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## Draft Annual Service Delivery Plan 2018

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

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

A Service Delivery & Resources Working Group was established following the Special City Council Meeting of 22<sup>nd</sup> May, 2017 at which the preparation of a Service Delivery Plan for 2018 was discussed. The Plan has been considered by the Working Group of the City Council at 3 meetings held between September and December 2017.

The adoption of the Plan is a Reserved Function.

The Annual Service Delivery Plan for 2018 is now presented and recommended for adoption by the Chief Executive.

The following resolution should be passed to adopt the plan:

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

**Owen P. Keegan**  
Chief Executive

**8<sup>th</sup> January, 2018**



# Draft Dublin City Council Service Delivery Plan 2018

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This Annual Service Delivery Plan 2018 has been prepared, as agreed at the Special City Council Meeting of 22<sup>nd</sup> May 2017, and in accordance with Section 134A of the Local Government Act 2001, as amended.

The focus of the Plan, as per the motion discussed at that Special Meeting, is on:

*‘delivering services at a standard expected for a modern, clean, well kept efficient functioning city.’*

The Annual Service Delivery Plan 2018 is formulated and adopted in the context of the City Council’s Mission Statement set out in the Corporate Plan 2014-2019 that:

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

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

The Plan for 2018 focuses on 15 of the principal services which the Council proposes to deliver, within existing constraints on funding and resources. In order to select the services for inclusion in the 2018 Plan, an analysis of recorded service requests received during 2017, from both Elected Members and the public, was carried out. The 15 services with most requests submitted were chosen as the basis for the 2018 Service Delivery Plan. It is intended to expand the range of principal services included in Service Delivery Plans over future years.

The 15 services are drawn from the following Division & Services Groups set out in the Annual Budget 2018:

Division A - Housing & Building  
 Division B – Road Transport & Safety  
 Division C – Water Services  
 Division D – Development Management  
 Division E – Environmental Services  
 Division F – Culture, Recreation & Amenity

#### **Details of each service**

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

- A description of the service, its objectives and priorities and how the service is delivered
- Details of Planned Work Programmes, Routine Work Programmes and Response to Service Requests, as appropriate to each service
- Performance standards and resolution timeframes to be met in the delivery of each service
- Proposed service enhancements for 2018
- Relevant budget code from which each service is funded
- The policy context, service constraints and customer responsibilities for each service to highlight factors that can facilitate and hinder effective service delivery
- Service contact details

#### **Implementation and monitoring**

Performance in the delivery of these principal services will be measured using the standards set out in this Plan and using National Service Indicators where appropriate. A report on progress and performance will be included in the Chief Executives Management Report every quarter and an annual progress report will be brought to the City Council as part of the Annual Report process.

**Service Description**

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.

The following are key objectives for the Housing Maintenance Section:

- Housing Stock is maintained in a lettable condition
- Repair Request Service response that meets all legal and policy obligations
- Building Components meet with required legislative and regulatory standards
- Effective communication through the Tenants' Handbook and appropriate interaction with tenants' representatives

Housing Maintenance Services incorporates a significant planned work programme of capital repairs and scheduled maintenance in relation to mechanical services, energy efficiency upgrades, void refurbishments and adaptations. A description of the programmes and a schedule of the work planned for 2018 are provided in Appendix 1.

Housing Maintenance Services received in excess of 65,000 repair requests from tenants in 2017. Dublin City Council tenants contact Customer Services, Housing Maintenance or Area Offices by phone or email to make repair requests. All repair requests are logged in the OHMS system and routed to the relevant Area Maintenance Officer (AMO) or relevant Special Crew Business Unit who deal with specialist works including painting, steel fabrication for steeling up units, choke car to deal with blocked drains and demolition/dangerous buildings. The requests are assessed by the AMO, who decides what action is required. In general, the request will be assigned to the relevant trades' foreman. The customer will be contacted by phone and an appointment made. Emergency repair requests are dealt with as a matter of urgency.

Housing Maintenance also provides a Caretaker Service which provides cleaning and waste collection services for nearly 200 flat and Senior Citizen complexes. The Caretakers are supported by two mobile crews for both Northside and Southside of the city with dedicated transport to carry equipment such as power washers and garden implements.

**Response to Service Requests**

<i>Resolution timeframe</i>	Service Requests will be responded to in the following timeframes: Emergency: Immediate Urgent: 5 Working Days Routine: 8 Working Weeks		
<i>Service Availability</i>	9am – 5pm Monday to Friday		
<i>Emergency Out of Hours Services:</i>	<u>Plumbing Service Repair</u> 5.30pm-9.30pm Monday – Thursday 5.30pm – 8.30pm Friday 8.30am – 6pm Saturday – Sunday	<u>Choke Car</u> 5pm- 9pm Monday – Friday 8.30am – 5pm Saturday On call – Sunday	<u>Dangerous Buildings Unit</u> 24 hour call out

	<u>Welding Services</u> 24 hour call out	<u>Electrical Services</u> 5pm – 8.15am every day	<u>Heating Services</u> 8am – 12am Saturday
<i>Updates &amp; Communications</i>	The service request is logged on the OHMS system and the status of the request is updated in the system. The service has moved to an appointment led service and tenants are contacted to arrange a suitable time for maintenance staff to call. All emails are acknowledged immediately.		

Performance Measurement	
<i>Planned Work Programme</i>	% of programme complete
	Energy Efficiency      BER rating improvement Progress on achieving reduction in emissions target
	Voids                              % of available housing that is void Average time taken from date of vacation of dwelling to date when tenancy commences
<i>Response to Service Requests</i>	Total number of repair requests received in the period % change in repair requests received since last period % repair requests resolved within timeframe

Proposed Service Enhancements
<p><b>Repair Requests</b> - A number of measures are being introduced to enhance/transform the service for 2018. These include:</p> <ul style="list-style-type: none"> <li>• Introduction of phones to all trades in order to make appointments and to text back when jobs are completed which gives real time information</li> <li>• Introduction of an Online Maintenance Repair Request Service for tenants</li> <li>• Roll out of a training on an ongoing basis. This will improve the quality of information captured and improve service delivery</li> </ul> <p>A number of improvements and changes have been made to the way we <b>communicate</b> with our customers. These include:</p> <ul style="list-style-type: none"> <li>• Co-ordinated approach with Customer Services to improve service to customers, designated phone lines for specific requests/follow up queries</li> <li>• Redesign of Housing Maintenance Customer Reception Area with improved access and signage to better meet the needs of our customer</li> <li>• Improved presentation of Reports to SPC through design of a new template</li> <li>• New Tenants Handbook currently being distributed with up to date information</li> </ul>

Resourcing - Funding for this service in 2018 is included in the following provisions in the Annual Budget & Capital Programme		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
A0101	Maintenance of LA Housing Units	€53.6m
Capital Programme 2017	Repairs to Vacant and Social Houses	€27.7m
	Refurbishment Schemes	€10.5m
	Improved Regulatory Building Standards	€6.1m
	Persons Improving Housing	€2.0m

<b>Service Constraints &amp; Policy Environment</b>	
<i>Service Constraints</i>	<p>Dublin City Council has 56% (13,218) of the Local Authority flat complexes in the country. 85% of these are 40 or more years old (as per NOAC report). By contrast 31.5% of local authority properties nationally are 40 or more years old with flats making up 10.8% of this. As future funding will prioritise planned over response maintenance Dublin City Council will face particular challenges because of its older stock. During certain times of the year certain elements of housing maintenance services may become oversubscribed, for instance the Domestic Gas Boiler Service in the event of a cold snap, which may result in response times exceeding the normal provision.</p> <p>In terms of repair requests and day-to-day maintenance of housing stock, maintaining quality trades staff is important given the reduction of 27% since 2008. There is also a need to change work practices and use new technology so that service demand can be met and real time data produced. Likewise, providing adequate staffing of the caretaker service is important for management of housing complexes.</p>
<i>Legal/Regulatory/Policy environment</i>	<ul style="list-style-type: none"> <li>• Corporate Plan 2015-2019</li> <li>• Dublin City Development Plan 2016-2022 and City Housing Strategy</li> <li>• National Disability Strategy, Dublin City Council Strategic Plan for Housing People with a Disability</li> <li>• Rebuilding Ireland</li> <li>• Dublin City Council Policy for the Management and Refurbishment of Empty Properties (Voids)</li> <li>• Departmental Circular 'Statutory Instrument No. 17 (Housing Standards for Rented Houses) Regulations 2017</li> <li>• Housing (Miscellaneous Provisions) Act</li> <li>• Housing (Standards for Rented Houses) Regulations 2008 and Housing (Standards for Rented Houses) (Amendment) Regulations 2009</li> <li>• EU Directive 2010/31/EU on the energy performance of buildings, specifically Articles 6 and 9(1) in relation to Nearly Zero Energy Buildings</li> <li>• Irish Building Regulations Technical Guidance Documents, Parts A-M SEAI Guide: Heating and Domestic Hot Water Systems for Dwellings – Achieving Compliance with Part L 2008</li> <li>• S.I. 17 – 2017 in terms of provision or heating services to tenants in rented accommodation.</li> <li>• S.I. 646 2016 for procurement related to energy efficiency</li> <li>• EU Ecodesign of Energy Related Products Directive 2009/125/EC</li> <li>• Boiler installations including supplies, flues and ancillaries - IS813, - Domestic, IS820, - Commercial, Gas Networks Ireland Technical Manuals, OFTEC technical publications</li> <li>• Cooling/refrigeration systems and heat pumps - Irish F-GAS guidance documents issued by the EPA, EU F-Gas Phase Down protocols (Regulation EU No. 517/2014 )</li> <li>• Electrical installations - ETCI ET101 "National Rules for Electrical Installations", ESB Networks requirements for installation.</li> <li>• Cold water - DCC Waterworks Regulations 1975, IW-CDS-5020-03 (Irish Water), EN806</li> <li>• Legionella protection - CIBSE TM13, HPSC Guidelines for the Prevention and Control of Infection from Water Systems in Healthcare Facilities, The Health and Safety Executive: Code of Practice for the control of Legionnaires' disease (L8) in addition to statutory HSA standards</li> </ul>

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/ Responsibilities</i>	Tenants should abide by their tenancy agreements and Dublin City Council's tenant handbook sets out the tenant's responsibilities for maintaining the property. When logging maintenance service requests the customer can help route the request to the most appropriate team by providing the fullest information possible.
<i>Submitting service requests</i>	<p>Customers can submit housing repair requests through the following channels;</p> <p>By phone: Customer Services on 01 2222222</p> <p>By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a> or <a href="mailto:housing.maintenance@dublincity.ie">housing.maintenance@dublincity.ie</a></p> <p>In person or By post: Customer Services Dublin City Council Civic Offices Fishamble Street Dublin 8</p> <p>Emergency out of hours: 01 6796186</p>
<i>Service Delivery Manager</i>	Frank D'Arcy, Senior Executive Officer Housing Maintenance Services

**SDP02 – Bulb Repair & Replacement Service Plan**

**Service Description**

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

**Routine Work Programme**

Night scouting is carried out on all patrol routes in the City on a rolling 8-week basis. Repairs are carried out on street light faults detected within 10 working days of a patrol route being night scouted.

**Response to Service Requests**

<i>Resolution timeframe</i>	Repairs to be carried out within 5 working days after receipt of a street light fault being reported by a customer
<i>Service Availability</i>	Monday to Friday 9am – 5pm. A call out system is in place to ensure that essential public lighting is available 24 hours a day 365 days a year. Customers can report an urgent issue through the Emergency After Hours number.
<i>Updates &amp; Communications</i>	The service request is managed through Confirm and a unique number is generated. IN the majority of cases if the repair cannot be fixed within 5 working days, the customer will be informed of the delay and the reason why. Alternatively, the customer can email <a href="mailto:lighting@dublincity.ie">lighting@dublincity.ie</a> and an update will be provided.

**Performance Measurement**

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

**Proposed Service Enhancements**

The LED Upgrade Programme included in the City Council Capital Works Programme will result in greater reliability and reduced street light outages in the medium term. This will, over time, reduce the need for night scouting and lead to further improvements in the delivery of the service.

**Resourcing - Funding for this service in 2018 is included in the following provision in the Annual Budget**

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
B0501	Public Lighting Operating Costs	€8.5m

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

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/ Responsibilities</i>	<p>The Customer making the notification needs to provide an accurate description of the location of the faulty street light(s). The minimum information required is the name of the road, the house number and pole number of the faulty street light and whether the light is directly outside, across the road or to the side of a house for example.</p>
<i>Submitting service requests</i>	<p>Customers can report faulty street lights through the following channels;</p> <p>By phone: Customer Services on 01 2222222.</p> <p>By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a> or <a href="mailto:lighting@dublincity.ie">lighting@dublincity.ie</a></p> <p>On-line: Submitting a service request through iSupport (<a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a>) or Fix your Street (<a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> )</p> <p>By post: Dublin City Council, Public Lighting Services, 61/64 Marrowbone Lane, Dublin 8</p> <p>Emergency out of hours: 01 6796186</p>
<i>Service Delivery Manager</i>	<p>Martin Maycock, Senior Engineer Public Lighting &amp; Electrical Services</p>

**Service Description**

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

1. Planned Maintenance – including delivery of annual works programme for carriageway resurfacing/ reconstruction, footway renewals, winter maintenance and renewal of street nameplates.
2. Responsive Maintenance – including responding to notified hazards, carriageway and footpath repairs, repairing damaged street furniture and responding to requests from emergency services. Over 13,000 customer service requests/enquiries are received annually. Resources are primarily focused on the repair or elimination of hazards that present the greatest risk to members of the public. On receipt of a service request, a Road Maintenance Services' Inspector examines and rates the severity of the defect (1 Critical Defect, 2 Serious Defect and 3 Defect). This, coupled with the impact number of the road<sup>1</sup>, generates a priority rating for each defect. So for example, a severe trip hazard on Henry Street will generate a high priority rating, whereas a minor defect on a quiet cul-de-sac will generate a low priority rating.
3. Reinstatements – Permanent reinstatement of openings excavated by all Utilities in antique, modular and specialist stone surfaces.
4. Inspection of Work – including the inspection of work carried out by external agencies and Utilities to ensure compliance with specified standards

**Planned Work Programme**

Road Maintenance Services prepare an Annual Works Programme for each of the five electoral areas which details planned major maintenance works to be carried out during the year. The Programme includes proposed carriageway resurfacing and reconstruction works in addition to major footpath renewals and repairs. The road name together with areas/lengths of carriageway and footpaths to be targeted for renewal and / or repair together with budget costs are included in this programme. The 2018 Annual Works Programme for Road Maintenance Services will be presented to the Elected Members in January 2018.

**Response to Service Requests**

<i>Resolution timeframe</i>	<p><u>Priority 1 Service Requests (All critical defects):</u> Priority 1 Service Requests include all critical defects such as cellar collapse, missing manholes cover and road collapse. These critical defects will be made safe as soon as possible, within 24 hours of inspection.</p> <p><u>Priority 2 Service Requests (Serious Defects on High Impact Roads):</u> All recorded Priority 2 defects will be repaired within a 4 week period or sooner</p> <p><u>Priority 3 Service Requests (Serious Defects on Low Impact Roads and Defects on High Impact Roads):</u> These defects will be attended to when they can be scheduled with other works in the area. It is not always possible to provide a timescale for attending to these defects.</p>
<i>Updates &amp; Communications</i>	<p>Customers and stakeholders that submit service requests to Road Maintenance Services will be provided with a unique reference number for their particular enquiry. Should a customer wish to check the status of their enquiry/ service request they may contact Road Maintenance Service and quote their reference number.</p>

<sup>1</sup>Each road/street in Dublin City has been graded according to its importance as a strategic traffic route by assigning it a Traffic Impact Number. The Traffic Impact Numbers assigned to each road/street in the City Council area are set out in Directions for the Control and Management of Roadworks in Dublin City. Impacts 1 and 2 considered low impact roads such as cul-de-sacs and quiet housing estates. Whereas impacts 3, 4 and 5 are considered high impact roads. O'Connell Street for example has an impact number of 5.

<i>Service Availability</i>	The Road Maintenance Services Public Counter - Monday to Friday 9:00am to 1.00 pm and 2.00 pm to 5:00pm Works are generally carried out Monday to Thursday 7.45 am to 4.30pm and Friday 8.00am to 2.30 pm. The Emergency Response Unit is on call 24hrs a day, seven days a week. Telephone Traffic Control 1800 293 949
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**Performance Measurement**

<i>Planned Work Programme</i>	% of programme complete
<i>Response to Service Requests</i>	Total number of service requests/enquiries received in the period Total number of service requests/ enquiries resolved in the period % Priority 1 & 2 defects repaired within timeframe

**Proposed Service Enhancements**

**Road Reinstatements** - It is an integral part of Road Maintenance Services strategy for the future delivery of its services to:

- Discontinue undertaking the permanent reinstatement of utility openings created by third parties, with the exception of those in antique granite, stone setts and specialist stone surfaces (e.g. Grafton Street and Henry Street).
- The budget and staff that had traditionally been assigned to the task of undertaking these permanent reinstatements will now be dedicated to focusing on the delivery of core and priority services, including identifying and prioritising the repair and elimination of defects and hazards on the public road network.
- Broaden and strengthen its regulatory role to ensure that the permanent reinstatement of openings completed by third parties comply with specified standards. This will necessitate a restructuring of the inspectorate function of the Infrastructure Management Unit with Road Maintenance Services.

**Transport Asset Management System (TAMS)** - The adoption of the Transport Asset Management System (TAMS), Confirm, has significantly changed how staff record and action work. For the system to be effective it is essential that all staff use it correctly. To assist with this there is an ongoing requirement for the monitoring and the evaluation data inputs and outputs. Road Maintenance Services has proposed some changes in local inspectorate structures in order to promote the optimum use of TAMS and thereby improve efficiencies across the division. The proposed changes to the inspectorate will facilitate improved work flow, improve the availability and quality of data and allow for better informed decision making.

**Resourcing** - Funding for this service in 2018 is included in the following provisions in the Annual Budget & Capital Programme

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
B03	Regional Road – Maintenance and Improvement	€10.5m
B04	Local Road – Maintenance and Improvement	€29.5m
Capital Programme	Refurbishment of footpaths	€1.0m
	Refurbishment of carriageways	€2.0m

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

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Responsibilities</i>	Customers reporting defects in the public road such as potholes and trip hazards are encouraged to provide sufficient details to assist with the efficient inspection, and prioritisation and scheduling of a repair. The inclusion of a photograph of the defect where possible helps staff identify the defect.
<i>Submitting service requests/ Contact details</i>	<p>All service requests/reports of defects should be sent to:</p> <p>email: <a href="mailto:roadmaintenance@dublincity.ie">roadmaintenance@dublincity.ie</a></p> <p>Phone: 01 222 2255</p> <p>On-line: Submitting a service request through iSupport (<a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a>) or Fix your Street (<a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> )</p> <p>Post: Road Maintenance Services, Block 2, Floor 4, Civic Offices, Wood Quay, Dublin 8</p>
<i>Service Delivery Manager</i>	Ronan O'Dea, Senior Engineer Road Maintenance Services

**Service Description**

The application and removal of road markings.

**Routine Work Programme**

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

**Response to Service Requests**

<i>Resolution timeframe</i>	Requests for renewal of road markings are inspected within 4 weeks. If the inspector deems that a renewal is required the implementation is carried out within 8 weeks, depending on service constraints There is a 30 day turnaround time from receipt of a Statutory Request for new road markings to resolution or plan for resolution
<i>Service Availability</i>	Service requests can be submitted during office hours, Monday to Friday, 9am – 5pm or through iSupport at any time. From 2018 works will be carried out on a 24/7 basis which should mitigate some of the constraints.
<i>Updates &amp; Communications</i>	The CRM system will be updated with all relevant information as the work involved is carried out or completed. Customers that contact Customer Service or check the status of their service request on-line will have access to this up-to-date status information.

**Performance Measurement**

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

**Proposed Service Enhancements**

The new service contract which is due to commence in 2018 makes provision for the availability of crews on a 24/7 basis. There are a lot of constraints in relation to providing this service e.g. traffic, weather and parking. A lot of this work has to be carried out at night time. The flexibility of having crews available 24/7 will allow many of the constraints to be addressed.

**Resourcing** - Funding for this service in 2018 is included in the following provisions in the Annual Budget & Capital Programme

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
Capital Programme	Road Markings	€0.4m

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

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/Responsibilities</i>	Customers in residential areas can facilitate this by not parking on roads when they have been informed that road markings are being renewed. Customers will have direct communication with us if required to overcome any issues delaying implementation.
<i>Submitting service requests</i>	Customers can submit a road marking renewal request through the following channels; By phone: Customer Services on 01 2222222 By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a> On-line: Submitting a service request through iSupport ( <a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a> ) or Fix your Street ( <a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> ) By post: Dublin City Council Environment & Transportation Department Civic Offices Wood Quay Dublin 8
<i>Service Delivery Manager</i>	Damien Cooney, A/Traffic Officer Transportation Division

**Service Description**

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

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

1. Reports of illegal parking can be made either through the Parking Enforcement Section in Dublin City Council or through the contractor directly. Reports received are prioritised. Those relating to primary routes are dealt with as soon as possible. All others are dealt with as part of routine patrols
2. Requests for declamping are made to Dublin Street Parking Services and appeals against clamping decisions can be made.

**Response to Service Requests**

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

**Performance Measurement**

<i>Response to Service Requests</i>	<p>Vehicles clamped as a result of reports of illegal parking are not distinguished from vehicles clamped as part of DSPS routine patrols and therefore it is not possible to report specifically on response to these type of service requests.</p> <p>Declamping requests and associated appeals:</p> <ul style="list-style-type: none"> <li>• % of vehicles declamped within 1 hour of payment (85% is the target)</li> <li>• % of vehicles declamped within 2 hours of payment (100% is the target)</li> <li>• % of first stage appeals finalised within 21 days.</li> <li>• % of first stage appeals refunded because time has elapsed</li> </ul>
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<b>Proposed Service Enhancements</b>	
<ul style="list-style-type: none"> <li>• The development of Parking Guidance App – this will assist customers by indicating the % likelihood of parking being available at particular locations.</li> <li>• Once off parking payments – allows customers pay for parking on their phones without registering for an account</li> <li>• Wave and pay technology at parking meters</li> <li>• An online appeals portal is being developed which will facilitate customers in making an appeal</li> </ul>	

<b>Resourcing - Funding for this service in 2018 is included in the following provision in the Annual Budget</b>		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
B0903	Parking Enforcement	€7.2m

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

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/Responsibilities</i>	Customers could become more familiar with parking regulations and information is available on the City Council website outlining where not to park. If a customer is clamped they can opt to receive notification by text of when their car is declamped.
<i>Complaint/appeal against parking enforcement</i>	<p>All complaints in relation to clamped vehicles are investigated thoroughly, initially by the Parking Enforcement Contractor Management who report to the City Council for final reply. The National Transport Authority (NTA) has now been given responsibility for second stage appeals and will publish annual reports on performance levels.</p> <p>The appeal process involves submission of a letter of appeal to Dublin Street Parking Services, P.O. Box 9965, Dublin 2 which includes the following information;</p> <ul style="list-style-type: none"> <li>• Your name and address.</li> <li>• The street name and approximate location where the incident occurred.</li> <li>• The date that the incident occurred.</li> <li>• The registration number of your vehicle.</li> <li>• The reference number (DC No.) from the Immobilisation Notice inside the blue-coloured plastic pouch attached to your vehicle.</li> <li>• The reason(s) why you think the decision was wrong.</li> <li>• Any documentation you feel supports your case, e.g. photographs.</li> </ul> <p>For a second stage appeal, the form and process can be downloaded from the NTA website.</p>

<i>Submitting service requests</i>	<p>Customers can report illegally parked vehicles through the following channels;</p> <p>By phone: DSPS on 01 602 2500 or Parking Enforcement Section on 222 2261</p> <p>By post: Dublin City Council Parking Enforcement Section Environment &amp; Transportation Department Civic Offices Wood Quay Dublin 8</p> <p>By post : Dublin Street Parking Services P.O. Box 9965 Dublin 2</p>
<i>Service Delivery Manager</i>	Kevin Meade, Senior Executive Officer Parking Enforcement Services

**Service Description**

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

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

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

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

**Planned Work Programme**

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

**Response to Service Requests**

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

**Performance Measurement**

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

### Proposed Service Enhancements

It is envisaged that the introduction of the Transport Asset Management system will increase efficiencies and improve service delivery. An online service request form is being developed which will streamline the service request process as currently requests are sent to a generic email address and it can be difficult to decipher the requirements. Screening of requests by administrative staff is taking place. A more streamlined appeals process has been put in place.

### Resourcing - Funding for this service in 2018 is included in the following provision in the Capital Programme

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
Capital Programme	Traffic – Minor Works	€1.4m

### Service Constraints & Policy Environment

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

### Customer Responsibilities & Service Contact Details

<i>Customer Requirements/Responsibilities</i>	Customers can facilitate the process by providing a clearer description of the request and a clear description of the location and the suitability of the location.
<i>Submitting service requests</i>	Customers can submit a TAG request through the following channels; By phone: 2222257 By email: traffic@dublincity.ie By post: Dublin City Council Roads and Traffic Department Floor 6, Block 2 Civic Offices Wood Quay Dublin 8
<i>Service Delivery Manager</i>	Andy Walsh, Senior Engineer Environment and Transportation

**Service Description**

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

**Routine Work Programme**

Dublin City Council operates the following gully cleaning programmes:

1. Routine Cleaning: The routine cleaning programme aims to clean each of the estimated 55,000 gullies in the City at least every 18 months.
2. Priority List Cleaning: Individual identified gullies, mainly located in the Central and South East Areas of the city, which block frequently. These Priority List gullies are generally located in low spots and/or areas with high leaf fall which means gullies get blocked up more frequently, resulting in ponding and surface water flooding. The target is to clean all gullies on the Priority List once every 6-8 weeks.
3. Rotational List: Ranelagh, Rathmines, Harolds Cross, Sandymount, Temple Bar, Clyde Road, South Lotts and East Wall are on a rotational list with the target of cleaning the gullies in these areas up to 3 times per year. The rotational list comprises of entire areas of the City that have problematic drainage due to various problems such as: heavy leaf-fall; risk of tidal flooding; narrow streets; older drainage infrastructure; heavy street parking etc.
4. High Speed Roads: There are 9 No. Level 5 Roads within the City Council's functional area. Level 5 Roads are defined in Chapter 8 of the Traffic Signs Manual as Dual Carriageways or motorways with speed limits of 50, 60 or 80 KM/h. The 9 Roads are as follows:
  - i. Finglas Road (from Clarendon Court to roundabout at North Road)
  - ii. North Road (from roundabout at Finglas Road to Northway Industrial Estate)
  - iii. Long Mile Road (from Walkinstown Parade to City Boundary)
  - iv. Malahide Road (from Artane Roundabout to City Boundary)
  - v. Naas Road (from Kylemore Road to City Boundary)
  - vi. Stillorgan Road (from Beaver Row to Flyover at UCD)
  - vii. St Johns Road West (from Victoria Quay to junction with South Circular Road (SCR))
  - viii. Con Colbert Road (from SCR junction to Chapelizod Bypass)
  - ix. Chapelizod Bypass (from Con Colbert Road to City Boundary)

The target is to clean the gullies on these 9 roads once a year.
5. Cleaning of O'Connell Street: The target for this programme is the cleaning of gullies on O'Connell Street 4 times a year.
6. Advance Work for Parades & Road Races: This programme ties in with the following events: St. Patrick's Day Parade; Dublin City Marathon; Ladies Half Marathon; the Samsung Night Run; and the Ironman event. In the days/weeks leading up to these events crews are taken off their usual programmes to clean gullies along the route of the event.
7. Advance Preparation for high tides / possible flooding during Christmas Break: In advance of the Christmas break gullies are cleaned along: Clontarf Road; Strand Road, Sandymount; and other roads in both those areas that are impacted whenever there is tidal flooding. The timing of when exactly in December this programme is run is entirely dependent on when high tides are predicted.

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

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

<b>Proposed Service Enhancements</b>
Two new gully cleaning machines were purchased in 2017 and have been put into use. Also, 6 new tipper vans have been purchased. This should impact positively on the efficiency of the gully cleaning service. It is planned to add the gully system to the Transport Asset Management System, Confirm, adopted and utilised by Road Maintenance Services and currently being rolled out in the Environment and Transportation Department.

<b>Resourcing</b> - Funding for this service in 2018 is included in the following provision in the Annual Budget		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
C08	Local Authority Water and Sanitary Services	€10.3m

<b>Service Constraints &amp; Policy Environment</b>	
<i>Service Constraints</i>	<ul style="list-style-type: none"> <li>The achievement of the metrics detailed above is subject to the availability of resources.</li> <li>Adverse weather including flooding: Normal programmed work ceases in adverse weather conditions which has an impact on the gully cleaning targets.</li> <li>Phased replacement of existing ageing fleet.</li> </ul>
<i>Legal/Regulatory/Policy environment</i>	Roads Act 1993

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/ Responsibilities</i>	<p>At present there are 3 customer requirements/responsibilities that could enhance the service the Gully Cleaning Unit provides:</p> <ol style="list-style-type: none"> <li>1. <u>Specific Gully Locations</u>: When customers are requesting gully cleaning, accurate/specific information about the gully location is vital in ensuring that the correct gully is inspected.</li> <li>2. <u>Refraining from parking over gullies</u>: Gullies that have cars parked over them cannot be cleaned. If at all possible customers should avoid parking over gullies particularly if they have sent in a request for the gully to be cleaned. In general, return visits are made by the crew to clean such gullies and if that is unsuccessful then cleaning is co-ordinated with the customer/owner of the car.</li> <li>3. <u>Up-take by the customer of Waste Management's Blue Bag Initiative</u>: Leaf fall is a particular problem for surface water drainage. Fallen leaves are swept towards gullies and block the gully grids during rainfall hence preventing water entering the gully. This causes surface water spot flooding even though the gully itself could be clean and in good working order. Road sweeping is a help but the volume of leaves is vast. Waste Management introduced the blue bag initiative some years ago to encourage the public to gather leaves themselves. A greater uptake by customers of this initiative would be of benefit.</li> </ol>
<i>Submitting service requests/ Contact details</i>	<p>Customers can report faults through the following channels;</p> <p>By phone: 01 2222222</p> <p>By email: <a href="mailto:cqsurfacewater@dublincity.ie">cqsurfacewater@dublincity.ie</a></p> <p>On-line: Submitting a service request through iSupport (<a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a>) or Fix your Street (<a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> )</p> <p>By post: Dublin City Council Surface Water &amp; Flood Management Division Block 1, floor 5 Civic Offices Dublin 8</p>
<i>Service Delivery Manager</i>	Sharon McMahon, Senior Executive Engineer Surface Water Maintenance & Flood Risk Management

**Service Description**

The Planning Enforcement Section provides the following services:

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

The Planning Enforcement Service responds to complaints of alleged unauthorised development. It is anticipated that there will be up to 1,500 new complaints received in 2018. This will lead to approx 3,000 site inspections 1,200 statutory warning letters being served, 300 Enforcement Notices and in excess of 100 cases where legal proceedings will be initiated in an attempt to secure the regularisation of unauthorised development.

**Response to Service Requests**

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

**Performance Measurement**

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

**Proposed Service Enhancements**

For all complaints received after 1<sup>st</sup> January 2018, a streamlined approach will be taken. Following first inspection, the file will be closed where it has been ascertained that there is no unauthorised development or the breach is minor or trivial in nature. Where it is demonstrated that there is a substantive breach of planning an Enforcement Notice will be issued. It will be the aim of the Planning Enforcement Service to carry out a first inspection within 6 weeks from receipt of a complaint. The format of reports will be more concise enabling Enforcement Officers to spend more time inspecting than doing paperwork.

**Resourcing** - Funding for this service in 2018 is included in the following provision in the Annual Budget

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

**Service Constraints**

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

**Customer Responsibilities & Service Contact Details**

<i>Customer Requirements/ Responsibilities</i>	Accurate information relating to alleged breaches would be very helpful from our customers. The Planning Enforcement Service is considering specifying a minimum threshold of information required to assist customers in reporting alleged unauthorised development.
<i>Submitting service requests/ Contact details</i>	Under the legislation and in order to maximise our options for enforcement action enforcement complaints must be made in writing/e-mail. By email: <a href="mailto:planningenforcement@dublincity.ie">planningenforcement@dublincity.ie</a> By post: The Enforcement Section Planning Department Dublin City Council Civic Offices Block 4 floor 2 Wood Quay Dublin 8
<i>Service Delivery Manager</i>	John Downey, A/Planning Enforcement Manager Planning Enforcement Section

**Service Description**

Dublin City Council provides services to remove, investigate and carry out enforcement in relation to illegal dumping. The current fleet in engaged in removing illegally dumped bags on an ongoing basis includes 2 large Bin Freighters and 5 caged vehicles. In addition, a team of Litter Wardens operates across the City and carries out patrols on a daily basis. Litter Wardens investigate reports of illegal dumping and take enforcement action where appropriate in accordance with relevant bye-laws and legislation. CCTV technology is also used to monitor problem locations of reported illegal dumping.

**Response to Service Requests**

<i>Resolution timeframe</i>	Customer reports of illegal dumping are resolved to within 24 hours of receiving the request.
<i>Service Availability</i>	<ul style="list-style-type: none"> <li>• 6am to 9pm Monday to Friday</li> <li>• A reduced weekend service is provided by the Public Domain shift.</li> <li>• Overtime shifts are also provided in problematic locations. For example, a large bin freighter is in operation at weekends for the purpose of removing illegally dumped household waste in the North Inner City area.</li> </ul>
<i>Updates &amp; Communications</i>	When a customer logs a service request they are given a unique reference number. Following the customer service enhancement proposed in 2018, this number can be used to obtain updates from Customer Services or online via iSupport.

**Performance Measurement**

<i>Response to Service Requests</i>	No. tonnes of illegally dumped household waste removed by the City Council in the period Cost of removal for the period including labour, fleet and disposal Enforcement metrics include number of patrols and enforcement actions taken
	Performance monitoring is based on outcomes of key environmental indicator surveys: <ul style="list-style-type: none"> <li>○ Irish Businesses Against Litter (IBAL) Report – 2 Annual Surveys</li> <li>○ National Litter Pollution Monitoring System (NLPMS) Report – 1 Annual Survey</li> <li>○ Dublin Town – City Centre Only</li> </ul>
	Total no of reports of illegal dumping received in the period % change in number of reports received since last period % reports resolved within timeframe

**Proposed Service Enhancements**

The current service will be enhanced with the following initiatives in 2018:

- Proposal to introduce a 7 over 7 shift pattern for the Public Domain which will provide a weekend service from 10am - 6pm across the city.
- Additional staff recently recruited to augment the numbers for the Public Domain and City Centre Shifts.
- A further proactive approach to enforcement by re-structuring the litter warden service and service delivery method to concentrate on measurable proactive enforcement methods.

- Continue to avail of Government funding such as the Climate Action & Environment (CCAÉ) Anti-dumping initiative campaign and continue to use CCTV
- Potential improvements to enforcement technologies deployed through Small Business Innovation research. This is a Smart Business Initiative in conjunction with Enterprise Ireland – an illegal dumping challenge set up to identify and fund development of low cost, high-tech solutions proposed to combat illegal dumping.
- Customer Service will be enhanced in 2018 through improved logging and processing of service requests. All service requests logged through the CRM system will have a unique reference number and will be routed directly to the local inspector/staff on the ground. This will streamline the way requests are processed and will facilitate the updating with real-time information, with each request being closed off when it is complete. Customer Service staff and customers will then have access to real-time updates and can track progress using the unique service request number.

<b>Resourcing</b> - Funding for this service in 2018 is included in the following provision in the Annual Budget		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
E0501	Litter warden service	€0.9m
E0502	Litter control initiatives	€1.0m
E0601	Operation of street cleaning service	€31.1m

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

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/Responsibilities</i>	Accurate information pertaining to the precise location of the illegal dumping. This accurate information facilitates the efficient removal and disposal of illegally dumped items.
<i>Submitting service requests/Contact details</i>	Customers can register a complaint of illegal dumping through the following channels; By phone: Customer Services on 01 2222222 By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a> On-line: Submitting a service request through iSupport ( <a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a> ) or Fix your Street ( <a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> ) By post: Waste Management Services, Environment and Transportation Department, 68/70 Marrowbone Lane, Dublin 8
<i>Service Delivery Manager</i>	Eithne Gibbons, Senior Executive Officer Waste Management Division

**Service Description**

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

**Response to Service Requests**

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

**Performance Measurement**

<i>Response to Service Requests</i>	<ul style="list-style-type: none"> <li>Total no of service requests received</li> <li>% change in requests received</li> <li>% requests resolved within timeframe</li> </ul>
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**Proposed Service Enhancements**

Customer Service will be enhanced in 2018 through improved logging and processing of service requests. All service requests logged through the CRM system will have a unique reference number and will be routed directly to the local inspector/staff on the ground. This will streamline the way requests are processed and will facilitate the updating with real-time information, with each request being closed off when it is complete. Customer Service staff and customers will then have access to real-time updates and can track progress using the unique service request number.

**Resourcing - Funding for this service in 2018 is included in the following provision in the Annual Budget**

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
E0601	Operation of street cleaning service	€31.1m

<b>Service Constraints &amp; Policy Environment</b>																					
<i>Service Constraints</i>	<p>Over the past 3 years, the number of vehicles inspected and removed by Dublin City Council has increased considerably. Continued increases in demand will make it difficult to meet stated timeframes for vehicle removal.</p> <table border="1"> <thead> <tr> <th></th> <th>2014</th> <th>2015</th> <th>2016</th> <th>% change 2014-2016</th> </tr> </thead> <tbody> <tr> <td><b>Vehicles Inspected</b></td> <td>692</td> <td>862</td> <td>1293</td> <td>+87%</td> </tr> <tr> <td><b>Removed</b></td> <td>130</td> <td>181</td> <td>337</td> <td>+159%</td> </tr> <tr> <td><b>Claimed by Owner</b></td> <td>8</td> <td>8</td> <td>16</td> <td>+100%</td> </tr> </tbody> </table>		2014	2015	2016	% change 2014-2016	<b>Vehicles Inspected</b>	692	862	1293	+87%	<b>Removed</b>	130	181	337	+159%	<b>Claimed by Owner</b>	8	8	16	+100%
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<i>Legal/Regulatory/ Policy environment</i>	Waste Management Act 1996																				

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/ Responsibilities</i>	Accurate information regarding vehicle registration and location
<i>Submitting service requests/ Contact details</i>	<p>The preferred method for receiving customer reports is through Customer Services (Phone 2222222) or Waste Management Administration. This ensures that all contacts with the customer are recorded on the customer service management system and can be routed to the appropriate Authorising Officer as quickly as possible.</p> <p>Customers can report abandoned vehicles through the following channels;</p> <p>By phone: Customer Services on 01 2222222</p> <p>By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a></p> <p>On-line: Submitting a service request through iSupport (<a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a>) or Fix your Street (<a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> )</p> <p>By post: Waste Management Services, Environment and Transportation Department, 68/70 Marrowbone Lane, Dublin 8</p>
<i>Service Delivery Manager</i>	Eithne Gibbons, Senior Executive Officer Waste Management Division

**Service Description**

The Street Cleaning Service is administered by the Waste Management Department located at Marrowbone Lane. The service includes the servicing and maintenance of 3,500 litter bins and the collection of 17,000 tonnes of street cleaning and litter bin waste annually. The service is delivered through a range of shifts and crews that cover planned work in the city centre and the suburbs and a rapid response team to cover unplanned work such as illegal dumping and household bulky waste collection.

**Routine Work Programme**

The Scheduled Street Cleaning Programme operates on the following basis:

City Centre: Shift operating 7 days per week from 6am to 9pm  
Night shift from 10pm to 6am six nights per week

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

**Response to Service Requests**

<i>Resolution timeframe</i>	Service requests in relation to litter bins are resolved within 24 hours Street cleaning requests are assessed by the relevant inspector within 24 hours to determine the action required.
<i>Service Availability</i>	Service Requests in relation to litter bin maintenance and street cleaning can be logged by phone 9-5 Monday to Friday, and online through iSupport/Fix Your Street 24/7.
<i>Updates &amp; Communications</i>	When a customer logs a service request they are given a unique reference number. Following the customer service enhancement proposed for 2018, this number can be used to obtain updates from customer services or online via iSupport.

**Performance Measurement**

<i>Routine Work Programme</i>	Performance monitoring is based on outcomes of key environmental indicator surveys: <ul style="list-style-type: none"> <li>○ Irish Businesses Against Litter (IBAL) Report – 2 Annual Surveys</li> <li>○ National Litter Pollution Monitoring System (NLPMS) Report – 1 Annual Survey</li> <li>○ Dublin Town – City Centre Only</li> </ul>
<i>Response to Service Requests</i>	Total no of requests for street cleaning received in the period % change in number of requests received since last period % inspected within timeframe  Total no of requests for litter bin maintenance received in the period % change in number of requests received since last period % resolved within timeframe

### Proposed Service Enhancements

**Smart Bin Technology** - The introduction of smart bin technology provides an opportunity for service enhancement as follows:

- Installation of Level Sensors inside existing litter bins, providing accurate updates on when a bin is full, will make collection schedules more efficient.
- The introduction of Big Belly Bins in the Central Commercial District and in specific locations (shop fronts and villages) outside the City Centre will allow for a rationalisation of the number of existing litter bins. Staff previously assigned to servicing bins in these areas will have an opportunity to focus on street sweeping as opposed to bin emptying thereby resulting in an overall higher standard of street cleaning.

**Area Based Cleansing Schedules** - Street cleaning in the suburbs is moving from assignment of work on a route based system to an area based system. This will reduce the number of vehicles working in each area as well as improve clarity around responsibilities in cleaning specific areas.

**Wash Programme** - Increased focus on the wash programme service for suburban areas and to parts of the city centre experiencing high volume of tourist numbers (Guinness visitor centre and Kilmainham Gaol for example).

**Customer Service** will be enhanced in 2018 through improved logging and processing of service requests. All service requests logged through the CRM system will have a unique reference number and will be routed directly to the local inspector/staff on the ground. This will streamline the way requests are processed and will facilitate the updating with real-time information, with each request being closed off when it is complete. Customer Service staff and customers will then have access to real-time updates and can track progress using the unique service request number.

**Resourcing** - Funding for this service in 2018 is included in the following provision in the Annual Budget

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
E0601	Operation of street cleaning service	€31.1m

### Service Constraints & Policy Environment

<i>Service Constraints</i>	An increase in tourist numbers and people travelling to Dublin to work will increase demand for cleaning services, most notably in the central commercial district and make it more difficult to achieve proposed service levels. Key developments such as the extension of the Luas Line and plans to pedestrianise College Green will require a different approach to city centre cleansing operations.
<i>Legal/Regulatory/Policy environment</i>	Litter Pollution Act 1997 Dublin City Council Litter Management Plan 2016-2018

### Customer Responsibilities & Service Contact Details

<i>Customer Requirements/Responsibilities</i>	Accurate information in relation to the precise location of street cleaning requests from customers will assist local management teams to deliver greater levels of efficiency. Better engagement with local businesses groups to achieve and maintain high cleaning standards within their area.
<i>Submitting service requests/Contact details</i>	Customers can register a service request through the following channels; By phone: Customer Services on 01 2222222 By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a> On-line: Submitting a service request through iSupport ( <a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a> ) or Fix your Street ( <a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> )

	By post: Waste Management Services, Environment and Transportation Department, 68/70 Marrowbone Lane, Dublin 8
<i>Service Delivery Manager</i>	Eithne Gibbons, Senior Executive Officer Waste Management Division

**Service Description**

Community Cleanups incorporate a number of Dublin City Council led initiatives which include:

- Adopt A Street
- National Spring Clean
- Dodder Action Group
- Local Community Cleanups
- An Taisce Beach Cleanups
- Canal Cleanups
- Team Dublin Cleanup

Other initiatives include the City Neighbourhoods competition, which acknowledges the work carried out across the city by communities to improve and enhance their neighbourhoods, and Pride of Place which celebrates community contributions to local society and the creation of civic pride.

Cleanups 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 central office via phone, email or through a Customer Services request for assistance. Dublin City Council provides equipment for the cleanup and arrange for collection and disposal of rubbish collected.

**Response to Service Requests**

<i>Resolution timeframe</i>	Planned scheduled delivery of equipment and collection of bags in fixed location post cleanup as agreed with customer. Bags generally collected on same day of cleanup but no later than 24 hours after cleanup is complete.
<i>Service Availability</i>	Collection service available from 6am to 9pm Monday to Friday with a weekend service provided by the Public Domain shift.
<i>Updates &amp; Communications</i>	Location of bags post cleanup agreed with customer prior to cleanup to facilitate efficient removal of bags.

**Performance Measurement**

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

There are a number of different teams involved in facilitating community cleanups: Environmental Liaison Officers / Public Domain Officers / Community Workers / Central Waste Management Services. A database of community cleanups and groups involved in regular cleanups will be developed in 2018. This will facilitate improved service delivery as responsibility for each group can be assigned to the appropriate team leading to continuity of service and the elimination of 'doubling up' on deliveries and collections. The database will also lead to greater accountability for the provision of equipment to groups. In addition, increased numbers and changes to the Public Domain shift pattern will provide for a better balance of staff numbers on this shift and lead to an improved weekend service from 10am to 6pm across the city.

<b>Resourcing</b> - Funding for this service in 2018 is included in the following provision in the Annual Budget		
<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
E0601	Operation of street cleaning service	€31.1m

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

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/Responsibilities</i>	While last minute cleanup requests are facilitated where possible, a planned cleanup where the customer provides notice of one week is the ideal position. In addition, where a community group engages in regular cleanups (once a month for example) for planning and continuity of service purposes, it is preferable that the cleanup takes place on the same weekend each month (last weekend each month for example).
<i>Submitting service requests</i>	Customers can request community clean-ups through the following channels;  By phone: Customer Services on 01 2222222 or through your local area office By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a> or On-line: Submitting a service request through iSupport ( <a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a> ) or Fix your Street ( <a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> )  By post: Customer Services Dublin City Council Fishamble street Dublin 8
<i>Service Delivery Manager</i>	Eithne Gibbons, Senior Executive Officer Waste Management Division

**Service Description**

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

**Routine Work Programme**

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

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

B.S. 4428 Recommendations for Landscape Operations

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

**Response to Service Requests**

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

**Performance Measurement**

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

**Proposed Service Enhancements**

Customer Service will be enhanced in 2018 through improved logging and processing of service requests. All requests for landscape maintenance /grass cutting logged through the CRM system will have a unique reference number and will be routed directly to the relevant District Parks Officer. This will streamline the way requests are processed and will facilitate the updating with real-time information, with each request being closed off when it is complete. Customer Service staff and customers will then have access to real-time updates and can track progress using the unique service request number.

**Resourcing** - Funding for this service in 2018 is included in the following provision in the Annual Budget

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
F0301	Parks, Pitches and Open Spaces	€18.5m

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

<b>Customer Responsibilities &amp; Service Contact Details</b>	
<i>Customer Requirements/Responsibilities</i>	When logging a service request customers should provide accurate information. Customers should ensure that cars are not parked on green spaces or grass verges as this restricts access for grass cutting machinery. Customers should note that grass cutting takes place every seven days in growing season or up to 14 days outside the growing season on grass verges.
<i>Submitting service requests</i>	Customers can submit grass cutting service requests through the following channels; By phone: Customer Services on 01 222 2222 or 01 222 5278 By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a> or <a href="mailto:parks@dublincity.ie">parks@dublincity.ie</a> On-line: Submitting a service request through iSupport ( <a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a> ) or Fix your Street ( <a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> ) By post: Parks and Landscape Services Dublin City Council Civic Offices Fishamble Street, Dublin 8
<i>Service Delivery Manager</i>	Leslie Moore, City Parks Superintendent Parks & Landscape Services

**Service Description**

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 arboricultural practice and the Dublin City Tree Strategy 2016-2020.

**Planned Work Programme**

A Tree Care Programme is presented annually to each Area Committee which details planned tree removal, maintenance and planting in each Area. This programme reflects the requests received during the year from councillors, residents and inspections carried out by Parks staff. While emergency pruning is carried out immediately, all non-essential pruning takes place generally between October and March (the dormant season for trees). Different trees species have specific requirements and this is factored in to annual works programmes. Where major tree maintenance is required residents will be informed. All works are carried out in accordance with the following standards:  
 B.S. 3936 Nursery Stock  
 B.S. 3998 Recommendations for tree work.

**Response to Service Requests**

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

**Performance Measurement**

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

**Proposed Service Enhancements**

As part of the implementation of the Dublin City Tree Strategy it is intended to conduct a **survey of the City's public trees** using tree management software to create a baseline inventory to better understand the urban tree resource and determine future maintenance needs. This work will be carried out in 2018/2019. The software for this exercise is already in place. It is also intended that the Tree Care Programmes will be circulated to Area Committee in October/November 2018.

**Customer Service** will be enhanced in 2018 through improved logging and processing of service requests. All requests for tree pruning logged through the CRM system will have a unique reference number and will be routed directly to the relevant District Parks Officer. This will streamline the way requests are processed and will facilitate the updating with real-time information, with each request being closed off when it is complete. Customer Service staff and customers will then have access to updates and can track progress using the unique service request number.

**Resourcing** - Funding for this service in 2018 is included in the following provision in the Annual Budget

<i>Service Code</i>	<i>Service Description</i>	<i>Total</i>
F0301	Parks, Pitches and Open Spaces	€18.5m

**Service Constraints & Policy Environment**

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

**Customer Responsibilities & Service Contact Details**

<i>Customer Requirements/Responsibilities</i>	When logging a service request customers should provide accurate information. Customers should ensure that cars are not parked in close proximity to the tree once works are scheduled as this may restrict access. Customers should note that tree pruning will not take place during March to September in accordance with the Wildlife Act 1967.
<i>Submitting service requests</i>	Customers can submit requests for tree pruning/maintenance through the following channels; By phone: Customer Services on 01 2222222 or Parks & Landscape Services on 01 222 5278 By email: <a href="mailto:customerservices@dublincity.ie">customerservices@dublincity.ie</a> or <a href="mailto:parks@dublincity.ie">parks@dublincity.ie</a> On-line: Submitting a service request through iSupport ( <a href="https://dcciservices.dublincity.ie">https://dcciservices.dublincity.ie</a> ) or Fix your Street ( <a href="http://www.fixyourstreet.ie/">http://www.fixyourstreet.ie/</a> ) By post: Parks and Landscape Services Dublin City Council Civic Offices Fishamble Street Dublin 8
<i>Service Delivery Manager</i>	Leslie Moore, City Parks Superintendent Parks & Landscape Services

### **1. Capital Repair Programme**

Dublin City Council's Housing Maintenance Section is committed to a diverse range of projects including precinct, infrastructural improvements, regulatory and fire protection works in line with available resources under the Capital Budget. This funding enables Housing Maintenance to refurbish a significant number of social housing units.

### **2. Mechanical Services Programme**

Domestic Gas Boiler replacements and servicing for Dublin City Council's social housing stock involves the replacement of old and inefficient boilers with new energy efficient gas boilers and temperature controls producing the highest efficiency output combined with fully inclusive 10 year warranty. This is resulting in substantial savings on running cost to tenants coupled with substantial saving to Dublin City Council on repair costs over the 10 year warranty period and reduced impact on our carbon footprint. Heating, Ventilation and Air Conditioning (HVAC) plant maintenance services are also provided to corporate sites such as libraries and non corporate sites such as senior citizen complexes and homeless buildings.

### **3. Energy Efficiency Fabric Upgrade Programme**

Dublin City Council actively researches and pilots solutions to improve the energy performance, comfort and space standards of the existing housing stock. Phase One of an energy efficiency fabric upgrade which involved cavity wall insulation, attic insulation, roof/wall insulation, lagging jackets and draught proofing has now been completed with 7,500 properties upgraded. The average BER rating improved from an F to a C3 rating and €16.6 million saved on energy bills for the tenants. Phase Two of this programme, involving over 8,600 units and aiming to achieve a BER rating improvement from E to C1/B1, is due to commence in late 2017 along with works being carried out under the Better Energy Community Schemes.

### **4. Voids Programme**

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

### **5. Extensions and Adaptations for Persons with Disabilities**

This Scheme provides funding for extensions and adaptations to existing social housing stock such as grab rails, disabled access ramps, wet rooms etc. This greatly improves the housing conditions for those living with disabilities. The scheme also provides extensions in cases of overcrowding and funding for Improvement Works in Lieu in order to improve or extend privately owned accommodation where the occupant is already approved for social housing, reducing the strain on current social housing stock.

1. Capital Repair Programme		
Fire Protection	<ol style="list-style-type: none"> <li>1. Ash Grove &amp; Coombe Ct</li> <li>2. Atkinson House €68,400</li> <li>3. Ballygall Parade</li> <li>4. Basin Grove</li> <li>5. Bernard Curtis House</li> <li>6. Blackditch Court</li> <li>7. Blessington St Flats</li> <li>8. Boyne St Flats</li> <li>9. Bride St Area Flats</li> <li>10. Bulfin House</li> <li>11. Canon Burke Flats</li> </ol>	<ol style="list-style-type: none"> <li>12. Carton Housing Estate</li> <li>13. Domville Court</li> <li>14. Emmet Crescent</li> <li>15. Heskin Court</li> <li>16. Lord Edward Street Flats</li> <li>17. Merville Court</li> <li>18. Oxford Grove</li> <li>19. Summer Hill Court</li> <li>20. Timberyard Apartments</li> <li>21. York St Apartments</li> </ol>
Precinct & Infrastructural Improvement <i>(Roof Repairs &amp; Standardising of Steps)</i>	<ol style="list-style-type: none"> <li>1. Beech Hill Villas</li> <li>2. Brian Boru St &amp; Ave Canon Mooney</li> <li>3. Claddagh Court</li> <li>4. Cromcastle Court Flats</li> <li>5. Georges Place Flats</li> </ol>	<ol style="list-style-type: none"> <li>6. McDonagh House</li> <li>7. WhiteFriar Gardens</li> <li>8. Sillogue Park Flats</li> <li>9. 25 Stairwell at</li> </ol>
Window/Door replacement	2018 Programme target - 100 initial houses and 180 other houses	
Fall Prevention Systems	<ol style="list-style-type: none"> <li>1. Alfie Byrne House</li> <li>2. Constitution Hill Flats</li> <li>3. Marrowbone Lane Flats</li> </ol>	<ol style="list-style-type: none"> <li>4. McDonagh House</li> <li>5. Michael Malin House</li> <li>6. Whitefriar Gardens</li> </ol>
Lead Piping Works	Framework being prepared for 400 Houses. Initial Programme to target 125 houses	
Marrsfield Apartments	Extensive essential repairs to multiple units in this development	
Legionella Management	2018 Programme target - O'Rahilly House and other projects as required	
Asset Management of pumps in all complexes	Develop Citywide Asset Register and data assessment for efficient pump maintenance Install telemetry on all pumps	
Condensation Trials and Installation of filterless fans	<ol style="list-style-type: none"> <li>1. St Michans House</li> <li>2. Tyrone Place</li> </ol>	<ol style="list-style-type: none"> <li>3. Ballybough House</li> <li>4. Bernard Curtis House</li> </ol>
Refurbishment Schemes	<ol style="list-style-type: none"> <li>1. Dorset Street</li> </ol>	<ol style="list-style-type: none"> <li>2. Constitution Hill</li> </ol>
CPO acquired properties	2018 Programme target - 6-8 properties	

<b>2. Mechanical Services</b>	
Domestic Gas Boiler Servicing	2018 Programme to target the servicing of all domestic boiler stock – 22,500 boilers Domestic planned preventative maintenance (PPM) schedule is in line with industry best practice and as per Irish standard IS813, Section C.1.2 i.e. annual servicing
Domestic Gas Boiler Replacement	Programme to target the replacement of 1,000 domestic boilers
H.V.A.C. Refrigeration, Air Handling Unit and Fire Damper Maintenance, Water Treatment, Foam Suppression, Gas Suppression	2018 Programme target - Corporate Sites – 37 and Non Corporate Sites – 90 Non Corporate sites include sports and recreation centres, community centres etc. Manage 325 individual maintenance contracts across all sites, with thirteen specialist contractors.  H.V.A.C. planned preventative maintenance (PPM) schedule is in line with industry best practice and as per Irish standard IS820, Section 10.5.2 i.e. annual servicing and Environmental Protection Agency FGAS requirements of up to four service inspections for certain refrigeration systems annually.
<b>3. Energy Efficiency Fabric Upgrade Programme</b>	
Energy Efficiency Fabric Upgrade Programme Phase 2	2018 Programme target - 400 units Dublin City Council's Target for 2020 is a 33% reduction in CO <sub>2</sub> emissions. As of Q1/2017 Dublin City Council has achieved a 40% reduction in CO <sub>2</sub> emissions.
Better Energy Community Scheme	2018 Programme target - Cromcastle Court Library sites currently on oil to be upgraded to natural gas
<b>4. Voids Refurbishment Programme</b>	
Voids Refurbishment Programme Refurbishment of 'Buy and Renew' Properties Bedsit Amalgamation Derelicts Programme Mortgage to Rent Repair Programme	2018 Programme target – <ul style="list-style-type: none"> <li>• Refurbishment of 900 properties</li> <li>• Reduction of total number of 'short term' void properties to no more than 375 at any given time</li> <li>• Continued reduction and elimination of Long Term Voids</li> </ul>
<b>5. Extensions and Adaptations for Persons with Disabilities</b>	
Extensions and Adaptations for Persons with Disabilities scheme	2018 Programme target - 183 housing adaptations and 10 housing extensions