

August 2019

The Dublin Beat

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

Citizen opinions analyzed #

10,000+ voices
4 districts

Fastest growing

Social Inclusion

Most positive sentiment

Economic
Development

Most discussed

Mobility

Fastest declining

Environment

Most negative sentiment

Social Inclusion

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.

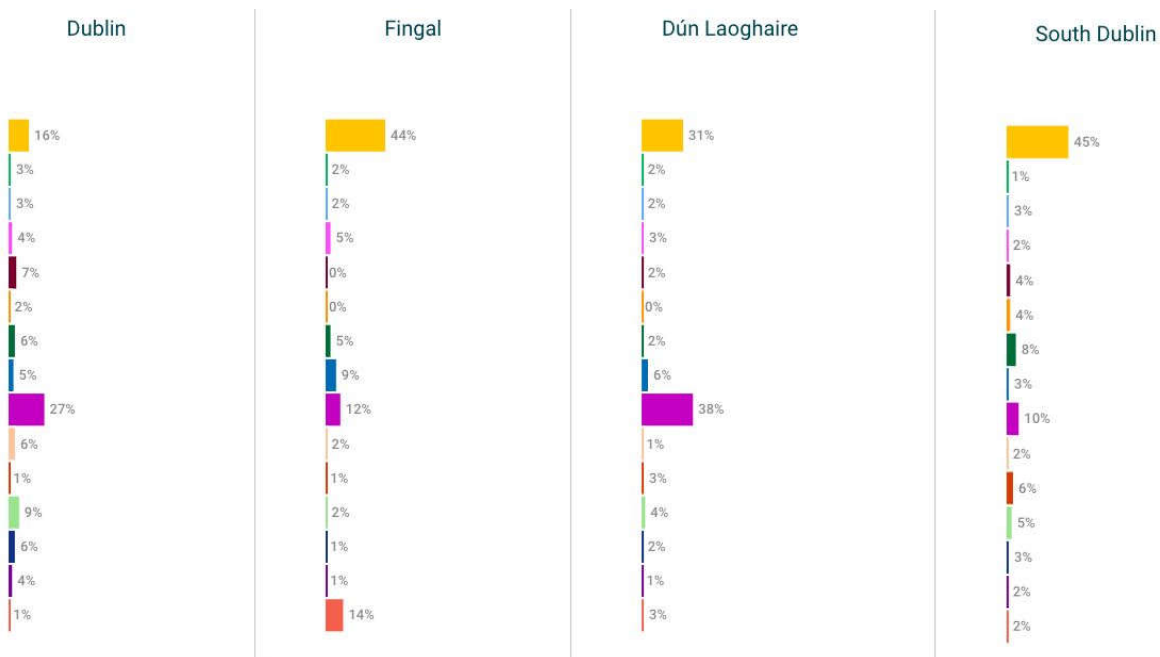
How do the priority areas differ by region?

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. **Infrastructure**, **Housing**, **Safety** and **Utilities** 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

Unsafe and poor quality cycling lanes and the need to improve transport options for commuters were the main topics on **Mobility**.

Community & Culture also dominated the civic debate around different events, such as the Dublin Comic Con 2019. Also, the City of Dublin will provide Arts Space Grants to allow artists limited, rent-free use of certain City facilities.

Fingal

The different festivals taking place in August, made **Community & Culture** a hot topic in Fingal. Again, **Utilities** was one of the main topics due to #Wateralert for outages during this month in the whole town.

The need for improvements in roads, bike lanes and transport infrastructure brought attention to **Mobility** and **Infrastructure** as well.

Dún Laoghaire

Mobility and **Infrastructure** issues related to unsafe cycling in bike lanes and road closures due to Ironman 70.3 Triathlon and the DLR Bay 10K Road Race dominated the civic discussion this month.

In **Community & Culture**, the launch of #Summerofheritage dedicated to free tours was still popular in August.

South Dublin

The T.P. Waters Ambition Run in aid of @IrishCancerSoc and #MyTribute celebrity charity match in Tallaght Stadium were the main topics on **Community & Culture**. Meanwhile, traffic issues in the M50 at J11 Tallaght drew attention to **Mobility**.

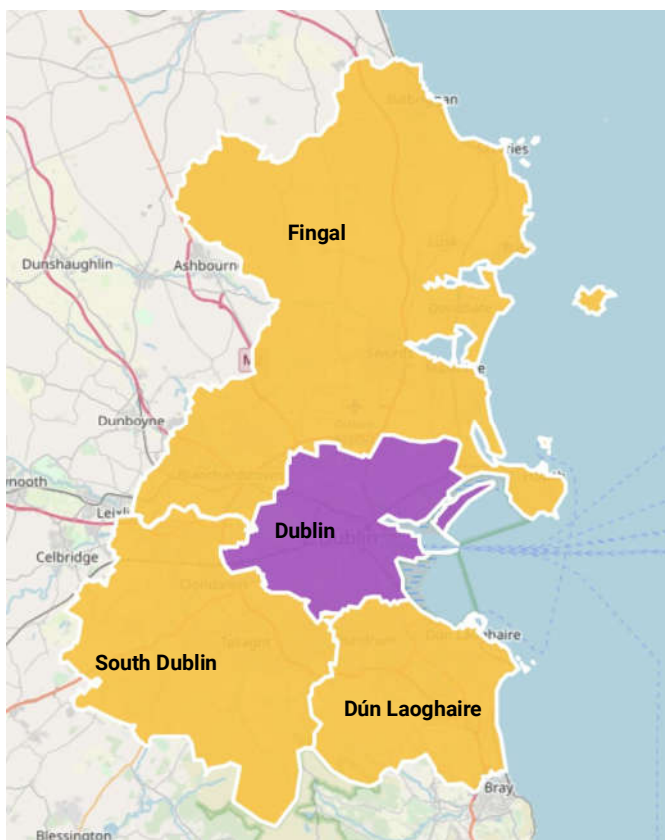
Discussions around **Housing** focussed on new student developments revealed by the Government's Strategic Housing Development system as well as new social and affordable housing developments in the area.

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Topic priority comparison

The Priority Comparison Map displays the **top category for each area**, according to the level of priority. This is measured as the share of tweets corresponding to a category in each area.*



Mobility appears to be the top priority in Dublin City, where everyday thousands of people commute to work. The civic debate is centered on cycling related issues, such as safety standards for bikers, the need to improve cycling infrastructure and transport solutions for daily commuters.

Meanwhile **Community & Culture** was a hot topic in the regions surrounding Dublin, particularly due to the numerous events and festivities taking place during the month of August.

Topic relative importance comparison

The Category Heat Map displays the **relative importance of one specific category across regions**. That is, the level of priority of a specific topic according to the share of tweets belonging to that specific category in every region.*



This map shows the level of priority on a specific topic. **Community & Culture** is the most tweeted topic across the Greater Dublin Area, however the level of importance differs across regions: In **Dún Laoghaire**, 44% of tweets categorized are related to Community and Culture issues, while in Dublin City "only" 33% of them belong to that category.

**Methodological note: Percentages differ from figures displayed in the previous page due to sample differences. Tweets taken into account to build the maps refer to those with geolocation available.*

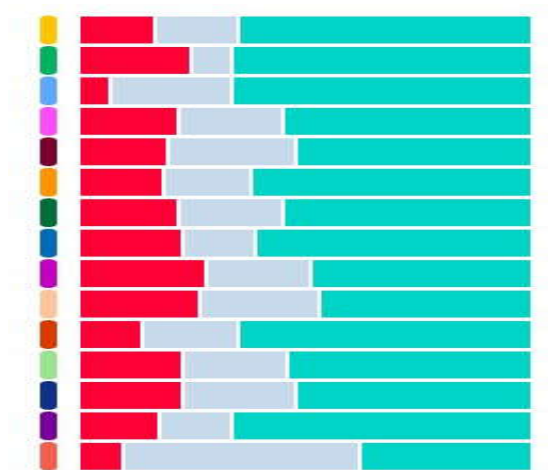
How is public sentiment evolving?

Each month, citizens express their sentiment regarding different topics in their cities. Citibeats AI structures their opinions based on positive, neutral or negative sentiment.

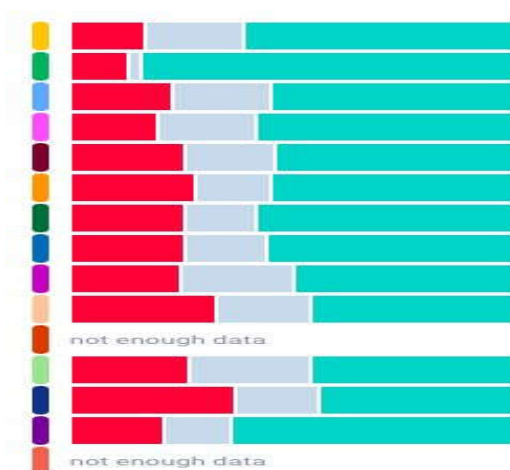
This month, the most significant positive sentiments were around **Economic Development** and **Tourism & Hospitality**, and the most significant negative sentiments were around **Social Inclusion** and **Poverty & Homelessness**.

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Dublin - July 2019



Dublin - August 2019



+ Most positive

Economic Development

Citizens express positive thoughts about bringing new life and economic activity to old buildings, such as the Digital HQ Coworking space in Dún Laoghaire town.

— Most negative

Social Inclusion

The majority of negative comments were related to the debate around racism and hate crime, which has been a hot topic in August, in the wake of a racist attack by a Luas stop.

Particular attention has been drawn to @Luas' communication on zero-tolerance towards racist behaviour and a citizen petition on change.org to pass a hate-crime law.

↗ Rising positive

Housing

After Economic Development, Housing has experienced the 2nd highest increase in positive sentiment since July.

The announcements of planned student developments as well as new social and affordable housing have contributed to generate a positive sentiment around this topic.

↘ Rising negative

Education

The rising discontent around education matters looks related to the need to increase funding and planning in education matters. Irish Universities Association have called on government to increase funding in Budget 2020 needed to deliver quality education.

Key moments

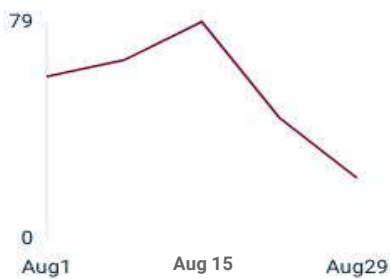
Mobility in Dublin City



1-14 August Citizens complaining about the need to monitor and enforce proper use of cycle lanes as well as limited bike parking security.

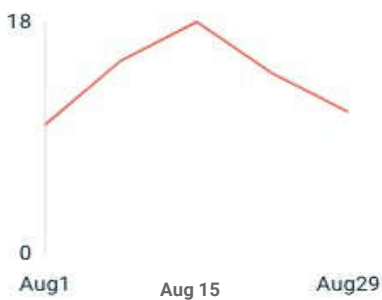
22-31 August @thejournal_ie launched a poll on whether there should be Copenhagen-style cycle lanes in every major Irish city.

Environment in Dublin



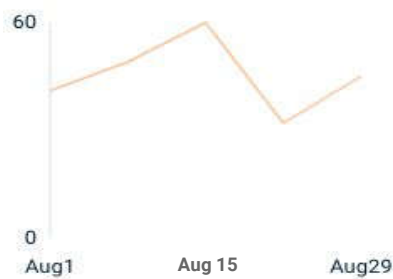
15-21 August Most citizens were concerned about the Data Protection Commission (DPC) found the Department of Employment Affairs and Social Protection's processing of personal data during the issuing of Public Services Cards (PSC) actually contravenes the Data Protection Law.

Utilities in Fingal



1-14 August Similar to July, most of the discussion was around water outages and burst water mains in different areas. Attention was also drawn to water quality testing in the nearest beaches.

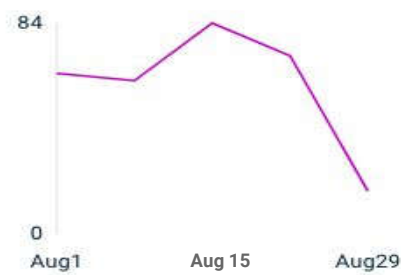
Community and Culture in Dublin City



15 - 21 August Citizens concerned about a violent attack perpetrated against a homeless man and the strikingly high numbers of homeless people in Dublin City.

22 - 31 August Attention drawn to @ICHHDUBLIN tent protest and #EndYouthHomelessness campaign to highlight Dublin's challenges related to rough sleepers.

Mobility in Dún-Laoghaire



1-21 August Mixed feelings arose among citizens regarding the road closing for the Ironman 70.3 Triathlon and the DLR Bay 10K Road Race taking place in August.

Community & Culture in South Dublin



8-14 August Registrations open to attend the South Dublin County Volunteer Recruitment Fair on Thursday 12th September.

22-28 August Promotion and enthusiasm about two big charity events taking place at the end of August and beginning of September: The T.P. Waters Ambition Run in aid of @IrishCancerSoc and #MyTribute celebrity charity match.