



MAY – JULY 2019

The Dublin Beat

Citibeats analysed citizen opinions from May to July 2019 in the Dublin Region for an overview of their most pressing concerns.

Citizen opinions analysed #

30,000 +

Fastest growing ↗

Mobility

Most positive sentiment ⊕

Tourism &
Hospitality

Most discussed 💬

Community
& Culture

Fastest declining ↘

Environment

Most negative sentiment ⊖

Poverty &
Homelessness

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).

“Smart cities can make better decisions by listening better to their smart citizens. In a city and county region of 1.2 million people, AI can help Dublin to make sense of civic opinions at scale.”

Harry Wilson, Chief Product Officer, Citibeats

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.

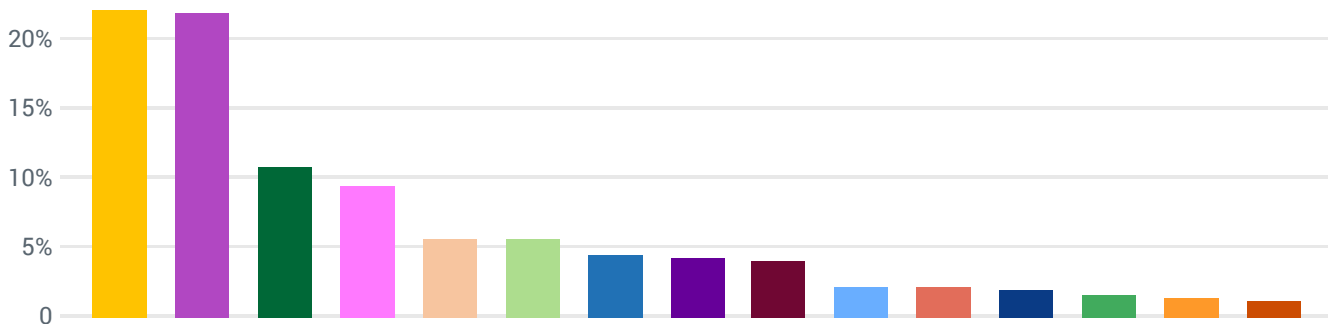
Mainard Gallagher, Creative Lead, Smart Dublin

What does the Dublin Beat measure?

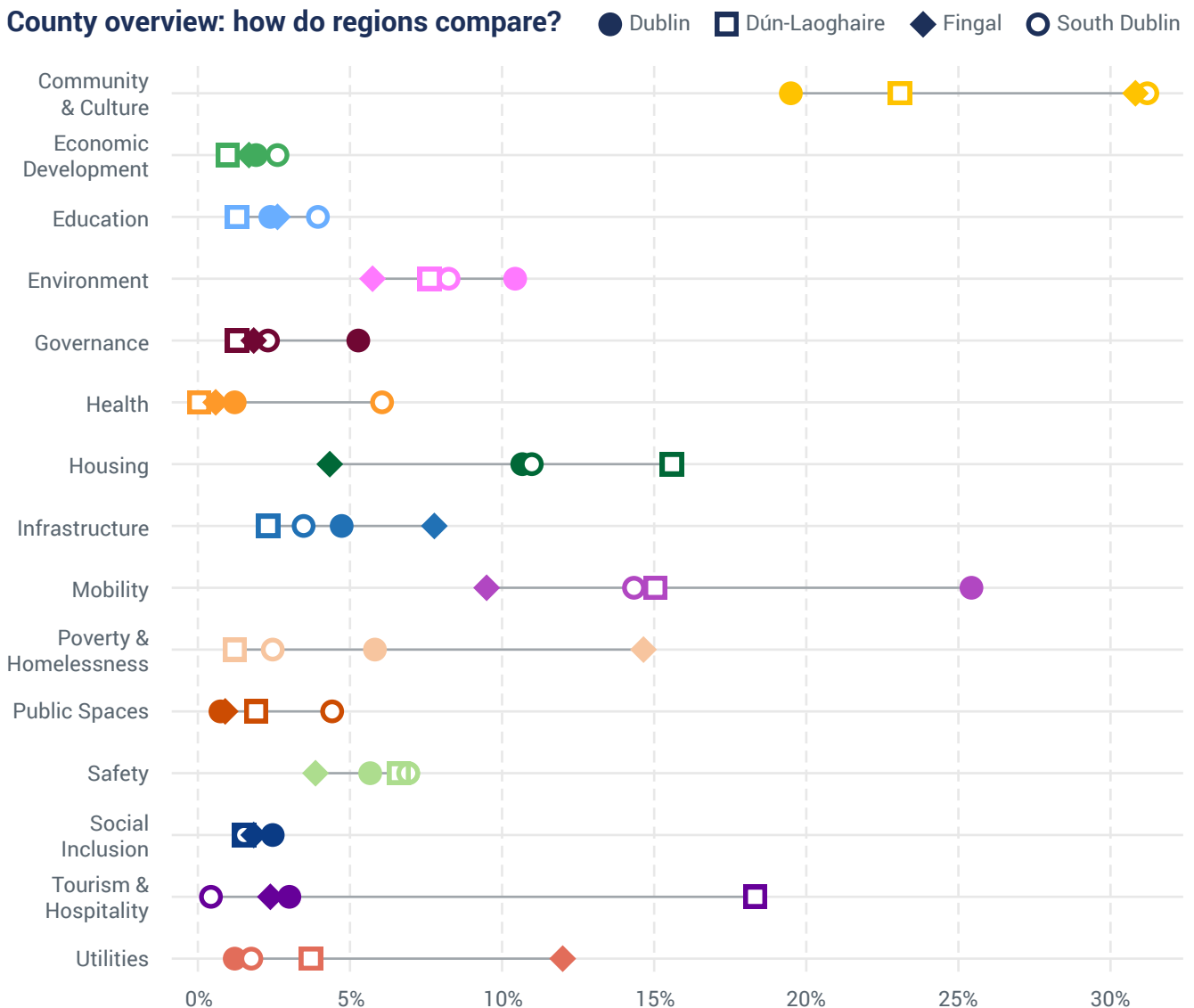
The Dublin Beat establishes an ongoing, holistic indication of what citizens think about their city; for that purpose, tens of thousands of online opinions each month are structured by AI into 15 wide-ranging categories such as Environment, Mobility, Health, Safety and more.

Community & Culture Economic development Education Environment Governance Health
Housing Infrastructure Mobility Poverty & Homelessness Public Spaces Safety
Social inclusion Tourism & Hospitality Utilities

Discussion volume across the Dublin Region



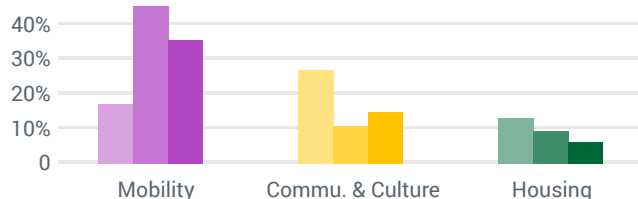
County overview: how do regions compare?



Most discussed topics

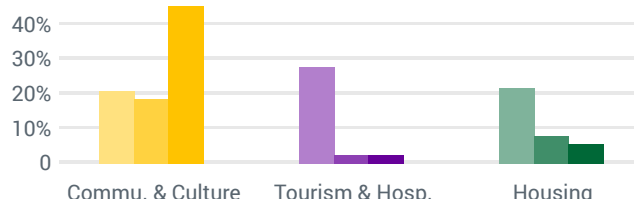
May June July

Dublin City



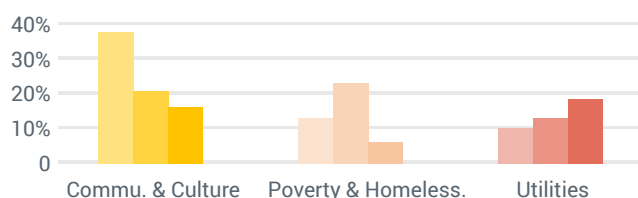
Mobility dominated the civic conversation due to #VeloCity2019 and very proactive cyclists. The council's affordable **Housing** scheme stood out for Dubliners, as well as **Community**, which was higher in May due to the European elections.

Dún-Laoghaire



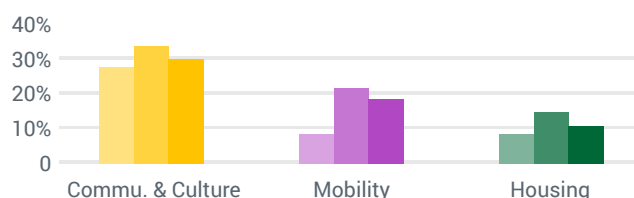
Community and **Tourism** were hot topics: from Red Bull's cliff diving event to exhibitions of local artists. **Housing** again an important concern, with co-living developments getting a lot of the attention.

Fingal



Planned water outages, sewage leaks and algae made **Utilities** a pressing issue in Fingal. The housing crisis brought attention to **Homelessness** in the area, and **Community** sentiment proved strong.

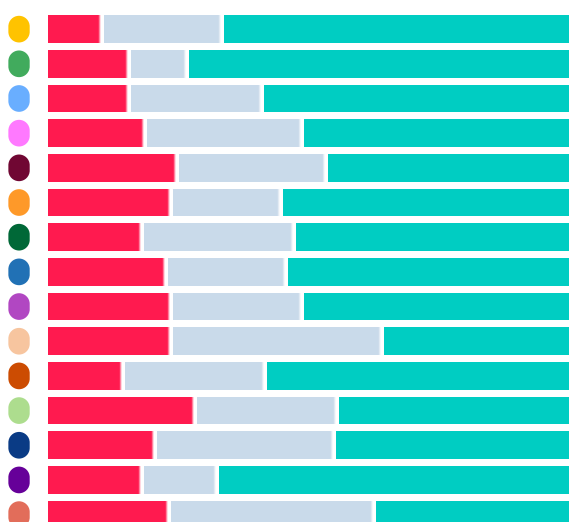
South Dublin



Community proved a constant reference from citizens: Tallafest, charity football matches and other events. The problems of **Mobility** and lack of affordable **Housing** also showed to be a priority.

Sentiment in Dublin City

Community & Culture Economic development Education Environment Governance Health Housing Infrastructure Mobility Poverty & Homelessness Public Spaces Safety Social inclusion Tourism & Hospitality Utilities



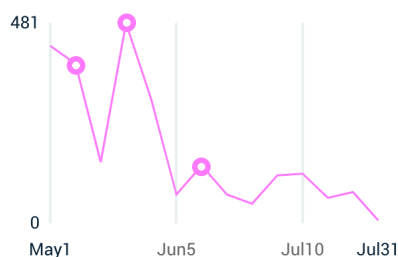
Citizens in Dublin showed optimism and positive sentiment when speaking about **Economic Development**, **Tourism & Hospitality** and **Community & Culture**. The most negative outlook was for topics like **Safety**, **Poverty & Homelessness** and **Governance**.

Stories of economic growth as shown by the latest Dublin Economic Monitor – such as decreasing unemployment, generate comments of approval. Negative comments are tied to specific events, like the condemnation of “US-led Bahrain’s ‘economic development’ by Ireland”.

Safety was the topic to receive more negative comments but the relative proportion of comments being negative was higher for **Poverty & Homelessness**. Two stories about a homeless man and woman found dead in the streets generate great angst that becomes outrage with the story of an ill mother of three that was evicted without a housing alternative.

Key moments

Environment in Dublin City

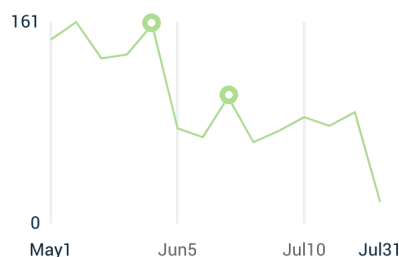


8-14 May Citizens call for a motion to declare an environmental emergency.

22-28 May Air pollution and biodiversity appear in a conversation denouncing *"government to grant permission for Exxon to drill for oil off the coast of Kerry."*

12-18 June Conflicting views on discussions over agro-business and carbon tax.

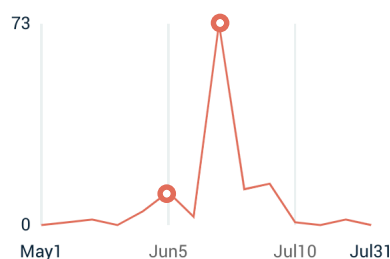
Safety in Dublin City



29 May - 4 June Polemic session in council starts a debate about the perceived contradiction between reducing policing resources and wanting to lower crime.

19-25 June Two debates spark: one on drug legalisation and another on cybersecurity threats for new 'online public administration.'

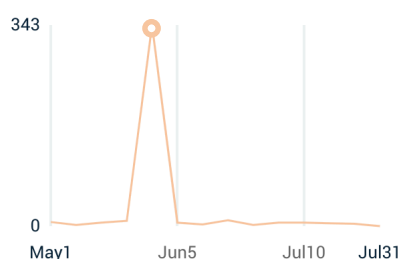
Utilities in Dún-Laoghaire



5-11 June Neighbours warning of a sewage leak, recommending not to bathe in the sea.

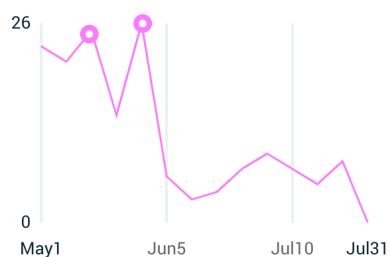
19-25 June The vast majority of conversation around utilities turns initial accusations of a new spillage into explanations of the proliferation of red algae that comes with bath bans.

Poverty in Fingal



29 May - 4 June The conversation around homelessness in Fingal concentrates in a single week, around reports that the council in Swords ignored an ill mother of three which had been evicted. *"#FCC have known for 8 months she was going to be evicted today."*

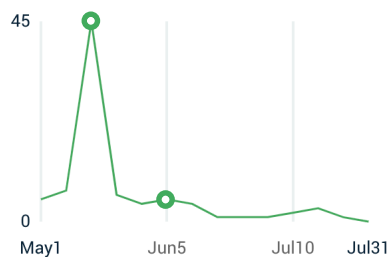
Environment in Fingal



15-21 May Environment and Nature Fund opened during biodiversity week. Climate Change action plans approved by the council, citizens delighted.

22 May - 4 June *"Artists to capture the dramatic effect of erosion on Portrane beach."*

Economic dev. in South Dublin



15-21 May South Dublin Chamber and the Council's collaboration on sustainable business program received with joy. The launch of the latest figures of the Dublin Economic Monitor gets all the attention, with plans for SMEs and SDGs.

5-11 June *"Bank bashing has gone too far in Ireland"* story from the Irish times generates noise and conversation alike.