



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council



Age Friendly Dublin Walkability Survey:

Dublin City Council
Civic Offices
Wood Quay
Dublin 8

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Introduction

The Age Friendly Walkability Survey provides valuable feedback on how Dublin City Council can improve access to its range of services in the Civic Offices. The information collected from the Walkability Survey will be used to give us a greater understanding of the issues faced by our customers when conducting business within the building.

The surveys were carried out over a 3-week period, commencing on 30th April 2018.

Recruitment of Participants

Participants were recruited by the Age Friendly Dublin Community Officer and included people with a wide range of abilities and varying levels of mobility. A diverse mix of people participated in the process, including people with visual impairment, hearing difficulties, wheelchair and motorised scooter users.

A total of twelve people participated in the survey.

Conducting the Walkability Surveys

Each survey began with a meeting between the Age Friendly Dublin Community Officer and the participant. At these, the Community Officer explained what the walkability survey was, how it would be conducted and how the data collected would be used to improve access to Dublin City Council's range of services within the Civic Offices.

The participants were each given a service request to find out further information about within the Civic Offices, for example *'I am Secretary to the Inchicore Residents Association, where do I go to apply for a Community Grant to buy some plants and planter boxes for the village?'* (a list of all service requests is included in Appendix 1). Some participants were given two service requests to carry out.

The participants then carried out their independent walkthroughs.

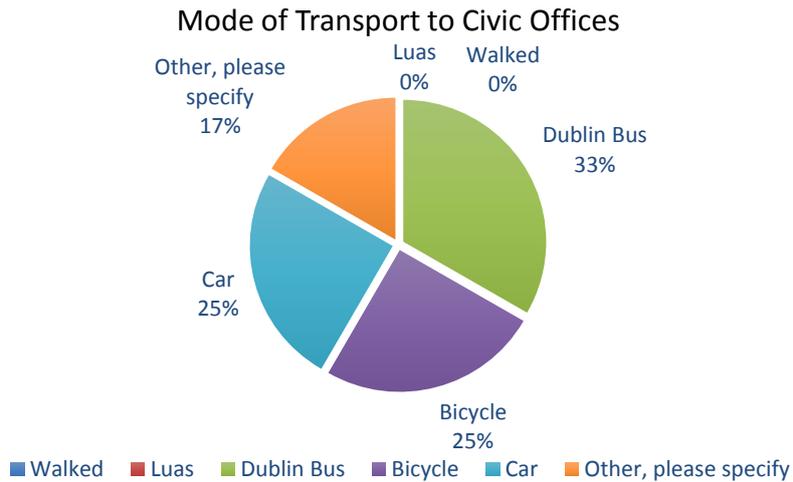
Our Age Friendly Dublin Community Officer met participants after the walkthroughs and helped them to complete the survey forms. From beginning to end, the process took 1.5 hours approximately to complete.

Analysis

The quantitative data was analysed using Excel and qualitative data was analysed by examining responses and emerging themes from the comments sections on the survey forms.

Transport into Dublin City

A variety of modes of transport were used by our participants to travel to the Civic Offices on the day of their walkthrough. The chart below shows an overall picture of how they made their way to the building.



None of the people who took part in the survey travelled by Luas or walked to the Civic Offices. Of the 17% of people who chose ‘Other’ this was evenly split between transport by taxi and by mobility scooter.

Overall participants had a good quality journey into the Civic Offices on the day of their walkthrough, as shown in the chart below. All participants knew where the Civic Offices were located before setting out on their journey. Only 2 of our customers experienced any difficulty when travelling to the building. One person commented on ‘heavy traffic on the quays’ and the other person found it difficult ‘to locate the entrance when travelling from the direction of the Four Courts’.



Disabled Parking

Two of the participants in the survey found it necessary to use a disabled parking space adjacent to the Civic Offices. One person commented that ‘there was a truck parked in the way for a time’.

Bicycle Parking

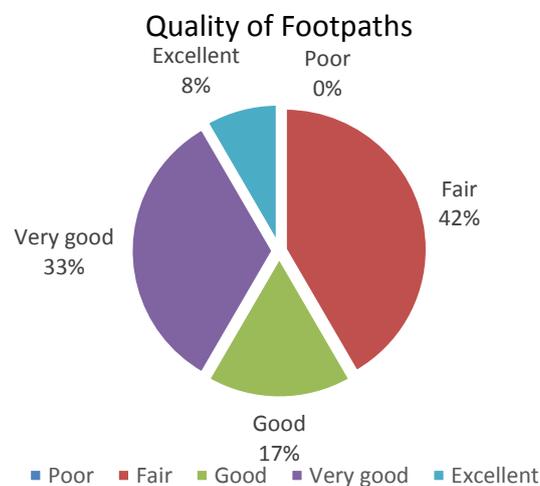
25% of our participants travelled to the Civic Offices by bicycle. 50% of these people found the bicycle parking facilities adjacent to the Civic Offices to be poor. One person commented that the facility was 'too small' for the number of bicycles already parked there.

Set Down Area

Numerous participants commented that trucks and vehicles were parked in the set down areas adjacent to the Civic Offices which limited access for our customers.

Footpaths

The majority of people agreed that the footpaths adjacent to the Civic Offices are in good repair. However, 2 of our participants experienced difficulties with footpath surfaces which were uneven or in a bad state of repair.



Aesthetics

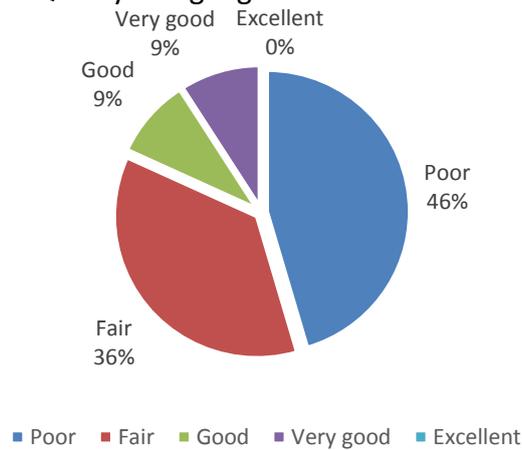
Participants' comments about the look and feel of the Civic Offices is directly linked to which entrance door they used on the day of their walkthrough. 66% of people used the Wood Quay entrance and almost half of these commented on how 'dull' this approach to the building is. These people felt that some colourful planting would lift the building's appearance and make it appear more welcoming.

The people who used the Christchurch entrance gave more positive feedback about the appearance of the building commenting on how they liked the flowers on this approach to the building. However, one person suggested that it could be better maintained as it was 'a bit grubby'.

Signage from the Public Path

A lack of signage directing our customers to the Civic Offices was noted by the majority of participants. The chart below shows the overall picture of how people felt about the quality of signage.

Quality of Signage from Public Path



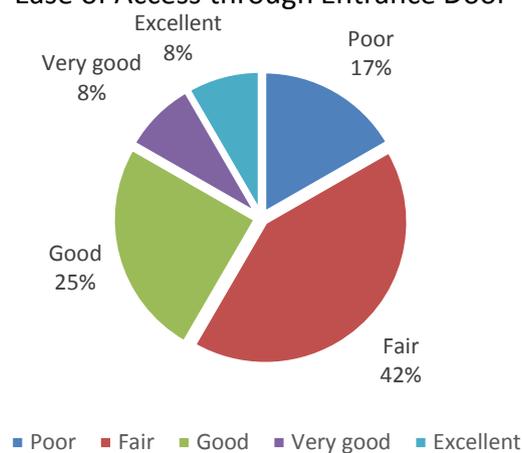
Entrance Steps / Wheelchair Ramp

Overall participants found the entrance steps or wheelchair ramps to be in a good state of repair. A number of people commented on the wheelchair ramp at the Wood Quay approach to the building. They found the entrance to the wheelchair ramp to be ‘confusing’ stating that it looked like ‘it had 2 entrances’ and that it had a ‘deceptive cul de sac at the intuitive start to the ramp’. Others commented on the lack of colour contrast on the steps, stating they the ‘grey blends in together’ and that it was ‘hard to make out the difference between steps’.

Entrance Door

Almost 60% of our participants experienced difficulty when negotiating the rotating doors at both the Wood Quay and Christchurch entrances. Some commented on feeling nervous or panicky when approaching the rotating door. Suggestions for improvements to the entrance doors included slowing down the rotation or replacing it altogether with a ‘simple’ door. The chart below provides an overall picture of how participants felt about using the rotating doors.

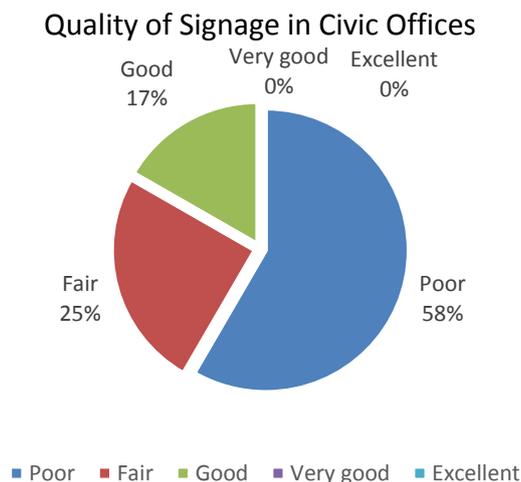
Ease of Access through Entrance Door



Inside the Civic Offices

Signage

Over 75% of participants experienced difficulty reading the signage within the building. A large proportion of participants noted the lack of colour contrast between the characters and the background on the signage as the main issue. They felt that the aluminium or grey characters blended into the grey background making it difficult to differentiate between them.



Once the participants made their way to the correct block most found the signage opposite the lifts unhelpful. Aside from the colour scheme, the signs displayed the block number first followed by the floor number. Some found that it would be more helpful if the floor number was more prominent on these signs and shown before the block number.

Flooring

Many participants commented on the lack of colour contrast on the flooring to indicate different levels, especially on the stairs. They felt that the grey aluminium stair nosing blended in with the greyish carpet and they experienced difficulty distinguishing between them. Some people complimented the user friendly yellow guidance strip on the ground floor level and suggested it be expanded to other areas within the building.

Public Seating

Overall participants were happy with the availability of public seating in the Civic Offices, however 25% of participants found that it was not comfortable to sit in for any length of time.

Lighting

There was general agreement among everyone that the lighting in the Civic Offices was of a good standard.

Public Toilets

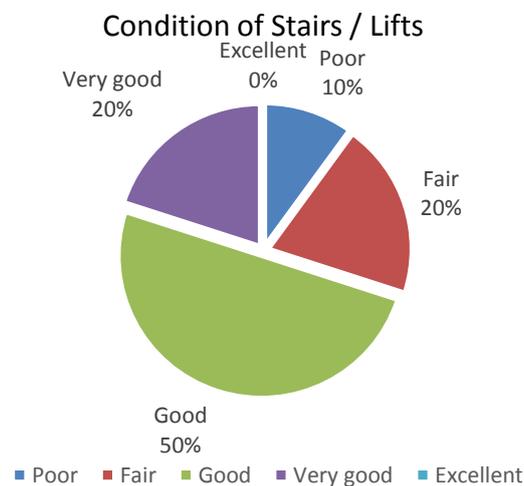
Public toilets were difficult to find however, once located most participants found them to be clean but quite small especially if the user had mobility difficulties.

Identifying Staff Members

There was general agreement among participants that it was difficult to identify the difference between staff members and other members of the public within the Civic Offices. However, most people found members of the Security Staff easily identifiable and some commented on how helpful they were.

Stairs / Lifts

The majority of participants found the stairs and lifts in the Civic Offices to be in a good state of repair however, many commented negatively on the lack of colour contrast on the stairs to indicate different levels (see Flooring above). Others expressed confusion about the signage opposite the lifts (see Signage above).



Service Delivery

Service Requests

A sample of fourteen service requests was chosen for our participants to find out further information on within the Civic Offices. Our participants' experiences for each individual service request were noted and are shown below.

Service Request 1: *I am a Dublin City Council Tenant living in Ranelagh Close and want an update on a report I made about an issue with my fuse box. Where should I go?*

Public counter destination: Housing Maintenance, Block 2, Floor 3.

This person got directions from a passing member of staff to the relevant public counter and they felt that the signage directing them there was of a poor standard. They stated that the signage in the waiting area was of a fair standard and that it was not obvious to them that there was a deaf loop available. They attracted the attention of a member of staff by ringing a bell and were attended to 'very fast' by a helpful and friendly member of staff. They felt they received a good quality service. When asked for suggestions on how to improve the waiting area at the counter they stated 'horrible counter, small, wheelchair would find it hard to get in doors. Colour of doors all the same, very confusing where to go, which door to go through'.

When asked how Dublin City Council could improve access to our services they noted that they 'shouldn't be walking around huge building, would need a map. Impossible to read small signage outside offices'. They felt the staff were extremely helpful on the day of their visit.

Service Request 2: *What do I have to do to request a wheelchair parking space outside my home in Finglas for a disabled family member?*

Public counter destination: Roads and Traffic Administration, Block 2, Floor 6.

It appears that this person was directed to a number of different public counters but never reached the correct destination. They thought the signage directing them to the public counter they ended up at was of a poor standard and that the signage in the waiting area itself was very good. They felt that it was not obvious that a deaf loop was available at this public counter. They felt they were forgotten about at the counter itself and noted that they were sent 'to Housing Grants but was forgotten so had to ask again' and 'asked a passing staff member then rang bell'. They were attended to 'most times straight away but some did not know what I wanted'. They found 'all but one' member of staff friendly and helpful and they noted they received a poor quality service. They suggested that there be 'no waiting' as an improvement to the public counter area.

When asked how Dublin City Council can improve access to our services they noted 'a section for all application forms should be near the main entrance and/or computer bank to check for forms or floor where offices are' would be helpful. When asked what worked well on the day of their visit they stated 'I'm sorry to say if I was here on my own business I would have left disappointed and frustrated'.

When asked for any additional comments they noted that the 'toilets are clean but very small for anyone to move in and out of. Staff are very polite but very lax in both knowing information and slow in trying to find it'.

Service Request 3: *I live in Killester and my neighbour has built a huge extension in their back garden and it's blocking the sunlight from my kitchen. I think that they don't have planning permission for an extension that big. Who can I speak to about this?*

Public counter destination: Planning Enforcement, Block 4, Floor 2.

This person 'had to ask 3 different members of staff' before locating the relevant public counter. They thought the signage directing them to the counter was of a poor standard and that the signage at the counter itself was good. It was not obvious to them that there was a deaf loop available. The counter was staffed and they were attended to by a helpful and friendly staff member. They felt they received a 'mixed' quality of service ranging between good and very good.

When asked for suggestions on how to improve the waiting area they noted that the 'building is too big and so many doors, very confusing which are for staff and which are for public'.

Service Request 4: *Where do I go to enquire about paying off my Dublin City Council Mortgage for my home in Cabra?*

Public counter destination: Housing and Residential Services, Block 2, Floor 2.

This person got initial directions from the ground floor Reception Desk but also had to ask passing members of staff for further clarification. They thought the signage directing them to the public counter was of a fair standard and that the signage at the counter itself was of a good standard. They were attended to immediately at a staffed counter by a helpful and friendly member of staff. They felt they received a fair quality service.

Service Request 5: *I am renting a flat in Artane and there is mould all over my bedroom walls. I have asked the landlord to put a vent in the bedroom wall and he has refused. What should I do now?*

Public counter destination: Customer Services Section, Block 3, Floor 0.

This person was unhappy with the directions they received from Customer Services and the ground floor Reception Desk, they noted that they were 'sent back and forward. Was sent from Customer Services to reception then to Customer Services now told to ring and leave complaint'. They felt that signage to the public counter and in the waiting area was of a poor quality and that there was 'only a sign for taking in money. Did not know what was dealt with at other desk'. They noted it was obvious there was a deaf loop available. The public counter was staffed and their query was dealt with very quickly however, they were given the Customer Service's Call Centre telephone number to telephone to log their complaint.

They felt they received a 'mixed' quality of service ranging between fair and good. When asked how Dublin City Council can improve access to their services they noted 'one stop shop for all queries. Reception desk needs to be moved. Shouldn't have to walk around the building. It is too big'. When asked what worked really well on their visit they stated that they found staff helpful. When asked for any additional comments 'colours in building very bad and blend in together'.

Service Request 6: *I am retired from Dublin City Council and I have a question about my pension.*

Where should I go?

Public counter destination: Salaries, Wages and Pensions, Block 1, Floor 6.

This person was given directions to the relevant public counter by the ground Floor Receptionist. They were helped in and out of the lift by a member of Security Staff. They found the signage directing them to the public counter and the signage at the public counter to be of a poor standard, 'questioned myself if I was at the right place'. It was not obvious that there was a deaf loop available at the public counter. They used a bell to attract the attention of a member of staff they were attended to very quickly. The member of staff who came to the counter was 'extremely' helpful and friendly and they felt that they received excellent service.

When asked how could the waiting area be improved they stated that there should be 'one lift assigned to people with disabilities. Didn't notice wheelchair sign at lifts as grey sign blends into grey background. Very far to travel over through corridors to get to destination'. They noted that a 'one stop shop everything to be dealt with at Customer Services' would improve access to Dublin City Council's services. When asked what worked really well on the day of their visit they noted that the 'helpfulness of staff was fantastic'. When asked for any additional comments they suggested that 'at reception a member of staff to write down on piece of paper directions of where to go' and that the 'reception desk not very noticeable, its hidden in the corner'.

Service Request 7: *I am Secretary to the Inchicore Residents Association, where do I go to apply for a Community Grant to buy some plants and planter boxes for the village?*

Public counter destination: Community and Social Development Administration, Block 3, Floor 1.

This person thought that the signage directing them to the relevant section was of a poor standard however, the signage at the waiting area itself was of a fair standard. There was no deaf loop available. It appears that they were attended to in 'minutes' by a helpful and friendly passing member of staff. They felt they received a good quality of service even though when they got to the relevant waiting area they were initially told that there was 'nobody there' to deal with their query. They were then told by another member of staff that they 'would have to go look for someone' to answer their query. Once they were attended to they noted that the member of staff was 'great' and the grants application process was explained to them. However, at the end of the interaction they were given the telephone number for a member of staff who was not available on the day of the walk though for any further queries.

When asked how we could improve the waiting area they suggested 'more floor staff - with more information - 'he's not in today' is very frustrating'. When asked how Dublin City Council can improve access to our services they noted that there was 'no access to the required services - reception has to ring in - and more times than not 'nobody home'. The staff were great - not enough of them. The building is too vast and the signs not obvious'.

Service Request 8: *I live in East Wall, am I in the right place to check that I am registered to vote in the referendum?*

Public counter destination: Chief Executive's Office, Block 4, Floor 4.

This person got initial directions to the relevant public counter from the ground floor Reception Desk however, they also had to ask passing members of staff for further clarification. They thought that signage to this service counter was of a poor standard and felt that the signage at the counter itself

was of a good standard. A deaf loop was not obviously available to them at this counter. The counter was already staffed and they were attended to straight away by a member of staff at the desk who telephoned through to a back office and then passed the telephone to our participant.

The participant's query was answered over the phone and they felt that they received a fair quality of service. When asked how Dublin City Council could improve access to our services they stated that the Civic Offices is a 'big building and so many blocks, you would need a map to get around different blocks. So very confusing'. When asked what worked well they noted that 'staff were so nice and helpful' and that the member of staff at the counter was 'so very helpful and gave me full attention with a large queue behind me'. When asked for additional comments they noted that it 'would be nice to have somewhere in the midst of the forest and vast space for refreshments or a table with pens to sit and do my business'.

Service Request 9: I live in Ballybough House Flats and I want to speak to a Social Worker about my neighbour who's not looking after themselves or their flat. They've started hoarding stuff outside their front door.

Public counter destination: Housing Welfare, Block 1, Floor 2

The member of staff at the Christchurch Reception Desk gave them directions to the relevant public counter but they also had to ask a passing member of staff for further directions on their journey to the relevant public counter. They felt that the signage directing them to the counter and the signage in the waiting area itself was only of a fair standard. They thought it was obvious that there is a deaf loop available at the public counter. They used a bell to attract the attention of a staff member and were attended to within 1 minute. They found the staff member helpful and friendly and felt they received a very good quality of service.

When asked how Dublin City Council can improve access to our services they noted that the 'building is too big and confusing', that we should 'have Customer Service deal with everything' and 'have coffee shop area to sit and relax'. When asked for additional comments they stated that the 'lift sign same colour as background, hard to see. Long trek between blocks. Dark grey colours hard to make out difference'.

Service Request 10: Am I in the right place to pay for my allotment in Ringsend Park?

Public counter destination: South East Area, Block 2, Floor 4.

It is not clear if this person made it to the correct destination however, they were given the relevant information at the Customer Service's Cash Desk. They noted that the standard of signage directing them to the relevant public counter was poor however, the signage at the counter itself was of a good standard. It was not obvious that a deaf loop was available at the reception desk but that it was available at the Cash Desk. They also noted that there was no deaf loop in the lift. They were attended to 'right away' by a helpful and friendly member of staff at the Cash Desk and they felt they received a good quality service. They noted that the staff member 'on the cash payments desk was very helpful'.

When asked how Dublin City Council can improve access to our services they stated 'that signage on each floor from lift is not good' and that 'a faint voice in the lift tells you which floor when the lift opens and says the block number first, then the floor'. They also felt that by the time you can read the signage opposite 'the lift door is closing' and that 'a big clear sign would be great!'. They suggested that 'all customer queries should be dealt with by Customer Services' or 'a staff member

from the office you are dealing with should come to the information desk and save the customer a lot of hassle? Stairs, lifts etc’.

Service Request 11: I live in Drumcondra and I heard that there is a grant for older people to have my home rewired, where do I go to apply?

Public counter destination: Home Grants, Block 2, Floor 2.

This person entered the Civic Offices through the Christchurch door. They initially got directions to the relevant public counter from the nearby Reception Desk however, it appears that they were directed to the wrong public counter and were sent to a second destination. They noted that ‘staff at the desk sent me to one place and they sent me to another place’. The participant felt that the signage directing them to this counter was only of a fair standard and that the signage at the counter itself was poor. The availability of a deaf loop was not obvious to them at the public counter. When the participant reached the relevant public counter for this service request they felt they had ‘a very long waiting time’. However, once they were attended to they thought that the member of staff was helpful and friendly and that they received a very good service, ‘in the grants department staff very helpful’.

When asked how Dublin City Council could improve the waiting area at the counter they noted that ‘access for wheelchairs was not there’. They stated that ‘a staff member with knowledge of all services at the reception desk’ would improve access to Dublin City Council services. They felt the lifts worked well for a wheelchair user however, they noted the following; ‘wheelchair ramp very steep if you’re in a chair on your own at front of building. Disabled toilets: no sign to tell me to get key from desk. Toilets too small but clean. Should be a meet and greet at front entrance.’

Service Request 12: I live in Ballyfermot and I want to speak to someone about installing dishing for a driveway outside my home?

Public counter destination: Road Maintenance, Block 2 Floor 4.

This person used the Christchurch entrance to enter the building and got directions from a passing member of staff to the relevant public counter. They felt that the signage directing them to the public counter was of a poor standard however, once they reached their destination they thought that the signage in the waiting area was excellent. The availability of a deaf loop was not obvious to them at the public counter. The counter itself was staffed and they were attended to very quickly. They found the staff member to be helpful and friendly and felt they received a very good quality service.

When asked for suggestions to improve the waiting area at the counter they noted that they would like to see ‘better signage’ as it was ‘too small’. They thought that Dublin City Council can improve access to services by introducing a ‘local office to be opened 5 days per week’ so customers ‘wouldn't have to come into town to Head Office’ as the ‘building is far too big’.

When asked for any additional comments they noted that they were given application forms ‘but they were not explained’ and that they ‘would need solicitor to go through them as so many pages to forms’.

Service Request 13: *I live in Raheny, am I in the right place to apply for a grant to replace the lead water pipes in my home?*

Public counter destination: Environment and Engineering Administration Reception, Block 1, Floor 6.

It is unclear how this person made it to the correct destination as it is not obvious from signage alone how to make your way to the relevant public counter. However, they appear to have gotten the appropriate information. They noted that they entered through the Wood Quay entrance door and stated that they used the signage in the building to navigate their way to the public counter. They felt that the signage directing them to the public counter they made their way to was of a very good standard however, they felt that the signage at the counter itself was only fair and that the 'writing was small' and did not have 'stand out colours'. They noted that it was not obvious to them that a deaf loop was available at the counter. They waited 5 minutes before being attended to and they found the member of staff who dealt with their query to be helpful and friendly. They felt they received a very good quality of service.

When asked for any suggestions to improve the waiting area they suggested a bell to attract the attention of a staff member and signage on the ground would improve access to Dublin City Council services as they felt that the 'yellow markings on the floor were fantastic and helpful'.

When asked if they had any additional comments to add that noted that the offices were 'too big, very confusing' and has 'too many blocks and floors' and that 'when doors of lifts open you don't know what floor you are on'. They recommended that a 'one stop shop' is needed. In addition, they felt that it was 'not obvious that first aid or a defibrillator are available' in the building.

Service Request 14: *I have recently moved into 94 Haddington Road and I want to enquire about how I apply for visitor parking permits, where do I go to find out?*

Public counter destination: Customer Service's Section, Block 3, Floor 0.

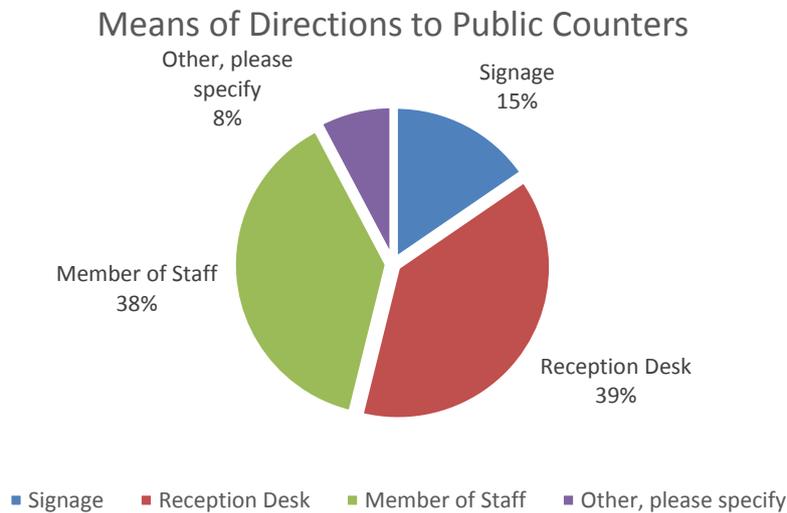
This person used the Wood Quay entrance door to enter the building and got directions to the relevant public counter from the nearby Ground Floor Reception Desk. They felt that the signage directing them to the Customer Service's Parking Permits area was of a good standard. However, they felt that the signage at the counter itself was poor and they noted that the ticket machine in the public area was 'not working'. They stated that there was no deaf loop available at the Parking Permits public counter. At the time of their visit the counter was staffed and the participant was attended to immediately. They found the member of staff to be helpful and friendly and felt they received a very good quality service.

They suggested fixing the ticket machine as an improvement to the waiting area and noted that the 'yellow corridor' floor markings were useful.

When asked what worked really well on their visit to the Civic Offices they responded that the staff were friendly, helpful and willing to go the extra mile. The participant suggested 'clear signage is needed' with 'clarity of blocks and floors' would assist in navigating the building. They also recommended that a 'one stop shop in the reception area is needed'.

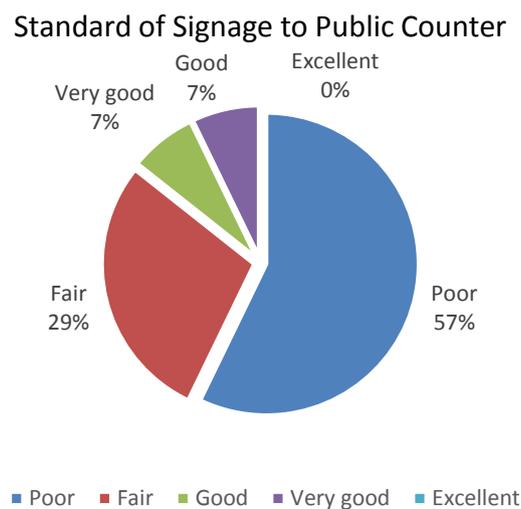
Directions to Public Counters

Overall participants found that because our services are delivered through a range of public counters within the Civic Offices some were not easy to find. The majority of people (77%) initially got directions to the relevant public counter from one of the two ground floor reception desks or from a member of staff.



Even after getting directions from the initial point of contact, over 50% of our participants had to ask another passing member of staff for further help on how to get to the relevant public counter. On occasion our participants were frustrated to find themselves directed to the wrong public counter and had to be sent elsewhere.

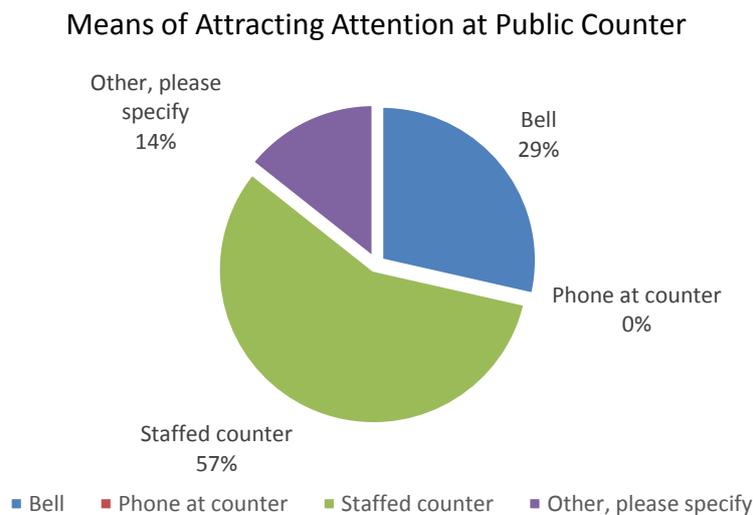
The majority of people found the signage directing them to the relevant public counters within the Civic Offices to be poor or fair, see the chart below.



Signage at Public Counters / in Waiting Areas

Signage was a source of confusion for participants at public counters. A couple of people commented on the Customer Services waiting area; one mentioned that 'the ticket machine was not working' and the other commented that there was 'only a sign for taking in money. Did not know what was dealt with at the other desk'.

It took participants some time to locate the correct public counter and once located it took some further time to attract the attention of the correct staff member at that counter. The majority of the sample public counters were staffed, for those that weren't, 29% of participants used a bell to attract the attention of a member of staff.



There was positive feedback from the majority of people with regard to how promptly they were attended to at public counters. However, one person commented that they were '5 minutes' waiting on a member of staff and another commented that they were left waiting for 10 minutes and felt 'forgotten so had to ask again'.

Deaf Loop at Public Counters

Participants perceived that there was little or no availability of the deaf loop at public counters. The only counter people thought the availability of a deaf loop was obvious and well signed was at the Cash Office in the Customer Service area.

Staff at Public Counters

Overall, 79% of our participants agreed that the staff they encountered in the Civic Offices were friendly, helpful and knowledgeable. The remaining 21% of people expressed some disappointment with the quality of service they received during their walkthrough.

How Can Dublin City Council Improve Access to Our Services?

Most agreed that the Civic Offices is too large and confusing to navigate, some suggestions to improve access to our services were;

- all customer queries should be dealt with at a single public counter so customers would not have to negotiate their way through the building.

- the Reception Desk at Wood Quay is not clearly visible and should be moved to a more prominent location directly opposite the Wood Quay entrance because it is 'hidden in the corner'.
- improvements to signage throughout the building is needed.
- the 'yellow corridor' on the ground floor was useful and should be expanded to all public areas in the building.
- installation of a coffee shop area in the atrium where customers can sit, relax and complete forms.
- installation of a 'computer bank' in the atrium where customers can get information, print forms etc.
- expand the availability of 'local offices which are open 5 days per week', so customers 'wouldn't have to come into town to Head Office'.

What Worked Really Well?

When asked what worked really well on their visit to the Civic Offices people primarily commented on the friendliness and helpfulness of staff, including members of the Security Staff. A participant commented on how a member of staff at reception was 'so very helpful and gave me full attention even with a large queue behind me'.

Some participants commented at this point on the yellow floor markings on the ground floor, one person in particular found them 'fantastic and helpful'.

Additional Comments

When asked for additional comments, participants noted the following;

- a one stop shop is needed where all queries can be dealt with at a single location.
- a 'meet and greet' type service is needed when coming in the main entrance doors.
- a member of staff, from the Department you are dealing with, should come to the information desk so the customer does not have to navigate their way through the building.
- some services have no public counter and reception has to ring into a back office to get a member of staff to deal with the query.
- install improved signage with increased colour contrast between the lettering and the background.
- the majority of staff encountered were helpful and polite.
- the steep gradient of the Wood Quay wheelchair ramp and its narrow width could cause difficulty for wheelchair users.
- the limited size of the public toilets and access to disabled toilet facilities caused issues for some users.

Conclusion

Most participants found the Civic Offices difficult to navigate because of the buildings size, layout and wayfinding. As a result of the difficulties that our participants experienced when finding their way around the Civic Offices, the majority of people suggested that Customer Services become a one stop shop which deals with all queries so customers do not have to negotiate their way through the entire building to access our services and find information.

Recommendations

- Enhance Customer Services so that it caters for as many service requests as possible and reduce to a minimum the number of other public touch-points in the building
- Upgrade the atrium in the Civic Offices to create a one stop shop for our customers facilitating an enhanced Customer Services Centre, self-service booths, meeting points and other customer service facilities
- Further enhance the Wood Quay entrance to make the building more welcoming
- Install new wayfinding, with greater visual contrast between characters and background, to guide customers to publicly accessible parts of the building
- Improve signage opposite lifts to state the floor number first, followed by the block number
- Clearly label doors which are for staff use only and those which are for public access
- Address the following accessibility issues:
 - Make better use of the brightly coloured flooring strips to assist customers who are visually impaired to navigate their way to publicly accessible parts of the building
 - Increase the colour contrast between the step nosing and the carpet to help users distinguish between different levels and make climbing the stairs easier and safer
 - Increase the availability of the Deaf Loop at public counters
 - Train members of staff to be more aware of the particular needs of customers who are deaf or hard of hearing

We are grateful to all of our participants who took the time and made the effort to provide valuable feedback on how Dublin City Council can ensure that the needs of all of our customers, regardless of their age or ability, are being met. Their comments will be taken into account when making it easier to access the Civic Offices and improving our customer services to better meet our customers' expectations.

Appendices

Appendix 1: Service Requests for Age Friendly Walkability Survey – Civic Offices

1. I am a Dublin City Council Tenant living in Ranelagh Close and want an update on a report I made about an issue with my fuse box. Where should I go?
2. What do I have to do to request a wheelchair parking space outside my home in Finglas for a disabled family member?
3. I live in Killester and my neighbor has built a huge extension in their back garden and it's blocking the sunlight from my kitchen. I think that they don't have planning permission for an extension that big. Who can I speak to about this?
4. Where do I go to enquire about paying off my Dublin City Council Mortgage for my home in Cabra?
5. I am renting a flat in Artane and there is mould all over my bedroom walls. I have asked the landlord to put a vent in the bedroom wall and he has refused. What should I do now?
6. I am retired from Dublin City Council and I have a question about my pension. Where should I go?
7. I am Secretary to the Inchicore Residents Association, where do I go to apply for a Community Grant to buy some plants and planter boxes for the village?
8. I live in East Wall, am I in the right place to check that I am registered to vote in the referendum?
9. I live in Ballybough House Flats and I want to speak to a Social Worker about my neighbour who's not looking after themselves or their flat. They've started hoarding stuff outside their front door.
10. Am I in the right place to pay for my allotment in Ringsend Park?
11. I live in Drumcondra and I heard that there is a grant for older people to have my home rewired, where do I go to apply?
12. I live in Ballyfermot and I want to speak to someone about installing dishing for a driveway outside my home?
13. I live in Raheny, am I in the right place to apply for a grant to replace the lead water pipes in my home?
14. I have recently moved into 94 Haddington Road and I want to enquire about how I apply for visitor parking permits, where do I go to find out?

Appendix 2: Part 1 Age Friendly Walkability Survey Civic Offices

Age Friendly Walkability Survey Civic Offices - Part 1

Dublin City Council

Civic Offices
Wood Quay
Dublin 8



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Dublin City Council requests your help in making the Civic Offices easier to get around and our services easier to access. Please complete the following Walkability Survey based on your experience today. Thank you for your time.

Customer Name: _____ Date: _____

Start time: _____ Finish time: _____

How did you travel to the Civic Offices today?

Walked Luas Dublin Bus Bicycle Car Other, please specify

1a. How was your journey into the City Centre?

Poor Fair Good Very good Excellent

Other/Comment _____

1b. Did you know where the Civic Offices was located before you started your journey?

Yes No

1c. If you used one, how easy was it to find a disabled parking space close to the Civic Offices?

Poor Fair Good Very good Excellent

1d. If you used the facility, how would you rate the standard of bicycle parking?

Poor Fair Good Very good Excellent

1e. If you used it, how would you rate the drop off and pick up area?

Poor Fair Good Very good Excellent

1f. The standard of footpaths near the entrance to the Civic Offices is

Poor Fair Good Very good Excellent

1g. How would you rate the signage to the Civic Offices from the public path

Poor Fair Good Very good Excellent

Which entrance door did you use?

Wood Quay Christchurch

2a. Does the entrance to the building look well maintained?

Yes No

2b. The standard of the entrance steps / wheelchair ramp is

Poor Fair Good Very good Excellent

2c. Ease of access through the entrance door is

Poor Fair Good Very good Excellent

2d. Once inside the Civic Offices, how would you rate the signage?

Poor Fair Good Very good Excellent

2e. Was it obvious to you that a deaf loop was available at the Reception Desk, if required?

Yes

No

2f. Was it obvious to you that a wheelchair was available, if required, when you entered the building?

Yes

No

2g. The condition of the floor surface and removable mats is

Poor

Fair

Good

Very good

Excellent

2h. How would you rate the availability of seating in public areas within the building?

Poor

Fair

Good

Very good

Excellent

2i. If you used the facility, is the seating in public areas comfortable?

Yes

No

2j. How would you rate the standard of lighting in the building?

Poor

Fair

Good

Very good

Excellent

2k. Were you able to find the public / disabled toilet if required?

Yes

No

2l. If you used the facility, how would you rate the standard of the public toilet?

Poor

Fair

Good

Very good

Excellent

2m. Was it easy to identify security staff in the building?

Yes

No

2n. Was it easy to identify Dublin City Council staff as opposed to members of the public?

Yes

No

2o. How would you rate the condition of the stairs / lifts?

Poor

Fair

Good

Very good

Excellent



I am a Dublin City Council Tenant living in Ranelagh Close and want an update on a report I made about an issue with my fuse box. Where should I go?

1. How did you locate the correct counter for the required service?

- Signage
 Directions from the Ground Floor Reception Desk
 Directions form a Member of Staff
 Other, please specify

1a. Now that you have reached your destination, how would you rate the signage directing you to this counter?

- Poor
 Fair
 Good
 Very good
 Excellent

1b. How would you rate the signage at the counter / waiting area?

- Poor
 Fair
 Good
 Very good
 Excellent

1c. Was it obvious to you that a deaf loop was available at the counter, if required?

- Yes
 No

1d. How did you attract the attention of a member of staff at the counter?

- Bell
 Phone at counter
 Staffed counter
 Other, please specify

1e. How quickly were you attended to by a member of staff at the counter?

1f. When a member of staff came to the counter were they helpful and friendly?

Yes

No

1g. Which of the following words would you use to describe the quality of the service you received today?

Poor

Fair

Good

Very good

Excellent

2. Can you make any suggestions to improve the waiting area at the counter?

3. How could Dublin City Council improve access to our services when calling to the Civic Offices in person?

4. What worked really well on your visit to Dublin City Council today?

5. Any additional comments

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!