

To the Lord Mayor and
Members of Dublin City Council

Report No 194/2019
Report of the Executive Manager



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Annual Service Delivery Plan 2019 – Quarter 1 Performance Report

The Annual Service Delivery Plan 2019 includes a commitment to report on progress and performance in the Chief Executives Management Report every quarter. The tables, and accompanying notes below, detail the progress made in Quarter 1 against performance measures and targets set out in the Plan. Performance measurements which are to be reported on annually are excluded from this report and will be included at the appropriate time. Targets for Planned Work Programmes are annual, unless otherwise indicated.

Eileen Quinlivan
Executive Manager
1st June 2019

SDP01 Housing Maintenance

Dublin City Council has a rented housing stock of circa 25,600 units and provides a management and maintenance service for those units in compliance with relevant policies, plans, legal and regulatory requirements. Housing Maintenance Services incorporates a significant planned work programme of capital repairs and scheduled maintenance in relation to mechanical services, energy efficiency upgrades, void refurbishments and adaptations.

	Performance Measurement	Target	Q1 Total
<i>Response to Service Requests</i>	Total number of repair requests received		17,040
	% repair requests resolved		47%
	Emergency – resolved within timeframe	<i>Immediate</i>	100%
	Urgent – resolved		61%
	Routine – resolved		38%
<i>Planned Work Programme</i>	Energy Efficiency Fabric Upgrade Programme	500 units	82
	% of available housing that is void		1.93%
	Average time taken from date of vacation of dwelling to date when tenancy commences		20 weeks
	Fire Protection Works	15 complexes over 3 yrs	2
	Precinct & Infrastructural Improvement (roof repair)	16 complexes	3
	Precinct & infrastructural Improvement (standardisation of steps)	16 complexes	6
	Legionella Management	Pilot 25 units city wide	13
	Fall prevention systems	9 complexes	3
	Window/Door replacement	100 units and 3 complexes	98
	Marrsfield Apartments	36 units	4
	Refurbishment Schemes	5 complexes	1
	Refurbishment of CPO acquired properties	8-10 properties	4
	Domestic Gas Boiler Servicing	17,000 units	4,100
	Domestic Gas Boiler Repair/Replacement	1,000 replaced	207*
	HVAC Servicing	141	160
	Voids Refurbishment Programme	1,000 units	299
	Extensions & Adaptations for Person with Disabilities - Housing Adaptations	250	121
	Extensions & Adaptations for Persons with Disabilities – Extensions	12	6

Note: *In addition 2,600 boilers were repaired in Q1.

SDP02 Bulb Repair & Replacement

This service maintains normal operation of over 46,000 streetlights across the City. This involves night scouting of patrol routes, repairs to faults detected through patrols and through service requests from the public.

	Performance Measurement	Target	Q1 Total
<i>Routine Work Programme</i>	Number of lights out in the City at any one time	Less than 2%	1.94%*
<i>Response to Service Requests</i>	Total number of faults reported in the period		977
	% repairs carried out within timeframe	10 working days of receipt	88%**

Note: * These figures do not include routing night scouting activities and corresponding repairs as the complaint was not initiated by a Service Request.

** This is a worst case figure as there are jobs included which could not be repaired for reasons beyond DCC's control (e.g. ESB/Luas/parked cars)

SDP03/04 Roads & Footpath Maintenance

Road Maintenance Services is responsible for the maintenance of 1,350km of public roads and streets throughout Dublin City, together with associated footways, bridges and other structures.

	Performance Measurement	Target	Q1 Total
<i>Planned Work Programme</i>	Stage 1-Programme preparation & presentation to councillors – 100% complete. Stage 2 - tender competition & contract -50% complete. Scheduled for completion, June 2019. Stage 3-construction work -5% complete		
<i>Response to Service Requests</i>	Total number of service requests/enquiries received in the period		4,028
	Total number of service requests/enquiries resolved in the period		2,483
	Total number of defects recorded in the period		1,866
	Total number of defects repaired in the period		1,288
	% Priority 1 defects repaired within timeframe	24hrs of inspection	92%

SDP05 Renewal of Road Markings

This service provides the application and removal of road markings including a rolling programme of road marking renewal, renewals following carriageway maintenance and responding to customer service requests.

	Performance Measurement	Target	Q1 Total
<i>Planned Work Programme</i>	Renewal of markings every two years throughout the city	10 areas	3*
<i>Response to Service Requests</i>	Total number of requests for road marking renewal received in the period		49
	% renewal requests completed within timeframe	8 weeks of inspection	77%**

Note: * Renewal of routes for Velo-City cycle week ongoing.

** Weather conditions early in Q1 impacted on ability to deliver this service.

SDP06 Illegal Parking Enforcement

Dublin City Council, through its parking enforcement contractor, provides a parking enforcement service with an emphasis on using the service as a traffic management tool and to ensure compliance with the City Council's Parking Control Bye-laws. A key objective of the service is to keep primary routes clear particularly during peak hours.

	Performance Measurement	Target	Q1 Total
<i>Parking Enforcement</i>	% of vehicles declamped within 1 hour of payment	85%	91.65%
	% of vehicles declamped within 2 hours of payment	100%	99.71%
	% of first stage appeals finalised within 21 days	95%	100%
	% of first stage appeals refunded because time has elapsed	0%	0%

SDP07 Traffic Advisory Group Requests

The Traffic Advisory Group (TAG) recommends implementation of the Minor Capital Works Programme and examines local traffic management service requests (TAG requests) submitted by Elected Representatives, the public and statutory bodies. Minor Capital Works Programmes are prepared annually for the 5 City Council Administrative Areas and presented to Area Committees at the start of the year. TAG service requests are assessed by Area Traffic Engineers for each of the 5 Areas of the City who submit recommendations to monthly Traffic Advisory Group meetings. A progress report on TAG requests is submitted monthly to each Area Committee meeting.

	Performance Measurement	Target	Q1 Total
<i>Response to Service Requests</i>	No of TAG requests received in the period		347
	% of TAG requests decided on within 4 months of request	4 months	—*

Note: * 4 month target not yet reached for TAG requests received during Q1 2019.

SDP08 Gully Cleaning

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

	Performance Measurement	Target	Q1 Total
<i>Planned Work Programme</i>	% cleaning programme complete	12,000 gullies per quarter	127%
<i>Response to Service Requests</i>	Total number of service requests received in the period		364
	% gullies inspected within timeframe	4/5 days of receipt	100%

SDP09 Planning Enforcement

The Planning Enforcement Section provides the following services:

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

	Performance Measurement	Target	Q1 Total
<i>Response to Service Requests</i>	No. Enforcement complaints received in the period		264
	% complaints acknowledged within 10 working days	100%	100%
	% first inspections carried out within 6 weeks of receipt of complaint	100%	113%
	No. Warning Letters Issued		253
	No. Enforcement Notices Served		99
	No of Legal Proceedings Initiated		20

SDP10 Illegal Dumping

Dublin City Council provides services to remove, investigate and carry out enforcement in relation to illegal dumping. In addition to Waste Management Crews, a team of Litter Wardens operates across the City and carries out patrols on a daily basis.

	Performance Measurement	Target	Q1Total
<i>Routine Work Programme</i>	No. tonnes of illegally dumped household waste removed by the City Council in the period		1,015
	Cost of removal for the period including labour, fleet, disposal		€297,464
	Results of Waste Management's Street Grading Programme *		
	Number of enforcement actions taken		198
<i>Response to Service Requests</i>	Total no of reports of illegal dumping received in the period		2,849
	% reports resolved within timeframe	24hrs of receipt	65%

Note: * See Street Grading Programme data in Street Cleaning section below.

SDP11 Abandoned Vehicles

This service involves the inspection and removal of abandoned vehicles in response to customer service requests.

	Performance Measurement	Target	Q1 Total
<i>Response to Service Requests</i>	Total no of service requests received		454
	% reports determined not to be abandoned following inspection.		28%
	% Abandoned vehicles removed within timeframe: Burnt out	24 hrs	11%
	% Abandoned vehicle removed within timeframe: no owner ID	7 days of inspection	Data not yet available
	% Abandoned vehicle removed within time frame: owner ID	3 weeks of inspection	Data not yet available

SDP12 Street Cleaning

The Street Cleaning Service includes the servicing and maintenance of 3,200 litter bins and the collection of 17,000 tonnes of street cleaning and litter bin waste annually.

	Performance Measurement	Target	Q1 Total
<i>Routine work programme</i>	Results of Waste Management's Street Grading Programme *		
	No of streets at Grade A		8%
	No of streets at Grade B		62%
	No of streets at Grade C		22%
	No of streets at Grade D		8%
<i>Response to Service Requests</i>	Total no of requests for <u>street cleaning</u> received in the period		1,205
	% inspected within timeframe	24hrs of receipt	76%
	Total no of requests for <u>litter bin maintenance</u> received in the period		406
	% resolved within timeframe	24hrs of receipt	74%

Note: * In Q1 2019, 420 streets were graded across the six Waste Management Inspectorial Areas. Grading was mainly carried out between 9 am – 1pm each day. Overall results are included in the table above. Of note is the City Centre which consistently performed very well with 91% of streets graded receiving a Grade B.

SDP13 Community Clean Ups

Clean-ups are provided in response to a specific request for a planned activity with a representative of the local community contacting an Area Office or the Waste Management Services. Dublin City Council provides equipment for the clean-up and arrange for collection and disposal of rubbish collected.

	Performance Measurement	Target	Q1 Total
<i>Response to Service Requests</i>	Total number of community clean-ups facilitated by the City Council in the period		450
	% bag collections carried out within timeframe	3 days of request	97%

SDP14 Landscape Maintenance

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

	Performance Measurement	Target	Q1 Total
<i>Routine Work Programme</i>	% of programme complete		92%*
<i>Response to Service Requests</i>	Total number of grass cutting/maintenance requests received in the period		46
	% resolved/resolution planned within timeframe	7 to 10 days	Data not yet available

Note: * Weather was mixed during Q1 but in general cutting conditions were good. Contractors have been directed by the City Parks Superintendent to refrain from using Glyphosate for the present time. Litter remains an issue in the North Central District and is being monitored.

SDP15 Tree Care

Dublin City Council's Tree Care Programme sets out planned tree maintenance work - tree and stump removal, tree pruning and tree planting. Tree Care is guided by best arboriculture practice and the Dublin City Tree Strategy 2016-2020.

	Performance Measurement	Target	Q1 Total
<i>Response to Service Requests</i>	Total number of tree pruning/maintenance requests received in the period		216
	% tree pruning requests investigated within timeframe	5 days of receipt	Data not yet available