

October 2019

# The Dublin Beat

Citibeats analysed citizen opinions of October 2019 in the Dublin Region for an overview of their most pressing concerns.

Citizen opinions analyzed #

10,000+ voices

4 districts

Fastest growing

Mobility

Most positive sentiment

Economic  
Development

Most discussed

Mobility

Fastest declining

Community &  
Culture

Most negative sentiment

Governance

## How can AI help Smart Cities be more people-centric?

Counting the number of thumbs-ups, likes and retweets have been the go-to measurement of how successful social media messages reach their audience. But what is the sentiment behind the text? What are people's real concerns, and how do they feel about them?

Smart Dublin, The Dublin Economic Monitor and Citibeats have teamed up to capture, analyse and understand the opinions of Twitter users in the Greater Dublin Area (Dublin City, Dún Laoghaire, Fingal and South Dublin).

*More details can be explored in the real-time Citibeats Dublin dashboard. Contact Mainard Gallagher for more information.*

Each month public tweets are collated by the AI text analytics platform Citibeats, whose artificial intelligence algorithms have been trained for understanding opinions in the local context of Dublin. This can assist local authorities to better understand how local people feel about civic issues.

Over time, local authorities will be able to measure the changes in public social sentiment regarding infrastructure projects, public events, environment, mobility, tourism, housing and more. Doing so, will help authorities to harness the voices of the people in a way that is measurable, and help to inform new policies and actions.

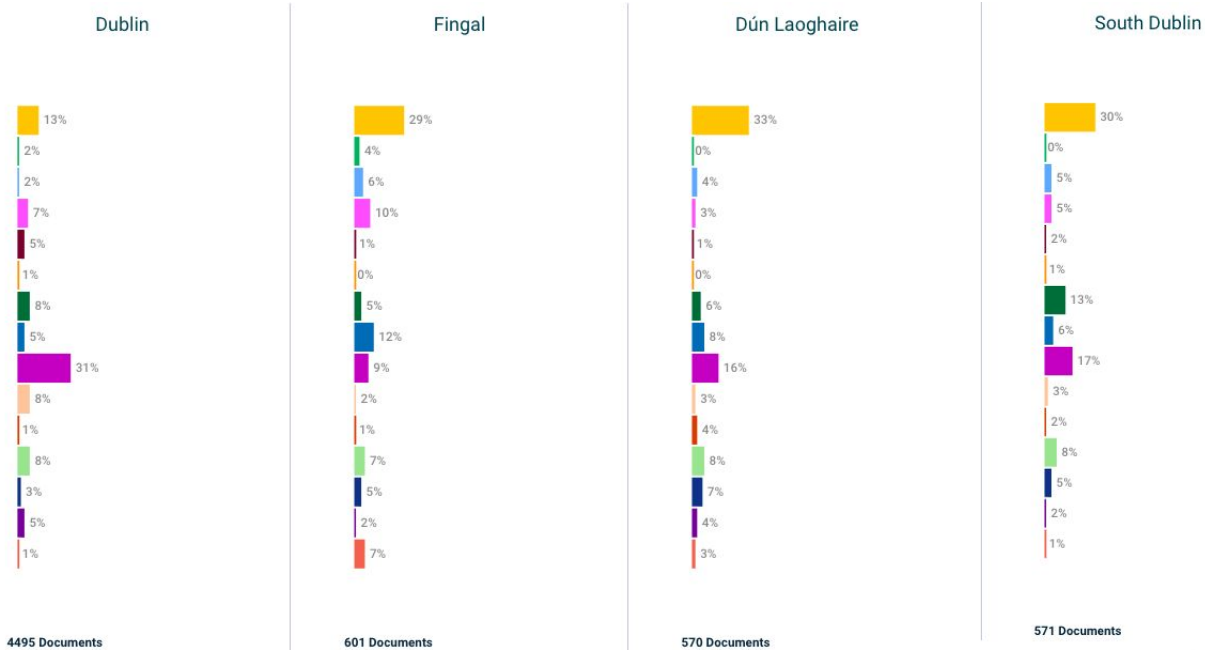
# How do the priority areas differ by region?

The Dublin Beat establishes an ongoing, holistic indication of what citizens think about their city; for that purpose, thousands of online opinions each month are structured into 15 categories.

This month, **Community & Culture** and **Mobility** topics were shown as common interest for citizens in the Dublin region. **Environment**, **Safety** and **Infrastructure** were also amongst the most discussed topics.

- Community & Culture
- Economic development
- Education
- Environment
- Governance
- Health
- Housing
- Infrastructure
- Mobility
- Poverty, homelessness
- Public spaces
- Safety
- Social inclusion
- Tourism, hospitality
- Utilities

## Discussion volume across Greater Dublin Area



### Dublin

**Mobility** dominated the this month’s conversation around bus delays and potential causes, such as cars impudently invading bus lanes. Also, the slow cycle protest caught much of the public attention.

Two **Security** topics became popular in October. Citizens complained about the lack of Government’s commitment on cyber-safety. Also, due to the Fire Safety Week campaign, several Dubliners commended and asked about fire safety issues in their homes.

### Fingal

In **Community & Culture**, Fingal citizens commented on the winners Fingal Greener Community Awards and the launch of the FingalVoices app, which aims to improve citizens engagement.

The civic debate also focused on **Infrastructure** issues regarding housing and road development plans, and as a consequence, the lack of space for cyclist and pedestrians.

### Dún Laoghaire

In **Community & Culture**, the conversation focused on the National Enterprise Town Awards which recognise the spirit of enterprise in local areas across Ireland, bringing business and community groups together to showcase their efforts to build an economically sustainable community.

**Mobility** also dominated the conversation this month. Citizens were contacting @dlrcc (Dún Laoghaire-Rathdown County Council) to complain about blocked cycle paths and the need to increase public cycle parking.

### South Dublin

**Community & Culture** was the highest priority during this month. Different events caught citizens attention, such as the FASTLANE half marathon in Clondalkin and the Inaugural Workers’ Forum organised by Dublin Council of Trade Unions.

**Housing** was also a popular topic due to the beginning of a legal case over south Dublin harbour homs, lead by a community housing group.

# Key moments

## Mobility in Dublin



**8 - 14 October** Public debate on the 2020 Budget and the resources allocated to public transport and cycle infrastructure.

**22 - 28 October** Citizens commenting on the redesign of the Bus Network launched by the National Transport Authority.

## Housing in Dublin



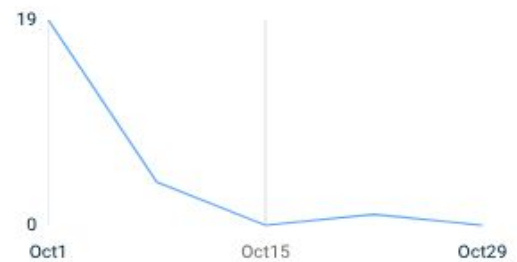
**8 - 22 October** Dubliners discussing about the pros and cons of different initiatives to increase social housing in Dublin, such as building new and tall apartment blocks or renting out existing housing developments.

## Environment in Dublin



**8 - 14 October** The level of resources allocated to climate change actions in the 2020 Budget has been criticised to be insufficient by several citizens.

## Education in Dún Laoghaire



**1 - 14 October** Citizens expressing their enthusiasm after participating in the @MIT seminar on successful entrepreneurship and the role of the mentor lead by @BillAulet

## Environment in Fingal



**22 - 28 October** The Climate Emergency Conference on the 22nd of October triggered the debate on climate change issues and possible solutions.

## Housing in South Dublin



**15 - 22 October** Citizens commenting on the legal case over South DUBlin harbour homes, which began on the 15th of October