

Directory of FAQ's for Access Improvements Dublin City.

Your one stop shop for access queries in the City

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Introduction

This document outlines an extensive list of questions and relevant contact information with regards to access improvements that are frequently requested by people with disabilities and older people in Dublin City.

This informative document was produced by the City Council's Access Unit and the Disability Steering Group in consultation with our Disability Focus Group. The document is part of Dublin City Council's dedication in improving its customer service to all citizens in the city, and to ensure that we are providing a range of services and facilities that are accessible to everyone.

You will find information on how to request dished pavings, tactile pavings, accessible car parking spaces, accessible kerbs at bus stops, repairs to street lighting, footpaths, speed ramps, overhanging branches, traffic lights, report illegal parking and much more.

If this document does not have a particular question that you would like the answer to, or if you require this document in an alternative format, please contact the Access Unit and we will do our best to cater for your needs. Contact details for the Access Unit can be found at the back of the document.

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1. Tactile Paving and Double Yellow Lines

To request the installation and / or repair of tactile paving or double yellow lines please contact the Roads Markings and Signs section in Dublin City Council. Tactile Paving is mainly used at controlled and uncontrolled crossings, traffic islands and at the approach to certain buildings. Double yellow lines indicate no parking at anytime.

Name	Telephone	E-mail
Frank Crowley	01 222 2508	Frank.crowley@dublincity.ie

2. Paving Surfaces and Road Works

Contact Roads Maintenance to report:

- Damaged footpaths, a pothole or roads that need repairs.
- To ensure that ESB, Bord Gais, Eircom etc repair the road correctly.
- To request the installation and /or repair of footpath dishings at crossings, traffic islands, and accessible parking bays, and to alter kerb edges.
- **To report an emergency road maintenance issue day or night. Call (01) 679 6186 (24 hours a day), e.g. sudden road collapse.**
- **General office hours are 9am -5pm Monday to Friday**
- Contact Road Works Control Section to query any planned or on-going road works.

Department	Name	Telephone	E-mail
Roads Maintenance North City	Adrian Corrigan	01 222 2562	Adrian.corrigan@dublincity.ie
Roads Maintenance Services		01 222 2255	roadmaintenance@dublincity.ie
Roads Maintenance South City	Martin Jordan	01 222 2568	Martin.jordan@dublincity.ie
Roads Maintenance Services		01 222 2255	roadmaintenance@dublincity.ie
Road Works Control	Conrad Rennicks	01 222 2109	Conrad.rennicks@dublincity.ie

3. Modify a footpath for vehicle access to your property

You may require planning permission to create a new vehicle access dishing or to modify or widen an existing vehicle access dishing at the entrance to your property.

Note: If you live in a council home, Dublin City Council may be responsible for creating a dishing outside your home.

Below, find out how to get Planning Permission, arrange for your dishing to be installed, or find out if Dublin City Council maybe responsible for creating a dishing outside of your home? Contact Planning if you are living in a privately owned house and Housing Maintenance if the house is a Council property.

Department	Name	Telephone	E-mail
Planning Department	General Office	01 222 2151	planning@dublincity.ie
Roads Maintenance	General Office	01 222 2255	roadmaintenance@dublincity.ie
Housing Maintenance	General Office	(01) 222 2222	housing.maintenancesection@dublincity.ie

4. Traffic Lights

Contact the Roads ITS section to request traffic lights to be installed, to request the alteration of length of crossing time, or to request the installation or repair of audio beepers.

Department	Name	Telephone	E-mail
Roads ITS	Brian Murray	01 222 5459	Brian.murray@dublincity.ie
	Clare Finnegan	01 222 5358	Clare.finnegan@dublincity.ie
	Adrienne Houghton	01 222 5806	Adrienne.houghton@dublincity.ie
	Susanne Hickey	01 222 5488	Susanne.hickey@dublincity.ie
			its@dublincity.ie

5. Provision of disabled parking bays outside private residences

Where a car is kept full-time at the address

Please note that where there is a **car kept full-time at the address**, applicants are required to submit:

1. a **copy** of their current Disabled Parking Permit, front and back (i.e. Blue Badge);
2. **confirmation in writing** as to whether the house has off-street parking or not i.e. a driveway/garage or off-street private parking area accessed from the side or rear of the property. **A bay will not be provided** where there is off-street parking unless in exception circumstances pending an on site investigation.
3. **confirmation in writing** as to whether the vehicle is kept full-time at this address or not, who the driver of the vehicle is and if the driver is also a full-time resident at this address.
4. **A copy** of the Driver's License.

Department	Name	Telephone	E-mail
Roads and Traffic	Admin/Traffic Advisory Group	Tel: 01 222 2528 Fax: 01 222 2609	
	Susan Grant Carmel Curran	01 222 2296 01 222 2762	Susan.grant@dublincity.ie Carmel.curran@dublincity.ie

6. Request a new speed ramp: Contact Traffic Management and Control to request that a new speed ramp is installed. Please note that this process may take a number of months as it has to be adopted and examined by the Traffic Advisory Board. **To view the area of the city that you are in please see map of the City on page 10.**

Area of the City	Section/Dept	Name	Telephone	E-mail
(Central Area)	Traffic Management and Control	Alec Dundon	01 222 2706	Alec.dundon@dublincity.ie
(North Central Area)	Traffic Management and Control	Tony McGee	01 222 2549	Tony.mcgee@dublincity.ie
(North West Area)	Traffic Management and Control	Alan O'Mara	01 222 2505	Alan.omara@dublincity.ie
(South Central Area)	Traffic Management and Control	Gavin McHugh	01 222 3970	Gavin.mchugh@dublincity.ie
(South East Area)	Traffic Management and Control	Said Shawqi	01 222 2760	Said.shawqi@dublincity.ie

7. Request the maintenance and upgrade of an existing Speed Ramp

Section/Dept	Name	Telephone	E-mail
Roads Maintenance Services		01 222 2255	roadmaintenance@dublincity.ie

8. Illegal Parking and unapproved use of disabled parking bays.

Contact the Parking Enforcement Officer to report illegal parking and misuse of disabled parking bays.

Section/Dept	Name	Telephone	E-mail
Parking Policy and Enforcement	Brian Riddick	01 222 2190	Brian.riddick@dublincity.ie
Dublin City Street Parking Services		01 602 2500	info@dpsps.ie

9. Street Lighting Poles

See contact details below to report damaged street lights or request for an obstructing lighting pole to be moved.

Section/Dept	Name	Telephone	E-mail
Public Lighting		01 222 2222	Lighting@dublincity.ie
North City.		01 222 4413	
South City.		01 222 4410	

10. To request the removal of overhanging Branches from Public Property

If there are overhanging branches causing an obstruction from public areas or buildings please ring the following numbers depending on what area of the city you are in. Public areas or building can include libraries, Civic Offices, Motor Tax Offices, Community Centres, Park and other open spaces.

Issue	Section/Dept	Name	Telephone	E-mail
To remove overhanging branches in public areas (Central Area)	Parks and Landscape Division	Mark Jones	01 222 3701	Mark.jones@dublincity.ie
(South Central Area)	Parks and Landscape Division	Sean Redmond Eamon Dunne	01 222 3435 01 4540799	sean.redmond@dublincity.ie eamon.dunne@dublincity.ie
(North Central Area)	Parks and Landscape Division	Eoin Ward	01 222 3436	Eoin.ward@dublincity.ie
(South East Area)	Parks and Landscape Division	Michael Noonan	01 222 3434	Michael.noonan@dublincity.ie
(North West Area)	Parks and Landscape Division	Maryann Harris	01 222 3806/ 5619	Maryann.harris@dublincity.ie

11. To request the removal of overhanging Branches from Private Property

If there are overhanging branches causing an obstruction from private areas or buildings please ring the following numbers depending on what area of the city you are in. Private areas include private residents or private businesses.

Issue	Section/Dept	Name	Telephone	E-mail
To remove overhanging branches from private property (North City)	Roads Maintenance North	Ronan Connolly	01 222 2576	Ronan.connolly@dublincity.ie
(South City)	Roads Maintenance	Philip Dunne	01 222 2560	Philip.dunne@dublincity.ie

	South			
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12. Request the removal of Overhanging Branches along the Canals.

Issue	Organisation	Name	Telephone
To remove overhanging branches from Grand and Royal Canals	Waterways Ireland	Brigid Johnson	01 8680148

13. Request the removal of overhanging branches from OPW controlled areas.

Issue	Organisation	Name	Telephone	E-mail
To remove overhanging branches from St Stephens Green and the Iveagh Gardens	OPW	Margaret Gormley	01 8205800	Margaret.gormley@opw.ie
		Debbie Burke	01 645884	Debbie.burke@opw.ie
To remove overhanging branches from the National Botanic Gardens	OPW	Paul Maher	0866784521	Paul.maher@opw.ie
		Denis McNally	0868186977	Denis.mcnally@opw.ie

14. To report unauthorised street clutter

To report street clutter like sandwich or advertisement boards, or other barriers or local issues in your area, please contact your local Public Domain Officer.

Section/Dept	Name	Telephone	E-mail
Public Domain Officers:			
Central Area	Sean Mangan	01 222 2981	Sean.mangan@dublincity.ie
North West Area	Jackie O'Reilly	01 222 5444	Jackie.oreilly@dublincity.ie
North Central Area	Dermot Johnson	01 816 6729	Dermot.johnson@dublincity.ie
South Central Area	Paul Rainsford	01 222 6141	Paul.rainsford@dublincity.ie
South East Area	Kevin O'Sullivan	01 222 5344	Kevin.osullivan@dublincity.ie

15. To apply for a grant to adapt your home

The Housing Adaptation Grant Scheme

The Housing Adaptation Grant for People with a Disability is there to help people have works done which are reasonably necessary to make a house more suitable for a person with a disability to live in. The person's disability must be lasting and involve physical, sensory, mental health or learning difficulties. The types of works covered include the fitting of access ramps, downstairs toilet, stair-lifts, level access showers, changes to allow wheelchair access, extensions, and any other works which are reasonable necessary to make a house more suitable for a person with a disability to live in.

The Mobility Aids Housing Grant Scheme

The Mobility Aids Housing Grant Scheme covers a basic range of works to fix problems with mobility most often, but not always, caused by aging. The works covered include grab rails, access ramps, level access showers, stair-lifts, and other small works reasonably necessary to make a house more suitable for a person with mobility problems to live in.

The Housing Aid for Older People Grant Scheme

The Housing Aid for Older People Grant Scheme is there to help older people living in poor housing conditions to make necessary repairs or improvements to their houses. The types of works covered by the scheme include re-roofing, re-wiring, putting in central heating (where none exists) and the replacement of a boiler that is broken beyond repair.

Application forms are available on-line at www.dublincity.ie/Housing and from the Customer Services Centre at 222 2222. Further information is available from the Home Grants section at 222 2195

Section/Dept	Name	Telephone	Fax
Housing and Residential Services	Housing Grants Section	01 222 2195	01 222 2617

16. Accessible Kerbs at Bus Stops

Every year, Dublin Bus submits a list of bus stops that require Accessible Kerbs to Dublin City Council. Dublin City Council then submits this list along with a funding application to the National Transport Authority for monies to carry out the works requested. To request Accessible Kerbing at bus stops please contact the following for more information:

Section/Dept	Name	Telephone	E-mail
Dublin Bus	Dolores Henchon	7033204	travelassist@dublinbus.ie

Useful Links:

- www.accessdublin.ie

This site contains the following:

- **Access Guide for Dublin:** contains access info on Libraries, pubs, hotels, shops, banks and much more.

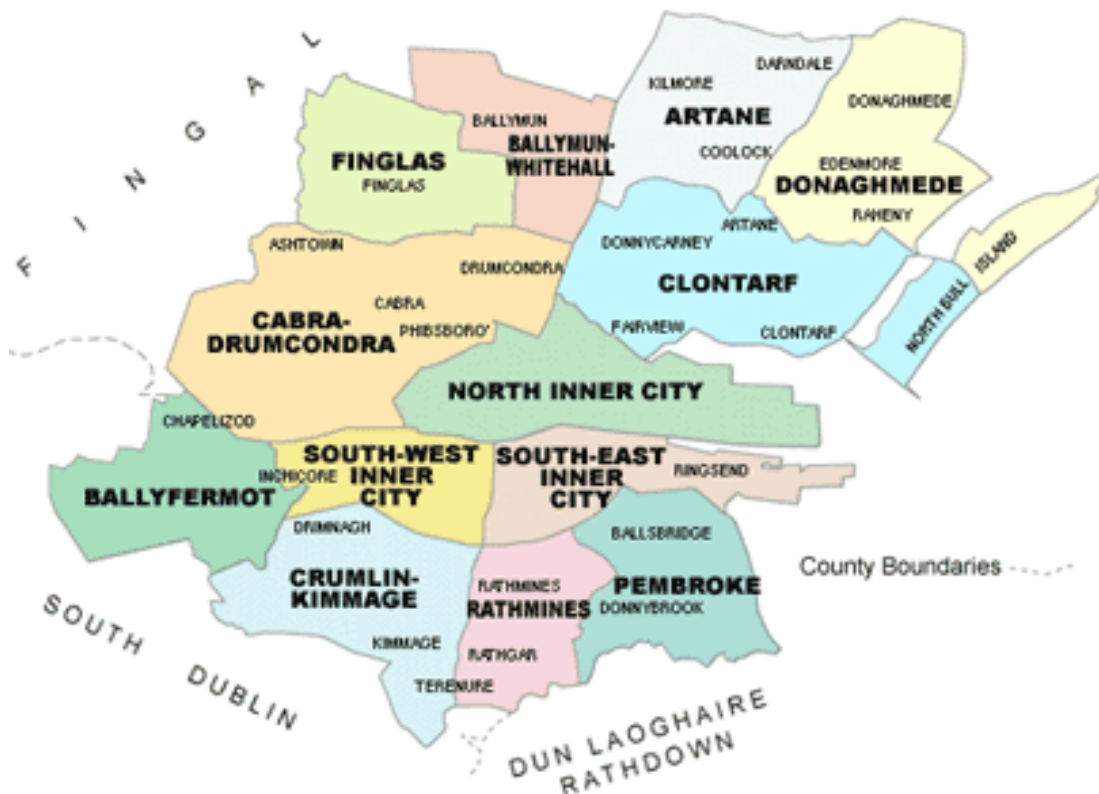
- Map of on-street **accessible car parking spaces** in Dublin region
- **Access audits** of parks roads and streets and much more.

- www.dublincity.ie

Click on the “Accessibility” tab on the right hand side of the home page for Access Information, including info on

- Accessible toilets in Temple Bar
- How to request documents in alternative formats
- Also, Click on the “Recreation” tab on the centre of the homepage and get all the info you need to know about Parks in Dublin City.

Dublin City Council Area Map



- **Central Area:** Cabra, Drumcondra, North Inner City
- **South Central Area:** South West Inner City, Ballyfermot, Crumlin, Kimmage
- **South East Area:** South East Inner City, Rathmines, Pembroke
- **North West Area:** Finglas, Ballymun
- **North Central:** Clontarf, Artane, Donaghmede

Contact

The Access Unit

Dublin City Council

3 Palace Street

Barnardo Square / off Dame Street

Dublin 2.

Tel: 01 222 3468 / 6706

E-mail: audit@accessdublin.ie

Fax: 01 707 1486

Text: 0879494678.