Do you live in, work in, or visit the Docklands area?

Community Survey Report

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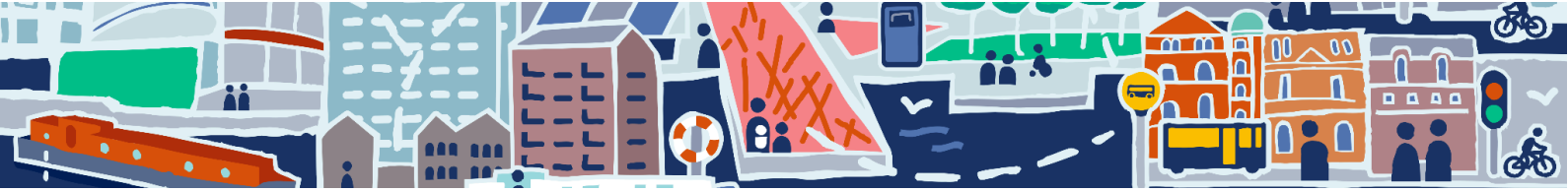
SMART DOCKLANDS
A Smart Dublin District

Comhairle Cathrach Bhaile Átha Cliath
Dublin City Council

CONNECT



Community Survey Report

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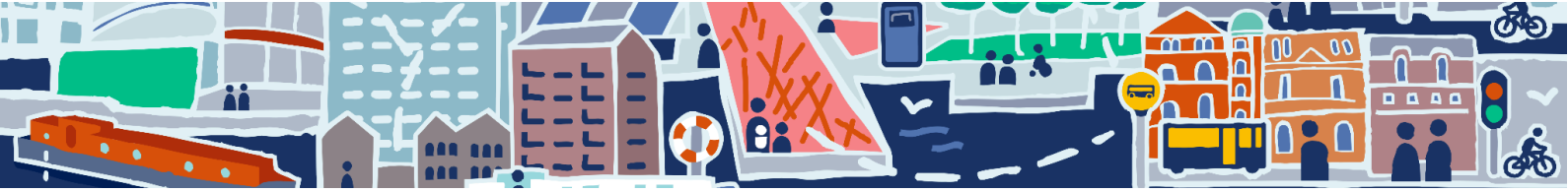


1. Executive summary

The Community Survey was conducted as part of the **Smart Docklands** programme, a collaboration between **Dublin City Council** and **CONNECT SFI Research Centre** for Future Networks at Trinity College Dublin. Smart Docklands' mission is to foster a sustainable and inclusive urban environment that responds to the needs of its residents, users and stakeholders.

This report reflects the feedback received in a community survey on our engagement platform. The survey was available for two months from the end of November 2023 to the end of January 2024. The survey has received **295 responses and 5 additional comments.** The demographic of respondents showcased a wide age range and reflected a mix of professional, residential, and transient interactions among the respondents.

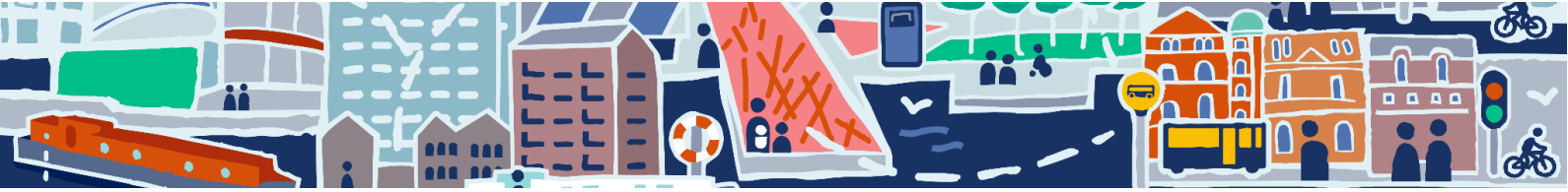
In gauging the community's priorities, the data reveals a strong emphasis on the 🌳 **Environment**, with 33% considering it the most important theme. The well-being of 👨‍👧 **People** closely follows, with 26% highlighting its significance. 🏃‍♀️ **Living** conditions rank at 19%, indicating a notable consideration for the community's day-to-day experience. 🚴‍♀️ **Mobility** is identified as most important by 17%, reflecting the importance placed on accessible and efficient transportation.

The 💵 **Economy** holds a lower position at 5%, suggesting a recognition of its impact on community well-being. 🏛️ **Government** is the least prioritised theme.

In the 🌳 **Environment** theme top concerns are 💨 **Air quality** and 🌿**Greening**. In the 👨‍👧 **People & Living,** 🏫 **Community facilities and social infrastructure** and 🚸 **Safety** emerge as key issues. In 🚴‍♀️ **Mobility** section, 🚌 **Better public transport links**, 🚶‍♀️ **Walkability** and 🚦 **Reduced congestion** are seen as most important.

Favourite smart city or digital solutions are 🌉**Samuel Beckett Bridge** and 🚲 **Dublin Bikes**. Respondents would like to see more of 💨**Air quality monitoring**, 📹 **CCTV cameras** and 🎧 **Noise monitoring.** There are also some insights about the Docklands as a place to live in, work in and visit and respondents tend to highlight Docklands' walkability, community and accessibility among others.

This engagement exercise centred on understanding community needs, enhancing participation through an online platform, and aligning these insights with Smart Docklands' broader objectives. The survey findings will also be used as the basis for an upcoming **Call for Pilots** where Dublin City Council through its Smart City programme will fund a number of innovative solutions that can address the identified challenges.



2. Call for Pilots

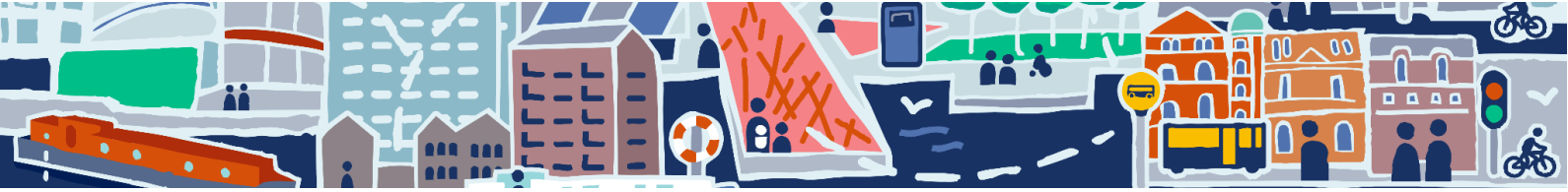
In response to these insights, Smart Docklands and Dublin City Council through its Smart City programme, are going to announce a **Call for Pilots for 2024**, focusing on environmental monitoring, urban greening and biodiversity, community development, and addressing antisocial behaviour and safety. The purpose of the Call for Pilots is to source new and innovative approaches or solutions that can address some of the challenges that we have identified through the survey and engagement.

We want to provide new opportunities to support entrepreneurs and innovators to deliver and demonstrate the impact of their solutions. This initiative will seek to deploy impactful, scalable, and sustainable pilots, engaging various stakeholders in the development and implementation process. The survey and subsequent Call for Pilots underscore Smart Docklands' commitment to leveraging technology and innovation to address urban challenges, enhancing the livability, sustainability, and inclusivity of the Docklands area.

Smart Docklands supports the adoption of new and emerging technologies in cities. The programme fast tracks innovation that addresses local and global challenges through collaboration, testing, learning, and education. The programme successfully facilitates and enables the testing and trialling of smart city solutions by identifying local challenges, shaping the future of cities. In 2024, this engagement and facilitation will continue with an open Call for Pilots.

Continuing to focus on the deployment of IoT solutions across multiple environments, this call will focus on four key themes. The themes were selected from feedback gathered through our Community Survey and other outreach activities with stakeholders including residents, local communities, Dublin City Council, Connect SFI Research Centre, businesses located in the Docklands and their employees. The purpose of the engagement was to identify local challenges and launch an open Call for Pilots to find potential solutions to address these challenges. The four key themes identified were:

🌳**Environmental monitoring**,
🌿**Urban greening/Biodiversity**,
🏫**Community development** and
🚸**Antisocial behaviour/Safety.**



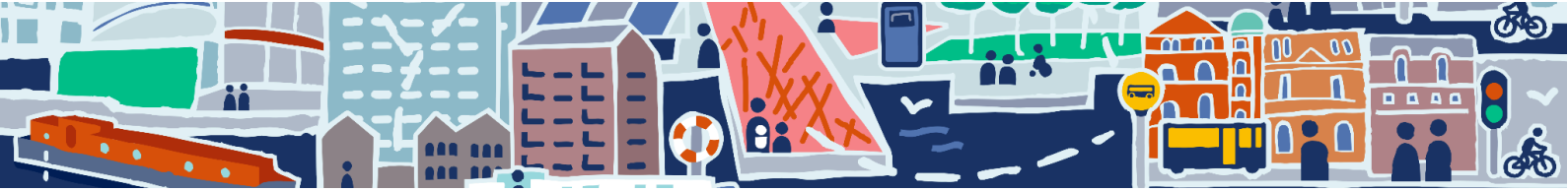
3. Smart Docklands Community Engagement

What is the Smart Docklands mission?

Smart Docklands works across the local ecosystem to deliver sustainable smart city innovation. Smart Docklands programme is a partnership between Dublin City Council and CONNECT SFI Research Centre for Future Networks headquartered at Trinity College Dublin. This initiative positions Docklands as one of the "testbed districts" within the Smart Dublin framework. Its primary goal is to explore and test various technologies within a defined geographic area to address city challenges effectively.

The initiative focuses on two main objectives: firstly, to engage with the local Docklands community to pinpoint and understand the challenges they face, ensuring that technological solutions are grounded in real-world needs rather than being technology-driven for its own sake. Secondly, Smart Docklands serves as a bridge, facilitating collaboration among industry, government, academia, and citizens. This is achieved by pooling funding, knowledge, and resources to spearhead projects that tackle both immediate and long-term challenges, which may be local or global in nature.

Smart Docklands collaborates with a wide range of companies, ranging from tech giants like Google to smaller startups based in the Docklands area, underscoring its commitment to leveraging technology to solve urban challenges through community-focused and collaborative approaches.



What is the community engagement mission and objectives?

Our engagement programme raises smart city innovation awareness across the local communities. We want to treat community engagement as an opportunity to build and develop existing relationships. We want to emphasise the importance of two-way communication.

Raising Awareness (Inform): This objective focuses on educating the community and stakeholders about the importance and benefits of sustainable smart city innovations. The goal is to enhance knowledge and understanding, laying a foundation for support and engagement in sustainability initiatives.

Identifying Challenges (Consult): This step involves active consultation with local residents and employees to uncover the specific challenges they face. Through surveys and workshops, this objective seeks to gather insights directly from those affected, ensuring that solutions are grounded in real needs and circumstances.

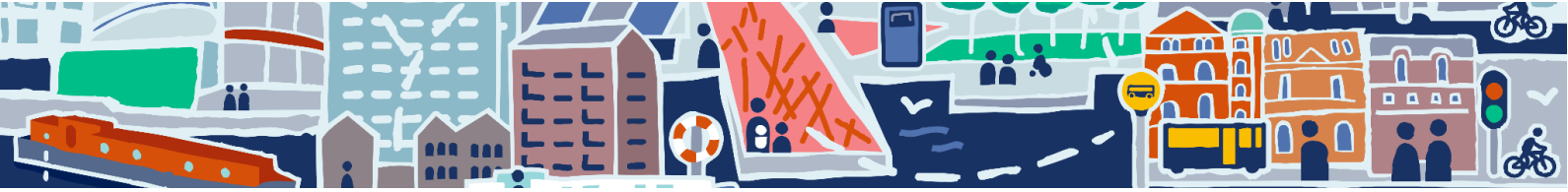
Facilitating Connections (Involve): By encouraging networking and collaboration, this objective aims to bring together diverse groups within the district, including residents, businesses, and local authorities. The intention is to create a dynamic ecosystem where ideas can be exchanged, and partnerships can form, leading to innovative projects and initiatives that benefit the entire community.

The outlined engagement objectives aim to foster a holistic approach towards developing sustainable smart city and digital solutions. Each objective targets a specific aspect of community and stakeholder engagement,

Collaborative Innovation (Collaborate): This objective goes a step further by actively involving local residents and stakeholders in the co-creation process of sustainable smart city solutions. Through workshops, it emphasises the value of diverse perspectives and collective intelligence in creating effective and inclusive innovations.

Empowering Residents (Empower): The final objective focuses on skill development, aimed at equipping residents with the necessary tools and knowledge to actively participate in sustainable initiatives.. This empowerment is crucial for ensuring the longevity and resilience of smart city solutions, as it fosters a community of informed, skilled, and motivated individuals.

Together, these objectives form a comprehensive strategy for engaging the community in the development of sustainable smart cities. By informing, consulting, involving, collaborating with, and empowering residents and stakeholders, the approach ensures that smart city innovations are not only technologically advanced but also socially inclusive and responsive to the needs of the community.

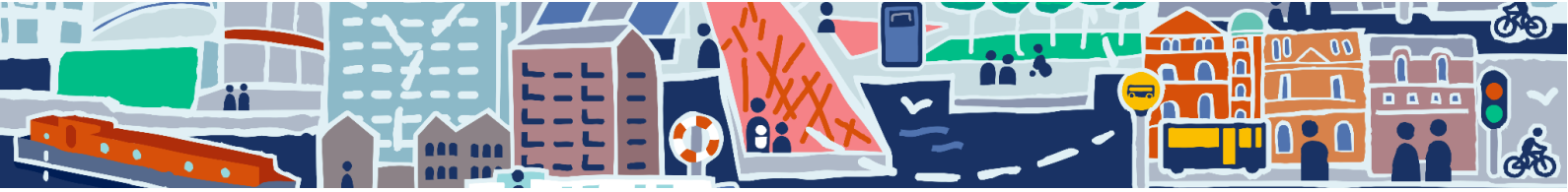


4. Online engagement platform

Online engagement platform responding to our engagement objectives

We believe that by providing an online engagement platform to the public we will be better able to respond to our engagement objectives. In the table below we have listed how the platform helps us achieve our objectives. It can not be the only way of engagement, but nowadays it feels like a necessary addition to in-person events and activities.

Objective	How does the online engagement platform respond to our objectives?
Raising Awareness (Inform)	• The platform serves as a hub for information on sustainable smart city innovations effectively informing the community about them. • By leveraging the online platform, we can attract individuals who may not have been engaged through traditional methods, thereby widening our audience. • The online nature of the platform ensures it is widely accessible, allowing for greater participation across all demographics.
Identifying Challenges (Consult)	• Residents and employees can use the platform to voice their challenges and concerns, making it a valuable tool for gathering insights directly from those affected. • Users have the opportunity to express their concerns and hopes, enhancing the depth of consultation. • The ability to pin challenges on a map provides a visual representation of specific issues, aiding in targeted problem-solving.
Facilitating Connections (Involve)	• The platform can act as a virtual meeting ground for various stakeholders and community members. • It offers users the chance to see and respond to others' inputs, promoting an interactive dialogue that can lead to more enriched collaboration. • Its adaptability makes it suitable for a range of purposes, from hosting discussions to organising workshops.
Collaborative Innovation (Collaborate)	• Users can collaborate on projects related to sustainable smart city innovation, benefiting from a shared space. • The platform encourages a constructive dialogue with features that allow users to see and potentially respond to each other's contributions, building a foundation for collaborative solutions.

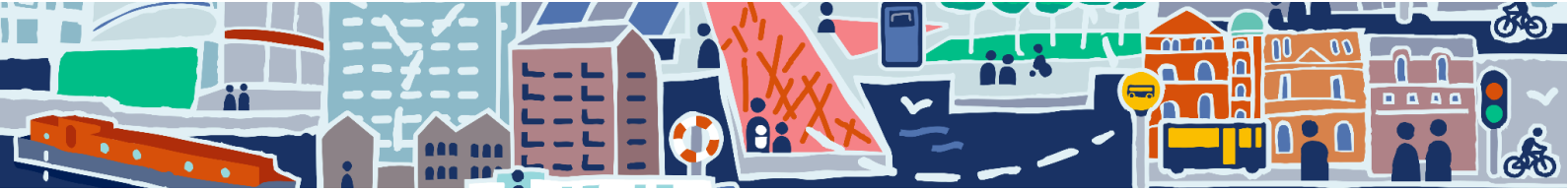


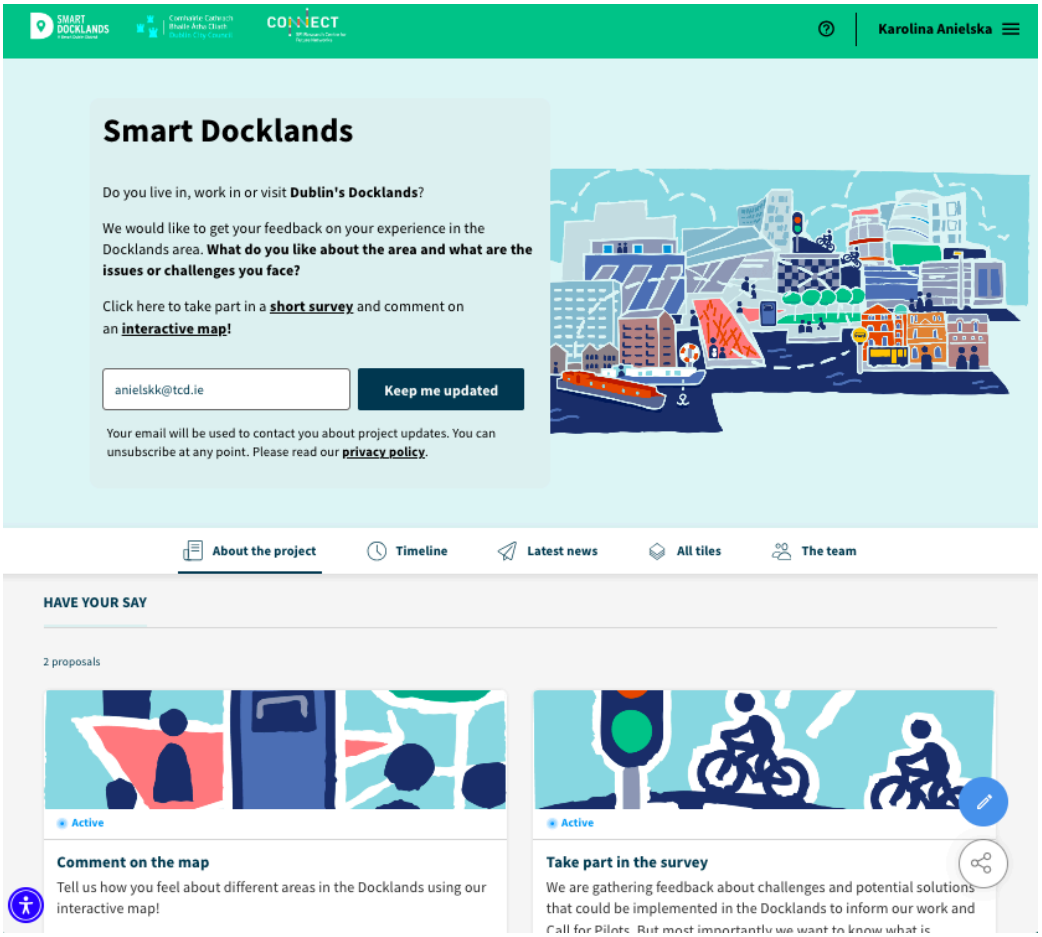
Empowering Residents (Empower)	• It serves as an educational platform where residents can learn, contributing to their personal and community growth. • By navigating the platform, especially its map-based engagement features, users not only learn about their community but also develop valuable digital skills. • The platform can facilitate the sharing of information, empowering residents with the knowledge needed to actively participate in their community's development towards sustainability.

Community survey

By offering a space for information sharing, consultation, collaboration, and empowerment, the online engagement platform can play a crucial role in driving forward the agenda for sustainable smart city innovation, ensuring that the process is inclusive, informative, and interactive. This report reflects the feedback received in a community survey on our engagement platform that was **available for more than two months from the end of November 2023 to the end of January 2024**.

The platform and the survey have been advertised multiple times through Smart Docklands newsletter and social media, through two social media campaigns on Facebook and Instagram both being live for two weeks, through ads on Big Belly Bins in English and in Irish and through local community groups and community centres. **The survey has received 295 responses and 5 additional comments**. 182 respondents have confirmed their email addresses.

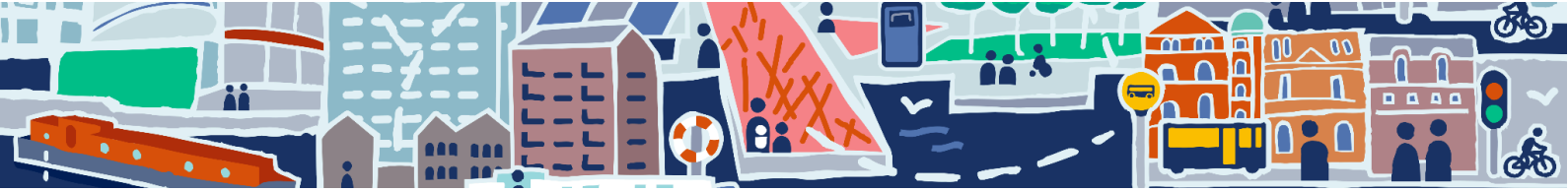




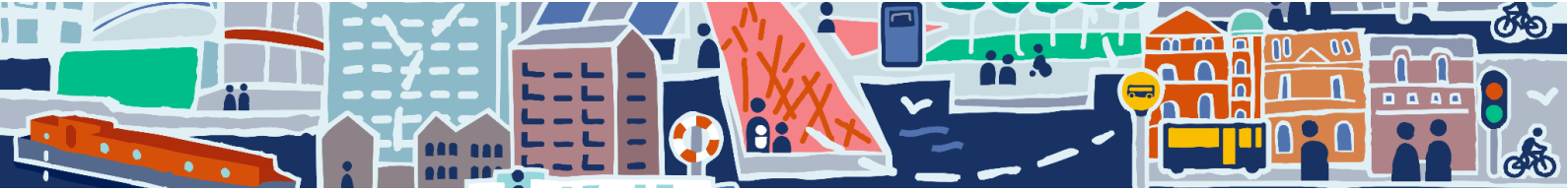
We want to hear from you! 🗣️

Last chance to take part in our community survey! Are you ready to spark change in Docklands? 🏙️ What do you like about the Docklands? 🌟 Any challenges you're facing? 🚧 Your top priorities? 🔍

What's your ideal smart city or digital solution? 🚀 We want to know, and we're all ears! We have almost 400 contributions so far. Is yours there? **Don't miss out on shaping Docklands' future.**



The survey's main goal was **to gather feedback about issues and challenges to inform our work and Call for Pilots.** Through the website there was information that the platform and the survey were developed through the **Smart Docklands** programme which is a partnership between **Dublin City Council** and **CONNECT SFI Research Centre for Future Networks** headquartered at Trinity College Dublin.



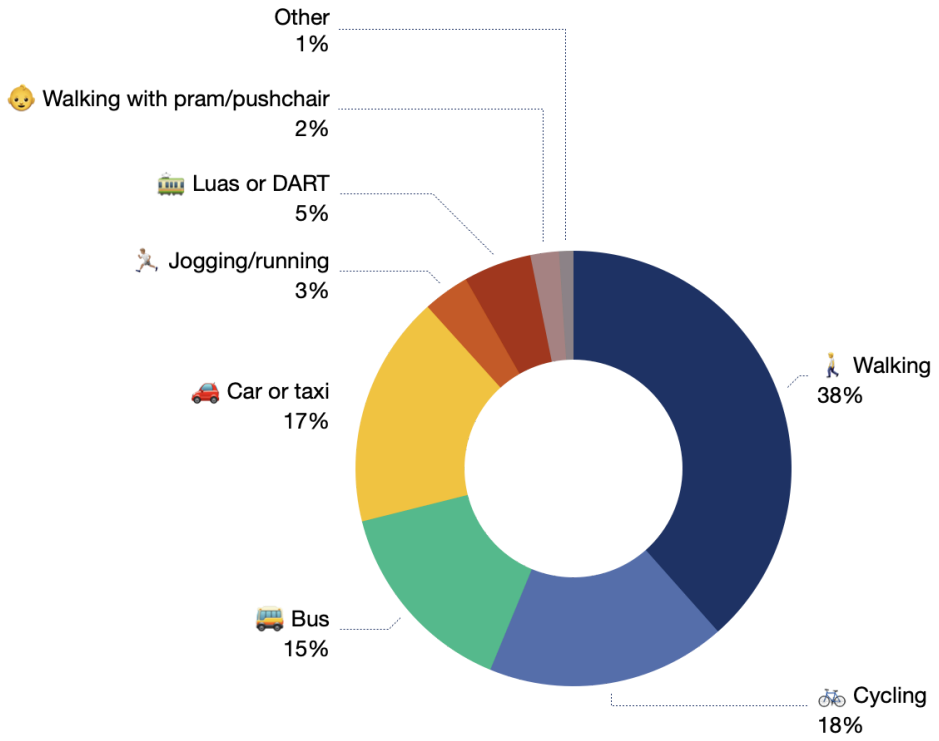
5. About the respondents

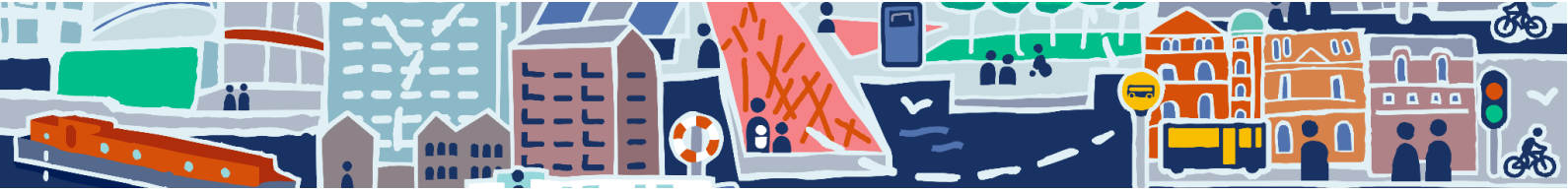
The survey data reveals the predominant modes of travel chosen by respondents. 🚶 **Walking** emerges as the most popular method, with 38% of respondents travelling on foot and 🚲 **cycling** is the second most common mode, chosen by 18% of respondents, highlighting a significant importance of active travel among the respondents.

Public transport usage is divided between 🚌 **buses**, which account for 15%, and the 🚋 **Luas or DART**, with a smaller share of 5%, suggesting that while public transport is utilised, there's room for improvement. The use of 🚗 **cars or taxis** came to 17%. 🏃 **Jogging or running**, and 👶 **walking with a pram or pushchair,** represent more specific travel choices, at 3% and 2% respectively, reflecting particular lifestyle needs or preferences within the community.

Overall, the data illustrates a diverse range of travel habits, with a strong tendency towards walking and cycling, suggesting that the Docklands can support a variety of mobility options and lifestyles.

How do you usually travel in or around the area?



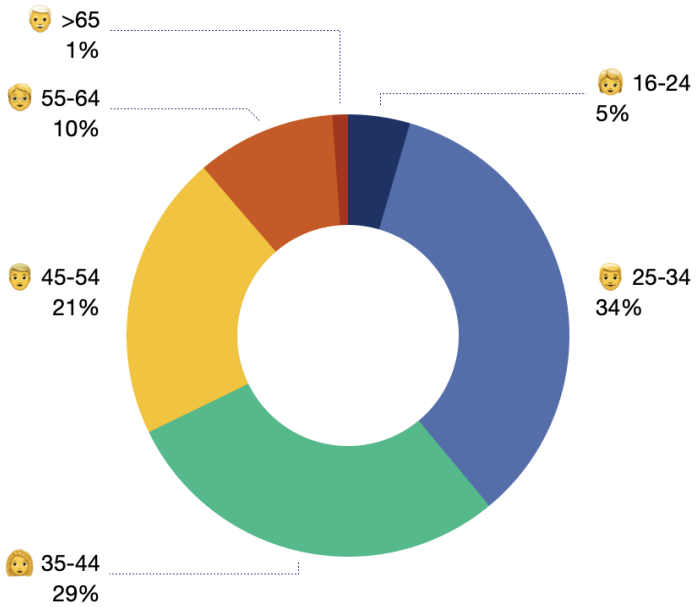


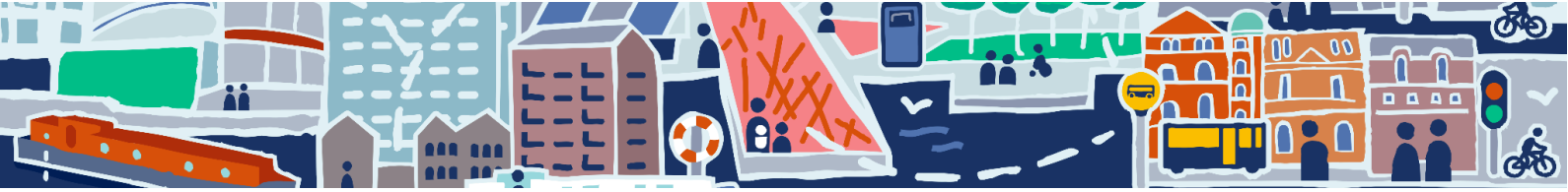
The demographic showcases a wide age range among the respondents. The largest age group among the respondents is those aged 👨 **25-34**, making up 34% of the total, indicating that the younger adult population is the most active or engaged in this context. Following closely are individuals aged 👩‍🦱 **35-44**, who constitute 29% of the respondents, suggesting that this age group is also significantly represented and likely to be involved in the community or specific activities being surveyed.

Those aged 👱‍♂️ **45-54** account for 21% of the respondents, representing a mature demographic that remains notably engaged. The participation starts to taper with the 🧓 **55-64** age group, which makes up 10% of the total, showing a decrease in engagement or representation among older adults. The youngest age group, 🧒 **16-24**, and the senior citizens over 👨‍🦳 **65** years olds are the least represented in the survey, with 5% and 1% respectively, highlighting a potential need to close this gap.

The youngest community members are often engaged by us through the Academy of the Near Future programmes and we hope to set up a digital literacy initiative aimed at older adults in the future.

What is your age group?



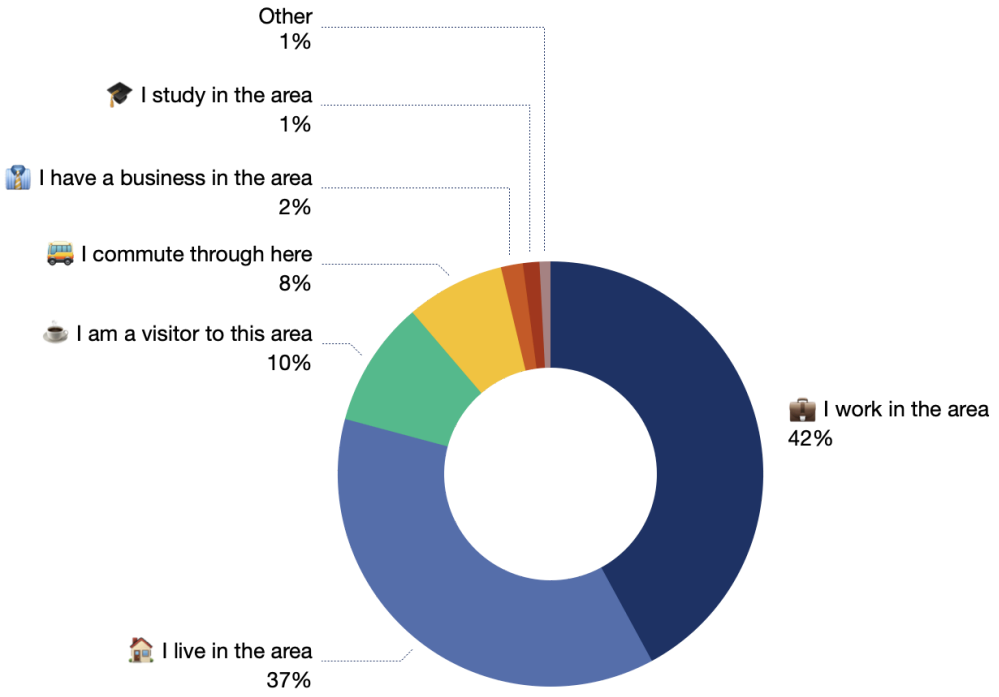


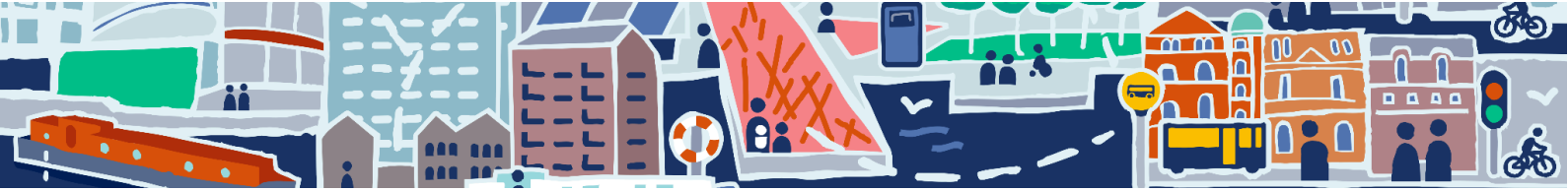
The survey data presents a diverse range of respondents connected to the Docklands, reflecting a mix of professional, residential, and transient interactions. The largest group (42%), comprises individuals 💼 **who work in the area**. Close behind (37%), are those 🏠 **who live in the area**. ☕ **Visitors**, accounting for 10%, alongside a smaller segment of 🚌 **commuters** at 8%, highlight the area's appeal and accessibility to those not residing or working there directly.

👔 **Business owners** and 🎓 **students** represent a smaller fraction, at 2% and 1% respectively, pointing towards specific, yet essential, components of the area's ecosystem.

Overall, the data illustrates a complex community with a strong foundation in both work and residential life, enriched by a steady flow of visitors and other participants contributing to the area's dynamism. We are happy we were able to gather so many responses from residents and employees from the area.

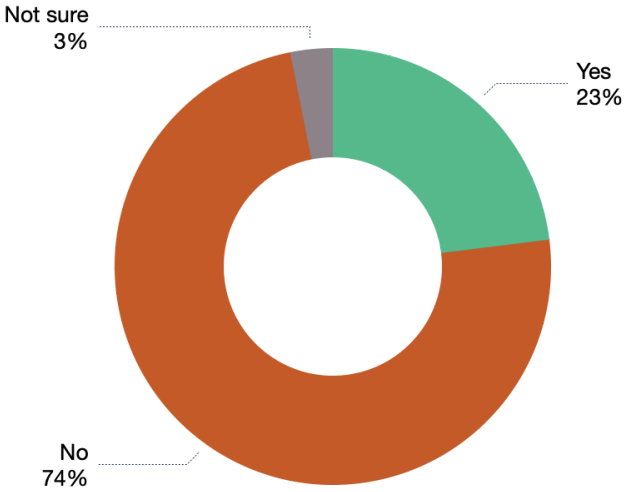
What is your connection to the area?

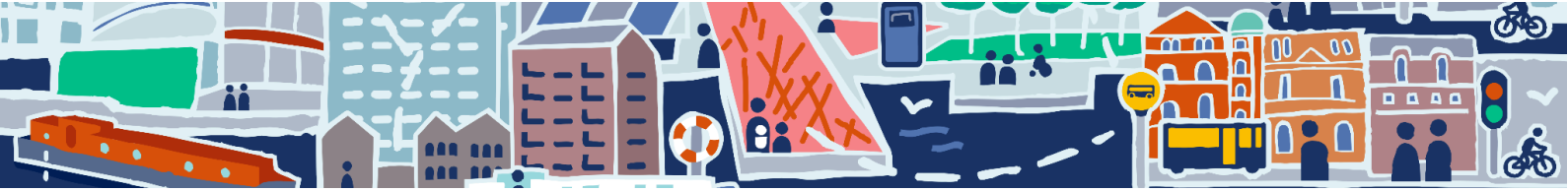




Almost 75% of respondents were not aware of the Smart Docklands programme before.
It shows what a big role in raising awareness the online engagement platform has had. It allowed us to build almost completely new audiences who were not familiar with our work and bring them on our journey with testing and creating sustainable smart city solutions.

Were you aware of the Smart Docklands programme before this survey?



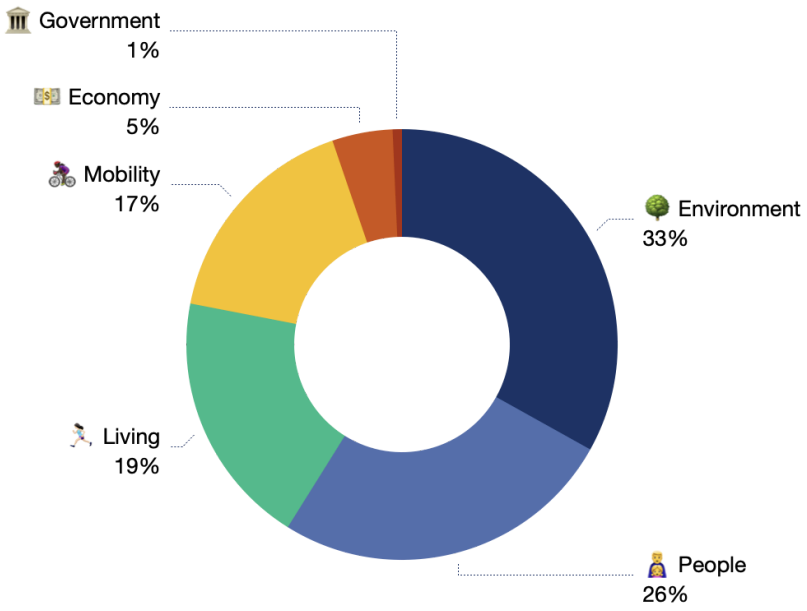


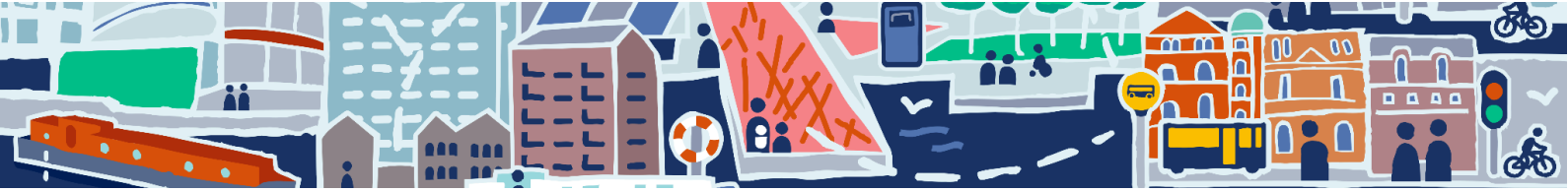
6. Survey responses

In gauging the community's priorities, the data reveals a strong emphasis on the 🌳 **Environment**, with 33% considering it the most important theme. The well-being of 👪 **People** closely follows, with 26% highlighting its significance. 🚶 **Living** conditions rank at 19%, indicating a notable consideration for the community's day-to-day experience. 🚴 **Mobility** is identified as most important by 17%, reflecting the importance placed on accessible and efficient transportation. The 💵 **Economy** holds a lower but still notable position at 5%, suggesting a recognition of its impact on community well-being. 🏛️ **Government** is the least prioritised theme.

Overall, the data illustrates a comprehensive view of community values, with the biggest focus on environmental sustainability and the welfare of individuals.

Which theme is most important?

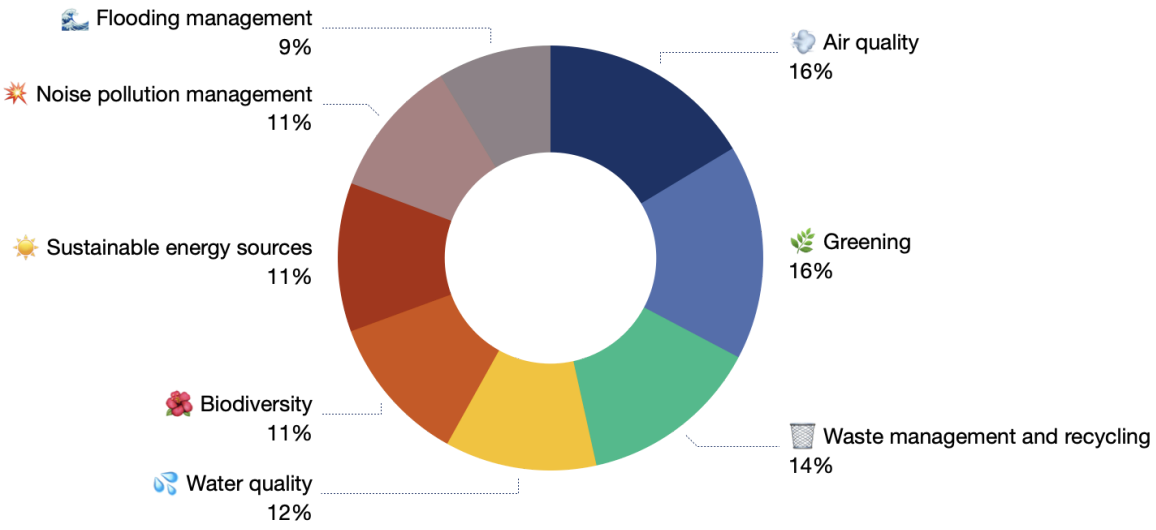




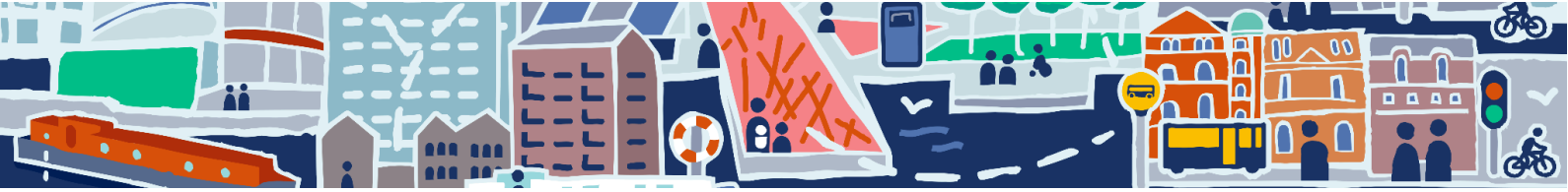
Environment

Top concerns, 💨 **Air quality** and 🌿**Greening** (both at 16%) highlight the community's strong desire for cleaner air and more green spaces. This reflects a widespread recognition of the importance of reducing pollution and enhancing urban greenery for overall health and well-being. Close behind (14%) the emphasis on 🗑️ **Waste management and recycling** indicates a significant concern for reducing waste, promoting recycling, and ensuring sustainable waste handling practices. Concern for 💦**Water quality** (12%) highlights the importance of clean water sources. This concern underscores the need for protecting water bodies from pollution and ensuring safe, accessible water for all. 🌺**Biodiversity,** ☀️**Sustainable energy sources, and** 💥**Noise pollution management** (each 11%) of the attention, reflect a balanced concern among respondents for preserving natural habitats and biodiversity, transitioning to sustainable energy solutions, and managing noise levels to reduce auditory pollution. Lastly, 🌊 **Flooding management** (9%) indicates a significant but slightly lesser concern. It points to the importance of effective water management and infrastructure resilience against flooding, highlighting the need for planning and investment in flood prevention and mitigation strategies.

Which topics connected with Environment are the most important to you?

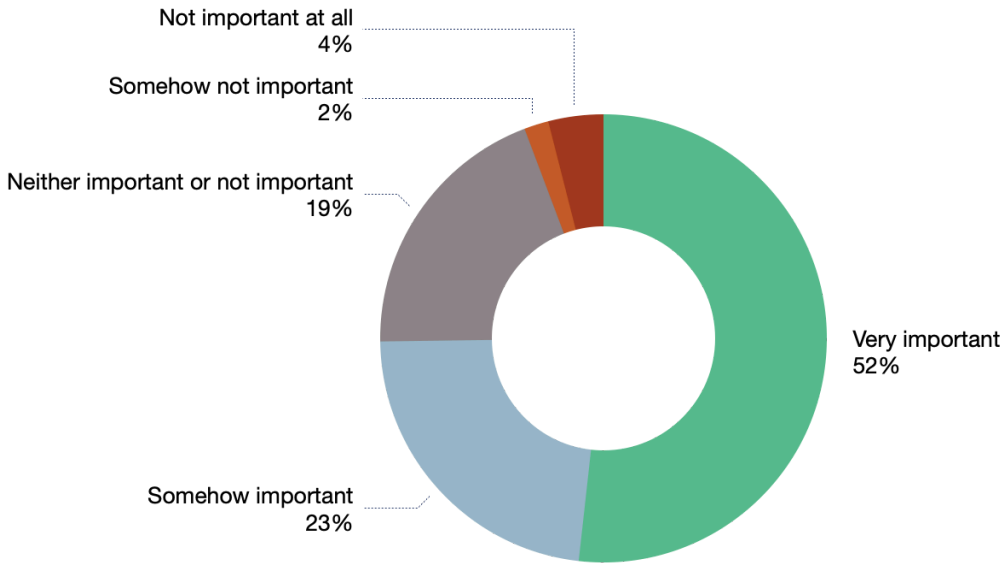


This distribution of concerns highlights a well-rounded awareness of environmental issues, with a slightly greater emphasis on air quality and the creation of green spaces. It suggests that while there are clear priorities, there is also a broad understanding of the various factors contributing to

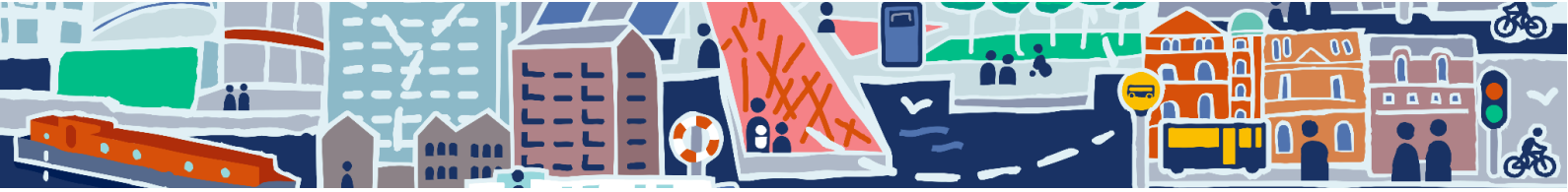


environmental sustainability. Addressing these concerns requires a multifaceted approach and different smart city or digital solutions.
Based on feedback from other comments in the **Environment** section community members want to cut down on their **carbon footprint** and focus on creating spaces that **prioritise people over cars**. They stress the importance of total **equality, especially for disabled and older individuals**, which means more **parking spaces for them**.
Transportation improvements are sought, and there are concerns about **light pollution**, particularly from office buildings and excessive lighting after dark. Keeping **streets free from rubbish** is a priority, and there's a desire for **sustainable food practices.**
The community in the Docklands considers **adapting to and mitigating climate change** as very important, with 52% expressing this view. A significant portion (23%) sees it as somehow important. There is a number of respondents (19%) that remains neutral, viewing climate change neither as important nor unimportant. A small proportion (2%) perceives it as somehow not important, while 4% believe it is not important at all. Overall, the majority of the community places **a high level of importance** on addressing and mitigating the impacts of climate change in the Docklands.

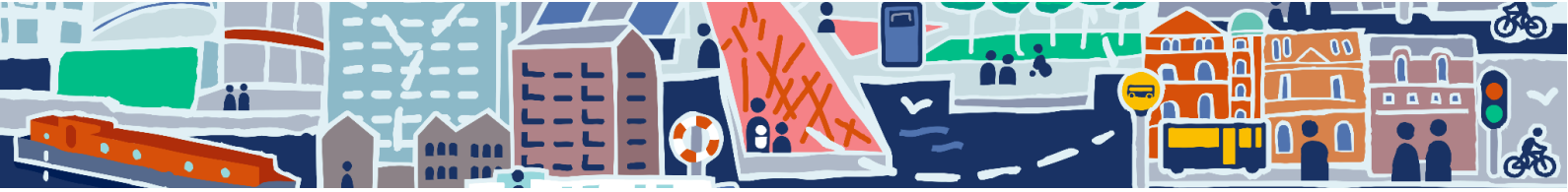
How important do you think adapting to and mitigating climate change is in the Docklands?



Summaries from the comments in other questions where respondents were asked about the things they like, potential challenges and changes after the COVID-19 pandemic connected to the **Environment** section are presented in the table on the next page.



🌳 Environment	
Favourite things	The modern and clean aspect of the Docklands is a significant draw. Efforts to maintain cleanliness and integrate green spaces into the urban landscape are well-received. Additionally, some respondents think the area is well-lit at night, which enhances both safety and aesthetic appeal. Improvements in safety, particularly at night, and general cleanliness make the Docklands one of the cleaner parts of Dublin. Efforts to manage congestion and maintain a peaceful environment are well-regarded.
Issues or challenges	The lack of green spaces and environmental concerns are closely related, with respondents complaining about the concrete-dominated landscape and the absence of natural, green areas for relaxation and recreation. The environmental impact of urban development, including issues related to biodiversity, noise pollution, and the aesthetic quality of the area, underscores the need for sustainable urban planning that prioritises green spaces, biodiversity, and environmental quality as central components of the Docklands' future development. Issues with waste management, littering, and the cleanliness of water bodies are mentioned as a deterrent from the area's liveability and environmental quality. There's a call for better waste services and more responsible community behaviour regarding litter and dog waste.
Changes after COVID-19 pandemic	The community expresses concerns over the impact of rapid urban development, citing a loss of social spaces, increased noise, and disruption. Residents also highlight a lack of integration between existing communities and new developments. The incomplete green spaces contribute to a sense of disconnection and dissatisfaction with the aesthetics of building developments. While there is acknowledgment of increased awareness of climate issues, there is frustration from not addressing them effectively enough. The need to hold multinational businesses accountable for unfriendly climate behaviours is highlighted.

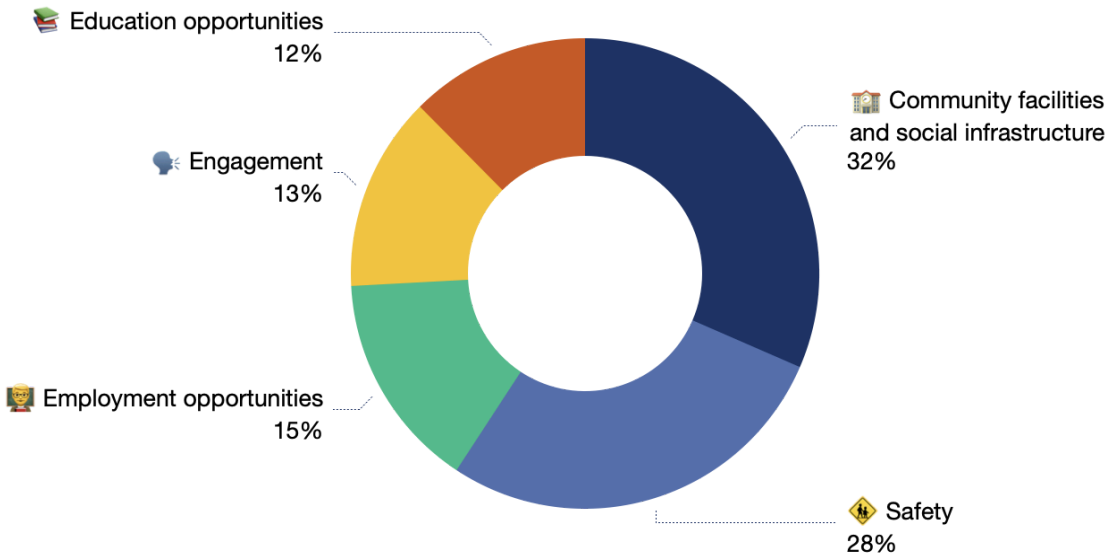


People & Living

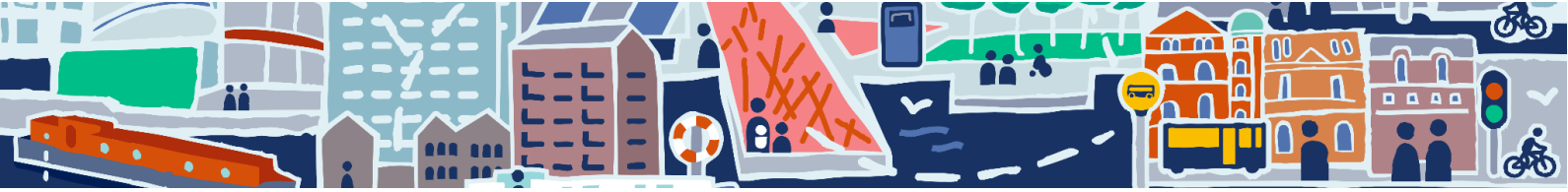
People & **Living** together hold particular significance with 26% of respondents choosing **People** as the most important theme and 19% percent of respondents choosing **Living**. 32% of respondents prioritise the need for 🏫 **Community facilities and social infrastructure**. 🚸 **Safety** emerges as a key concern, capturing 28% of attention, indicating a shared desire for secure and protected living environments. 👨‍💼 **Employment opportunities** are highlighted by 15% of respondents, emphasising the importance of fostering economic well-being within the community.

🗣️ **Engagement**, with 13%, indicates a desire for active involvement and participation in community, highlighting a commitment to collaborative decision-making processes.📚 **Education opportunities**, with 12%, also hold importance, reflecting a community aspiration for accessible and quality educational resources. This qualitative data points towards a holistic view of community development, where social infrastructure, safety, employment, engagement, and education collectively contribute to the community's vision for a thriving and inclusive neighbourhood.

Which topics connected with People & Living are the most important to you?

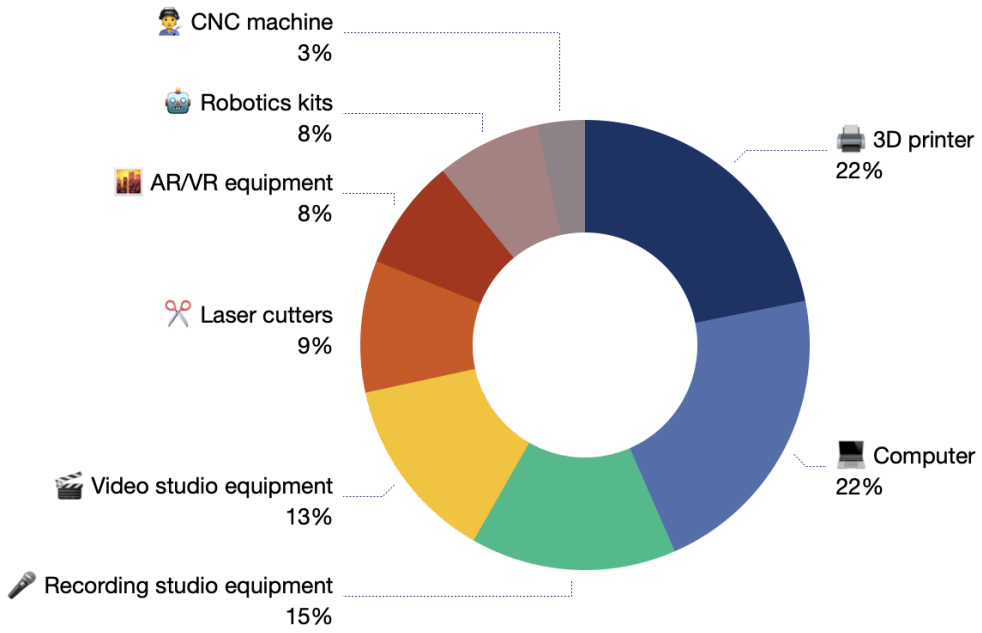


In other comments connected with the People & Living themes community members express a need for reopened **childcare services** in the North Wall Community. They also desire easily **accessible and affordable socialising spaces**. A request for a proper **skating facility** in Grand Canal Dock Square is made, emphasising its potential vibrancy if adequately supported. Livelihood concerns, including the importance of affordable housing and pubs are highlighted.

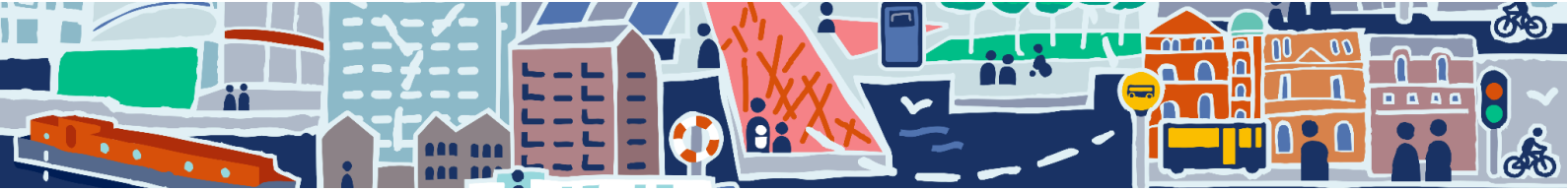


Safety and security emerge as recurring themes, with a specific focus on **preventing anti-social behaviour**. There's a call for a safer and more secure environment for both residents and patrons. Insights from a former Gardai underscore the essential link between safety and a thriving community. The importance of **community-centric planning and architecture** is stressed, with a plea to prioritise **green areas** early in development.

If you could have access to any hardware in your local library, what would you like to see?

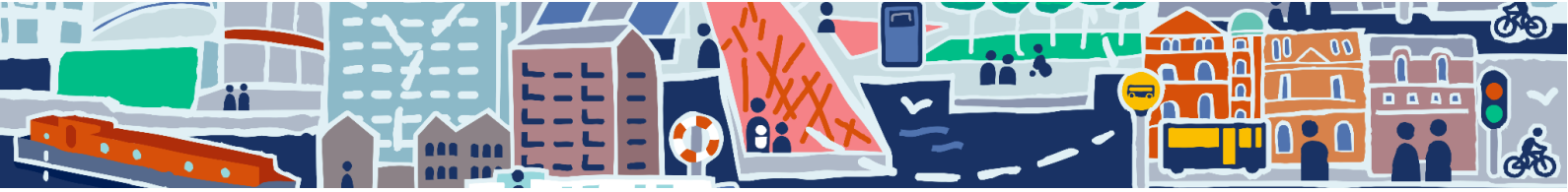


The data suggests a diverse set of preferences among community members regarding desired hardware in their local library. The most popular choices include a 🖨️ **3D printer** and a 💻 Computer, both receiving 22% support. There is a notable interest in creative pursuits, with 15% expressing a desire for 🎤 **Recording studio equipment** and 13% for 🎬 **Video studio equipment**. Other preferences include ✂️ **Laser cutters** (9%), **AR/VR equipment** (8%), 🤖**Robotics kits** (8%), and 👨‍🔧**CNC machines** (8%). The data highlights a community interest in a range of technologies, from 3D printing to multimedia creation tools, reflecting a desire for diverse and innovative resources in their local library.
Other ideas included for example an **art studio** catering to those with artistic inclinations. Practical needs are evident with requests for **power tools** and **sewing machines**, showcasing a desire for hands-on activities. Respondents also express interest in resources related to **home energy devices** and **government information services**. The importance of traditional resources like books is highlighted, alongside practical considerations such as **charging points**.

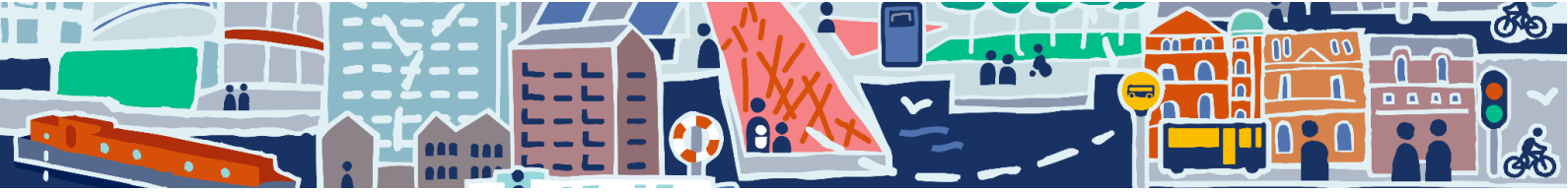


Summaries from the comments in other questions in which respondents were asked about the things they like, potential challenges and changes after the COVID-19 pandemic connected to the **People & Living** sections are presented in the tables below.

Community	
Favourite things	The Docklands is noted for its vibrant community, comprising a mix of long-term residents and new arrivals. This diversity adds to the area's cosmopolitan vibe and progressive atmosphere. Quiet, yet modern, it offers a balance between living, working, and entertainment spaces that cater to a variety of lifestyles. A variety of cafes, shops, and dining options are available, with cultural and entertainment venues enriching the social fabric of the area. Public spaces and food markets also contribute to making the Docklands a lively social hub.
Issues or challenges	On the other hand, the Docklands faces a pronounced lack of community feeling and cultural vibrancy, attributed to the area's transient population and a perceived overemphasis on commercial interests. The desire for more communal spaces, cultural venues, and events highlights the need for initiatives that foster community cohesion, cultural identity, and a sense of belonging. Addressing these issues requires a concerted effort to integrate community and cultural development into the urban planning process, ensuring the Docklands evolves into a vibrant, inclusive community.
Changes after COVID-19 pandemic	Residents reflect on the changing dynamics of community life during and after the pandemic. While some note positive experiences of increased community engagement and outdoor activities, others mention a decline in social life, fewer leisure activities, and a sense of disconnection, especially with the absence of citizen-initiated events. Residents express a desire for cultural diversity and the need to support diverse activities. Positive experiences, such as Latinos bringing vibrant cultural activities, are contrasted with concerns about the suppression of cultural expression, as seen in the interruption of public dancing and skating.



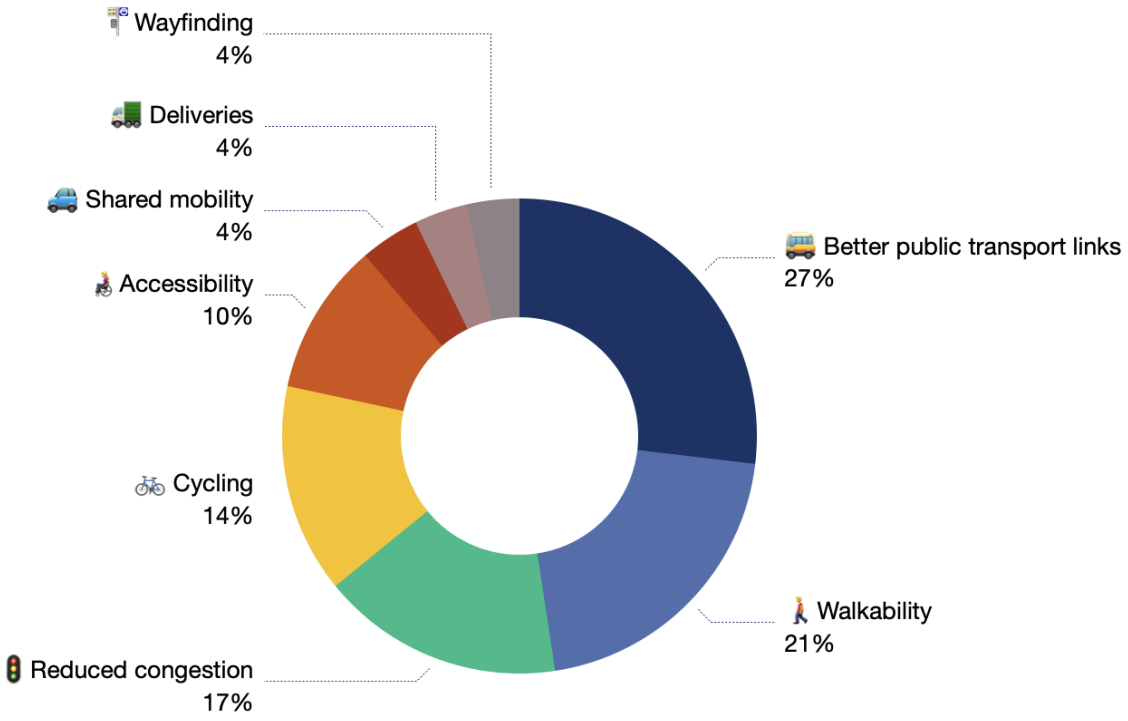
Antisocial behaviour and safety	
Issues or challenges	Residents are deeply concerned about safety, exacerbated by increasing antisocial behaviour and visible drug-related activities. This trio of issues contributes to a pervasive sense of insecurity, especially during the night and summer months. Reports of unruly youth groups, drug dealing, and general disruptive behaviour highlight a critical need for enhanced community policing, better security measures, and social interventions to address the root causes of these problems and restore a sense of safety and order in the community.
Changes after COVID-19 pandemic	Residents share apprehensions about a decline in safety, noting an increase in anti-social behaviour, including graffiti, gangs, and a lack of law enforcement. There are reports of assaults, thefts, and instances of intimidation, creating an atmosphere of fear and declining community safety. Residents express a decline in the perceived safety of the area, with mentions of feeling unsafe during the dark, assaults, and an increase in drug-related activities. The presence of far-right activists and a perceived lack of law enforcement contribute to a sense of unease among the community.



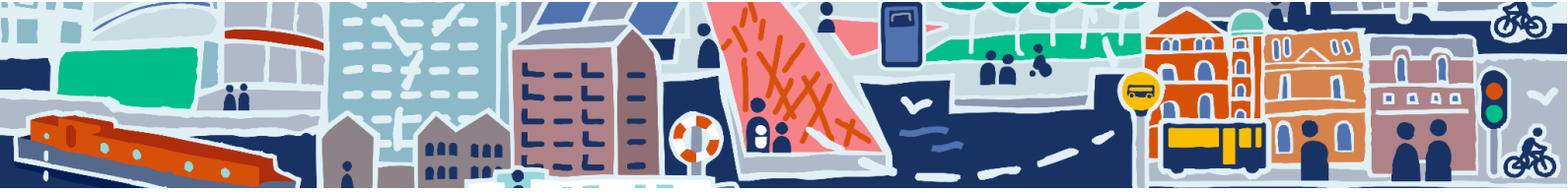
Mobility

A substantial 27% of respondents express a strong desire for **Better public transport links**, indicating a collective need for more efficient and accessible options. **Walkability** follows closely, with 21% emphasising the importance of pedestrian-friendly environments, suggesting an interest in creating livable, community-centric spaces. **Reduced congestion** on roads is seen as important by 17% of respondents, reflecting a desire for smoother traffic flow. **Cycling** is endorsed by 14%, highlighting an interest in promoting eco-friendly transportation. **Accessibility**, with 10% support, suggests a concern for making spaces more inclusive particularly for individuals with different mobility needs.. **Shared mobility**, **Deliveries**, and **Wayfinding** each hold 4% of importance, indicating a more balanced relatively lower focus on these aspects.

Which topics connected with Mobility are the most important to you?



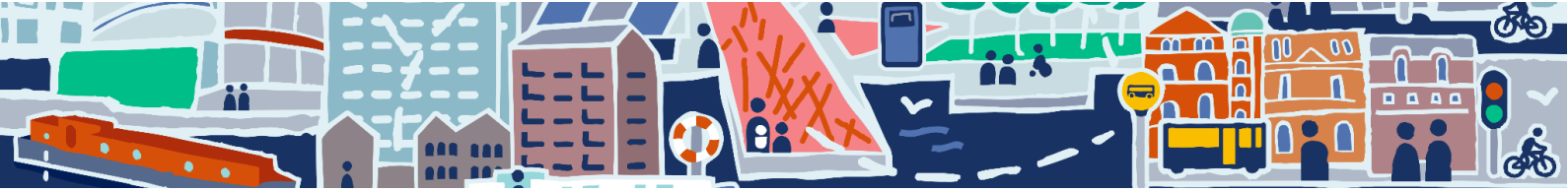
Some other comments in the **Mobility** section include concerns about the Eastlink bridge, initially intended to be toll-free after 25 years, and the absence of a new road to alleviate traffic on Sean Moore road, leading to criticism of poor planning. On a positive note, there is appreciation for **reduced heavy traffic** along the Riverside, a desire for **more frequent Luas services**, and suggestions related to parking, including **secure eBike parking** outside shops and the



possibility of underground lockups. The sentiment is mixed, acknowledging the **necessity of cars** while highlighting concerns about their impact and the need for **better planning in transport infrastructure**.

Summaries from the comments in other questions where respondents were asked about the things they like, potential challenges and changes after the COVID-19 pandemic connected to the **Mobility** section are presented in the table below.

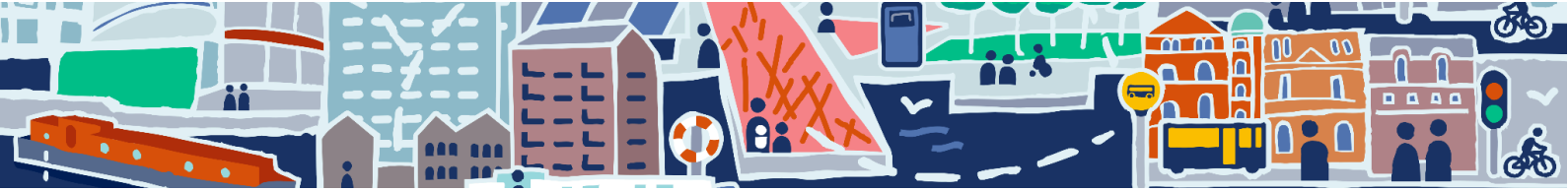
🚴 **Mobility and accessibility**	
Favourite things	The Docklands is appreciated for its close proximity to the city centre while maintaining a distinct character. It boasts access to public transport, facilitating easy exits from the city and is surrounded by essential amenities, including grocery shops and workplaces, making daily life convenient for its residents.
Issues or challenges	Traffic congestion and poor transport links are major issues. Residents complain about the difficulty of navigating the area due to traffic jams, the inadequacy of road infrastructure, and a lack of direct public transport links, which complicates access to and from other parts of the city, contributing to isolation. Concerns about transportation and infrastructure are prevalent. Residents highlight the lack of a direct public transport link from Rathmines/Ranelagh, the need for better bike parking, and a call for improvements in public transport, including more Dublin bikes. The issues of traffic noise, safety, and road closures due to events are also mentioned.
Changes after COVID-19 pandemic	Transportation-related issues are highlighted, including concerns about abandoned public transport routes during lockdowns, traffic congestion, and incomplete transport infrastructure. The lack of adequate transport links to accommodate the increasing number of residents and workers in the area is emphasised.



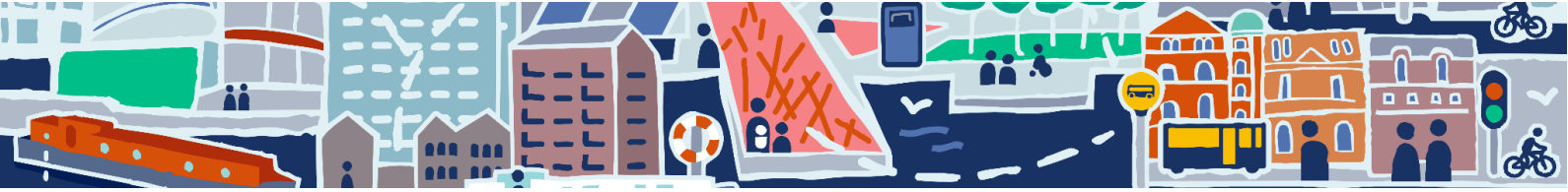
💵 Economy and government

The other themes that were not priorities for respondents in the closed questions, but were widely discussed in the open ended questions and comments include 💵 **Economy** and 🏛️**Government.** In the tables below there are comments connected directly with the local economy and functions of the area presented. In the further part of this chapter you can read more about the perception of the connectivity in the Docklands.

💵 **Economy**	
Favourite things	The Docklands serves as a significant employment hub, especially for technology and modern industries. The potential for further growth and development promises more job opportunities, contributing to the area's attractiveness for professionals. These categories reflect the diverse and positive experiences of those living or working in the Docklands, highlighting its unique combination of historical heritage, modern development, and vibrant community spirit.
Issues or challenges	Affordability issues extend beyond the cost of living to housing concerns, highlighting a significant challenge faced by residents. The high cost of groceries, the lack of affordable dining options, and the impact of gentrification reflect broader affordability issues. Simultaneously, the prioritisation of commercial developments over affordable and social housing worsen the affordability crisis, pointing to a need for balanced development policies that ensure accessible housing options for a diverse population.
Changes after COVID-19 pandemic	The economic landscape faces challenges with businesses closing down, leaving vacant spaces, and increased property prices. The shift towards remote work results in fewer office workers and decreased footfall, impacting local businesses. Concerns about affordability and the lack of independent shops and cafes are also raised.

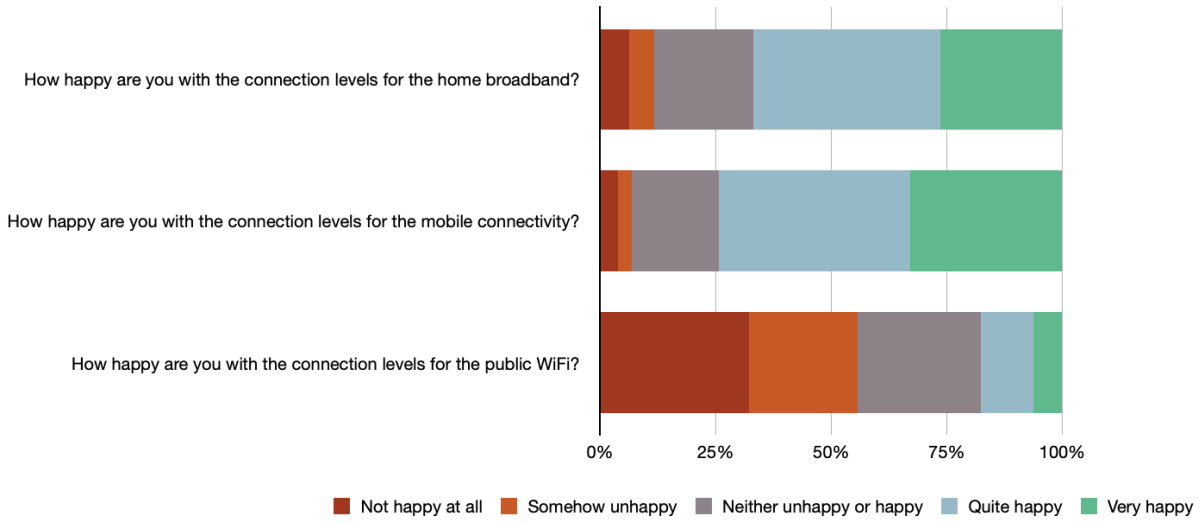


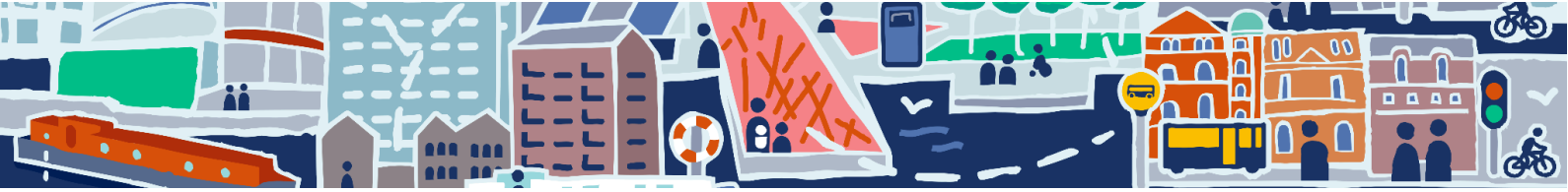
🏛 Functions	
Favourite things	Residents and visitors enjoy the area's connection to the waterfront, including River Liffey and River Dodder, canals and Dublin Bay, which adds a sense of openness and historical depth. The maritime heritage and walkable promenades along the water contribute to the unique appeal of the Docklands. The unique and stunning architecture sets the Docklands apart from the rest of Dublin, with modern office spaces and residential buildings reflecting the area's ongoing development. The blend of modernity with historical elements showcases the evolution of the Docklands.
Issues or challenges	The Docklands is perceived as lacking vitality, particularly outside business hours, turning into a "ghost town" on evenings and weekends. This lack of life is tied to the area's functionality, with a noted deficiency in amenities, services, and recreational spaces to serve the residential population. The feedback calls for a reevaluation of the Docklands' development focus, advocating for a balanced approach that equally values residential needs, recreational facilities, and cultural activities to breathe life into the area and make it a thriving community for living, working, and leisure.
Changes after COVID-19 pandemic	Changes in work dynamics due to remote work result in fewer people working in offices. This contributes to a quieter and emptier atmosphere, impacting local businesses that relied on office workers' footfall. Some areas report an increase in office spaces and construction activities.



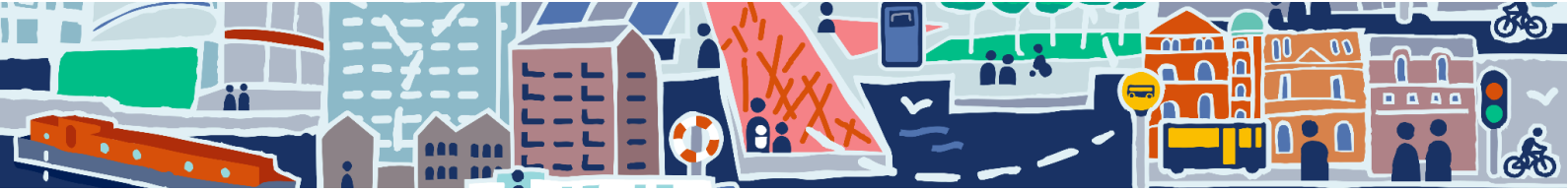
The data on **home broadband** satisfaction shows that most people are happy with their connection. Around 40% are *quite happy*, and 26% are *very happy*. About 21% feel neutral, *neither happy nor unhappy*. On the less positive side, 5% are *somehow unhappy*, and 6% are *not happy at all*. Overall, the majority seem content with their home broadband, with a smaller portion expressing varying levels of dissatisfaction. Looking at the feedback on **mobile connectivity**, the majority of respondents express satisfaction. A significant 42% mention they are *quite happy*, and 33% state they are *very happy*. About 19% remain neutral, *neither happy nor unhappy*. A smaller percentage, 3%, feels *somehow unhappy*, and 4% are *not happy at all*. In general, most people seem content with their mobile connectivity, with a substantial portion reporting high levels of happiness. The data on **public WiFi** satisfaction indicates a range of sentiments. A significant 32% express they are *not happy at all*, while 23% feel *somehow unhappy*. About 27% remain neutral, stating they are *neither unhappy nor happy*. On the positive side, 11% are *quite happy*, and 6% are *very happy*. Overall, there's a notable proportion expressing dissatisfaction with public WiFi, highlighting potential areas for improvement in connection levels.

How happy are you with the connection levels for the below?





Comments on internet connectivity vary among respondents. Some express a **lack of awareness or knowledge about public WiFi** options and its availability, while others highlight the **need for better publicised information**. There's a desire for **strong, secure public WiFi**, but concerns about its speed and reliability are raised. Some participants report poor broadband experiences, including **slow speeds** and **unreliable home connections**. On the positive side, individuals working in the Docklands generally find **connectivity fine, with occasional issues**. The **reliance on mobile data**, especially due to more stable connections, is noted. The need for equal access for all is emphasised, recognizing that equal doesn't necessarily mean the same. The comments reflect a mix of satisfaction, concerns, and suggestions for improvement in internet connectivity in the Docklands.

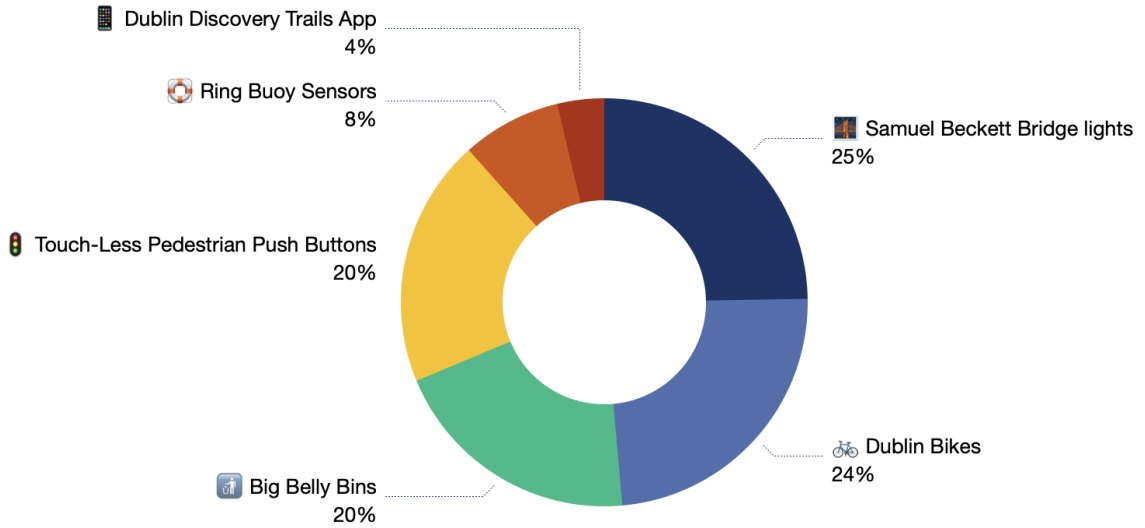


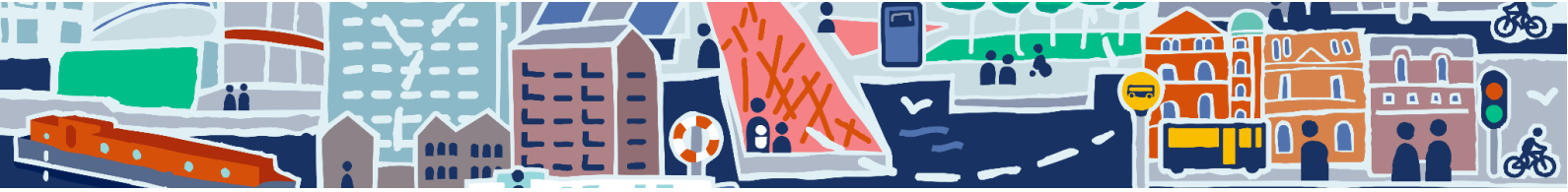
Smart city and digital solutions

The **Samuel Beckett Bridge** lights stand out as a favourite, garnering 25% support, indicating appreciation for this innovative lighting feature. **Dublin Bikes** closely follows at 24%, reflecting the popularity of this smart mobility solution. **Big Belly Bins**, with 20%, and **Touch-Less Pedestrian Push Buttons**, also at 20%, share significance as well-received urban amenities. **Ring Buoy Sensors** hold 8% of support, showing a more moderate level of preference. The **Dublin Discovery Trails App**, at 4%, is mentioned less frequently, suggesting a lower level of awareness or appeal among respondents.

Overall, the data highlights the diverse and varied appreciation for different smart city solutions, showcasing a mix of technological and urban innovations within the Docklands.

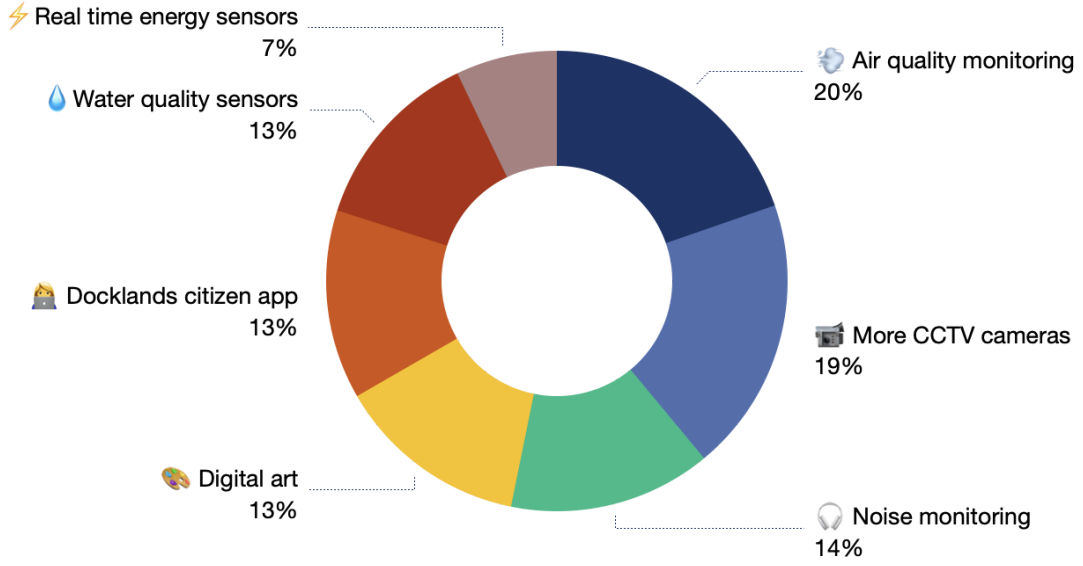
What are your favourite smart city or digital solutions in the Docklands?



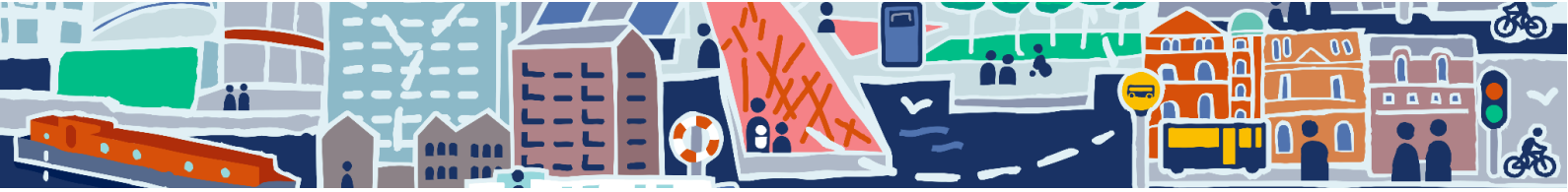


Community members in the Docklands express varied preferences for additional smart city and digital solutions. The desire for 💨**Air quality monitoring** emerges as a priority for 20% of respondents, indicating a concern for environmental well-being. There's also an interest in increased 📹 **CCTV cameras** by 19% of respondents, highlighting a focus on enhancing security and safety. 🎧 **Noise monitoring** is another consideration shared by 14% of respondents, reflecting a desire for a quieter urban environment. The community expresses interest in incorporating 🎨 **Digital art** (13%), suggesting an appreciation for cultural and aesthetic contributions. The idea of a 👩‍💻 **Docklands citizen app** gains support of 13%, indicating a desire for community engagement and information sharing. Additionally, priorities include 💧 **Water quality sensors** (13%), showing a concern for environmental sustainability, and ⚡ **Real-time energy sensors** (7%), reflecting a focus on energy efficiency. The data reveals a multifaceted set of preferences, encompassing environmental awareness, safety, cultural enhancements, community engagement, and sustainability in the Docklands.

What other smart city or digital solutions would you like to prioritise in the Docklands?

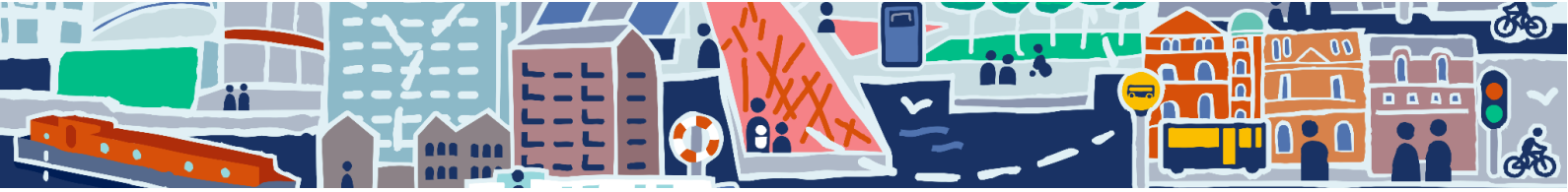


Respondents suggest various potential smart city and digital solutions for the Docklands. They propose **smart street lighting** that activates only in the presence of people or vehicles, reducing unnecessary energy use. **Efficient management of office lighting** is recommended, encouraging the practice of turning off unused lights. Concerns about light pollution from offices,



particularly blue light, lead to a suggestion for yellow-toned street and building lights. **Noise pollution** from construction sites is highlighted as an issue, with one respondent using industrial ear protectors to work. For pedestrians, **digital wayfinding** is suggested for enhanced navigation. **Camera enforcement** for bus lanes, red lights, and other traffic violations is proposed to improve road safety. Environmental solutions include **smart protection for plants** against elements like wind and **innovative litter collection systems for water bodies**. Concerns about **antisocial behaviour** prompt a suggestion for an **app addressing such issues**, while safety and security, particularly for night-time, are emphasised as crucial aspects requiring attention. The comments collectively reflect a desire for practical, environmentally conscious, and safety-oriented smart city solutions in the Docklands.

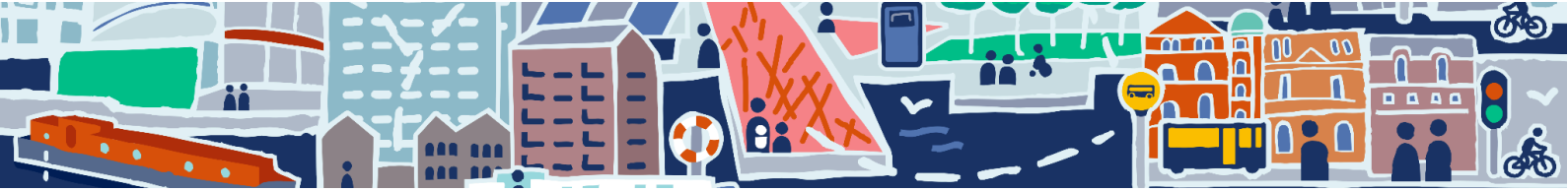
The role of technology in the Docklands is a mixed concern. While some residents appreciate digital initiatives and smart applications, others express scepticism about the focus on technology. Suggestions for smart solutions include addressing loose manhole covers, implementing AI for community safety, and developing a Digital Twin. Some residents emphasise the importance of non-technological solutions, such as biodiversity and green areas.



Docklands as a place to live in, work in and visit

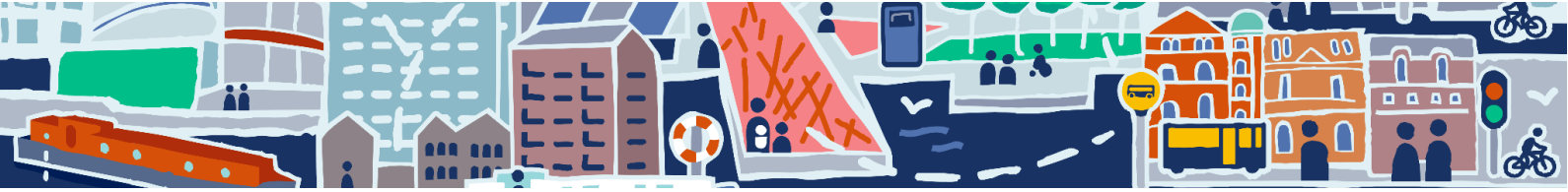
The respondents have been asked about what they like about the Docklands. The keywords were taken out of comments and presented in a form of the word cloud below. Responses were also categorised into the most emerging topics and are discussed below.

What do you like about the Docklands?



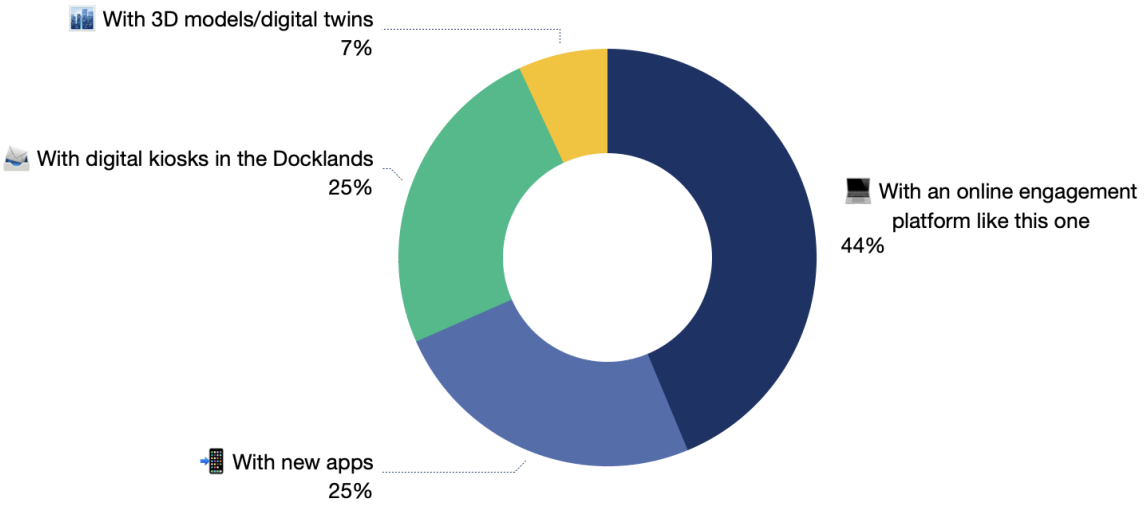
The respondents have been asked to describe the Docklands in 3 words. The most common word was modern followed by soulless, diverse, expensive grey and vibrant. All the words are presented in the word cloud below.

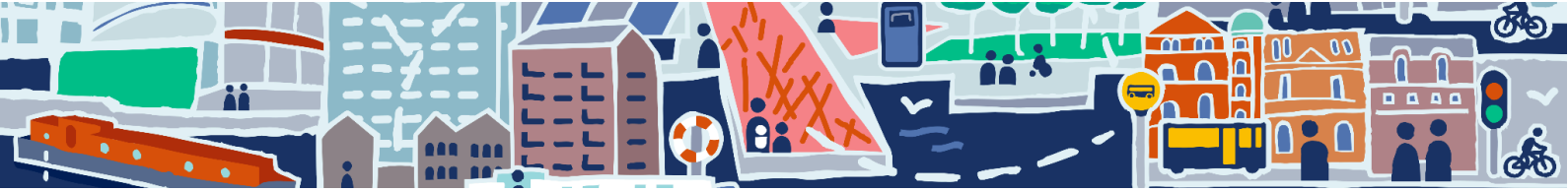
How would you describe the Docklands in 3 words?



The majority, at 44%, favour an 💻 **Online engagement platform**, suggesting a desire for interactive and accessible online communication. 📲 **New apps** gain support from 25% of respondents, indicating an interest in innovative and user-friendly applications. Similarly, 📨 **Digital kiosks** in the Docklands also receive 25% support, suggesting an appreciation for localised digital information hubs. A smaller percentage, 7%, express interest in 🏙️ **3D models or digital twins**, reflecting a desire for advanced visual representations of the urban landscape. The data showcases a range of preferences, with a focus on enhancing digital engagement, accessibility, and visual representation in the Docklands.

How do you think we could better use technology to engage locally?





Community members in the Docklands share diverse opinions on engagement options. Some appreciate digital features like displaying **historical information**, **real-time pollution** updates, and technology for **monitoring movements**. Safety concerns prompt suggestions for a panic button and **enhanced smart lighting**. Some find bus arrival time displays very useful. Others propose practical solutions such as **developing apps for residents' parking access**, launching a **community guide app**, and adding **more maps** for issue pinpointing. The preference for **existing platforms** and a **citywide app** for reporting various concerns is also noted.

However, some express reservations about digital engagement, particularly if it leads to street-level clutter or visual noise. A contrasting perspective emphasises a preference for basics like building **green spaces** over technological additions. A call for more **human connection** and less technology is highlighted. The need to slow things down and create more art spaces is also expressed. The comments collectively underscore the importance of balancing technology with **human-centric and practical considerations** in community engagement. The need to especially take into account the **older adults** was noted as well.

In other comments respondents express a desire for increased community engagement and development. Suggestions include more communal art spaces, green grass areas, and amenities to attract a diverse crowd. Some residents emphasise the importance of face-to-face engagement over digital methods, calling for a programme of zero tolerance for litter and expressing concerns about the deficit of digital literacy in the community.

Respondents express a desire for more cultural initiatives, including a subsidised performance space for bands, food trucks, and specific dog installations appreciated by the local community. The importance of arts and culture is highlighted as a key aspect of the area's potential.

*Anonymised data has been categorised, analysed and summarised with help of Chat GPT