Citizen Survey Report
Drones, Generative AI, Digital Twins & Emerging Tech

Executive Summary

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

YOUR DUBLIN YOUR VOICE
DUBLIN OPINION PANEL

Economic Development Office
Dublin City Council

Report Date:
12/09/2025
Survey Fieldwork:
August 2025

Report by: Delve Research
Survey Research & Analysis

www.delve-research.com

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Summary

Drone Technology – Awareness and Use

- **56% of respondents** were aware of drone technology and all of its applications – up from the comparable figure of 40% in 2021.
- **54% of respondents** feel positive about drone technology – down from 82% in 2021.
- **5% of respondents** use drones as a hobby, and 3% as part of their work.
- **5% of respondents** own a drone.

Uses of Drone Technology Likely by 2028

- **41%** expect that drones will be part of their life by 2028 **to get takeaway delivered** (65% in 2021)
- **36%** expect that drones will be part of their life by 2028 **for online shopping delivery** (63% in 2021)
- **33%** expect that drones will be part of their life by 2028 **for mail** (70% in 2021)
- **30%** expect that drones will be part of their life by 2028 **to get groceries** (57% in 2021)
- **9%** expect that drones will be part of their life by 2028 **to use as an air taxi** (23% in 2021)

Summary

Sentiment Towards Uses of Drone Technology

- Sentiment towards the use of drone technology for the delivery of **most public services** remains high (80%+), down slightly from sentiment in 2021.
- Sentiment towards the use of drones for **policing** has fallen from 83% positive in 2021 to **67% positive** in 2025.
- Sentiment towards the use of drones for **commercial** purposes is **relatively low at 45% positive**.

Concerns About the Use of Drones

- **70%** selected **privacy concerns** among their top 3 concerns about drones (74% in 2021)
- **45%** had **noise pollution** as a top concern – up from 14% in 2021
- **45%** had **security threats** as a top concern (58% in 2021)
- **38%** had **environmental concerns** as a top concern, up from 22% in 2021
- **36%** had **safety concerns** as a top concern, down from 51% in 2021.
- **34%** had **job losses** as a top concern, down from 49% in 2021.

Summary

Personal Experience of Concerns

- **21%** of respondents had **personally experienced a concern about drone use** in their local area (up from 11% in 2021).
- **Privacy** concerns (59% of issues experienced), **noise** (28%), lack of **regulation** (21%) and **safety and security** concerns (18%) were the most commonly reported concerns.
- **8% reported these concerns** to the authorities. **64**% did not report their concerns because **they didn't know how to** report or to whom.

Information and Regulation

- **9%** of respondents feel that it would be fairly easy or very easy to find out the purpose / ownership of a drone flying in their local area.
- **66%** feel that it would be **essential** that the public should be able to get information about drone flights openly
- **19%** indicated that they know who is responsible for drone use in Ireland (10% in 2021). 70% of these correctly identified the Irish Aviation Authority as the regulator.
- **27%** knew that larger drones must be registered with the regulator.

Summary

Drone Launch or Landing Sites

- The top three most suitable launch and landing sites selected by respondents were:
  - Industrial area (**62%**)
  - Rooftop of public or commercial building (**52%**)
  - Rooftop of a private building (**42%**)

- The top three factors influencing respondents' opinion of launch / landing sites were:
  - Frequency of landings and takeoffs (**75%** selecting as a factor)
  - Safety of the launch and landing site (**65%**)
  - Purpose of the drone flight (**60%**)

Summary

Generative AI – Awareness

- **58%** of respondents know what Generative Artificial Intelligence (Gen AI) means
- **53%** perceive some difference between traditional AI and Gen AI

Overall Sentiment towards Generative AI

- **47%** feel that Gen AI will have a positive impact
- **53%** perceive some difference between traditional AI and Gen AI

Use of Gen AI tools

- **59%** of respondents have used Gen AI tools for personal and / or work use
- Among Gen AI users, **ChatGPT** is the most popular tool, used by **89%** of users. **Co-Pilot** is used by **54%** and **Gemini** by **48%.**
- **77%** feel that **Gen AI will be part of their lives** in the next 3 years.

Summary

Positive Aspects of Gen AI

The top 3 positive aspects of Gen AI as perceived by respondents were:

- Automation of repetitive tasks (**56%** selecting in top 3)
- Increase productivity (**39%**)
- Improve business efficiencies (**34%**)

Sectors Most Transformed by Gen AI

The top 3 sectors expected to be most transformed by Gen AI over the next 5-10 years were:

- Media & Entertainment (**65%** selecting in top 3)
- Education (**52%**)
- Manufacturing (**43%**)

Concerns About Gen AI

The most commonly expressed concerns about Gen AI were "**Over-reliance / impact on critical thinking**", "**Job displacement and economic impact**" and "**Artistic and creative concerns**"

Summary

Future Benefits of Technology

- The top 5 areas that could benefit most from technology, as selected by respondents were:
    - Healthcare and wellbeing (**59%** selecting in top 5)
    - Transport and mobility (**57%**)
    - Public safety and emergency response (**54%**)
    - Education and learning (**50%**)
    - Communication and community engagement (**37%**)

Values to Prioritise

- The top 5 values that respondents felt future technology providers should prioritise were:
    - Privacy and data protection (**64%** selecting in top 5)
    - Transparency and accountability (**62%**)
    - Safety and reliability (**60%**)
    - Environmental sustainability (**49%**)
    - Human centred design (**48%**)

Summary

Concerns about the Evolution of Technology

- The most commonly expressed concerns about the future of technology were:
    - Ethical considerations and misuse of technology
    - Corporate control and profit motives
    - Job displacement and economic inequality
    - Regulation and governance of technology
    - Over-reliance and de-skilling
    - Environmental impact and sustainability
    - Privacy erosion and data security

33% of those commenting at this prompt had no concerns.

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Background to this survey

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

YOUR DUBLIN YOUR VOICE
DUBLIN OPINION PANEL

- Online survey, 5th – 24th August

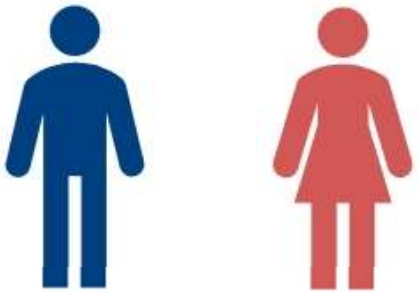
- 1,024 respondents

- 18% response rate

- Margin of error +/- 3%

- Robust panel in existence since 2010, recruitment through various channels

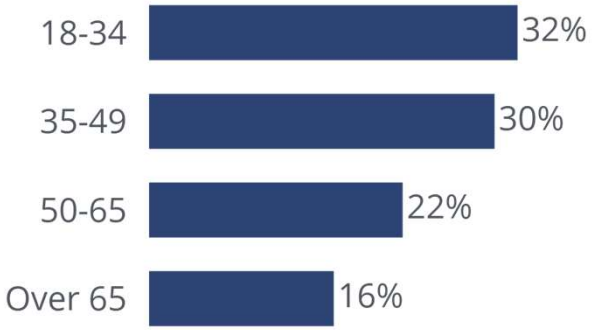
Respondent Profile



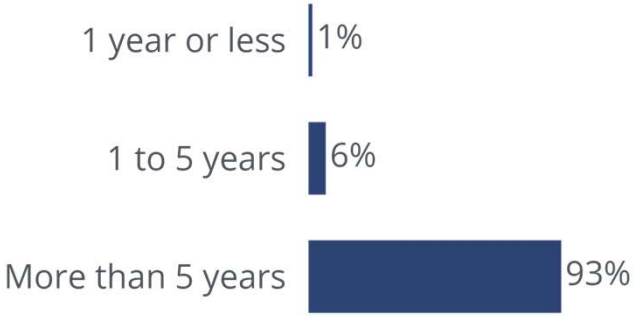
49% 51%

24% with dependent children in household

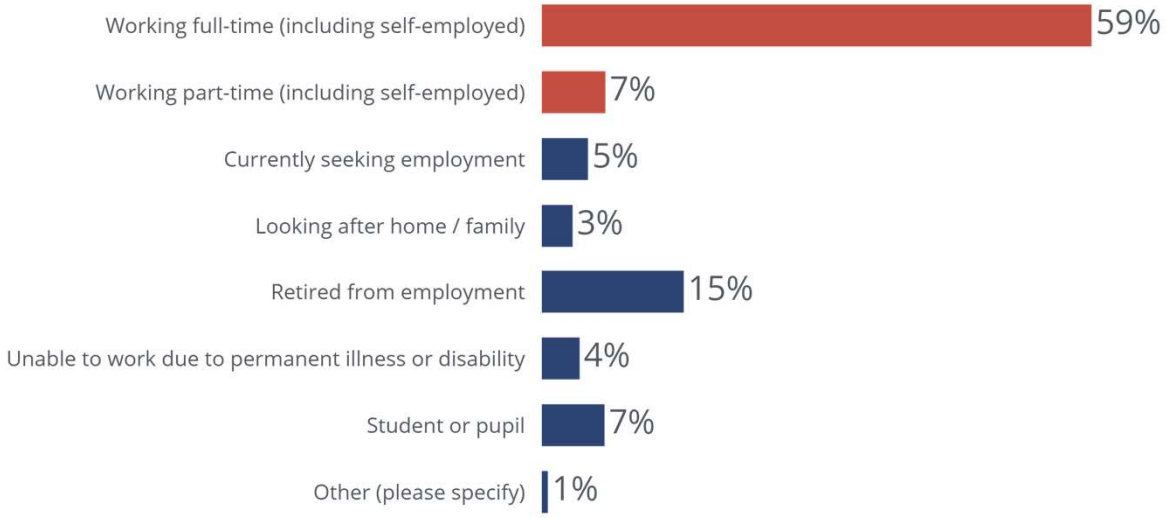
Age Group



Time Living in Dublin



Employment Status



Respondent Profile

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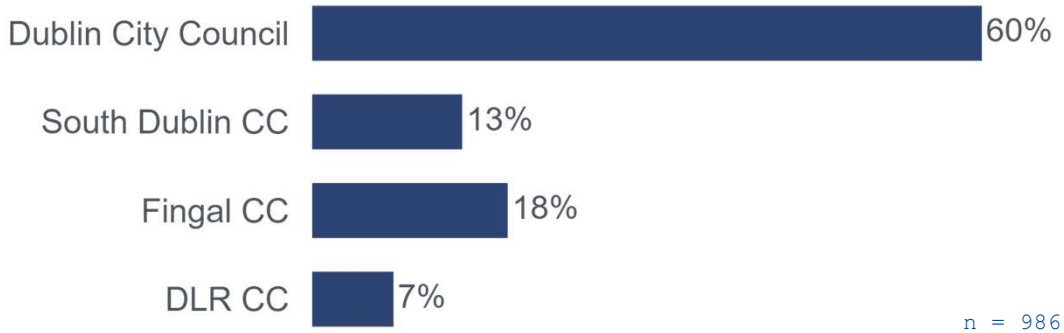
Dublin City Council

33 nationalities represented on this survey, 88% Irish

Local Authority



n = 986

Current Area of Residence

	%
Outside County Dublin	3%
Dublin 1	1%
Dublin 2	2%
Dublin 3	6%
Dublin 4	3%
Dublin 5	6%
Dublin 6	2%
Dublin 6W	3%
Dublin 7	8%
Dublin 8	8%
Dublin 9	7%
Dublin 10	2%
Dublin 11	6%
Dublin 12	7%
Dublin 13	7%
Dublin 14	2%
Dublin 15	4%
Dublin 16	2%
Dublin 17	1%
Dublin 18	3%
Dublin 20	2%
Dublin 22	2%
Dublin 24	3%
County Dublin	12%
NET	100%

Respondent Profile

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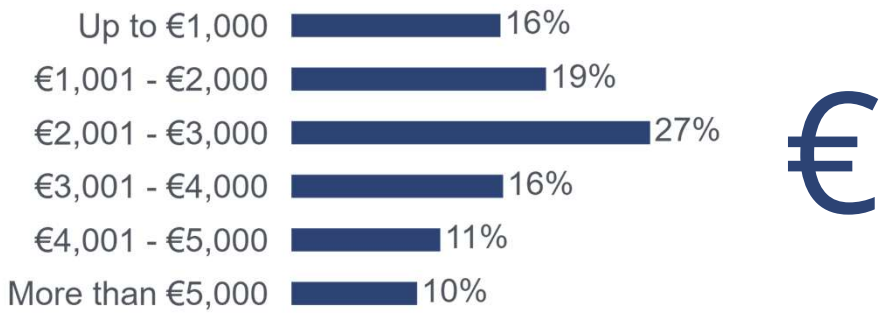
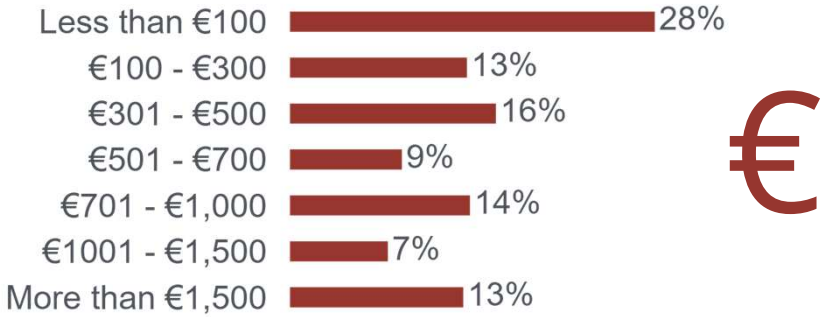
Dublin City Council

Monthly Income After Taxes, Before Bills



Monthly Disposable Income After Bills Are Paid



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Awareness of Drone Technology

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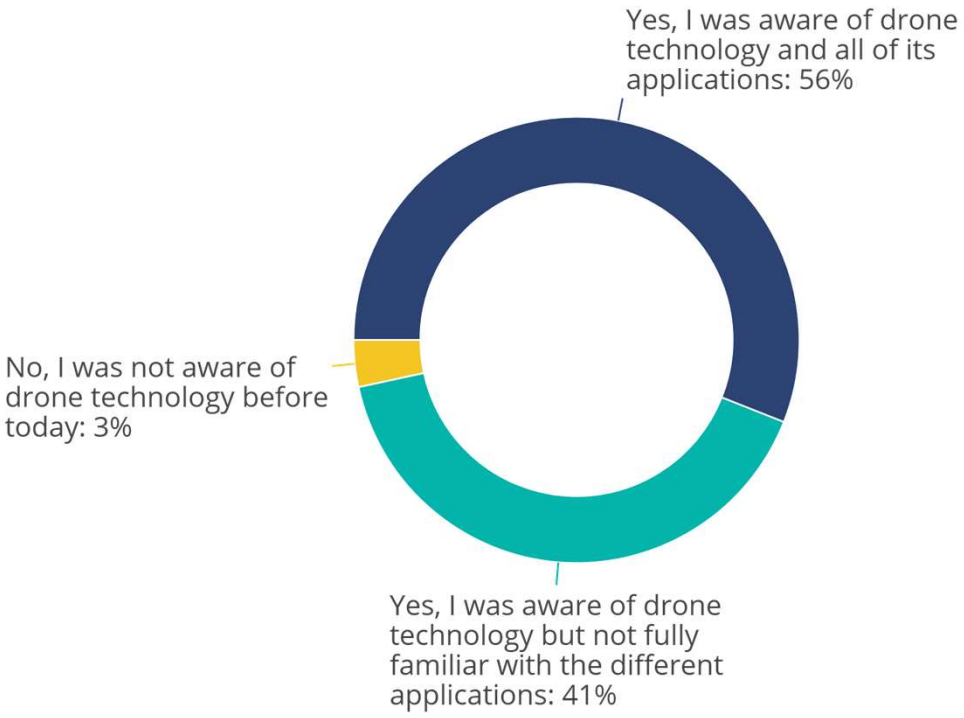
Dublin City Council

Before today, were you familiar with drone technology?



National baseline September 2021 = 40% "yes" aware of tech and applications
(Smart Dublin / Delve Research survey)

Base: 1024

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Overall Sentiment Towards Drone Technology

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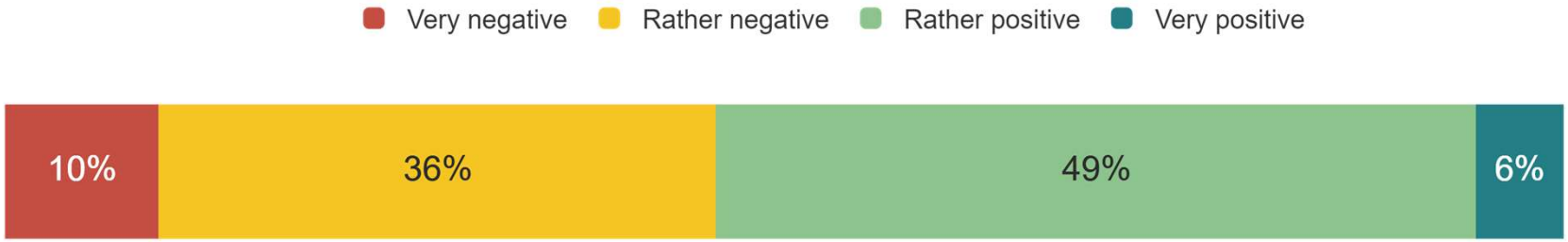
How do you feel overall about drone technology?



54% feel positive about drone technology

Baseline 2021 = 82% positive

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Use of Drones

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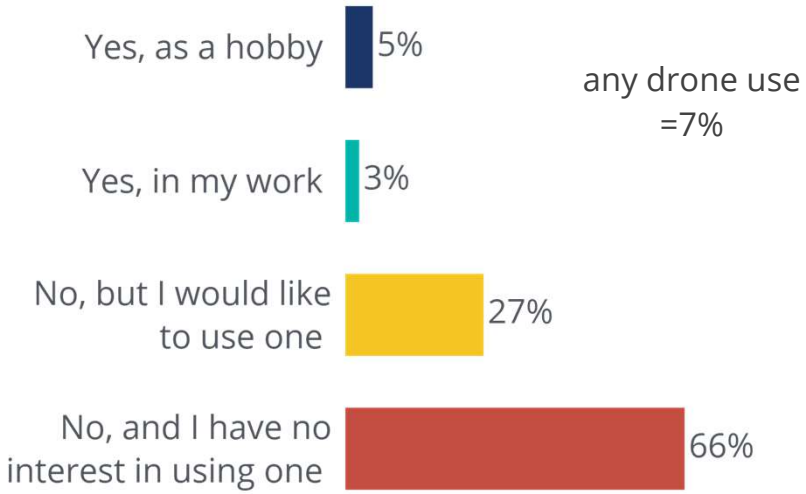
Do you ever use drones? Please select as many as apply to you.



Baseline 2021 = 13% "yes, as a hobby", 5% "yes, in my work"

Base: 1024

Drone Ownership

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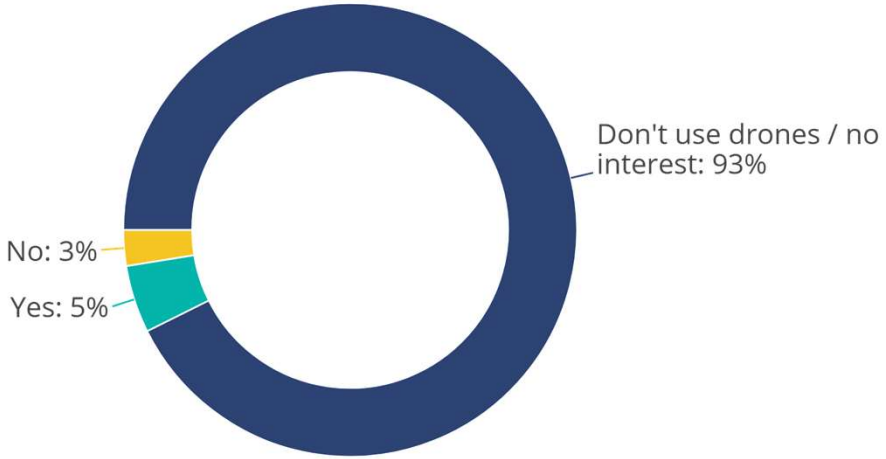
Do you own a drone or drones?



International comparison - USA = 8% drone ownership
https://www.phillybyair.com/author/msatell/
https://www.phillybyair.com/blog/drone-study/
Pew Research Centre (survey date not clear)

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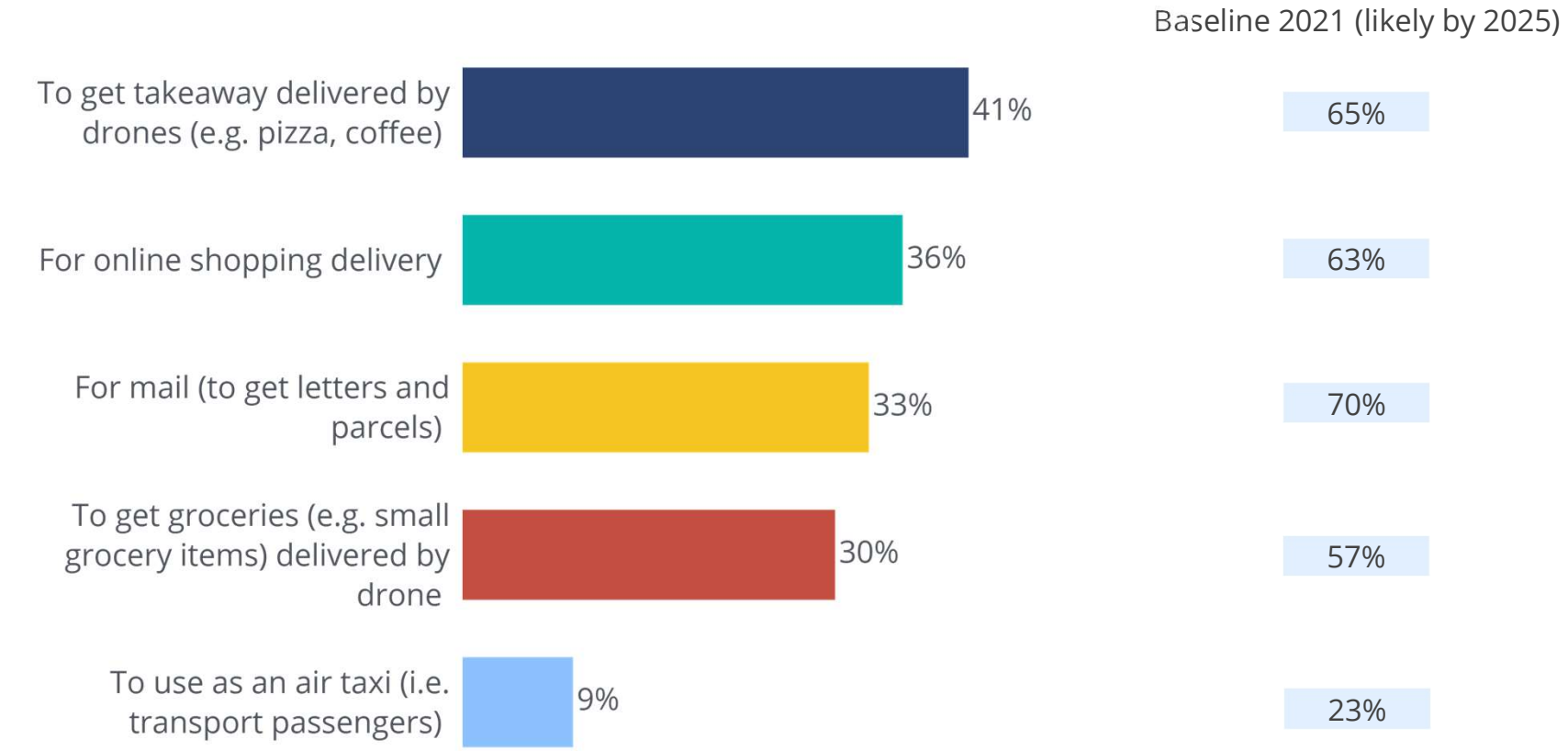
Likely by 2028

How likely do you think it is that drones will be part of your life in the next 3 years **(by 2028)**

% very or rather likely



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Sentiment Towards Uses of Drone Technology

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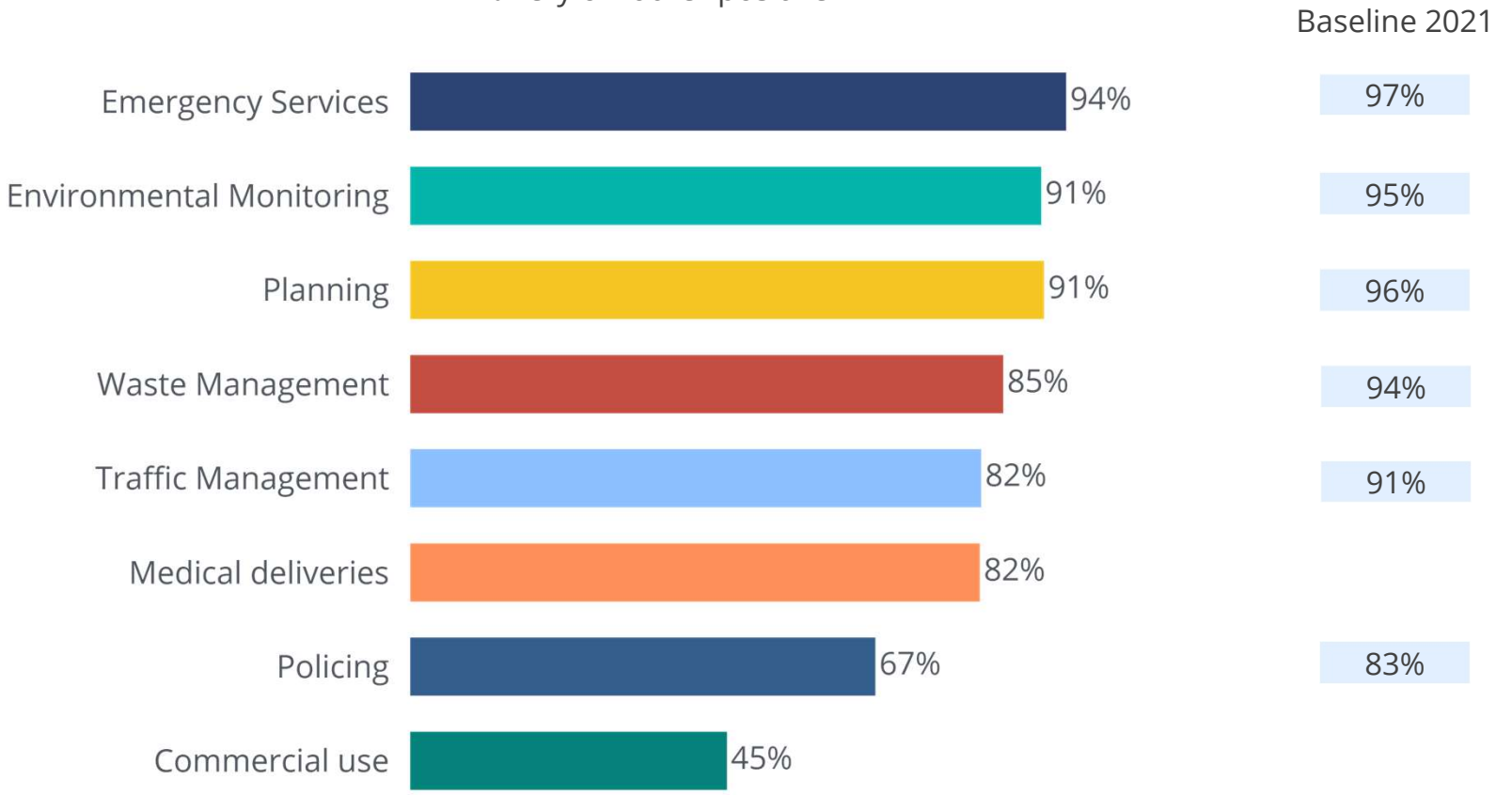
How do you feel about the following applications of drone technology to help deliver services:
% very or rather positive



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Concerns About the Use of Drones

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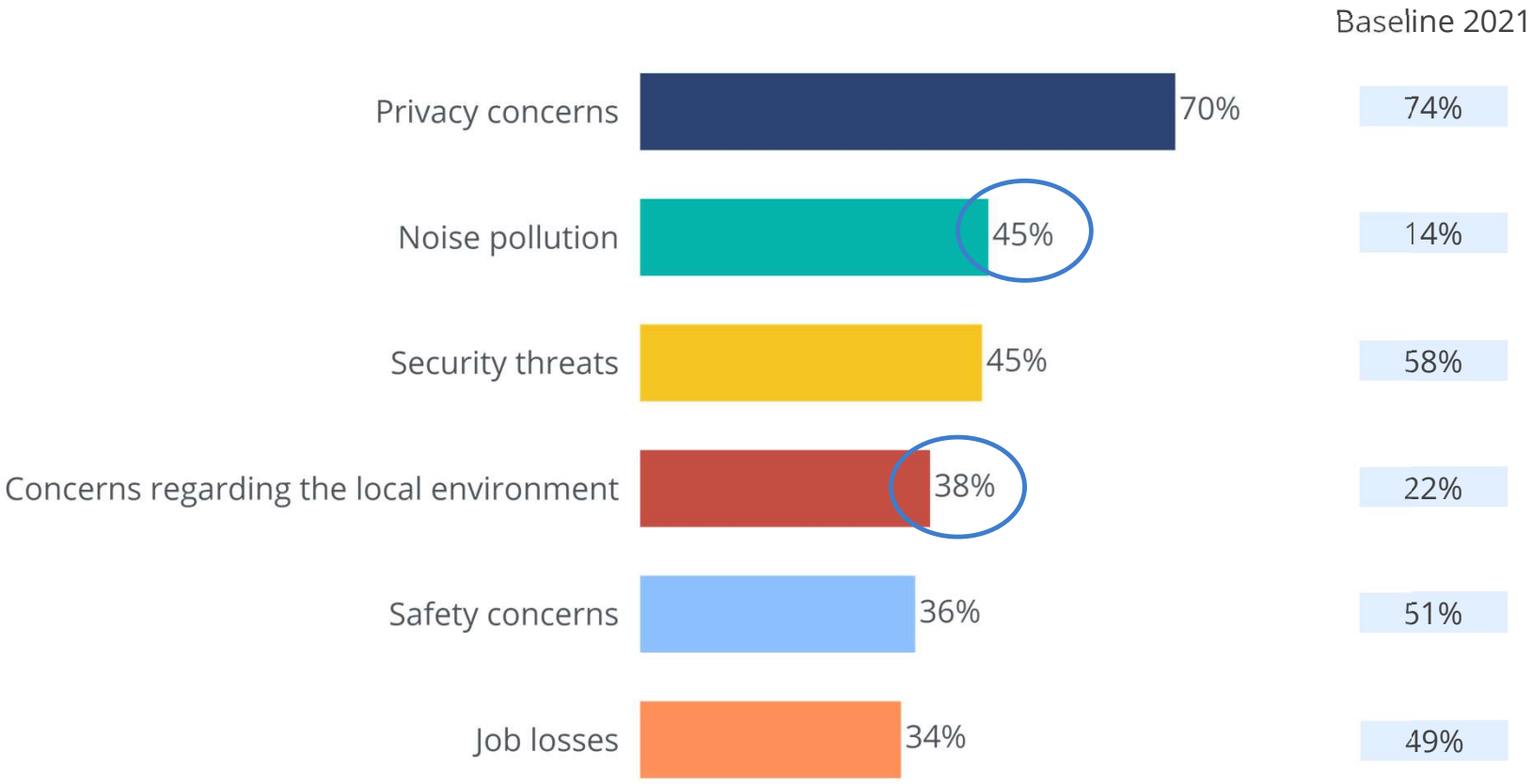
Dublin City Council

What are you most concerned about regarding the use of drones? Please consider your own usage of such a technology as well as other people using it (e.g. your family or neighbours), which may affect you as well. Please select up to 3 answers.
% selecting in top 3



Base: 1024

Personally Experienced Concerns

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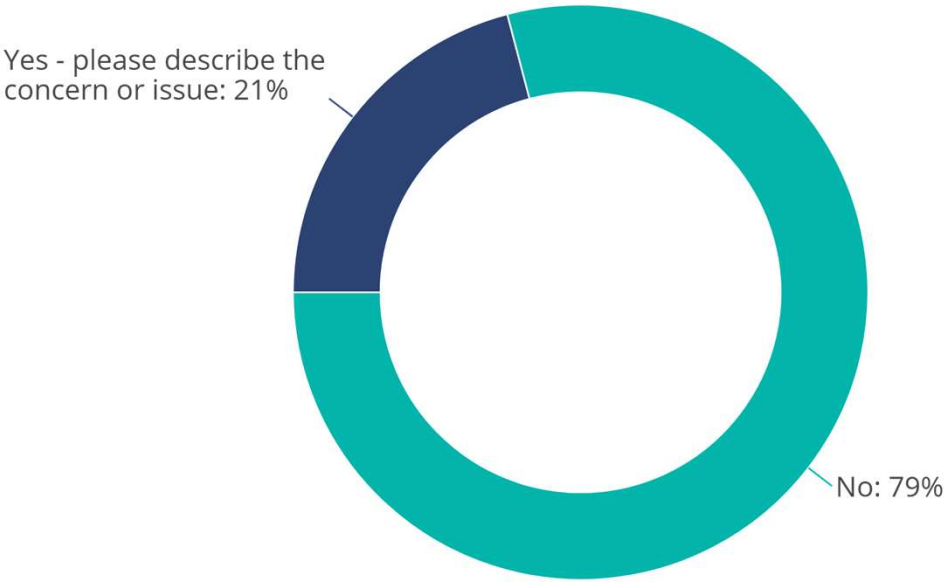
Have you ever had an issue where you saw a drone in your local area and had any concerns?



21% had experienced a concern or issue related to drone use

Baseline 2021
Yes - 11%

Base: 1023

Personally Experienced Concerns Described

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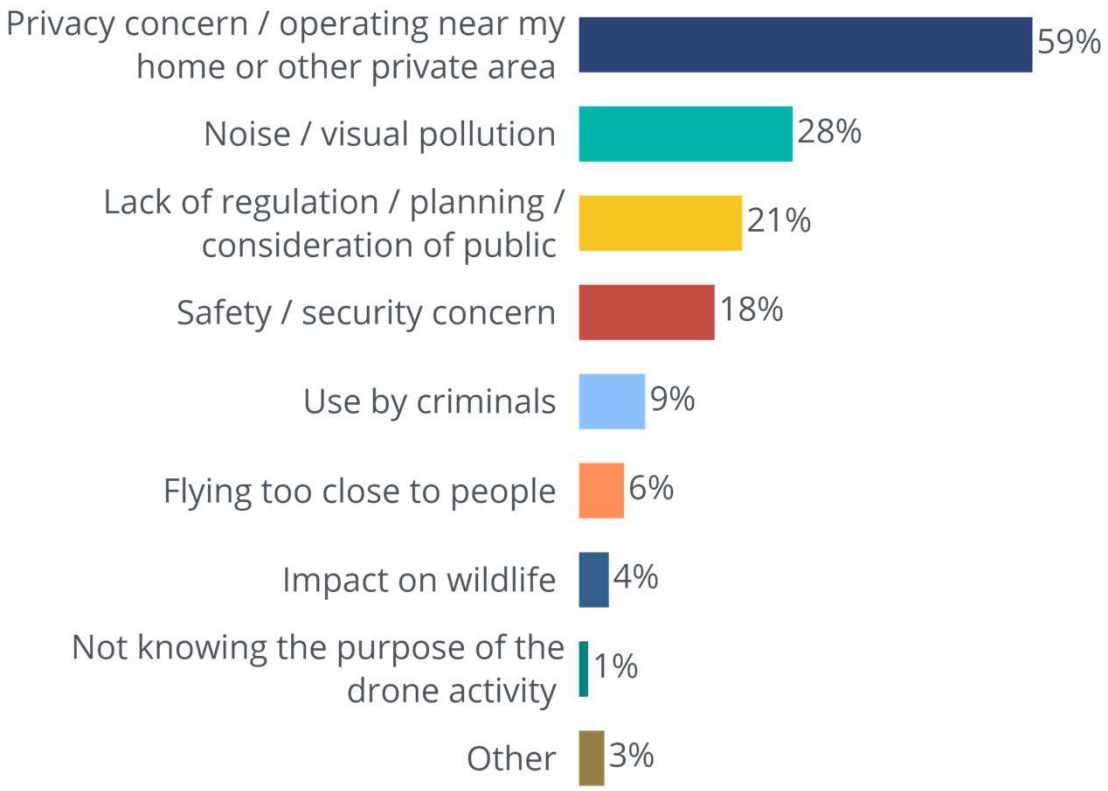
Personally Experienced Concerns
(categorised from open-ended comments)



Typical Comments
(selected from open-ended comments)

- *Outside window - could see in*
- *Drones flying over playground in St Anne's Park*
- *Couldn't tell why it was there & there was a news article about a pipe bomb being dropped into a garden*
- *No way of identifying owner or use. Annoying noise and feeling of being monitored just because it s near*

Reporting Concerns to the Authorities

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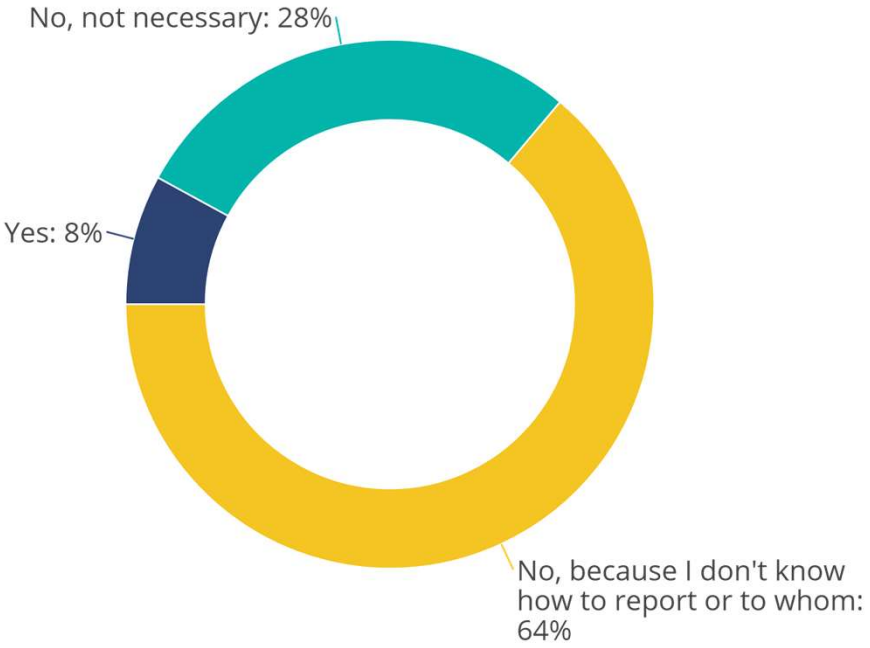
Dublin City Council

Did you report your concern to the authorities?
(asked only of those with personal experience of a concern)



64% didn't report due to not knowing how to

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XXII.	Concerns about Digital Twins	66
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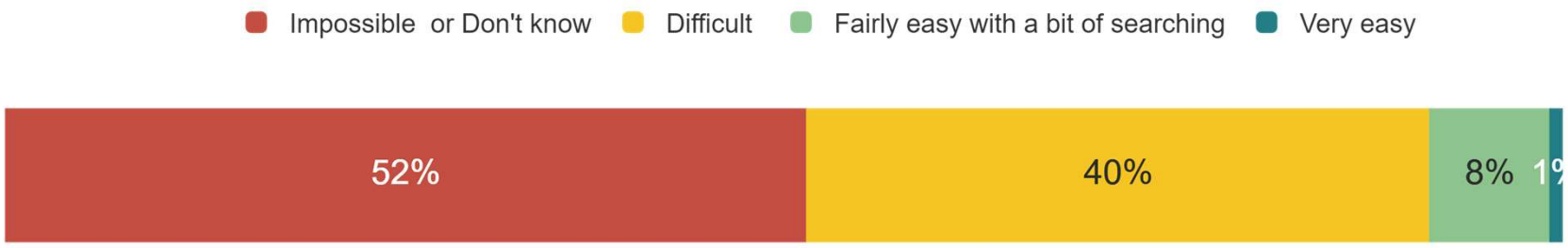
Finding Out Purpose / Ownership of Drones

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

If you saw a drone flying in your local area and you wanted to find out its purpose / ownership, how easy do you think it would be to find this information?



9% feel this would be very or fairly easy

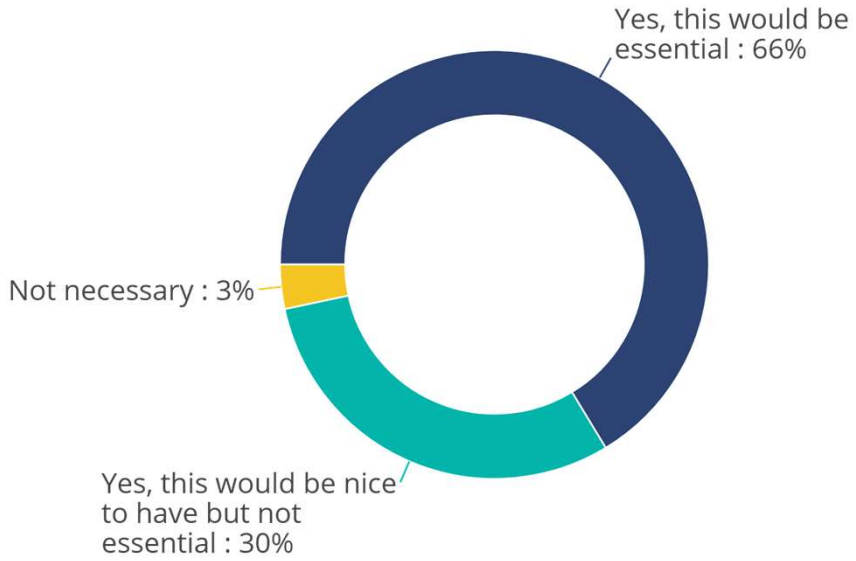
Baseline September 2021 = 12%

Base: 1024

Open Information About Drones

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Do you think that members of the public should be able to get information about drone flights openly? For example via a public register of flights showing time and location information for drone flights.



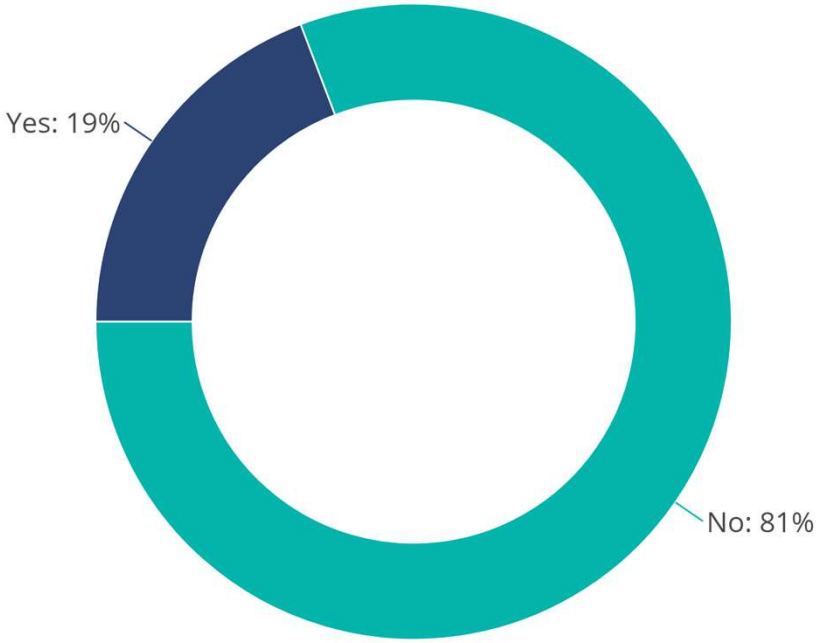
Baseline September 2021 = 59% essential

Base: 1024

Awareness of Drones Regulator

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Do you know who is responsible for regulating drone use in Ireland?



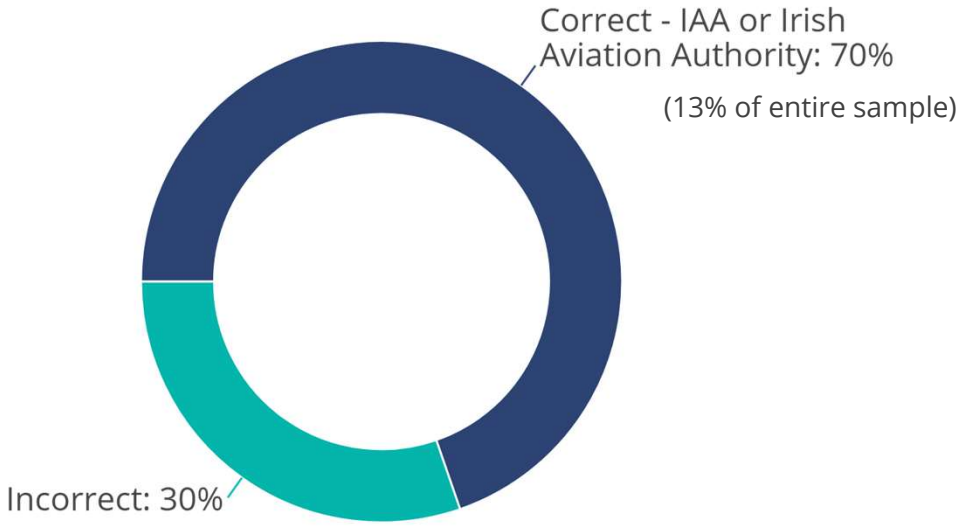
Baseline September 2021 = 10% Yes

Base: 1024

Awareness of Drones Regulator

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

If "Yes" at previous question - "Can you name the body responsible for regulating drone use in Ireland?"

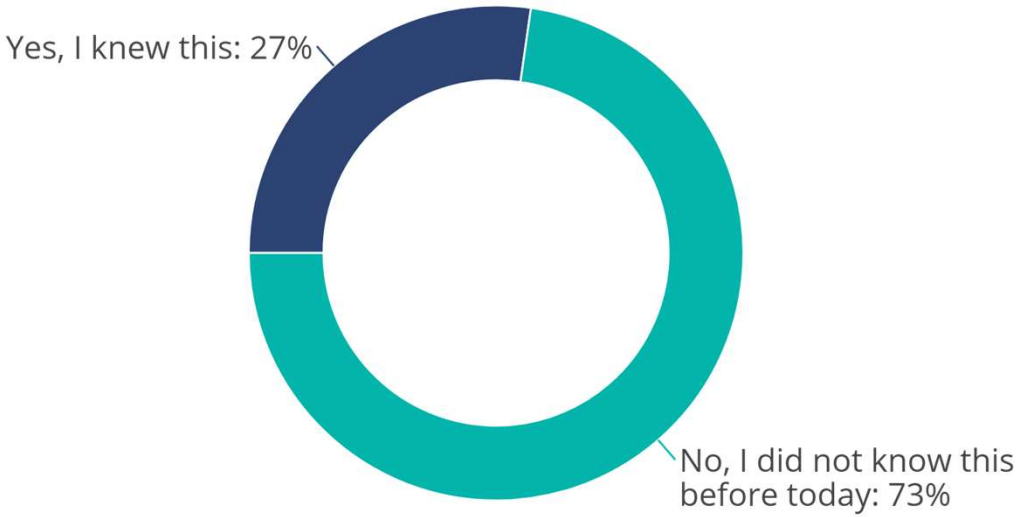


Baseline September 2021 = 51% Correct
(5% of entire sample)

Awareness of Registration Requirements

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Did you know that if a drone has a camera or weighs over 250 grams, except for toy drones, it must be registered with the Aviation Regulator?



Base: 1024

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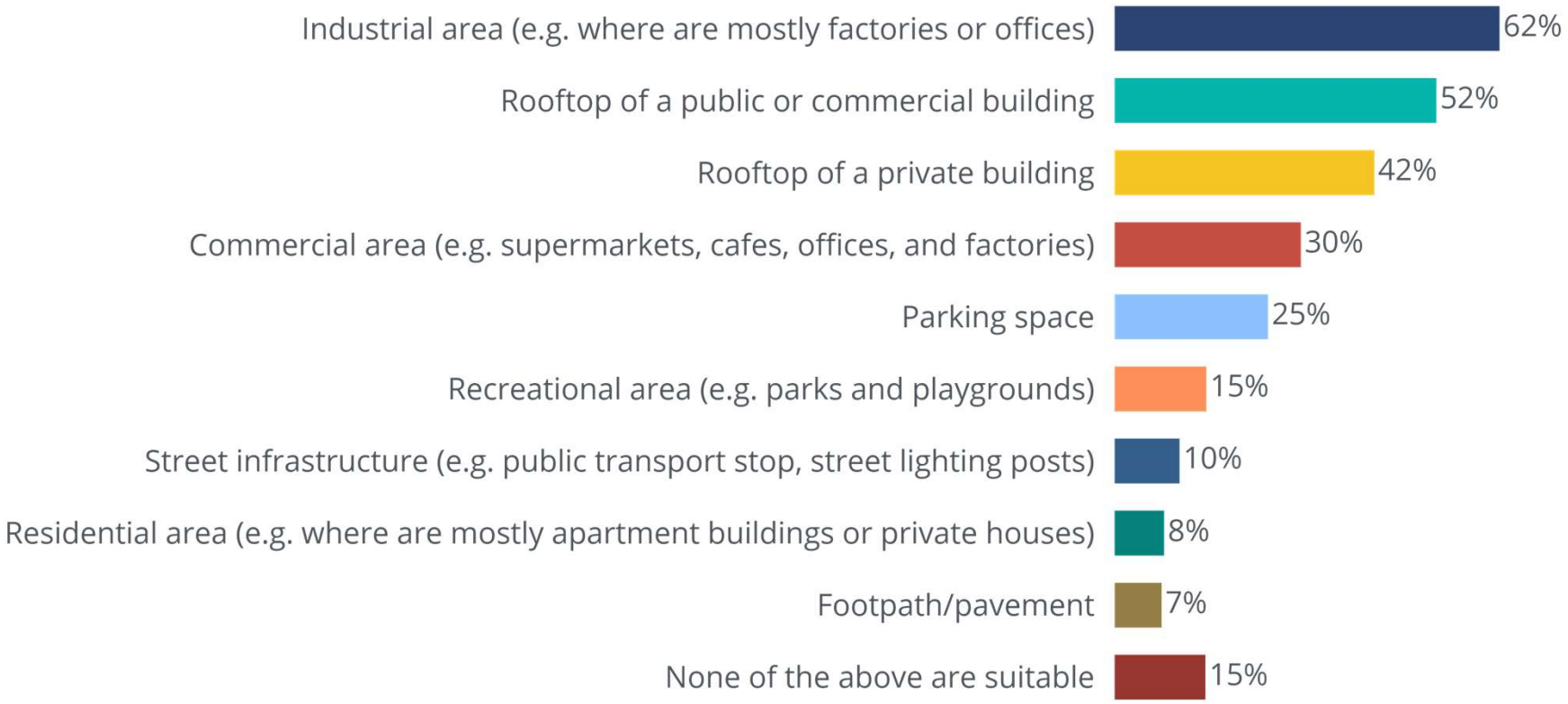
Suitable Launch / Landing Sites

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

In general, what would you consider a suitable launch and landing site area for drones? Please select as many as you consider suitable.

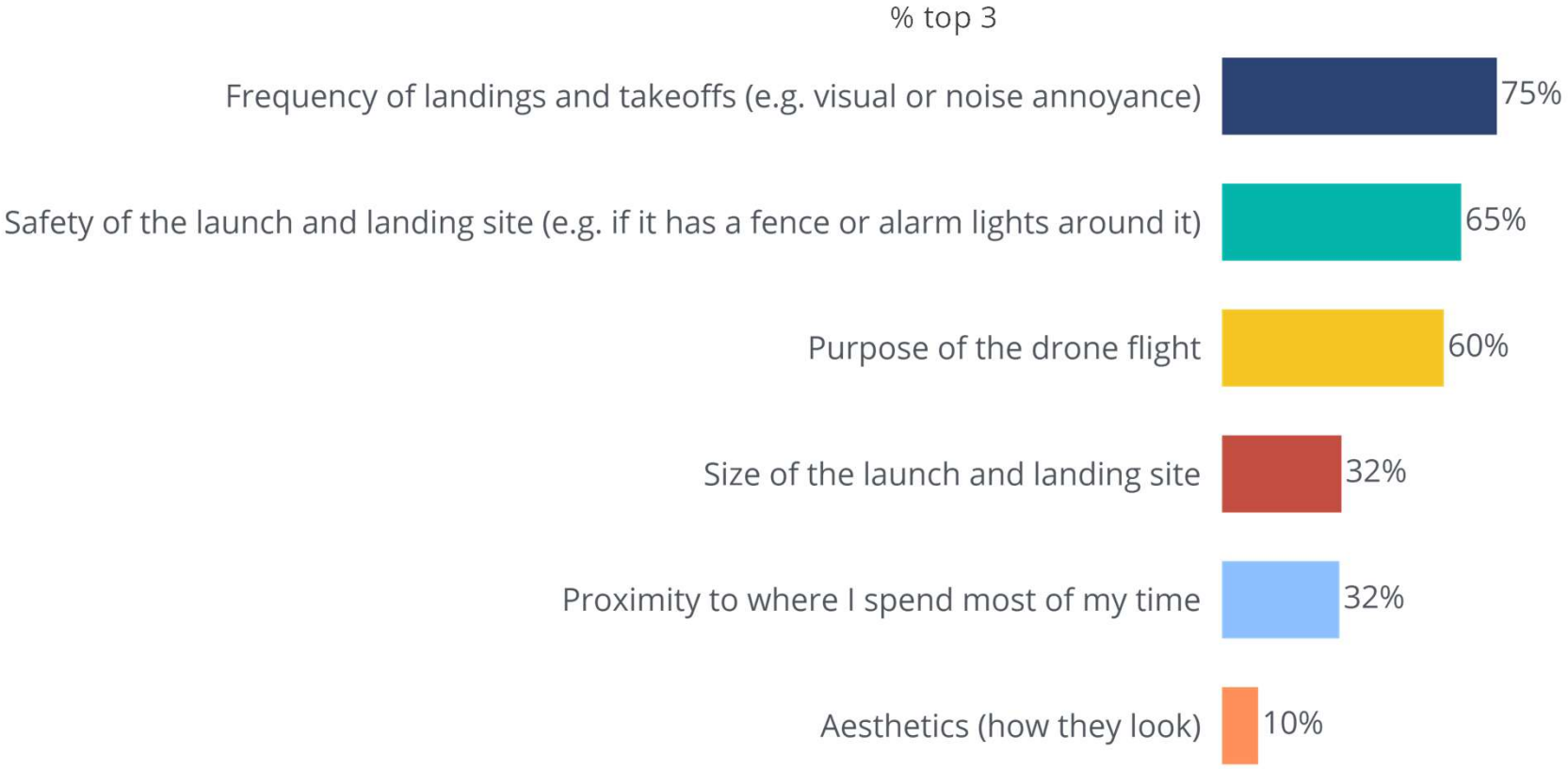


Base: 1024

Influencing Launch / Landing Preference

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Which of the following most influence your opinion of launch and landing sites for drones? Please select the 3 most important considerations for you.



Base: 1024

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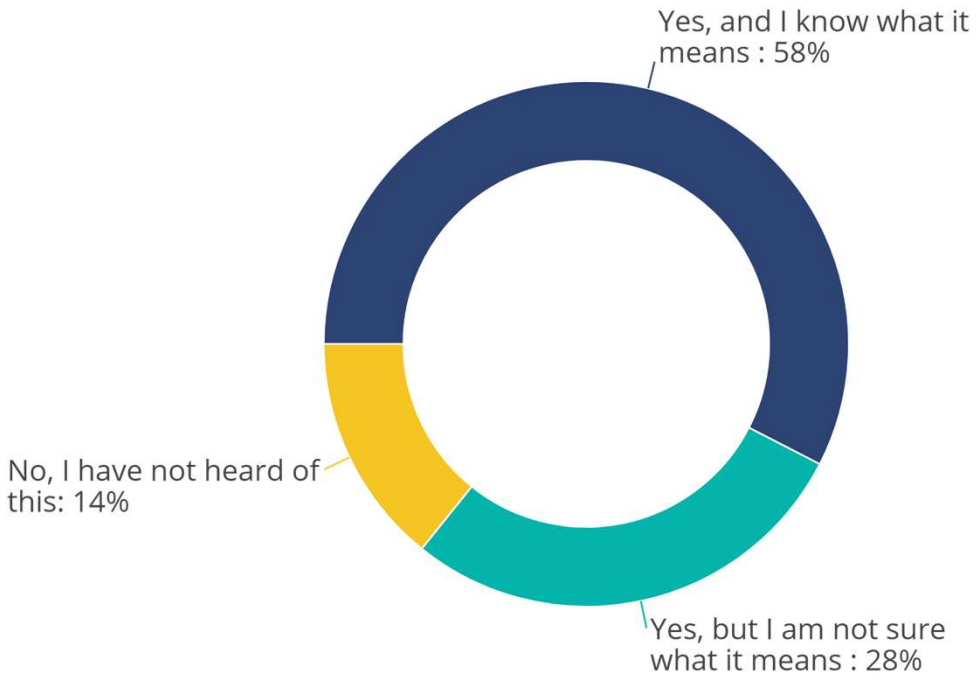
Awareness of Generative Artificial Intelligence

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Have you heard of Generative Artificial Intelligence (Gen AI) before today?



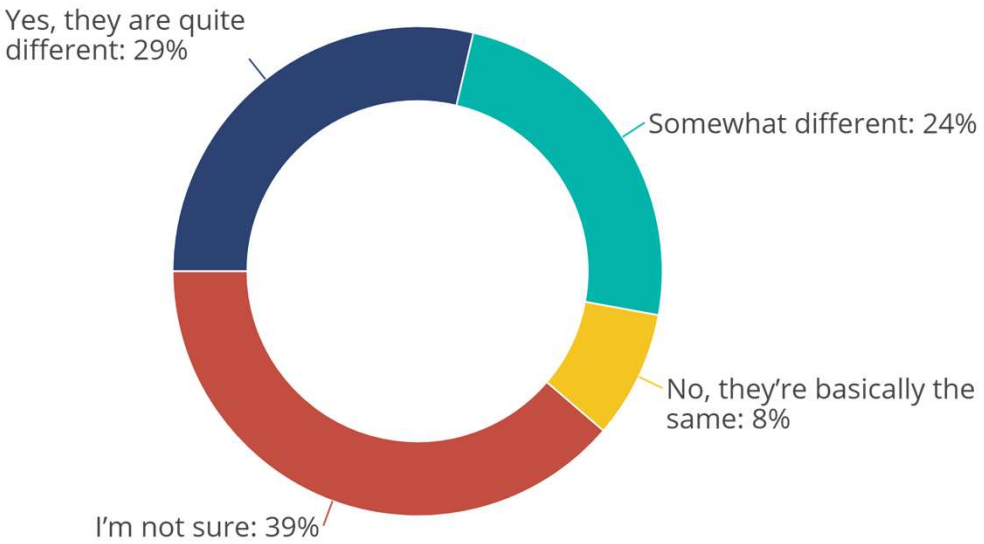
58% know what Gen AI means

Base: 1014

Difference Between Traditional AI and Gen AI

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Do you know the difference between traditional AI and Generative AI (GenAI)?



Base: 885

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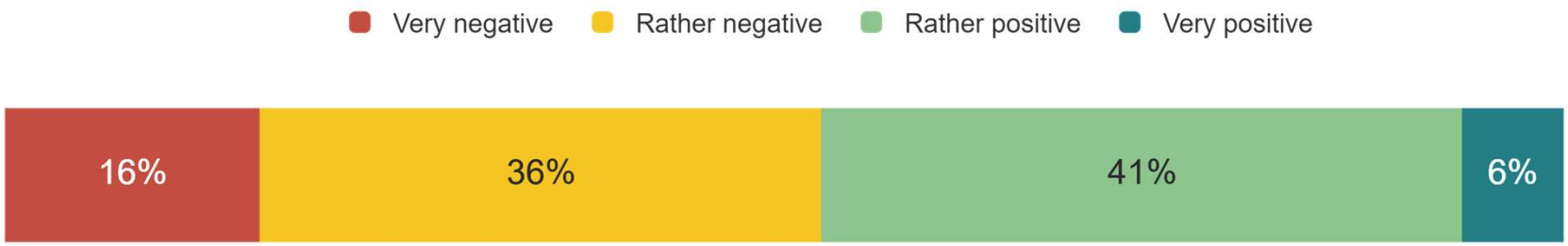
Overall Sentiment Towards Generative AI

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Gen AI is the term for Artificial Intelligence that can create new content by learning from a variety of sources and vast amounts of information. Overall, do you feel that Gen AI will have a positive or negative impact?



47% feel that Gen AI will have a positive impact

Base: 1011

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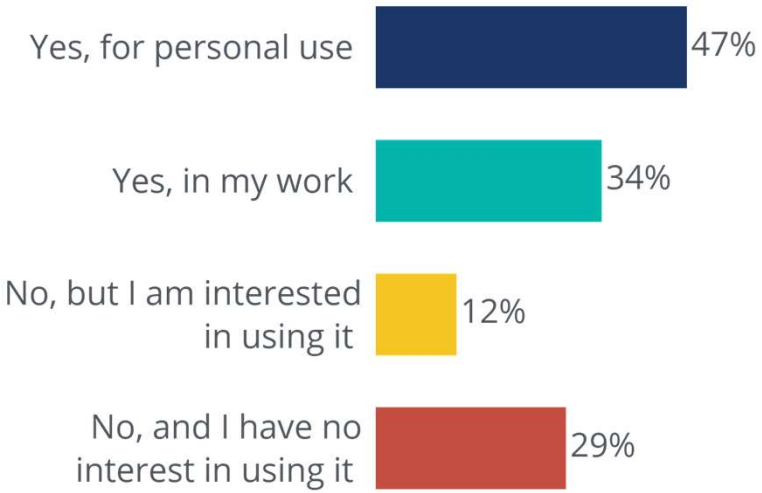
Use of Gen AI

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Have you ever used any Gen AI tools? (e.g. ChatGPT, Midjourney, Claude, Gemini, Co-Pilot etc.) Please select as many as apply.



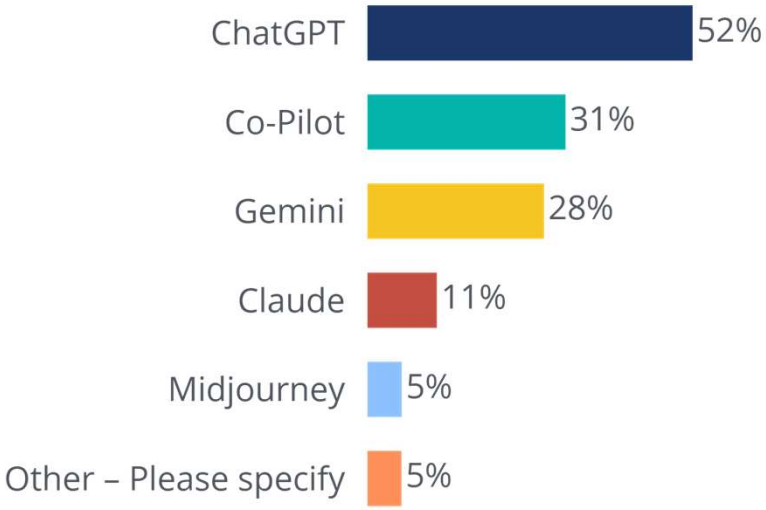
59% of respondents have used Gen AI tools for personal and / or work use

Base: 1014

Use of Specific Gen AI Tools

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

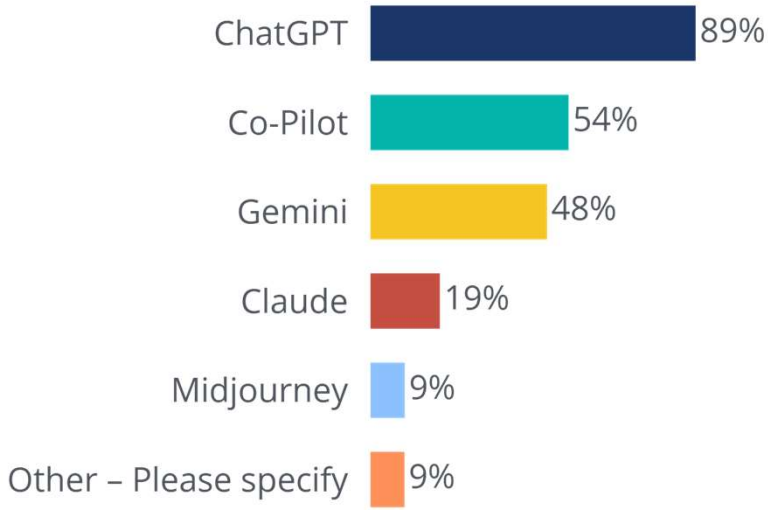
Which Gen AI tools have you used or are you using? Please select all that apply.
(base = all)



41% not using at all

"Other" includes Perplexity, Meta AI, Deepseek, NotebookLM, Grok, Adobe AI, and others

Which Gen AI tools have you used or are you using? Please select all that apply.
(base = using any GenAI)

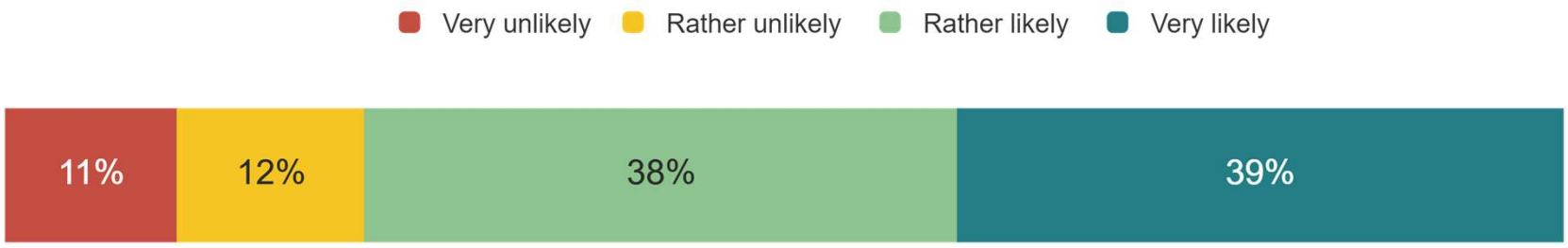


Among those using Gen AI tools, ChatGPT is the most popular tool

Gen AI as Part of Your Life in Next 3 Years

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

How likely do you think it is that Gen AI will be part of your life in the next 3 years?



77% feel that Gen AI will be part of their life in the next 3 years

Base: 1014

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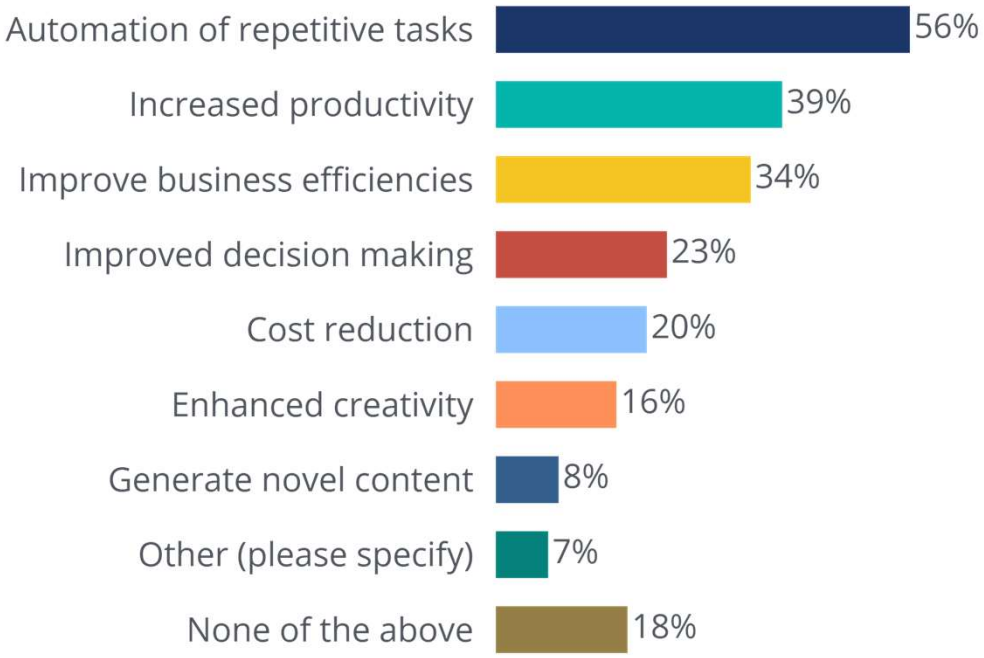
Positive Aspects of Gen AI

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

What are the top positive aspects of Gen AI? Please select your top 3 from the following list, or "none of the above"

% selecting in top 3



Base: 1014

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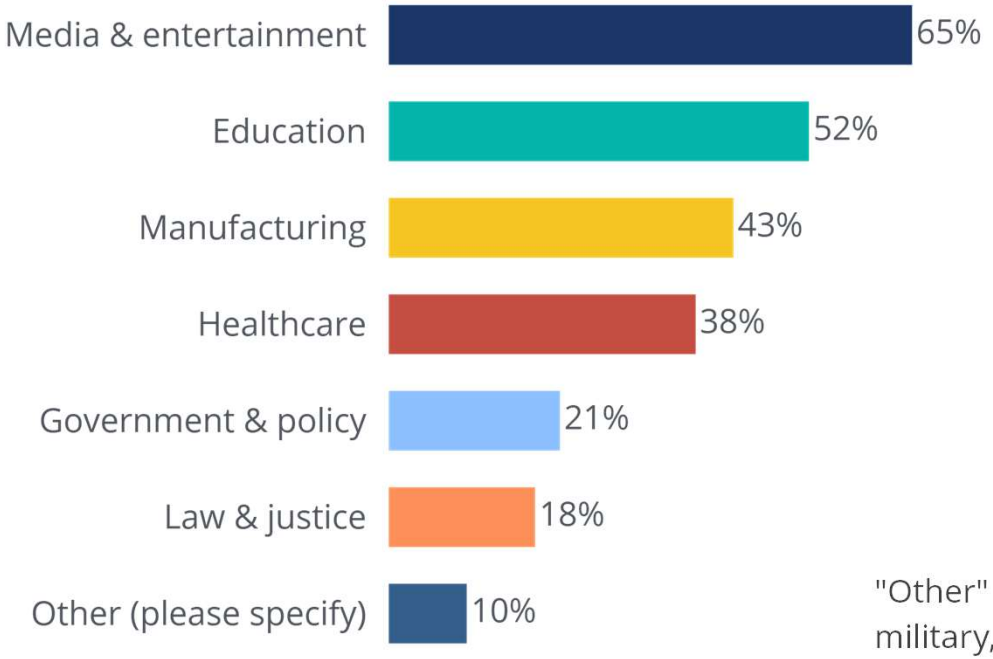
Sectors Most Transformed by Gen AI

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Which sectors will be most transformed by Gen AI in the next 5–10 years? (Pick up to 3)

% selecting in top 3



"Other" includes business / commerce, military, and "don't know"

Base: 999

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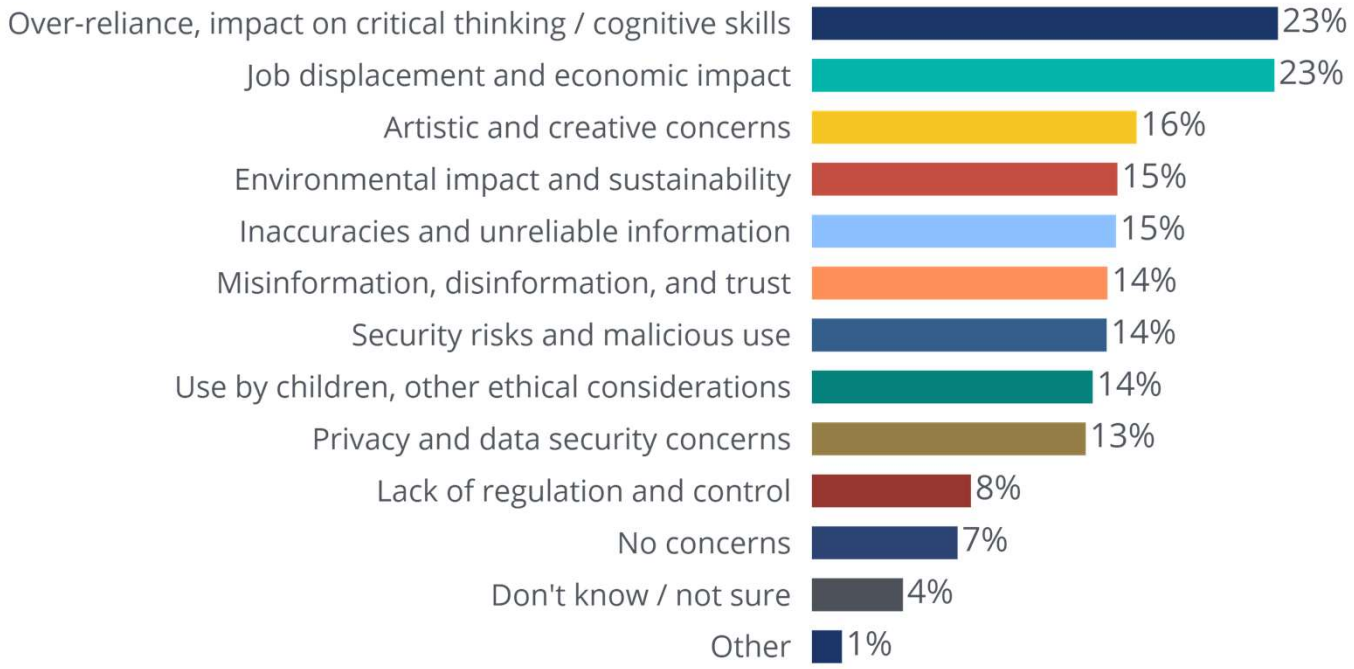
Concerns About Gen AI

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

What concerns, if any, do you have about Gen AI?
open-ended responses categorised



Base: 806

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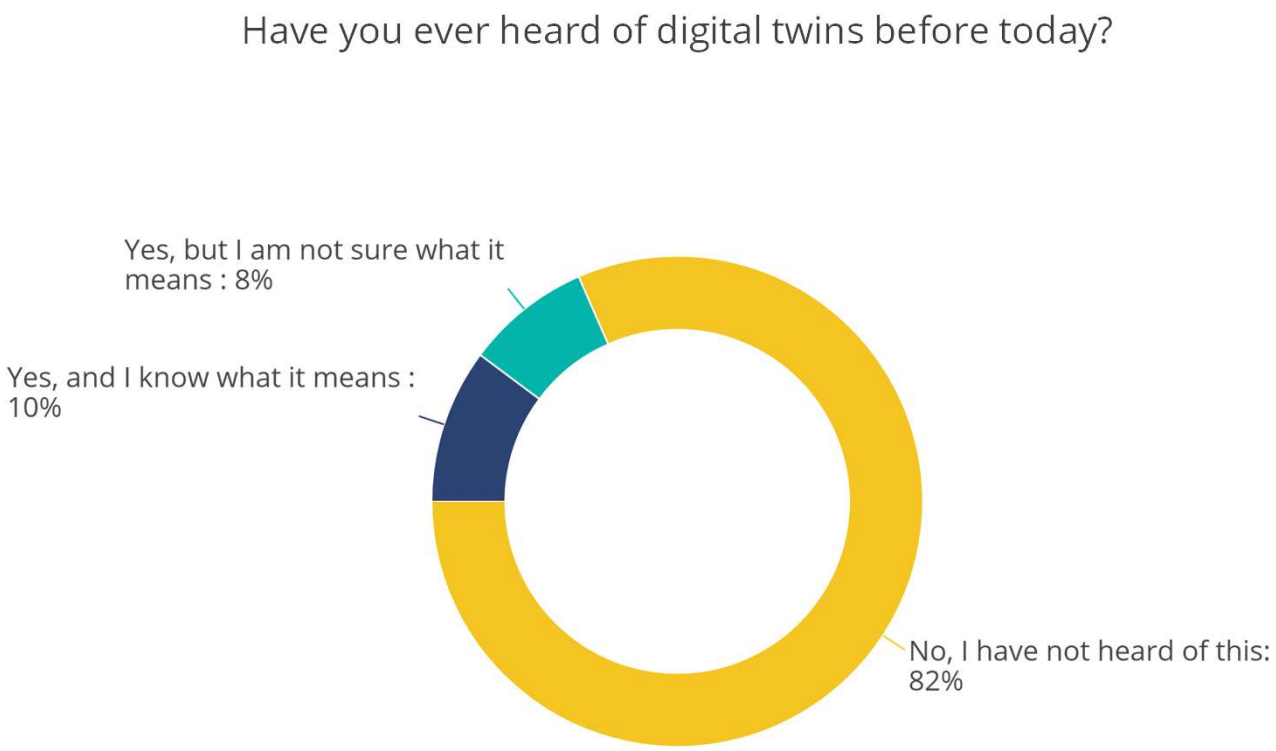
Awareness of Digital Twins



Base: 1014

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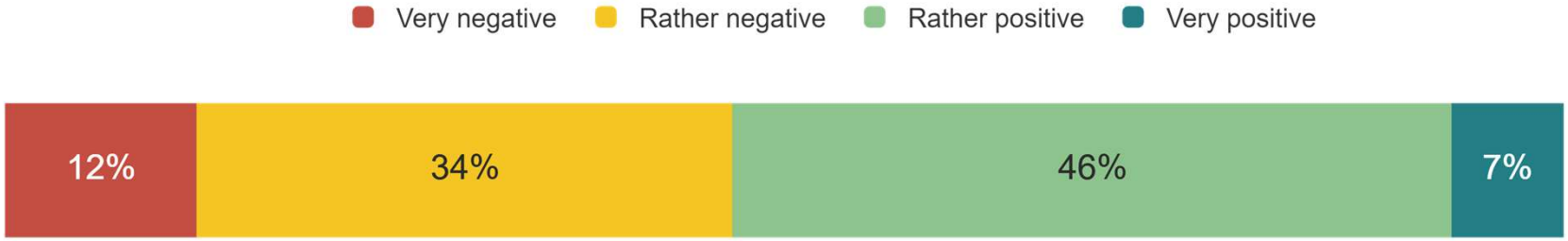
Overall Sentiment Towards Digital Twins

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

A digital twin is a digital representation of a physical object, a place or a space that allows integrating geospatial information, socio-economic data, historical and real-time sensor inputs on a single virtual platform. **Overall, how do you feel about digital twins?**



53% feel positive about digital twins

Base: 1000

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2D vs 3D Preferences

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

How do you feel about using traditional 2D drawings (figure a) vs digital twins / 3D visualisations (figure b) for public projects such as active travel and public realm improvement?

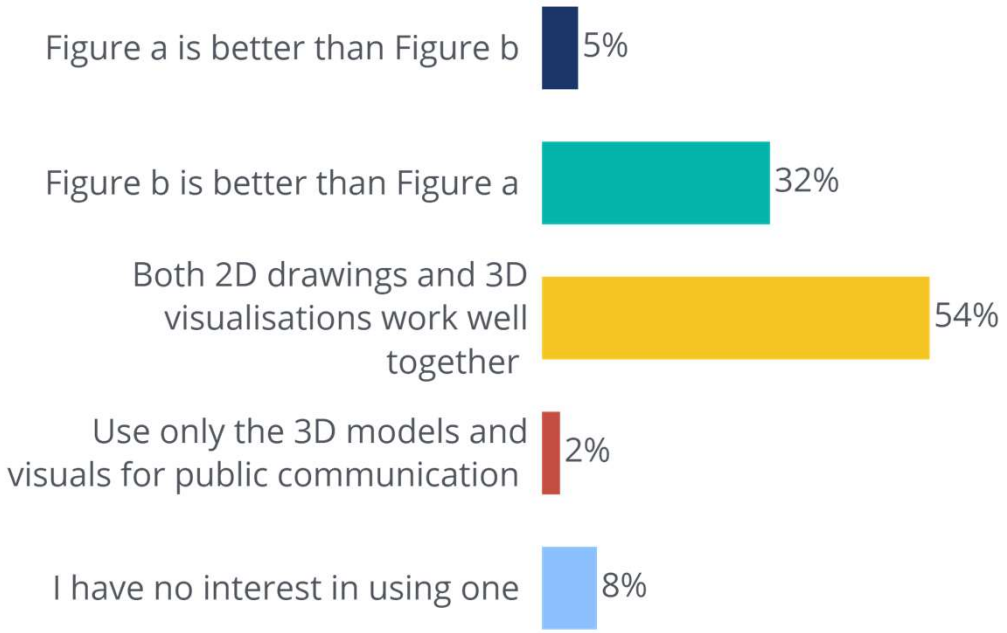

Figure A

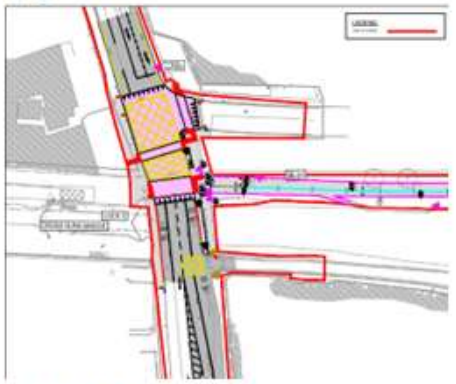

Figure B

Base: 1014

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XVII.	Awareness of Digital Twins	56
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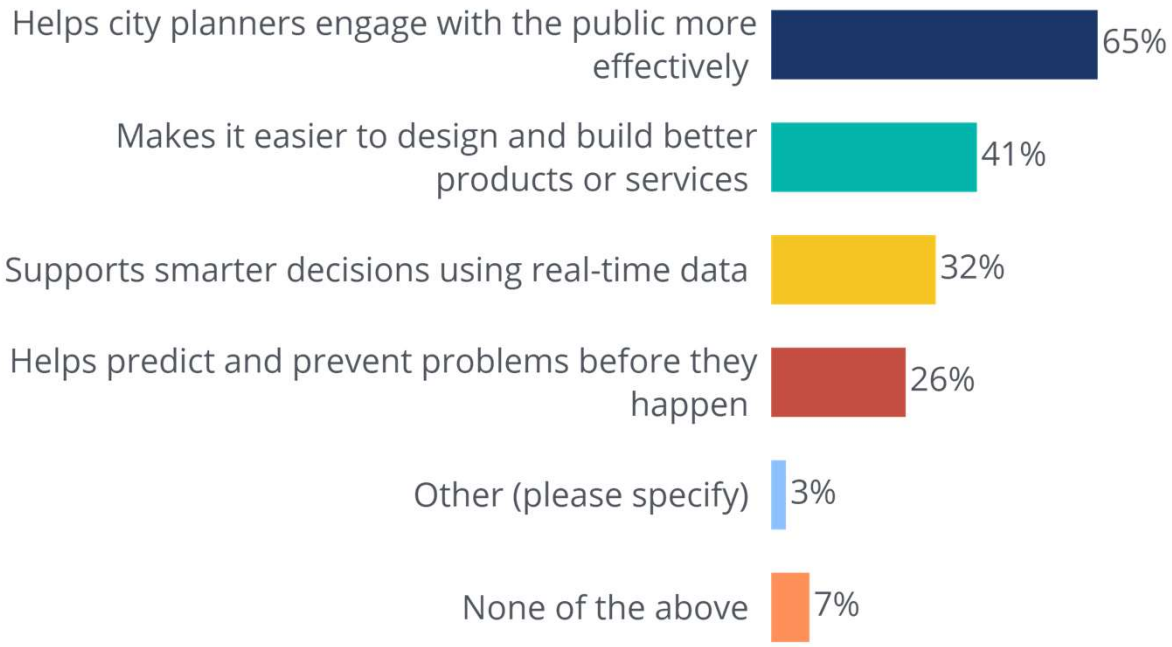
Potential Benefits of Digital Twin Technology

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

What do you think are the two biggest potential benefits of digital twin technology? (Choose up to 2, or select “None of the above”)

% selecting in top 2



"Other" includes largely positive sentiment and "don't know" / "need more information"

Base: 1004

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Digital Twins and Public Services

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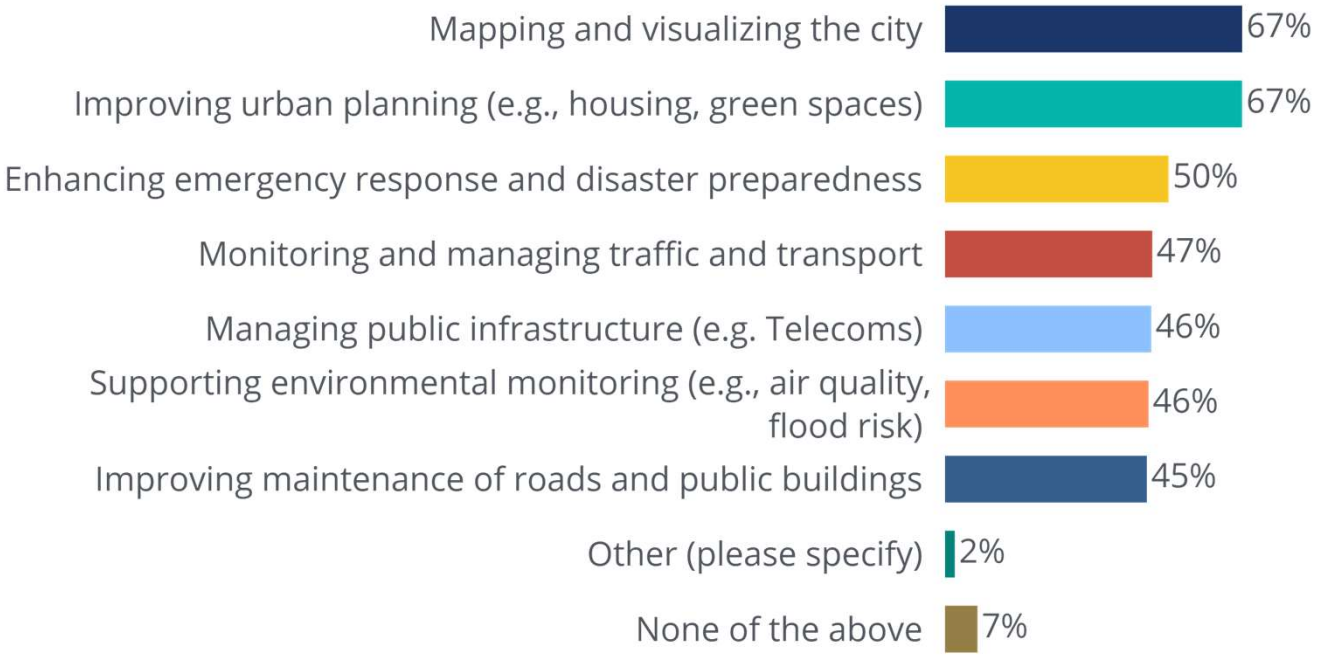
Dublin City Council

Digital twins can be used in many ways to help deliver better public services. Which of the following uses do you think are valuable? (Select all that apply)



"Other" includes largely positive sentiment and "don't know" / "need more information"

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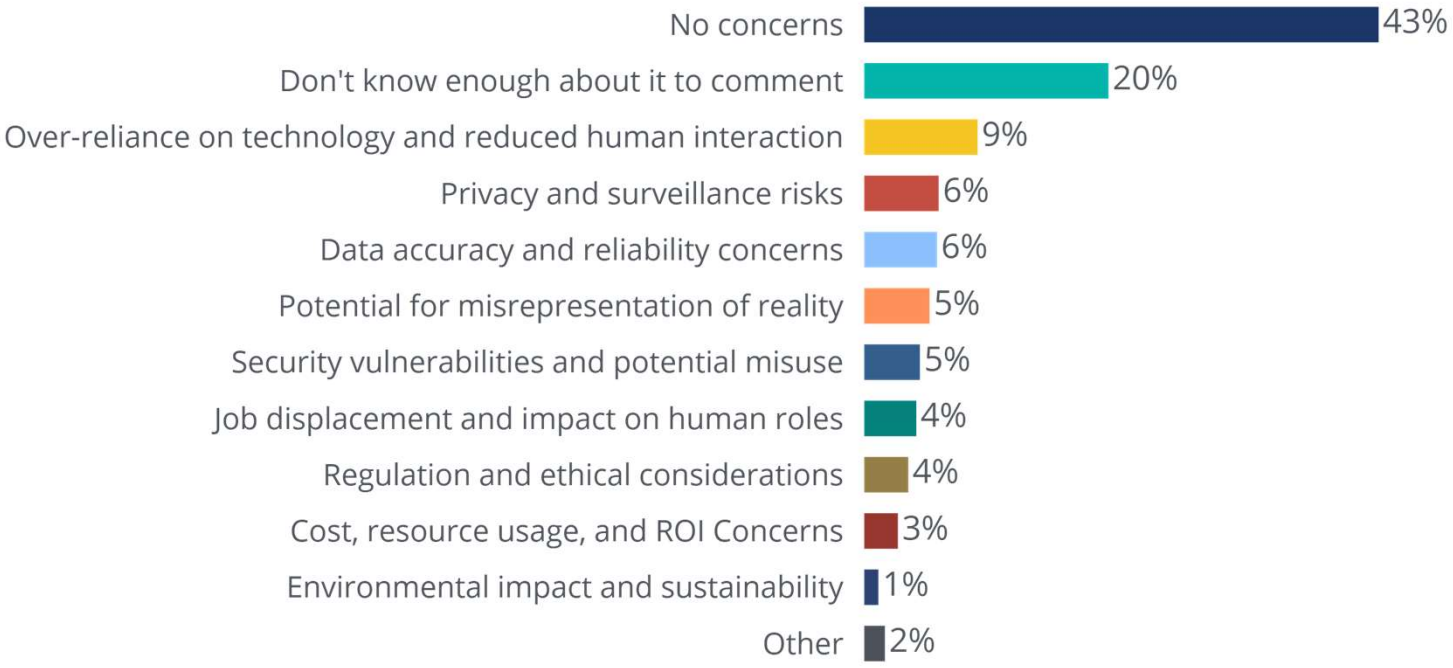
Concerns About Digital Twins

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

What concerns, if any, do you have about Digital Twins?
open-ended responses categorised



Base: 502

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Future Benefits of Technology

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Dublin City Council

Thinking about technology in general, which areas do you think technology will help improve the most in the future? (please select up to 5)

% selecting in top 5

"Other" includes "difficult to know", "could be positive or negative"

Base: 994

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Values to Prioritise

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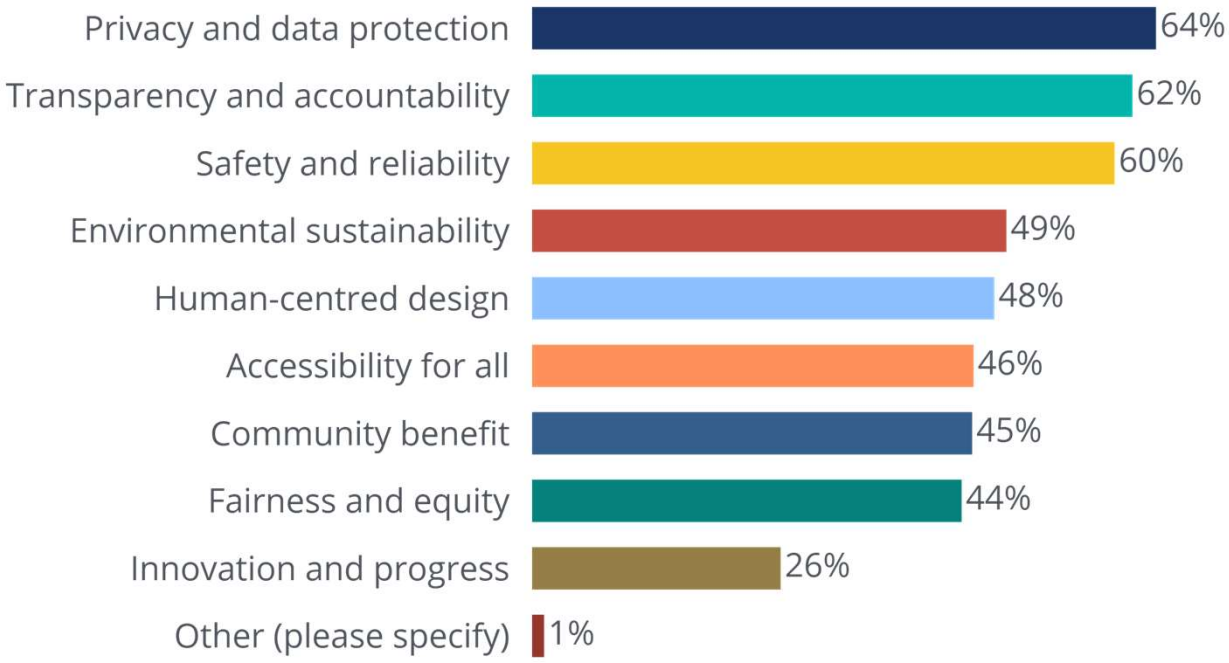
Dublin City Council

What values do you think future technology providers should prioritise?
(please select the top 5 priorities)
% selecting in top 5



"Other" includes "all of the above and concerns about vulnerabilities / abuse of power

Base: 1012

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Concerns About the Evolution of Technology

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

Do you have any other concerns about the evolution of technology?
open-ended responses categorised

Base: 523

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Key Takeaways

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Dublin City Council

Drone Technology

- Awareness growing (56% vs 40% in 2021), but **positivity down** (54% vs 82%).
- Most public service uses well supported (80%+), **policing** the exception (67% support).
- **Privacy (70%) and noise (45%)** are top concerns – noise up from **14%.**
- 9% feel it's easy to identify drone ownership / purpose.
- 64% of those with concerns about drones don't know how / where to report these concerns.

Gen AI

- 59% have used tools (ChatGPT the most common tool).
- 47% believe Gen AI will have a positive impact; 77% expect it in their daily life within 3 years.
- Seen as driving **automation, productivity and efficiency**, especially in **media, education, manufacturing and healthcare.**
- Concerns: over-reliance, job losses, creative / artistic impact, environmental impact among others.

Digital Twins

- Awareness low but sentiment leans positive.
- Preference for **3D combined with 2D visualisations** in public projects.
- Expected benefits: better engagement with public, improved mapping, planning, design and build.

Future of Tech

- Top areas benefiting: healthcare, transport, safety, education.
- Priority values: privacy, transparency, safety, sustainability.
- Concerns: ethics, corporate control, job losses, regulation, over-reliance.

For further information please contact:

Economic Development Office
Dublin City Council
01 222 5611
research@dublincity.ie

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council