This report was compiled by John Conroy (The Studio), Micheál Rowsome and Una Mc Grath
Executive Summary

This report shows the results of on-street conversations in the Docklands, carried out by the Studio in November 2012 at the request of the Planning Department Dublin City Council the Dublin Docklands Development Authority’ as a prelude to the formal consultation on the Docklands SDZ.

A total of 537 conversations were held over seven days at the following locations within the Docklands – Barrow Street, Grand Canal Square, Pearse Street, Ringsend, East Wall- Church Street, National College of Ireland (NCI)/North Quays, Sean O’Casey Centre East Wall, Seville Place.

An informal, open and flexible process was used to encourage positive engagement and inclusive participation. Section 1 outlines the process.

Across the locations, the understanding of what constituted the Docklands varied significantly. People mostly made comments related to the local area they are familiar with rather than the ‘Docklands’. The overall findings are in Section 2 and can be summarised under the following themes in order of relevance:

**Positivity:** People were mostly very happy with their own local area and accommodation. They enjoyed the proximity to city but valued the distinct feeling and separateness of their location.

**Community:** People identified with a local community rather than a Docklands community. Community spirit and family connection was very strong in all areas except at Grand Canal Dock and NCI/North Quays.

**Water:** A love of walking near water was key to people’s enjoyment of the areas connecting them to nature. Many felt access to and utilisation of the water should be expanded.

**Unfinished Development:** People were concerned about the shabbiness and security of unfinished buildings and that vacant spaces needed alternative uses. Retention of heritage and character was seen as very important to all users, linked into community memory and should be protected and balanced with the new.

**Parks & Environment:** More greenery is required to soften grey areas. Existing parks are enjoyed and more space for children and youths is needed. Several areas need upgrading or a clean-up.

**Connectivity and Access:** More dublinbikes Stations were continually requested, and better bus connections, from several areas to town, were required, as were safer footpaths and crossings. Access to parking and set-down was an issue at Grand Canal Dock. Other issues related to missing services such as cheaper supermarkets and more diverse retail.

**Safety & Anti-social Behaviour:** This relates to break-ins in Eastwall and fear of vandalism in Ringsend, while at Grand Canal Dock and North Quay, more after-work events, life on the street and lighting are seen as important to address safety at night.

Section 3 details the results per location. Respondents were very positive about the process, engaged enthusiastically and were keen to see the outcome of our ‘Conversations’.
# Table of Contents

Executive Summary ................................................................................................................................. 2

Introduction ............................................................................................................................................ 4

1. The Process ..................................................................................................................................... 6
2. The Overall Findings ...................................................................................................................... 12
3. The Conversations ......................................................................................................................... 18
   Grand Canal Dock .............................................................................................................................. 20
   Barrow Street .................................................................................................................................... 28
   Pearse Street ..................................................................................................................................... 34
   Ringsend ............................................................................................................................................ 40
   Sean O’Casey Centre, East Wall & Seville Place ............................................................................... 46
   East Wall – Church Road .................................................................................................................. 52
   NCI/North Quays ............................................................................................................................... 58

Acknowledgments ................................................................................................................................. 63

Appendix 1 – Profile of Respondents ................................................................................................. 64
Introduction

‘The Studio’, Dublin City Council, was asked by the Planning Department, on behalf of the City Council and the Dublin Docklands Development Authority’ to carry out an engagement with the public in relation to future improvements to the Docklands area of Dublin.

The purpose of the street conversations was to explore with people what they liked/disliked, and to identify what could be improved across the areas.

It is worth noting that we allocated an amount of time to each ‘Conversation’ location and the difference in the number of responses relates to the number of facilitators conducting interviews at each location, weather and footfall.

Information gathered from these street conversations will further inform future improvements.

We hope you gain insight and knowledge from the following report.

John Conroy

Una McGrath

Micheál Rowsome
1. The Process
Informal Approach

In order to invite people to answer our questions the team created an open process on city streets where people could stop and chat to us as they pleased. The process, the questions and the materials were selected to enable an easy approach, quick movement between locations and to generate interest and curiosity in what we were doing. We used the flyer below on the left.

Open-ended Questions

A set of questions were designed to be as open-ended as possible so as they would encourage people to talk to us. The team initiated the conversation and then stood back to listen while taking note of what was said, using the words of the respondents, not interpreting them. This allowed respondents to continue talking uninterrupted, leading to richer replies.

At the end of each conversation we asked people to define the Docklands in three words, and, if they permitted, photographed them with their answers. The images are throughout the report.
A blank version of the map above was given to people to draw the boundaries of their perception of the ‘Docklands’. We felt this would help us better understand the context of people’s responses.
Locations

People were engaged at the following locations:

Grand Canal Square (incl. Misery Hill, Laser Lane), Barrow Street, Pearse Street, Ringsend, East Wall, Seville Place, Church Road, NCI/North Quays.
### Questions and Intent

<table>
<thead>
<tr>
<th>Questions</th>
<th>Themes</th>
<th>Insights sought &amp; data</th>
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<tbody>
<tr>
<td>1. Where are the Docklands? (drawing on map)</td>
<td>Perception, Identity, Geography, Integration with city</td>
<td>Sense of connection to city, Should the area be distinctive or part of the city, Personal connection to the docklands</td>
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<tr>
<td></td>
<td>Perception, Emotional connection &amp; response to area, Connection, Attachment, Attraction</td>
<td>How they interact with area, Community or the lack of Attachment to area, Experience of area, Energy of area, Successful aspects/what works</td>
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<tr>
<td>2. How does this area make you feel?</td>
<td>Perception, Emotional connection &amp; response to area, Connection, Attachment, Attraction</td>
<td>How they interact with area, Community or the lack of Attachment to area, Experience of area, Energy of area, Successful aspects/what works</td>
</tr>
<tr>
<td>3. What would you improve in this area?</td>
<td>Success/failure, Good/bad, Aspirations, Future, Facilities, Infrastructure</td>
<td>Living environment, Getting around, issues/gaps</td>
</tr>
<tr>
<td></td>
<td>Highlights, Specific connection, Attachment, Hidden gems</td>
<td>Concrete sense of specific places, memories, interactions, Heartbeat of individuals to place</td>
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<tr>
<td>4. Can you tell me about a special memory, place or experience in this area?</td>
<td>Perception, Meaning, Success/failure, Future, Aspirations</td>
<td>Personal connection to place, Key characteristics, Connecting responses back to a specific person, Making it real and personal</td>
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<tr>
<td>5. To me the Docklands are...? (fill the space)</td>
<td>Perception, Meaning, Success/failure, Future, Aspirations</td>
<td>Personal connection to place, Key characteristics, Connecting responses back to a specific person, Making it real and personal</td>
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</tbody>
</table>

- To be used with photo of participant.

### Why use this process for engaging?

- It engages with a large number of people in a short time frame
- It is a positive experience for the people we speak to and the staff involved in the process
- The colourful questionnaires, cardboard boxes and posters make people curious about what is going on. We take pictures of people with their statement, an image speaks volumes
- It puts a face to Dublin City Council
- The public and various organisations generally appreciate this type of engagement
- It is informal, low cost, open, honest and flexible
- It is inclusive and gives a voice to people who normally may not be heard
- It encourages staff and the organisation to listen in a new way
- We speak to people on site at the location in question, this gives us a unique opportunity to not only gain insights from speaking to people while they are in the space but also by observing actions and behaviours of people using the space
2. The Overall Findings
**Positivity** (shown across all the areas visited)

- People were mostly very content in the local area where they live and work. Part of this was about being close to the city centre but having a separate identity.

- Some on the Southside saw the development of the Docklands on the Northside as ‘lacking’ or unappealing compared to the Southside.

- People are generally happy with their accommodation, though some mentioned size as an issue and poor quality accommodation was a significant issue in Ringsend flats.

**Community** (strength of local communities and the need for support)

- The ‘Docklands’ is not seen as a community, more a brand. This is not explicitly stated: respondents either felt there was a strong ‘Sense of Community’ in their area or the ‘lack of Community’, but this always referred to the local community.

- Ringsend, Barrow Street, Pearse Street and East Wall seemed happiest with their ‘Sense of Community’. Other areas had different levels of ‘Sense of community’ and a desire to see this improved in particular at Grand Canal Dock, where local community events were seen as a solution.

**Water** (Key to people’s enjoyment of the area)

- Access to water facilities is important to people and their love for walking near the beach, canals and rivers, gives them a connection to nature.

- People felt the use of water could be maximised through more water-based activities/events and better walking accessibility beside the water. The inaccessibility of walking around the Grand Canal Basin was an issue.

**Unfinished Development** (referring to both empty and unfinished buildings)

- People would like to see vacant buildings occupied or given new uses and suggested reduced rents, rates or designation as community or cultural facilities.

- Old buildings should be conserved and restored to retain heritage, area character, a mix of old and new.

- Degraded, unused or shabby buildings were seen as bringing down the area.
Parks & Environment (Enjoyment of what’s there and the need for more greenery/play areas)

- Ringsend, Fairview and Pearse Square Parks are valued. However there is a need for more green areas, trees and birds to soften the hard areas. This was most evident in Grand Canal Dock and at NCI/North Quays

- Space for children to play or for youths to be occupied was an issue, in particular at Grand Canal Dock and Pearse Street

- Some areas were seen as needing a ‘make-over’, such as East Wall and Pearse Street, or a clean, especially around Ringsend and Barrow Street. There was also a need expressed that leaves be cleaned up promptly

- Dog dirt was a big frustration in many areas

Connectivity and Access (between the city and where respondents live, work, shop)

- More dublinbikes stations were requested across the docklands

- Better bus frequency were requested in Ringsend, Pearse Street and Grand Canal Dock and to link to O Connell Street. Eastwall residents complained of no service after 7pm restricting mobility of residents

- The need for parking and set-down areas was a key issue at Grand Canal Dock, especially for residents receiving visitors or deliveries

- People would like safer foothpaths and crossing for walking

Anti-social Behaviour & Safety

- This concern was evident in Eastwall (break-ins/policing) and among new-comers to Ringsend (a wariness). In Grand Canal Dock there was some concern about groups of teenagers hanging around. At NCI/ North Quays and Grand Canal Dock, the need for after-hours activities was expressed to address safety perceptions and the feeling of the area being ‘dead’ at night

Other

- Certain key services are missing in particular cheaper supermarkets and at Grand Canal Dock, more diversity of shops, hairdressers and dry cleaners
The Maps

Though it was not part of the initial brief, we felt it would be useful to make a short comment on the outcomes of the maps drawn by people. (See Section 1, page 8).

It quickly became obvious to us that there is little agreement in the area as to where the ‘Docklands’ are. The maps* we used are very informative in this respect where the ‘Docklands’ are noted as being anywhere from Capel Street to a single dot in the area.

This can be explained by respondents having different relations and memories to and of the area. Initially the ‘Docklands’ was an area of commerce where ships loaded and unloaded cargo, essential to the commercial life of the city. Some respondents had memories of grandparents or parents earning their livelihood in this area with some of them remembering the buttons** passed down through families over the generations.

Other respondents, who were new to the area, from abroad, different locations around Ireland or just simply from outside the area had little knowledge of this history and saw the docklands as what we would describe as a branding.

*The maps referred to are not included in the report but are available to view.
**Buttons were the licence to work on the docks and were very tightly controlled by those who were lucky to possess them. Usually passed down through families.
Team Observations

- The locations NCI and Grand Canal Dock had a different feel to other locations mostly due to the fact that they were composed of new, rather than older communities and mostly students at NCI. This manifested in a desire for more character and preservation of heritage.

- We noted that Pearse Street is trying to hold on to what makes it a viable community, yet looking down the road to the Grand Canal Dock and the physical improvements there. At the same time people in the Grand Canal Dock are looking for community and like being near to the older communities at Pearse Street and Ringsend.

- We noted that there were very few residents on the street at NCI/ North Quay or appeared to move quickly from public transport into apartment blocks.

- We noted a sense of wariness amongst new-comers to Ringsend.
3. The Conversations
Grand Canal Dock

Date 08/11/12   Response count: 151

Sub-locations:
@Grand Canal Square, @Misery Hill, @Laser Lane

You forget you are in Dublin - has its own character.

Profile of Respondents

Female - 54   Male- 95 (2 unrecorded)

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<tr>
<th>Age</th>
<th>0-9</th>
<th>10-19</th>
<th>20-29</th>
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Why at location?

Live x 52   Work x 65   Passing Through x 7   Visiting x 18   Study x 3   Tourist x 2   Not Stated x 4
Sustainability of Place

[How long have you lived here? What would encourage you to stay/leave here? How is the living accommodation? How does the area make you feel? Attachment to place?]

People were very positive about this area as a place to live or spend time, noting its distinctiveness from the main city centre while still being central. The views, the openness, the life on the square and the water featured strongly in its ability to retain people. Only two residents planned to leave.

Accommodations mentioned by respondents were at Hanover Wharf, Hanover Quay, Longboat Quay, Misery Hill, Spencer Dock, Pearse House, Ringsend, Barrow Street. A small number of issues were raised about accommodation such as not enough natural light in apartments, poor use of space, high rent and management/maintenance fees. Some people had a sense of being financially unable to move on. Allocation of parking to residents, set down areas and notification of access restriction were significant issues.

Perception of the Area

[How does the area make you feel? Why? Emotional connection. Attraction. What has worked?]

There was an overwhelming sense of positivity about the area, a sense of contentment, optimism and cosmopolitanism. Its distinctiveness versus the city centre, in terms of vibrancy, architecture, design, public realm and accessibility, were key factors. Walkability, café life, the water and the views were very important elements of enjoyment. It was noted as being safe, relaxed and quiet, with odd exceptions and was seen as a desired location to live or work.

Negatives included a lack of charm and heritage, too much of a work feel and a need for some life after working hours.
What people said....

Positive Mentions
Like it / Nice /Good / pleasant x60 • Bubbly/ vibrant/ great atmosphere/ sociable/thriving x18 • Safe x 18
• Love it x 14 • Very good /Great/ excellent/ wonderful/ terrific x 13 • Distinct from city centre x 10 • Quiet / peaceful x 9 • Positive/ very positive x 9 • Central /convenient x 8 • Lovely / Beautiful x 6 • Modern / new x 6
• Accessible x 6 • Open / spacious x 6 • Busy/ at centre of things/ hub x 5 • Ok/ not bad/ fine/ grand x 5
• Good Community/ People x 5 • Diverse / cosmopolitan x 5 • Impressive / Architecture & design great x 5
• Makes me proud x 4 • Happy x 4 • Best place to live or work x 4 • Relaxed/ Relaxed x 3 • Well-planned and designed x 2 • Interesting x 2 • Comfortable x 2 • Old and new x 2 • Enjoyable x 2 • Home x 2 • Optimistic x 2 • Young • Full of light • Location fantastic • Clean • Urban village • Subtle • Urban chic • Rich/poor divide • Revived • Elegant • Up-market

Negatives Mentions
No charm / character / heritage missing / soulless x 8 • Too many offices / corporate / workish x 6 • Sterile/ cold x 6 • A bit empty x 4 • Not Safe x 3 • Needs more life ‘after hours’ x 3 • Bit dirty x 3 • Lacks green x 2 • Half-developed/ unfinished x 2 • Bit boring x 2 • Under-utilised x 2 • Stressed • Lonely / isolated • No Community
We all want to be out playing football. We don’t want to be hanging around. It’s only the third day I’ve been out since September – there’s nothing else to do.

Love the connection between the river and the canal.

I wish I could afford to live here.
Issues/ Improvement required

[What could be improved? Public space. Vacant space]

People would like to see the development finished and empty buildings filled. Rent and services were seen as overly expensive in the area. There is an overwhelming desire for more life to be brought to the area, in particular outside of working hours. While positive about the ’Tall Ships’, people were keen for more regular and small-scale events, (rather than large one-off), that could unite community and create on-going atmosphere. Many enjoy, and would like to see more, improvements in pedestrian and cycle access and to be able to walk or jog unrestricted around the basin. Some spoke of issues relating to the perception of safety at night and teenagers in groups being a growing menace.

What people said...

Fill empty buildings/ finish development  x 22 • Make less expensive x14 • More weekend/ holiday/ after-hours activity x10 • More local community, small, authentic events and cultural activities x 7 • Better maintenance x 6 • Improve access by foot/ bike x 6 • More Garda presence at night / tackle teenagers / security issues x 6 • Make the Lock accessible/ improve walkway around basin x 6 • More events/ life on the square x 6 • More community x 6 • Put handrail on basin / dangerous x 4

Services/ Facilities Needed

[What is missing? What is not working? Could it be closer to town?]

The lack of availability of parking and set-down areas and constant clamping are creating frustration for all users but in particular for residents receiving friends or deliveries. On the other hand, people would like to see more green spaces to soften the area and more dublinbikes. The lack of facilities for children to play is manifesting as a key strategic issue. People would like better lighting on streets that access the area. There are several shops and services missing to support daily living. People feel reduced rents and rates could encourage start-ups. People would like to see the potential of the water maximised. Better public transport services or larger accommodation were also mentioned.

What people said...

More Parking for workers/residents / visitors/ deliveries  x 18 • A Park/ Green spaces/ flowers/ wildlife x 14 • dublinbikes in Docklands x14 • More facilities for children x 13 • Better lighting on surrounding streets x7 • Over-zealous clamping x 7 • Reduce rates and rents for business start-ups x 7 • A bigger supermarket x 6 • More Shops x 6 • Hairdressers x 5 • Better Bus service/ public transport / connectivity x 5 • Bigger apartments / better space design x 4 • Better use of waterways x 4 • Change nothing x 3 • Less upmarket bars / restaurants x3 • More signage and maps x 3 • Drycleaners x 3 • More restaurants x3 • Cinema x 3 • Clean the water x 3
Community is broken

I like the view from the canal. Birds. People.

Turned out well. Miss some of the warehouses
What works well / Important Places
[What needs to be cherished, supported, kept?]

What people said...

Grand Canal Square/ Dock/ Basin x 23 • The Tall Ships x 14 • Walk along quays/ docks/ water x 11 • The Bord Gais Energy Theatre x 9 • Ely Wine Bar x 4 • Lunch outside in summer x 4 • Ferryman Pub x 3 • Benches on Grand Canal Square and at water x 3 • Boats x 2 • Mayor Square x 2 • Ocean Bar x 2 • Lighting at night x 2 • View from balcony/ upper floors x 2 • Fresh foodstore x 3 • South Wall Poolbeg x 2 • Valentino’s bakery x 2 • The views x 3 • Mix of old and new x 2 • General events x 3

Ziplines on dock during Tall Ships • Samuel Beckett Bridge • Bolands Mills • Killarney boat • Proximity to Sandymount/ Ringsend • Running on Quays • The Red poles on Square • Financial District • Herb Street Café • View from the Viking Splash • Christmas Market • Running on Grand Canal Dock • Near Ringsend Park • Famine Memorial • Jeanie Johnston • Watching Ferry come in • Windsurfing at weekends • Walk along Dodder • Waterways Museum Google • Coffee on square • Market in St Andrew’s Resource Centre

Wants / Ideas

What people said...

Put lasers on water • Installations • Use the old ships for leisure trips • Put pop ups in empty buildings • Better use of marina for water sports • Do more with locks • Bus service along quay to link with Connolly • Connect areas east of O Connell Bridge • Pitch and putt on raised grass level • Designed skateboard spot • Walkway all around basin.
Barrow Street
Barrow Street

Date 01/11/12  Response count:  97

Sub- locations: @Junction Lower Grand Canal Street , @Junction South Lotts Road

Profile of Respondents

Female – 47  Male- 47  Unrecorded - 7

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Why at location?

Live + work  x 44  Work  x 34  Passing Through  x 5  Visiting x5  Tourist x 3  Study x 1  Not Stated x 5
Sustainability of Place

[How long have you lived here? What would encourage you to stay/leave here? How is the living accommodation? How does the area make you feel? Attachment to place?]

Overall there was a sense of positivity towards the place - people enjoyed living and working there. Traffic was a concern including problems with taxis and this impinged on people’s enjoyment of the area. There were no real issues regarding accommodation. While most expressed a delight in living in the area, certain people did mention that they plan on moving out – mainly due to the desire for larger living accommodations, more space, and gardens.

Perception of the Area

[How does the area make you feel? Why? Emotional connection. Attraction. What has worked?]

Barrow Street felt like a place of physical contrasts and juxtapositions. The answers seemed to mirror this. Mainly people, though not all, liked the place and the mix of old and new developments. There seemed to be a real desire for further well-thought-out improvements. The area near Barrow Street had a homely feel coupled with a very modern and vibrant aspect. The location is great in many people’s minds. They enjoy the proximity to many facilities (shops etc) and amenities (water, parks, the beach).
What people said...

Positive

Like, good x26 • Positive x14 • Strong community feel x8 • Great, love it, x6 • Quiet, peaceful x6 • Energised, Vibrant, Alive x5 • Improved x5

Negative

Sad • Not inviting • Decrepit, run down • Creepy, lonely • A bit derelict, Not Fantastic • High buildings are an eyesore • Neutral • Lifeless • Mixed feeling • Scale of buildings is off • High rise is an eyesore
The old aspect is attractive

When you cross the canal to the city, you feel the change

Change Barrow St. Disaster. Can never drive here without a taxi in your face
Issues/ Improvements Required
[What could be improved? Public space. Vacant space]

The built environment seemed to be in people’s minds. There was a desire to see older disused structures and spaces being reused in new ways while still holding a strong connection to the heritage of the area. Several people enjoyed and asked for more greenery/parks/trees. The streetscape in certain areas bothered people. They asked for wider paths, safer conditions for walking and more people-friendly, social areas.

What people said...

Preservation of heritage, and reuse of old buildings (including Bolands Mills) x 11 • More green, parks x7 • More facilities for eating/socialising x6 • Clean up litter x6 • More use of water x5 • More pedestrian areas, widen footpaths x4

Services /Facilities Needed
[What is missing? What is not working? Could it be closer to town?]

Improved traffic flow and movement is a key concern. Many people touched on the heavy traffic load through the area. Dealing with the number of taxis came up time and again as did the desire for improved connections to the city centre and the coast. More dublinbikes stations would be a welcome addition as would more community spaces.

What people said...

Better public transport / traffic management/ less taxis x25 • dublinbikes x6 • More social/community space, people friendly environment x4 •

What works well / Important Places
[What needs to be cherished, supported, kept?]

The high point of the area that stuck out for many was the development on Grand Canal Dock. They liked the proximity to the city and older areas. There was a real desire to mix positive new development while retaining a strong link to the heritage of the area. The attachment to water played a part in the Canal being a valued location as did the beach, parks, and nature reserves in Ringsend.

What people said...

Grand Canal Theatre + Plaza x13 • Grand Canal x6 • Nature reserve, Parks, Beach x6 • Water related activities x6 • Tall ships x5

Wants / Ideas

Landfill over the river, can the council not leave us alone?! • Bring dublinbikes to the Grand Canal Docks • Bring more tourism to the area, utilising the richness in history and culture • Create a village/community area • Get rid of taxi rank • No more-high rise • Weekend markets.
Pearse Street
Saint Andrews resource centre
Pearse Square
Chimney View Apartments
**Pearse Street**

**Date 06/11/12  Response count:  81**

Sub-locations:
@Saint Andrew’s Resource Centre
@Chimney View apartments

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**Profile of Respondents**

Female - 30  Male- 51

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**Why at location?**

Live x 24  Work x 32  Passing Through x 7  Visiting x 15  Tourist x 1  Not Stated x 2

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*Born in Pearse house, now in Crumlin-I'd come back in the morning*
Sustainability of Place

[How long have you lived here? What would encourage you to stay/leave here? How is the living accommodation? How does the area make you feel? Attachment to place?]

People were predominantly positive about living in this location and had no desire to leave. We spoke to residents living in the following accommodations: Grand Canal Dock, Conway Court, Gallery Quay, Clarence Place, Pearse House, Macken Street, Longboat Quay, Pearse Square, Pearse Street, Markievicz House, Winter Garden. Very few raised issues about the quality of accommodation with the exception of Pearse House and the need for more space for children. Many we spoke to were born in the area and were glad to be re-housed in social housing within new apartment complexes.

Perception of the Area

[How does the area make you feel? Why? Emotional connection. Attraction. What has worked?]

People felt mostly positive about the area. Community, intimacy, people and friendliness were core elements of satisfaction as was accessibility to town, services and work. There were strong family and place connections in the area with Irishtown, the docks and Ringsend. Changes in the area in the form of new buildings and development, were seen as ‘for the better’. Where any negative feeling was expressed, it was due to dereliction and safety at night.
What people said....

Like it/ Grand/Good/Ok x 23 •Love it / Great / Terrific/ Perfect /Great Life / Lovely x 11 •Good Community feeling / Friendly x 9 •Central, close to town x 8 • The ‘new’ works well —better than before x 6 •Scary at night/ Rough x 6 •Run down/Sad/Deprivation x 6 •Nice place/ atmosphere x 5 •Quiet /peaceful x 5 •Modern/ vibrant/ Looks well x 3 •Busy / lively x 3 •Noise of traffic x 2 •Feels Safe x 2 •New doesn’t work •Changed •Good social mix •Clean & modern •Empty •Non-descript •Too much concrete •Crap – community gone

Great, convenient to town. The people, the community, new Docklands. It’s a pleasure to have coffee in Fresh /Ely. When I was young that was a no-go area.

There was an emotional connection between people that is breaking or broken now. Community is broken.

I like the view from canal-ships, birds, people around, buildings, at night lit up.
Issues/ Improvement required

[What could be improved? Public space. Vacant space]

A key issue for people was the run down feeling of Pearse Street, the unfinished development and the need for maintenance and upgrading of the public realm. Many people spoke about how the new development, while mostly better than before, was too commercial and at the expense of people, community and respect for tradition. St Andrew’s Resource Centre was seen as a key asset and venue in the area and should be supported. There was some mention of security concerns on Pearse Street at night, specifically anti-social behaviour and the need for more lighting and cameras.

What people said...

Upgrade / maintain buildings & streets / grubby x 7 •Over-commercialisation vs people centred x 6 •Boarded up shops / empty buildings/ unfinished work x 5 •Help social and community e.g. St Andrew’s/ homeless x 5 •More security / cameras x 3 •Reduce traffic x 3 •More bus frequency x 2 •Change nothing x 4 •Flooding in Pearse Square x 2 •Restore historical buildings x 2 •Knock down big tower x 2 •Better lighting x 2 •Teenagers causing trouble /Burnt-out Dubsins /Degraded seating x 2 •More parking at apartments •Not much to do •Cycle route Trinity to Pearse Street •Addiction rising •Development encroaching on existing buildings •Put local theatre in Bord Gais Theatre •No life at weekend •Exploit water marine activities

Services/ Facilities Needed

[What is missing? What is not working? Could it be closer to town?]

Key services cited as missing were play areas for children. Affordable shops - in particular for groceries (a Dunnes or Tesco) are required . People would like dublinbikes stations in the area and more supports and activities for teenagers. In the public realm, people would like more greenery, more signage and no dog poo. Other services mentioned were cheaper cafes, ATMs, dry cleaners and parking at apartments.

What people said...

More play areas/ kids facilities x 10 •More shops especially for groceries x 6 •Bring dublinbikes here x 3 •More for teenagers to do / supports x 3 •More greenery x 3 •Signposts/ maps x 3 •Cheaper shops/ cafes x 2 •An ATM/ banking facilities x 2 •More Parking at apartments x 2 •Dog poo x 2 •More drycleaners •Gym •More internet cafes •School for special needs •Remove parking bays •De-clutter •Markets •Complete Dublin District Heating Initiative •More support for small business •Enable walkway to end of docks
What works well / Important Places

[What needs to be cherished, supported, kept?]

Places that were important to people included the Grand Canal itself, the new square and the basin. There is a strong affinity to the water, the river, the docks and the sea. People had special memories based around the water such as walking around the Canal or childhood haunts around Ringsend. The Theatre was seen as a key attraction and anchor point.

What people said...

Grand Canal – Square, Basin and Dock x 9 • St Andrew’s-St Marks in Pearse Street x 7 • Riverside view / water x 5 • Bord Gais Energy Theatre x 4 • Pearse Square x 4 • Library x 3 • Seaside x 2 • Community spirit • The new development generally • The quays and strand • View from canal-ships, birds • Killarney boat on river • Ferryman pub • Mothers home in Townsend st • Over the bridge-Ringsend • Water Tower at Docklands • Astro-turf football on Pearse Street • Ringsend Park • Aviva Stadium • Ringsend Half-Moon swimming pool

Wants / Ideas

What people said...

Do something with Bolands Mills x 2 • Boat up to Heuston. • Restaurants on top of buildings. • Something quirky – e.g. restaurant with access by crane • Make use of the water.
Ringsend
Thorncastle Street
Outside shops
St Patrick’s Villas
Ringsend
Date 02/11/12   Response count: 49

Sub-locations:
@Thorncastle Street
@Saint Patrick’s Villas
@Outside shops

My priority area, I wouldn’t move out. City, Beaches, Dart, Luas, Everything.

Profile of Respondents
Female - 27   Male- 25 (2 unrecorded)

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Why at location?
Live x 35   Work x 8   Passing Through x 3   Visiting x 3
**Sustainability of Place**

[How long have you lived here? What would encourage you to stay/leave here? How is the living accommodation? How does the area make you feel? Attachment to place?]

We spoke mostly to people living here 10-50 years. They were generally very fond of the area due to the friendliness of the community, the local beach, water areas and personal connection to place which are likely to sustain affinity to place. Newcomers to the area were more ambivalent with issues around accommodation, feeling stuck and safety or anti-social behaviour. This was voiced carefully with a look over the shoulder. As one local put it, ‘it is hard at the start for outsiders’.

**Perception of the Area**

[How does the area make you feel? Why? Emotional connection. Attraction. What has worked?]

Most people loved the area, due largely to the tight-knit community, generations of family living there, its proximity both to the city and to natural amenities. These included the beach areas, Ringsend Park and the Docks, many of which are tied up in memories. However there was significant concern about anti-social behaviour by youths, safety and noise. People felt the Docklands development was good for Ringsend and made it more up-market. As one resident said, ‘People used to look down on Ringsend. Now it’s a great place to live’

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**What people said…**

**Positive Mentions**

- Love it/happy/great x 16
- Great community & neighbours x 11
- Ok/mixed feelings x 7
- Comfortable & safe x 7
- Friendly x 6
- Improved x 2
- Good / like it x 3
- Central & Accessible x 6
- Great for kids x 4
- A great natural amenity area x 2
- Interesting x 1

**Negatives Mentions**

- Anti-social behaviour intimidating x 8
- Noisy x 3
- Not safe at night x 3
- Poor respect for public realm x 2
- Crowded
- Lack of community
- Sad
- Horrible kip
- Used to be better
It may not look it but it’s incredibly safe.

Feels isolated. No bridge to Docklands.

Knock flats down. They are tenements.
**Issues/ Improvements required**

[What could be improved? Public space. Vacant space]

Traffic speed through the village is seen as a safety hazard. It was felt that the toll road cut the community off from the river areas on that side and that space was given to roads over people. People felt that the area needed to be tidied and dog-dirt was a very frustrating issue. The need for a right-turn signalled junction onto Thorncastle Street was mentioned.

**What people said…**

Traffic and speed is too dangerous x 8 • Place needs to be tidied/cleaned x 7 • Address Dog dirt x 4 • Lights at junction Thorncastle St x 3 • Noise of Tesco in morning x 2 • More activities x 2 • Restore derelict sites x 2 • Improve image/identity of area x 2 • Change Nothing/everything here x 2 • Better pedestrian linkage eg. Beach to Village, park to park

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**Less dog-shit. Nightmare. Everywhere.**

**Bringing Funeral remains over the bridge is a beautiful thing here.**

**Services/ Facilities Needed**

[What is missing? What is not working? Could it be closer to town?]

People would like to see more suitable and social housing because their present accommodation is too small. The flats were seen as completely inappropriate for family types and sizes, with kitchens back-to-back with toilets. Despite a range of local amenities and positive mentions of the local clubs, people still mentioned a need for more facilities for youths. This may relate to frustration with anti-social behaviour. The bus service is an issue despite the Luas connection with town on the Northside.

**What people said…**

• More suitable housing -Flats too small x 7 • More facilities for children/youths x 6 • Better bus service x 4
• A restaurant vs pubs x 2 • Cheaper supermarkets x 3 • Better lighting • A sports shop
What works well / Important Places
[What needs to be cherished, supported, kept?]

What people said...
Beach and Sea x 11 • Ringsend Park x 12 • St Patrick’s Rowing Club & Clan Na nGael x 5 • Walk along canal/ rivers/ North quays x 4 • Tall Ships x 3 • The Library x 3 • Grand Canal Square/Basin x 2 • Parks now well controlled x 2 • Bridges x 2 • Widened footpaths are great • Sponsorship of youth by Docklands Authority

Wants / Ideas

What people said...
Link the parks to avoid having to cross traffic • Advertise and market the area, guided walks, stained glass window in church should be highlighted • Toll bridge should go as people use new bridge as it’s free • Make bridge to Docklands – the nice bit • A one-way system in the morning
Sean O’Casey Centre (East Wall) & Seville Place
Sean O’Casey Centre, East Wall & Seville Place

Date 07/11/12   Response count: 63

My daughter lives in Sandyford and comments they don’t have facilities like East Wall. It’s a great place to live—a great community. The way they look after us, it’s very good. Great neighbours.

Profile of Respondents
Female - 37   Male- 26

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Why at location?
Live x 45   Work x 9   Passing Through x 4   Visit x 5
Sustainability of Place

[How long have you lived here? What would encourage you to stay/leave here? How is the living accommodation? How does the area make you feel? Attachment to place?]

At this location we met mostly older residents who lived in the area (including, North strand, Sheriff St/Seville Place, East Wall) for some time. People seem to be happy to stay in the area. The community is an important part in peoples’ lives and housing was not a major issue. In general the upkeep of public space and community facilities was a concern of most people.

Perception of the Area

[How does the area make you feel? Why? Emotional connection. Attraction. What has worked?]

People were enthusiastic and positive about the area. There were few negative replies. There was more interest in little improvements and upgrades that they felt were possible to achieve. The great community spirit and facilities were a big draw. The issue of derelict sites and poorly built developments arose as a point that upset people.

What people said...

Positive

Love it, great, fantastic, fabulous, brilliant x21 •The people, good neighbours, strong community spirit x21 •Like it, nice, grand, good x15 •good facilities x4 •location x3

Negative

Poor building/•unfinished development x3 •Youths causing anti-social behaviour x2 •Fear over safety x2
Issues/ Improvement required

[What could be improved? Public space. Vacant space]

The desire for the reuse and upgrading of public space-unused sites was expressed. People were upset with the look and feel of these sites (both old disused sites and newer abandoned developments). The issues of litter/dog dirt arose from the conversations. There was a desire for more green spaces and trees. In general, people wanted public space to be kept well. In this area a few people were annoyed with the new developments because it blocked their view of the mountains.

What people said...

Clean up & reuse empty space/derelict sites X7 •clean the streets/dog dirt/rubbish x7•more greenery/trees x5 •the new development blocks the view of the mountains x3

Good area-bad name(Seville Place), getting worse. A few young people causing problems. Love the area-House fine, was my mother’s house


Fine. Suffering. Developments not finished. Derelict. We have to live with the dereliction-buildings half finished. No one responsible, passing the buck.
Services/ Facilities Needed

[What is missing? What is not working? Could it be closer to town?]

The area was well liked and people have a desire for improvements to see the place prosper. The facilities for the community and especially older people were hugely valued and appreciated. Recreation facilities for youth was a priority, as was provision of sufficient support for the schools. A small number of people were annoyed with the lack of jobs for locals resulting from the development, and thought more could be done, possibly through more shops and business in the locality. Improvements to bus service was an issue, in particular regarding connectivity to the city centre.

What people said...

Better facilities for youth (incl. Park & swimming pool) x6 • Upgrade school x5 • more jobs for locals x4 • more/better choice of shops x4 • Better bus service x 3 • better living conditions for people – more space

Love it but unfinished developments. Wapping Street is an eyesore

Love it here. Convention Centre an eyesore. Afraid to go into it. Neighbours real neighbours

More jobs for young people local to the area. Wardens for dogs shite. Big problem. Get unfinished building completed. We lost our view of the mountains for them.
What works well / Important Places

[What needs to be cherished, supported, kept?]

The Sean O’Casey Centre seems to be a real gem in the area. It impacts many people lives and many generations in such a positive way. Fairview Park and the sea are great amenities that the locals love to enjoy. The church and school are strong in people’s hearts and minds and are important to them.

What people said...

The Sean O’Casey Centre & related activities x12 • Fairview Park (incl. Clontarf walk) x8 • Church x7 • School x4

Other mentions: The Youth club x2 • the Liffey walk from IFSC to Point • New park along canal • Shelly Banks • The ships & sea • Sit along canal • Convention Centre • The Odeon - parking is cheaper than town • Deep sea docks – worked there for 42 years • Water is important • At least it’s tidied up

Wants / Ideas

What people said...

More activities on water • more trees • better use of vacant spaces • Allotments • better use of parks • pedestrian bridge over the river
Church Road East Wall & Lighthouse Apartments.
East Wall – Church Road

Date 03/11/12  Response count:  52

@Church Road near Church
@Lighthouse Apartments near Church

Profile of Respondents

Female - 31   Male- 21

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Why at location?

Live x 46   Work x 2   Visit x 3   Not Stated x 1

It’s brilliant. Luas, town is close, The Park, The beach. I love here! It’s a little haven, Handy for everything
Sustainability of Place

[How long have you lived here? What would encourage you to stay/leave here? How is the living accommodation? How does the area make you feel? Attachment to place?]

We talked to people who mostly live in the area surrounding Church Road. Most people were walking to shops and back home again. Predominantly people had a long-term connection to the area; being born and reared in there or having moved into the area a long time ago. Certain issues about housing came to light. A couple of people raised concerns about the size of the houses with lack of space an issue. Flooding was mentioned as was the issue of dirt and litter on the street. Certain older people went out of their way to say they would never leave East Wall while a few expressed less of a devotion to the area.

Perception of the Area

[How does the area make you feel? Why? Emotional connection. Attraction. What has worked?]

Overall the response seemed to be positive. People were happy to live here and felt very connected to the place. Community spirit, activities and friendly people were very important elements that helped make this place special for them. People said there was an increasing issue surrounding safety and security with a recent spate of break-ins. The run-down derelict areas of East wall were a cause for concern, both in terms of aesthetics and also as sites for anti-social behaviour.
What people said…

Good community spirit, close knit, good people, welcoming, friendly, local x17 • Enjoy/ Grand/ OK/ Never Leave/ fine/ Comfortable/ Homely/ Trust x17 • Love it / Brilliant / Proud / Happy/ Great/ It’s a little Haven x14 • Feels safe x3 • Peaceful/ quiet /relaxed x3 • Handy for everything / have everything down here x2 • Sadness/ depressed & static x2 • It’s kip, a fucking kip • bad • It makes me want to move out • new rough element makes it feel less secure / the robberies are not nice • used to be better • House is full of dampness • everybody has moved out • clubs don’t cater for all ages • social behaviour with drink, drugs and everything.. I wouldn’t recommend anyone to buy a house here • Brand new • Alright • close to town • Secure • Changing and has changed

I’d two floods but nothing would make me leave! - I’ll be carried out feet first!!

My husband worked in shipyard. They said…”If you threw a brick you’d hit a relation!”.  

A f***ing kip! Now you have it.
Issues/ Improvements Required

[What could be improved? Public space. Vacant space]

Most people when asked for improvements talked about cleaning the place up in one way or another. This might be in the form of regenerating the derelict sites, upgrading existing shop fronts, or cleaning dog dirt, litter and leaves from the pathways. Renovating old houses arose as an issue in a few conversations. One visually impaired person talked about too many obstructions on the pathways.

What people said...

Clean up derelict sites/Clean up empty buildings x4 •Update the street façade / road surface x4 •Clean Dog dirt x4 •Clean streets (rubbish, leaves and weeds) x3 •Update old houses x3 •More parks, green space x2 •Flood protection x2 •Too many poles on pavements and roadworks too •More trees, more light •Get rid of big buildings •Water pressure is low •Target grants

No police presence! Daughters house was broken into!! They are on the rise

Clean up Cahill’s printers. Eyesore. Gangs hang around.

A bit down - House is full of dampness

Services/ Facilities Needed

[What is missing? What is not working? Could it be closer to town?]

People would like a better public transport service (primarily bus) to the area in terms of frequency and the route covered. Policing and security was a major concern for many with a desire to see more police on the streets, to deal with anti-social behaviour. A desire for more facilities for youths was also a recurring request.

What people said...

Better public transport / More buses / Change bus route x7 •More policing / I never see a policeman x7 •More facilities for youth x7 •Better range of shops / shopping centre x6 •Curtail traffic / pedestrianise certain areas x3
What works well / Important Places

[What needs to be cherished, supported, kept?]

The community centre is a very important part of this area as is the service it provides. People have good memories of the strong sense of community and miss that strength of connection and security. The neighbouring area of Fairview Park, Dollymount and the sea is important for many people.

What people said...

Community centre and its connected groups/activities x10 • Fairview Park, Coast road, Dollymount. The sea, Clontarf x 6 • The people / community spirit x6 • the church x3 • Russell Ave playground x2 • Youth Club x2 • local pub x2 • Paddy the Butchers • Along the docks 151 Bus service • Summer projects / Old East Wall Festival • LUAS • East Wall Watersports Centre • St. Mary’s Road, Grand Mall House • The garden club • The football kept the neighbourhood together

Wants / Ideas

Re-route the bus service to cater for the East Wall area • Increase policing in area. • Update shabby facades on street • Regenerate the old derelict sites at Cahill’s Printers and the Maxol station.
NCI/North Quays
Mayor Square,
North Quays
**NCI/North Quays**

Date 05/11/12  Response count:  44

Sub- locations:
@Mayor Square, @North Quays

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**Profile of Respondents**

Female - 10   Male- 34

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**Why at location?**

Live x 9  Work x 13  Passing Through x 8  Visiting x 2  Study x 12

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* I Like the view. Lovely but sad. Lovely, but at what cost. What’s lost?
* It’s a grey slab.
* Dublin is a lot cleaner than it used to be. Amazed at how quiet it is around here.
Sustainability of Place

[How long have you lived here? What would encourage you to stay/leave here? How is the living accommodation? How does the area make you feel? Attachment to place?]

People living in this location tended to be there just two to six years. All but one resident was happy there, with no mention of intention to leave. However, most respondents were working, studying or passing through the area for purely functional reasons rather than living or visiting and had a low attachment to the place. Very few females stopped to talk and those that did were largely community representatives.
After work it closes down.

Lovely. One of the nice areas except late at night.
Perception of the Area
[How does the area make you feel? Why? Emotional connection. Attraction. What has worked?]

Residents were happy, but there were mixed views from those passing through and working/studying here. In the main people were positive about the area but few rated it very highly. There were several comments about the area being very commercial, business-like and rushed in the day time but frequently dead after lunch or at night time. People liked the quays area and considered it clean and modern but with a certain greyness/anonymity.

What people said....

Positive
Like it / nice /grand/ fine x 11 • Love it / happy / great/ lovely x 4 • Diversity x 3 • Close to city/ handy /transport good x 3 • The new development works x3 • Clean x 3

Negative
•Rushed/ Business-like /modern/ grey/ built-up x 8 • Dead/ lacks life / Nothing special / sad/ Empty x 6

Issues/ Improvement required
[What could be improved? Public space. Vacant space]

People wanted to see the area softened with more greenery and colour, and that the character of any old buildings be retained in order to retain the balance with modern hard surfaces. They wanted more life brought to the streets (markets, exhibitions etc.), empty buildings filled and anti-social behaviour tackled. In general this translated as a desire to make the area more liveable.

What people said...

Soften the area eg. with greenery / allotments/ birds x 6 • Keep the history and old buildings x3 • Reduce vandalism / remove drug addicts / beggars x3 • Improve maintenance of the public realm x2 • Fill empty buildings x2 • More/ better seating x2 • Change nothing x2 • Enliven the area with markets, exhibitions, vibrant nightlife etc x2 • Balance commercial and residential / make more liveable x2
Services/ Facilities Needed

[What is missing? What is not working? Could it be closer to town?]

People requested more inexpensive places to eat/ shop and more variety. This reflects the student population captured. The space around the luas line was seen as an issue as was the Luas itself. People would like connection of the Luas Red and Green Lines and/or extension of Luas North to South. The need for hostel-style accommodation was mentioned. This is likely to be used by students overnighting occasionally as many students spoken to, came from outside Dublin.

What people said...

More inexpensive shops/ eateries/ groceries x3 •Different/ more food places x2 •More space at Luas / road / remove LUAS x2 •Extend Luas to Sandymount / Link Luas Line North-South x2

What works well / Important Places

[What needs to be cherished, supported, kept?]

What people said...

The Liffey/ quayside/ water x5 •Down by CHQ / building x4 •College area / Gym/ NCI x4 •Going out in boat by Poolbeg x2 •O2 back of Point x2

Wants / Ideas

What people said...

Fill in the empty buildings •Use the musical heritage of the area as a way to attract tourism •Use canal as a swimming facility •New campus for three schools at Anglo Building
Acknowledgments

Street conversation team:

John Conroy-‘Studio’
Una McGrath-Engagement Professional/ Designer
Michéal Rowsome- Engagement Professional/Designer
Dick Gleeson-Planning
Deirdre Ni Raghallaigh-‘Studio’
Siobhan O’Connor- Planning
Deirdre Scully-Planning
Simon Brock-Central area
Siobhan Maher-Public realm
Jane O’Donoghue-Planning
Pauline Riordan-‘Studio’
Elaine Buckley-Planning

Emmet Wafer, Dublin Institute of Technology & Andrew Philips, Institute Without Boundaries

We would also like to acknowledge the following people:

John O’Hara-Planning
Eileen Quinlivan-Planning
Paula Boyhan-Drawing office
James Cahill-Planning
Loretta Lambkin-Dublin Docklands Development Authority
Boye Mette-Docklands Docklands Development Authority
Conor Burns-Development
Ruth Dowling – ‘Studio’

The report was compiled by John Conroy, Una McGrath and Micheál Rowsome
## Appendix 1 – Profile of Respondents

### Age

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<td>537</td>
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</tbody>
</table>

### Why at Location?

<table>
<thead>
<tr>
<th>Location</th>
<th>Live</th>
<th>Work</th>
<th>Passing Through</th>
<th>Visiting</th>
<th>Tourist</th>
<th>Study</th>
<th>Not Stated</th>
<th>Sub-total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Canal Dock</td>
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<td>65</td>
<td>7</td>
<td>18</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>151</td>
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<tr>
<td>Barrow Street</td>
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<td>34</td>
<td>5</td>
<td>5</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>97</td>
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<tr>
<td>Pearse Street</td>
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<td>32</td>
<td>7</td>
<td>15</td>
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<td>81</td>
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<tr>
<td>Ringsend</td>
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<td>3</td>
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<td>0</td>
<td>49</td>
</tr>
<tr>
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<td>4</td>
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<td>0</td>
<td>63</td>
</tr>
<tr>
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<td>0</td>
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</tr>
<tr>
<td>NCI/North Quays</td>
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<td>8</td>
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<td>37</td>
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