requests received	On-going as requested.	On-going as requested.	
	Complete and manage the new VEMS for the management of Volunteers	On-going, training required.	On-going	On-going	
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.	2 staff trained Q2, 2 more expected for Q3.	Exercise planning ongoing for Q4 exercise.	
	Hold 2 Inter-Agency Major Emergency Exercises	1 complete	1 complete. 1 more scheduled for Q4.	1 complete. 1 more scheduled for Q4.	
	Maintain compliance with 2015 S.I. 209 COMAH Regulations	100% compliance	Full compliance.	Full compliance achieved for 2024.	
	Review and test External Emergency Plans	1	5 site plans reviewed and updated.	5 site plans reviewed and updated.	
	Carry out an Inter-Agency Seveso Exercise for 5 Upper Tier Sites	1 complete	5 Upper Tier Sites exercised – Full compliance for 2024.	5 Upper Tier Sites exercised – Full compliance for 2024.	




Support Service Departments







Chief Executive's Department: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Support effective delivery and transparency of democratic processes within the Council	Number of Council and Committee meetings held	12	25	14	
	New Councillor Portal to be implemented	Testing underway	Final testing underway	Plan to begin for Central Area Councillors for submissions of Questions and Motions for December Meetings to both Area Committee and Monthly Council Meeting	
	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.	New Councillors requested to complete and submit their Ethics declaration.	New Councillors have submitted their Ethics and publication on our website https://www.dublincity.ie/council/your-city-council/your-councillors/councillors-ethics-and-donations-declarations	
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	Local & EU Elections held on the 7th June - all statutory deadlines met	Complete - No electoral events in this quarter	
	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	Pres – 337,241 Dáil – 342,999 Local – 364,240 EU – 344,409 EU (P) – 8,459	Presidential - 336,916 Dáil - 342,673 Local - 363,930 EU - 344,083 Non-EU - 8,470	
	Number of postal and special voters by category	Diplomats – 140 Occupation – 3 DF – 547 Prisoners – 57 Anonymous – 1 NH – 546 Gardaí – 0 Disabled - 36	Diplomats – 161 Occupation – 255 DF – 574 Prisoners – 67 Anonymous – 2 NH – 955 Gardaí – 1 Disabled - 56	Diplomats – 143 Occupation - 0 Defence Forces - 566 Prisoners – 66 Anonymous – 3 Gardaí – 0 Disabled – 59 Nursing Home - 958	
	Number of applications processed	18,471	18,285	1,767	
	% of dates of birth, PPSN and Eircodes captured	DOB: 317,377 = 89% PPSN: 47,053 = 13% Eircodes: 343,564 = 97%	DOB: 317,377 = 90% PPSN: 47,053 = 18% Eircodes: 343,564 = 97%	DOB - 326,065 = 90% PPSN - 67,510 = 19% Eircodes - 352,109 = 97%	




Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
	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.	No drives this quarter due to surge in registration for Local and European Elections. DCC Social media channels used to advertise information around polling day requirements (including comms video), deadline for applications, Freephone number for visually impaired.	1. Two day Rose Festival registration drive. 2. Illness & Disability campaign through the post offices and libraries with posters and social media posts encouraging members of the public with an illness or a disability to apply for a postal vote 3. Registration drives in areas with new developments 4. Cleansing of data by communicating with electors, where polling cards were returned from the Referendum and Local & EU elections 2024.	

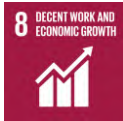




Corporate Services and Transformation Department: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 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 <i>(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)</i>	114,216	100,230	100,839	
	% of calls received that were answered	99.22%	99.15%	62.12%	
	% calls dealt with at first point of contact by Customer Services	51.67%	67.46%	99%	
Continue to uphold the Customer Charter and improve the quality of customer service across the organisation	New Customer Service Action Plan in place	Complete	Complete	Complete	
	Number of customer complaints processed within required timeframe	100%	100%	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	2.04	2.46	
	Per capita total number of followers of the City Council's social media accounts	1.68	1.70	1.73	
	Cumulative total page views of all City Council webs obtained from a page tagging on-site web analytics service or equivalent	974,890	1,211,748	1,456,387	
	Total number of social media users following the City Council on any social media sites	992,934	1,008,389	1,023,632	
	The number of social media accounts operated by the City Council	163	163	163	

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
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	Public, PPN and DPO consultation launched. Closing date 02 August 2024	Consultation complete. Digital strategy governance board established. Will be presented for adoption in Q4	 
Increase the range and use of digital services available	Number of services available on Citizen Hub	45	41	55	 
	Number of registered users of Citizen Hub	37,000	42,399	48,437	
Develop new and innovative ways to increase capacity to deliver services through Irish	Number of staff participating in Irish language development programmes	81	63	59	 


Human Resources: Service Objectives & Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Undertake effective workforce planning to support the organisation to accomplish its goals	Strategic Workforce Plan in place	Ongoing	Development of Strategic Workforce Plan 2025-2029 underway	Strategic Workforce Planning workshops were held with all Departments as part of the process for development of the new Corporate Plan. Follow up meetings will be held in October in order to finalise input for the SWFP.	
	Number of recruitment campaigns complete	37	62	74	
	% change in workforce numbers (WTE) (NSI C1)	5,800.45 (WTE) up 1.5% on Q4 2023	5,839.10 (WTE) up 2.2% on Q4 2023	5,815.75	
Promote a safe and healthy workplace that supports employee wellbeing	Performance Evaluation and Improvement Measures - Number of accidents	95	102	104	
	Number of wellbeing programmes/ events held	9	9	11	




Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
	Number of participants in wellbeing programmes/ events	701	269	122	
Assess the impact of new ways of working and new technology on the organisation	Review of blended working complete	Completed February 2024	Implementation Group established to oversee implementation of recommendations in BW review	BW Review report circulated to all staff. Team Charter review carried out and updated version in production for circulation to all staff. Blended Working hub will reopen for applications in Oct 24.	  
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	<p>CRES - Working Group formed. Phase 1 completed. Implementation Plan in progress.</p> <p>Chief Executive and Law Dept. - Joint Working Group established and training provided.</p> <p>CST & HR - Mentoring phase commenced, communication strategy in preparation.</p> <p>DFB progress review underway. Training for senior management arranged.</p>	<p>CRES Implementation of Plan agreed.</p> <p>Chief Executive and Law Department Working Group have met three times since March 2024 and are now in the 'Gathering Evidence stage' of the Assessment of Equality and Human Rights issues.</p> <p>CST & HR DRAFT Communication Strategy is in progress Draft Customer Action Plan for 2022-2024 and Customer Charter are awaiting sign-off Mentoring Phase due to commence for preparation of Corporate Plan</p> <p>DFB Draft digital transformation strategy is nearing completion Website governance guidelines including web accessibility requirements and a site has been created on Citidesk to ensure accessibility for online services Dania software to</p>	<p>CRES Night-Time Economy Strategy went through the Public Sector Duty process.</p> <p>Chief Executive and Law Dept. Implementation Plan has been finalised.</p> <p>CST & HR Mentoring Phase in progress for the preparation of Corporate Plan</p> <p>DFB Implementation Group re-engagement process is underway</p> <p>Digital Services and Smart Cities Public Sector Duty mentoring phase due to commence for the Digital Transformation Strategy</p>	 

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
			improve accessibility of documents on the website has been rolled out to 40 staff The Gen AI guidelines commenced		


Finance and Information Technology Department: Service Objectives and Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Maximise the use of Motor Tax online service	% of transactions conducted through Motor Tax online	93.42%	92.99%	93.09%	

Area Management: Service Objectives and Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Provide a local point of contact for Citizens to access our services	Number of calls received	Centralised reporting to be in place for Q2	13,618	14,515	
	% of calls answered		73.77%	77.32%	
Support animation of public spaces by continuing to licence, monitor and manage casual trading and street performance	Number of Street Performers permits issued	153	184	149	
	Number of Casual Trading licences issued	393	899	986	
	Number of inspections carried out	1,406	1,598	1,115	
	Number of enforcement actions taken	155	126	116	

Law Department: Service Objectives and Performance Measures

Service Objective 2024	Performance Measure	Q1 2024	Q2 2024	Q3 2024	SDG impacted
Continue to process all FOI, Data Protection and other information requests effectively	Number of FOI requests received	184	192	180	
	Number of Internal Reviews sought	9	13	11	
	Number of appeals to the Commissioner	1	1	4	

Appendix 1: Performance Measures to be reported on annually

Service area	Service Objective 2024	Performance Measure
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		

Service area	Service Objective 2024	Performance Measure
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 Council's corporate and service objectives	Monthly Local Fund Statement presented to the City Council
		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

Service area	Service Objective 2024	Performance Measure
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, and of digital and emerging technologies	Cost of ICT provision per whole time equivalent (NSI C4, reported annually)
		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)

Service area	Service Objective 2024	Performance Measure
	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
	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

Service area	Service Objective 2024	Performance Measure
		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