



Transforming Social Big Data into Timely Decisions and Actions for Crisis Mitigation and Coordination

Keynote @ Exploitation of Social Media for Emergency Relief and Preparedness (SMERP)
Co-located with: The Web Conference 2018 (formerly WWW)
Lyon, France. 23 April 2018

Prof. Amit Sheth
LexisNexis Ohio Eminent Scholar
Exec. Dir. - Kno.e.sis @ Wright State University



WRIGHT STATE
UNIVERSITY



knoesis.org 

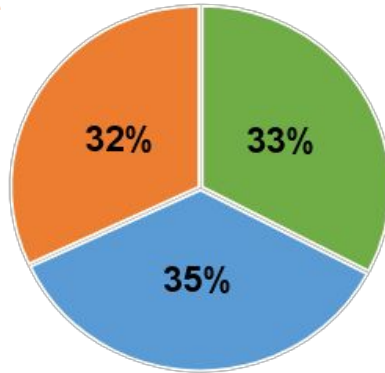
Kno.e.sis: Ohio Center of Excellence in Knowledge-enabled Computing & BioHealth Innovation

NSF

- ★ Harassment on Social Media
- ★ Citizen & Physical Sensing
- ★ Twitris - Collective Intelligence
- ★ Aerial Surveillance
- ★ Visual Experience
- ★ Web Robot Traffic

NIH

- ★ kHealth - Asthma
- ★ eDrugTrends
- ★ eDarkTrends
- ★ Depression on Social Media
- ★ Drug Abuse Early Warning



DoD & Industry

- ★ Metabolomics & Proteomics
- ★ Medical Info Decisions
- ★ Human Detection on Synthetic FMV
- ★ Sensor & Information
- ★ Material Genomics
- ★ Cardiology Semantic Analysis

15 faculty from 4 colleges +
~60 Funded Students

- ★ **40 PhD**
- ★ **16 MS**
- ★ **10 BS**

Kno.e.sis conducts research in AI techniques that convert physical-cyber-social big data into smart data, enabling building of intelligent systems for clinical, biomedical, policy, and epidemiological applications.

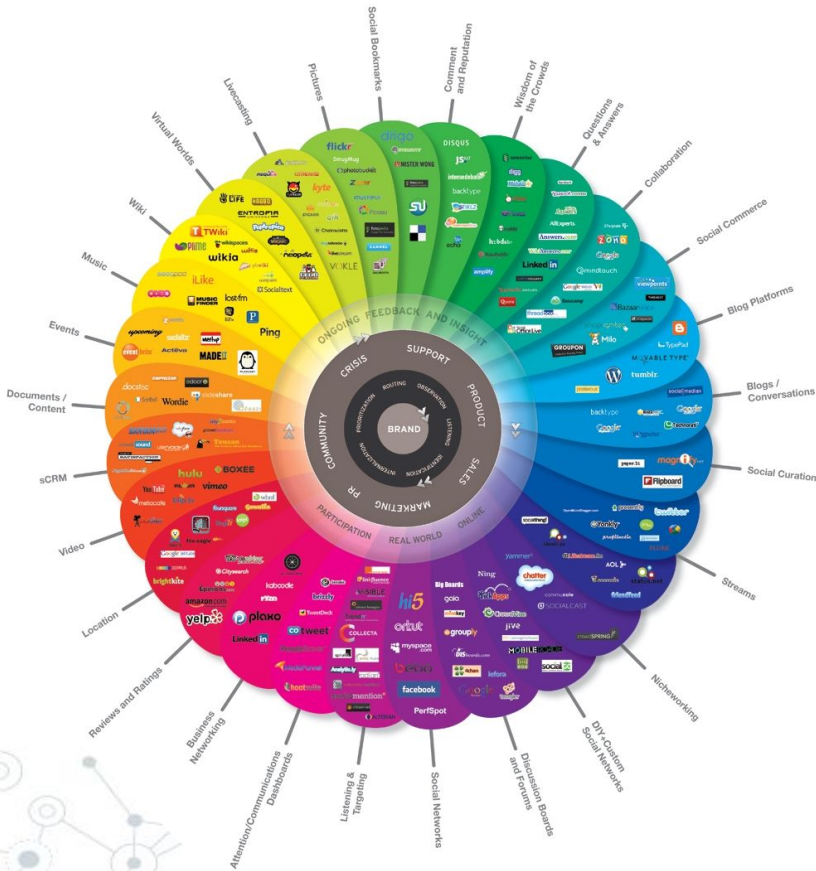
Example clinical/healthcare applications include major diseases such as asthma, obesity, depression, cardiology, dementia and GI.

This is complemented by social and development challenges such as marijuana legalization policy, harassment on social media, gender-based violence, and disaster coordination.

Kno.e.sis' research in World Wide Web ranks Wright State University among the top 10 organizations in the world based on 10-yr impact [MAS: 2016]. Its total budget for currently active projects is \$13+ million [2017]. World-class interdisciplinary research is complemented by exceptional student outcomes and commercialization with local economic impact.



Never before humanity is so connected



Semantics & Services




Citizen Sensing, Social Signals, and Enriching Human Experience

Amit Sheth • Kno.e.sis Center, Wright State University

IEEE Internet Computing, 2009

<https://upload.wikimedia.org/wikipedia/commons/7/7c/Conversationprism.jpeg>

A close-up photograph of a yellow fire hydrant. Water is spraying out from the side outlet, creating a large, white, turbulent plume that fills the right side of the frame. The background is solid black, making the yellow hydrant and white water stand out. The hydrant has a textured, slightly weathered appearance.

Getting information off the
Internet is like taking a
drink from a fire hydrant.

Mitchell Kapor

<https://www.flickr.com/photos/25031050@N06/3292307605>

Adapted from <http://www.flickr.com/photos/josephrobertson/127758523>

twitter

Login Join Twitter!

Social media is critical for
#humanitarian work & now you can see
why. Crisis Map of #Libya is now public:
<http://bit.ly/g8xCtm> #UN #OCHA

about 1 hour ago via Tweet Spinner

Retweeted by 100+ people



UN
United Nations

© 2011 Twitter [About Us](#) [Contact](#) [Blog](#) [Status](#) [Resources](#) [API](#) [Business](#) [Help](#) [Jobs](#) [Terms](#) [Privacy](#)

Libya Crisis Map
http://libyacrisismap.net/
RSS
Google

Libya Crisis Map

Social Media Mapping for Common Operational Datasets

[HOME](#)
[BIG MAP](#)
[REPORTS](#)
[GET ALERTS](#)
[VOLUNTEERS](#)
[DOWNLOAD REPORTS](#)

⚠ The CrisisMappers Standby Task Force has been undertaking a mapping of social media, news reports and official situation reports from within Libya and along the borders at the request of OCHA. The Task Force is also aiding in the collection and mapping of 3W information for the response. UNOSAT is kindly hosting the Common Operational Datasets to be used during the emergency. Interaction with these groups is being coordinated by OCHA's Information Services Section.

The public version of this map does not include personal identifiers and does not include descriptions for the reports mapped. This restriction is for security reasons. All information included on this map is derived from information that is already publicly available online (see [Sources tab](#)).

Focal Points & Media Relations:

- UN/OCHA: [Brendan McDonald \[mcdonaldb@un.org\]](mailto:Brendan.McDonald@un.org)
- CrisisMappers/TaskForce: [Patrick Meier \[patrick@crisismappers.net\]](mailto:Patrick.Meier@crisismappers.net)

Note: For security reasons, reports are placed on a 24 hour embargo before being made public.

Click on map icons to see local reports

↓ CATEGORY FILTER [HIDE]

- ☒ All Categories
- ☐ People Movement
- ☐ Health
- ☐ Logistics
- ☐ Security/Threat
- ☐ Sources
- ☒ Humanitarian Response
- ☐ 3W Clusters
- ☐ Media Outlets

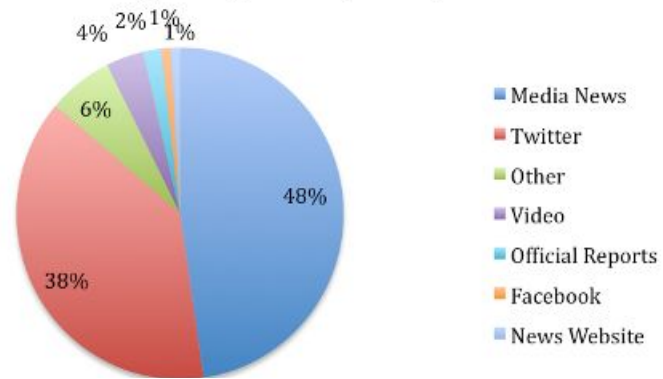
Manual Activity



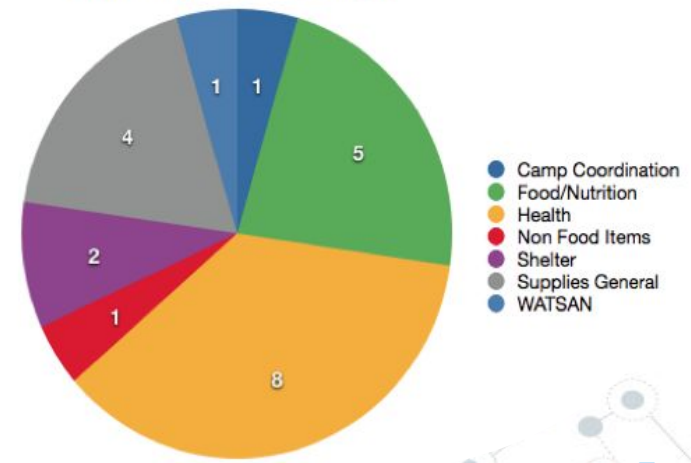
Border crossings and Evacuations



Reports by Source (n=100)



Humanitarian Response by Category



<http://bit.ly/nP1E4q>

News

Twitter, Facebook become lifelines after Japan quake

Social networks at their best as people turn to them after massive quake, tsunami

<http://cnet.co/jdQgME>

MAY 6, 2011 5:51 PM PDT

Japan radiation

by Eric Mack

Recommend 91



Safecast.org seeks to aggregate worldwide sensor information.
(Credit: Screen capture by Eric Mack/CNET)



Image: <http://bit.ly/fl4gEJ>

quake

Mar. 2011

Currently tracking about 4300 records.

Short URL: <http://goo.gl/saqas> (Mobile OK)
[Additional Partners](#)
[Other Resources](#)

<http://bit.ly/gWboib>

Project: Social Media Enhanced Organizational Sensemaking in Emergency Response

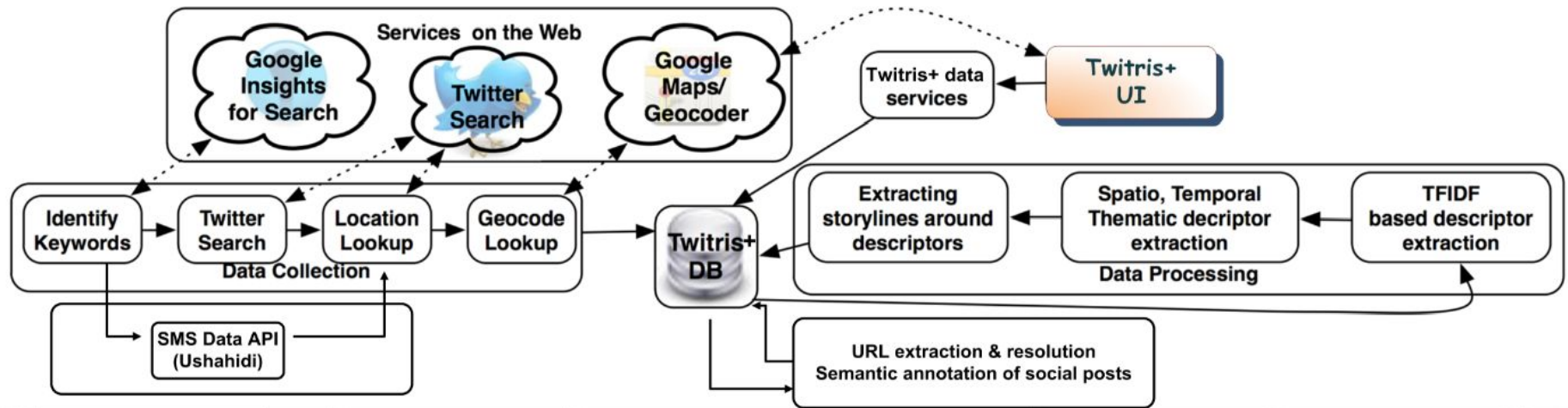


Twitris v1: Spatio-Temporal-Thematic

Facilitates understanding of multi-dimensional social perceptions over SMS, Tweets, multimedia Web content, electronic news media



Twitris v1: Architecture



Meenakshi Nagarajan, Karthik Gomadam, Amit Sheth, Ajith Ranabahu, Raghava Mutharaju and Ashutosh Jadhav, [Spatio-Temporal-Thematic Analysis of Citizen-Sensor Data - Challenges and Experiences](#), Tenth International Conference on Web Information Systems Engineering, 539 - 553, Oct 5-7, 2009.



But the amount of data has grown substantially

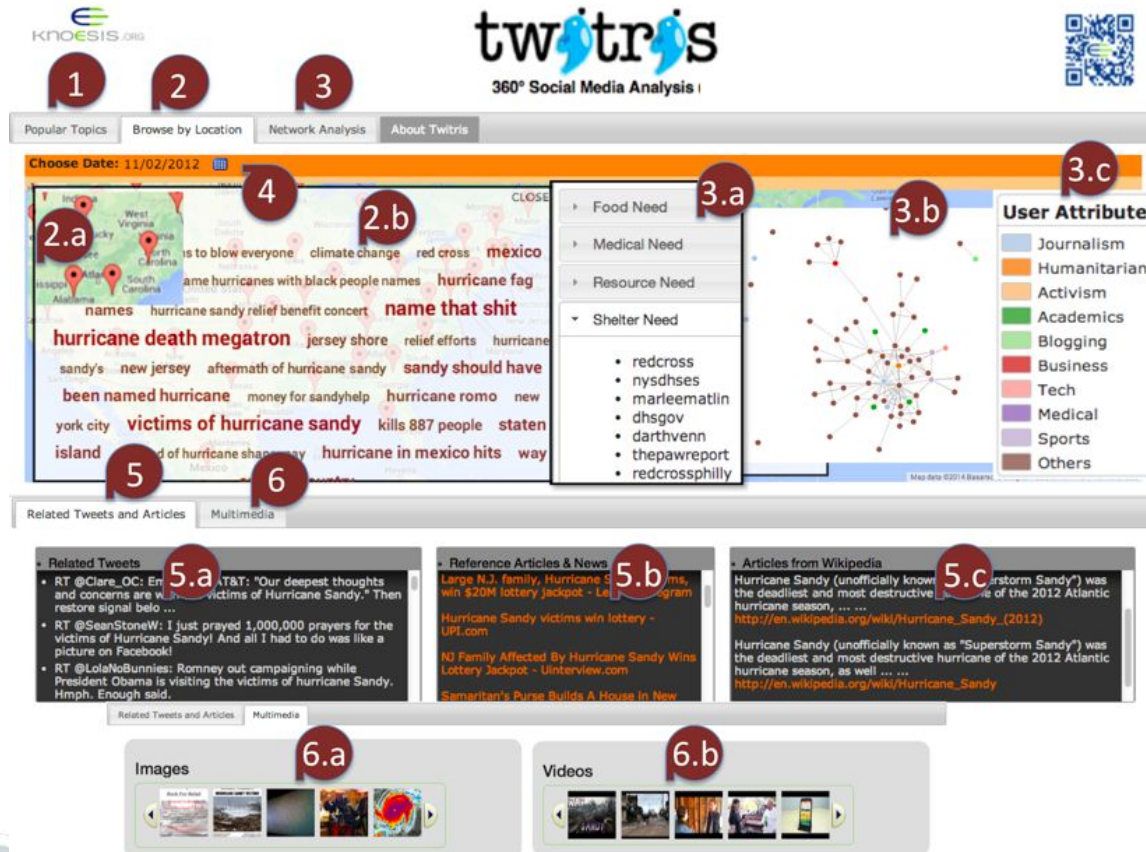


Social data collected mainly by Twitris in the teams' prior research	Description	# Tweets (# Days)	
	Haiti Earthquake 2010	0.6 million	(57)
	Hurricane Sandy 2012	4.9 million	(12)
	Oklahoma Tornado 2013	2.8 million	(10)
	Chennai Flood 2015	0.41 million	(37)
	Houston Flood 2016	1.7 million	(8)
	Louisiana Flood 2016	0.42 million	(10)
	Hurricane Harvey 2017	4 million	(41)
	Hurricane Irma 2017	4.5 million	(35)
	Earthquake Mexico City 2017	0.4 million	(35)
DEEP	Crisis	# Docs	# Excerpts
	Haiti Disaster	297	863
	Syria Conflict	1788	3988
	South Sudan Conflict	1633	2961
	Democ. Repub. of Congo Disaster	1425	2610
	Nigeria Complex Emergency	1235	2089
	Somalia Disaster	1081	2471
	Yemen Conflict	1034	2223
	Sudan Complex Emergency	1015	1875
	Libya Conflict	954	2024

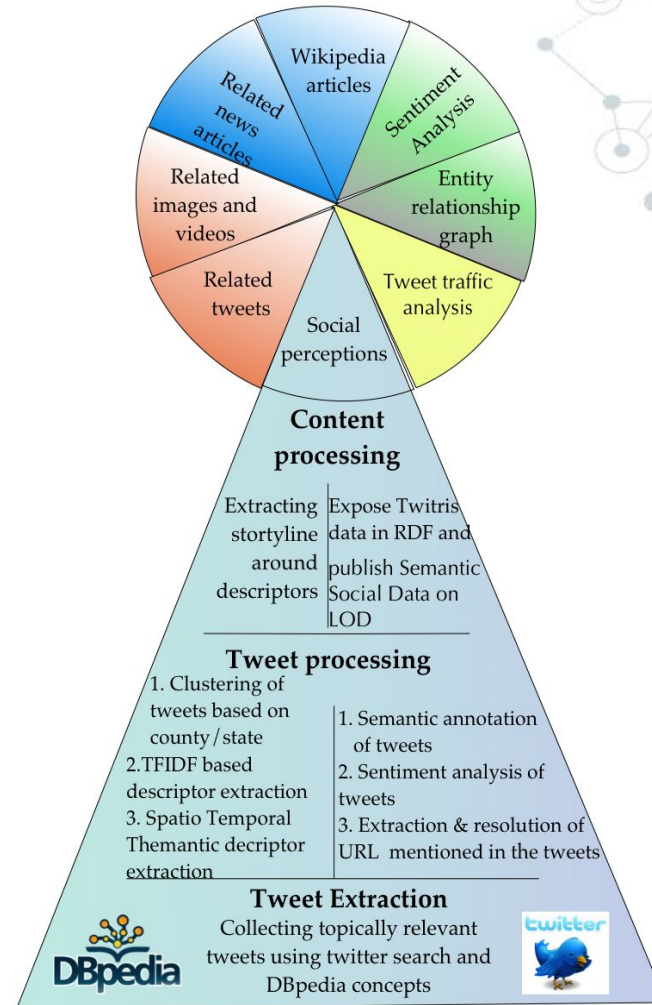
Humanitarian
agency
reports

DEEP is a platform for collaborative secondary data collection, analysis and dissemination for humanitarian crises. DEEP (thedeep.io) is a joint initiative by seven key humanitarian organizations: UNOCHA, UNHCR, OHCHR, IDMC, JIPS, ACAPS and IFRC.

Twitris v2: People-Content-Network



Twitris v2: Functional Overview



Functional overview of Twitris 2.0

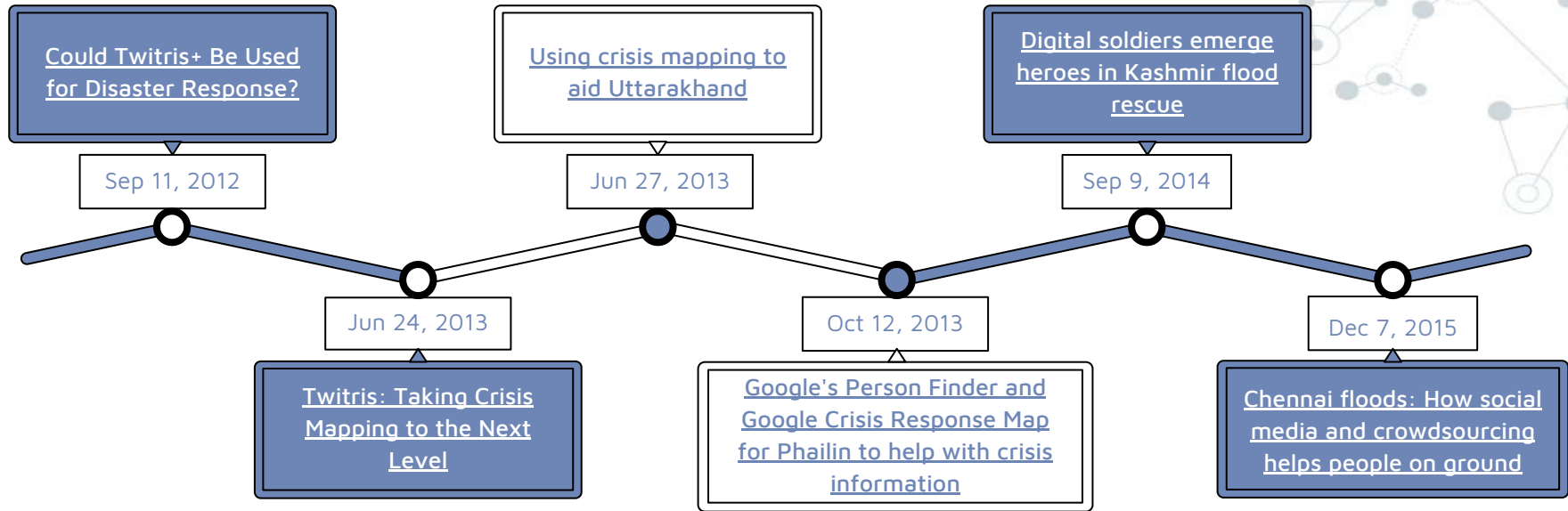
Sample of Real-World Impact & Media Coverage

- Chennai floods: How social media and crowdsourcing helps people on ground, OneIndia, 12/2015
- Digital soldiers emerge heroes in Kashmir flood rescue, HindustanTimes, 09/2014
- Google's Person Finder and Google Crisis Response Map for Phailin to help with crisis information, DNA, Oct 12, 2013
- Using crisis mapping to aid Uttarakhand, The Hindu, Jun 27, 2013
- Twitris: Taking Crisis Mapping to the Next Level, Tech President, June 24, 2013
- Could Twitris+ Be Used for Disaster Response? iRevolution, September 11, 2012

Also tracked: Japan Earthquake, Haiti Earthquake, Pakistan Floods, Oklahoma Tornado, Hurricane Sandy, Uttarakhand Floods, Houston Floods,...and many more. And many other topics: Emoji, Religion, Gun Violence, Public Policy, Smart City, Health, Election (currently predicting: Election2012, Brexit, Election2016, ALSenate): <http://knoesis.org/amit/media/>

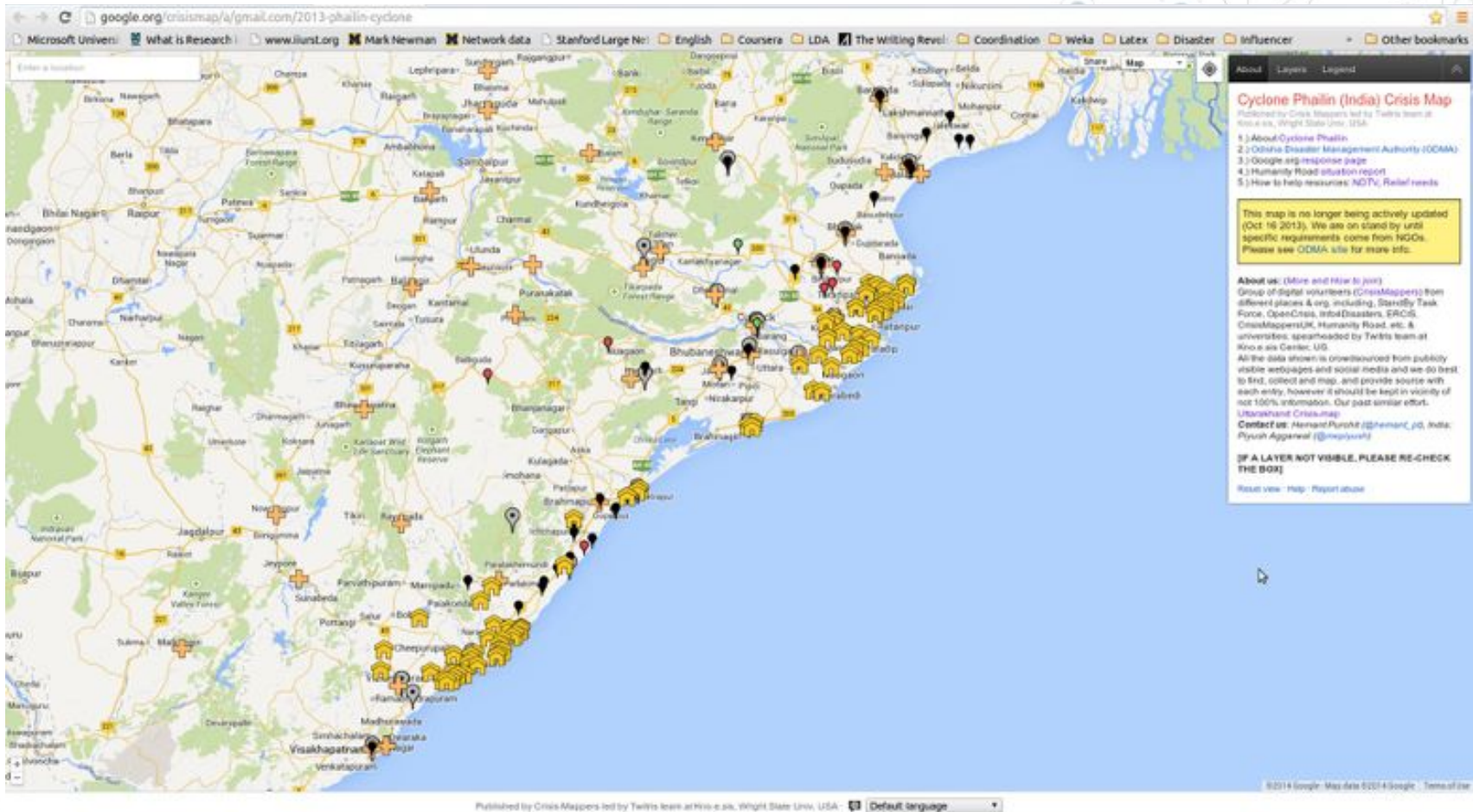


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Google Crisis Map for Hurricane Phalin, which used data from international participants spearheaded by Twitris team at the Kno.e.sis center.

Twitris: Real Time Information

knoesis.ORG



Important tags to summarize Big Data flow Related to Oklahoma tornado

twitris +

360° Social Media Analysis (BETA)



Choose another

Popular topics for 05/21/2013

tornado survivor families in oklahoma everyone in oklahoma prayers for the people mile-wide tornado rips devastating tornado people in oklahoma ok tornado child after
tornado destroyed school school in south oklahoma city other disasters by txtng redcross heart hurts for oklahoma donation to help tornado victims norman tebbit prayers for oklahoma young
children red cross tornado de moore response oklahoma tornado victims people of oklahoma tonight thoughts and prayers love and prayers tornado in oklahoma el
tornado best way to help tornado victims

Images and Videos Related to Oklahoma tornado

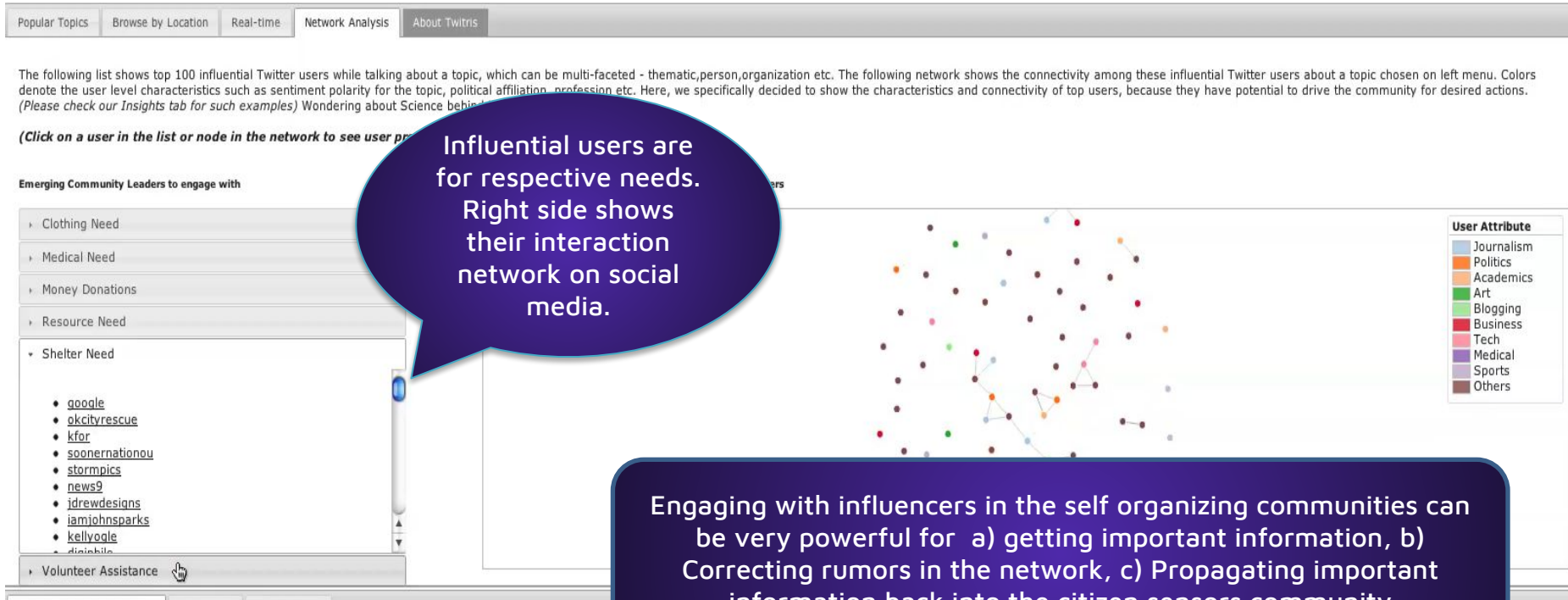
Images



Videos



Influencers to engage with, for specific needs



Influential users to engage with and resources for seekers/supplies at a location, at a timestamp

What-Where-How-Who-Why
Coordination

Contextual
Information for a
chosen topical
tags

The screenshot displays the Twitris interface, which is a crisis mapping tool. At the top, there are tabs for "Browse by Location", "Network Analysis", and "About Twitris". Below these is a date selector set to "10-28-2012" and a "Tag cloud Loaded" indicator. The main map shows the Great Lakes region with several red pins indicating locations of interest. A sidebar on the right lists tags such as "hurricane sandy", "health woes continue", "people are homeless", "people who lost their homes", and "weather". Below the map, there is a legend for "Food", "Medical", "Shelter", and "Other". At the bottom, there are three panels for "Related Tweets and Articles", "Reference Articles & News", and "Articles from Wikipedia", each with a "Select a tag to see the relevant list of tweets/news items/Wikipedia entries" button.

Choose Date: 10-28-2012

Tag cloud Loaded

Users Resources

Seekers Suppliers Actionable Info

hurricane sandy health woes continue people are homeless people who lost their homes weather

Food Medical Shelter Other

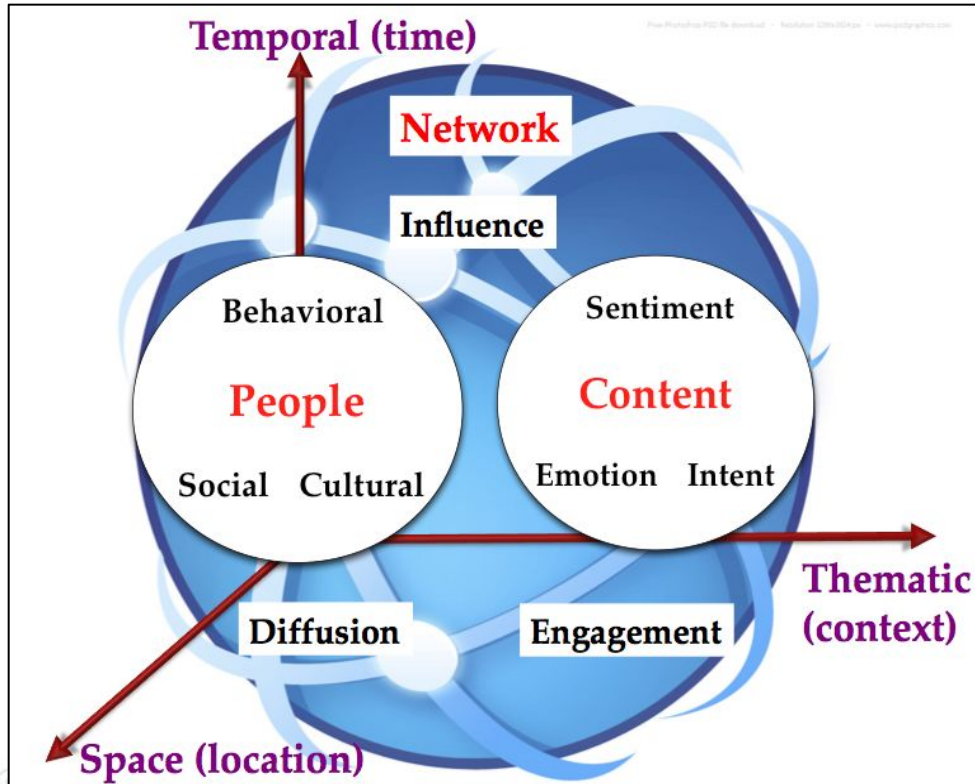
Related Tweets and Articles

- Related Tweets
- Select a tag to see the relevant list of tweets

- Reference Articles & News
- Select a tag to see the related news items

- Articles from Wikipedia
- Select a tag to see the related Wikipedia entries

TWITRIS' technical Approach to Understand & Analyze Social Content



Social Data is incredibly rich.

Real-time analysis of
v1: Spatio-Temporal-Thematic
v2: People-Content-Network
v3: Sentiment-Emotion-Intention
v4: Semantic filtering/knowledge graph, IFTTT, scalability, robustness

Commercial: Cognovi Labs

Twitris Technology:

Real-time, Actionable Insights from Social-media



Spatio-Temporal-Thematic

- Provides thematic context through analysis of place and time.



People-Content-Network

- Analyzes influential users and identifies who is being listened to.



Sentiment-Emotion-Intent

- Extracts and assigns structured sentiment and emotion scoring from unstructured content to understand motivation, feelings, opinion and intent.



Key Differentiators:

- **Comprehensive (above)**
- **Semantic Processing:** use of public and proprietary knowledge.
- **Real-time processing:** used in live blogging of election debate; coordination during disasters.
- **Scalable:** deployed on a large cloud (864 CPUs, 17 TB main, 435 TB disk).

Twitris Technology: Real-time, Actionable Insights from Social-media



S-T-T

Spatio-Temporal-Thematic

Provides thematic context through analysis of place and time.



P-C-N

People-Content-Network

Analyzes influential users and identifies who is being listened to.



S-E-I

Sentiment-Emotion-Intent

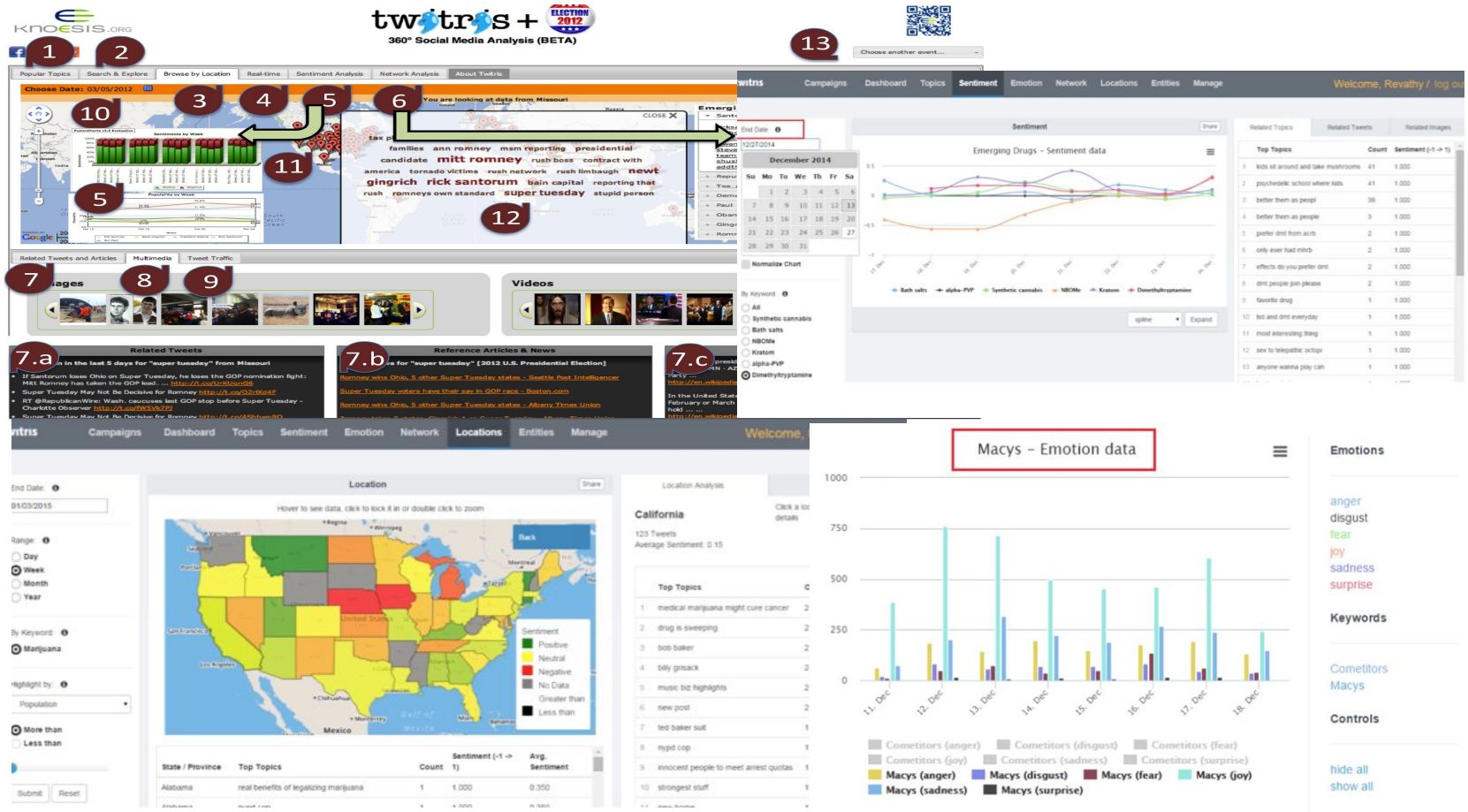
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Snapshot of Some Real-world Applications/Trials



Domains: Branding, Disaster Coordination, Social Movements, Election, Development, Epidemiology,...

Some of the significant human, social & economic development applications we work on at Kno.e.sis

- **Coordination during disasters** (QCRI, Microsoft Research NYC, CrisisNET, UN)
- **Harassment on social media** (WSU cognitive scientists)
- **Prescription drug and opioid abuse, Cannabis & Synthetic Cannabinoid epidemiology** (Center for Interventions, Treatment and Addictions Research,)
- **Depressive disorders** (Weill Cornell Med)
- **Gender-based violence** (UNFPA), **Zika Spread**
- **and extensive applications in personalized digital health, public health** (Dayton Children's Hospital, Wright St Physicians, ...)

Highly multidisciplinary team efforts, often with significant partners, with real world data, intended to achieve real-world impact

Some of the topics on Online Social Media at Knoesis

- Named Entity Recognition, Implicit Entity
- Relationship Extraction (E.g., ADR)
- Language usage in Social Media
- Exploration of People, Content and Network dynamics
- Sentiment, Emotion, Intent extraction; Opinion mining
- Trust
- Integrated exploitation of Multimodal data (text, photo-satellite images), sensor/IoT-web-social data and knowledge (PCS applications)

All embodied in Twitris technology, commercialized as [Cognovi Labs](#)

Why People-Content-Network + Spatial-Temporal-Thematic metadata?

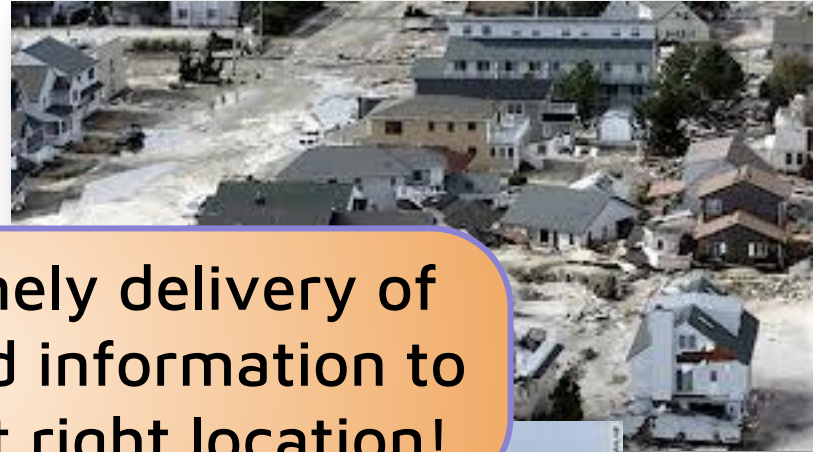
(Example of Understanding Crisis Data)

	Data generated at the disaster location	Data generated around the world
Who generates the data? (People)	Affected people, NGO volunteers (witness)	People not directly affected by the disaster (Passionate observers, domain experts)
What data is generated? (Content)	<ol style="list-style-type: none">1. Reports about medical emergency, needs for resources, current situation2. Complains about robbery, unavailability of resources, help etc	<ol style="list-style-type: none">1. Opinion, concerns, sympathy2. Sharing of related news, personal experience, desire for help.3. Discussions about management (coordination), role of NGO and government and environmental, economical effects
How data is generated? (Network)	Primarily by sending SMS and Web reports to involved NGOs and government organizations	Primarily through tweets, Facebook messages, blogs
Why data is generated? (Intention)	Ask for help, Offer help, etc.	Sharing personal view-points on the disaster related incidents
When data is generated? (Time)	Primarily in recovery and rebuild phase	Primarily immediately after the disaster

Content Analysis: Typical Sub-tasks

- Recognize key entities mentioned in content
 - Information Extraction (entity recognition, anaphora resolution, entity classification..)
 - Discovery of Semantic Associations between entities
- Topic Classification, Aboutness of content
 - What is the content about?
- Intention Analysis
 - Why did they share this content?

Mining Actionable Information to Support Disaster Coordination



ACTIONABLE: Timely delivery of right resources and information to the right people at right location!



Coordination of Actionable Information Needs at Varied Levels





Personal Level: Chennai Floods

Shonali Krishnaswamy
17 hrs · 1

Many, many thanks to Prof. **Amit Sheth** and his team for their Twitter Analytics work ...this crowdsourced information is the only source of info. at a difficult time like this. I have not been able to contact my parents and sister in law since yesterday..but his team was able to tell me those areas have no flooding...but of course like all of chennai no electricity, no mobile networks...A very difficult time. Thanks to all crowd sourced social media info.!

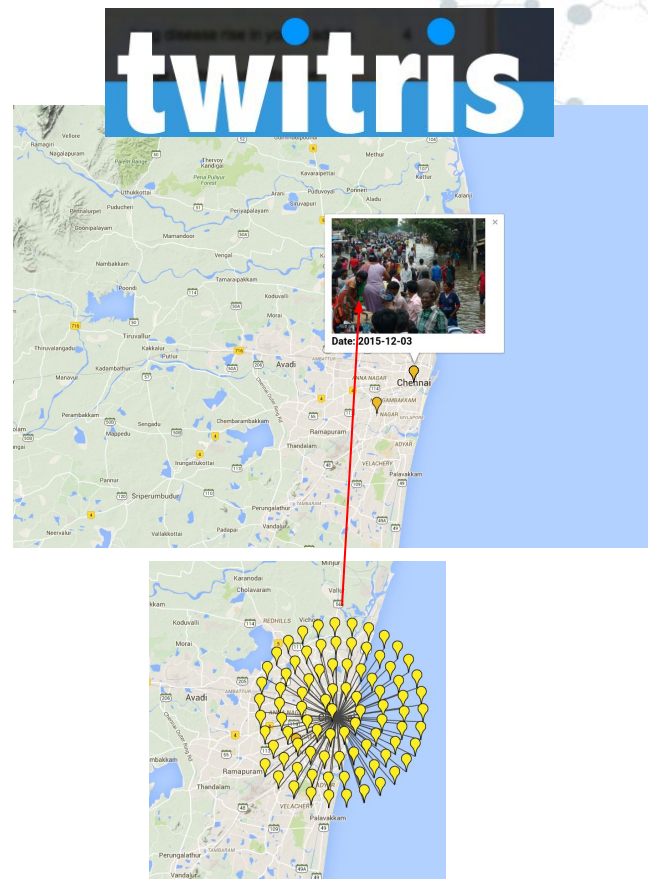
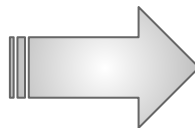
Like Comment Share Buffer

Parul Sheth, Pavan Kapanipathi, Rajaraman Kanagasabai and 20 others like this.

Srinath Sridharan That's the toughest part of this disaster (any disaster for that matter). No power, no network reception, cannot reach our family by any means. I just hope there are no further rains to ease the rescue and recovery operations.
Like · Reply · 1 · 16 hrs · Edited

Amit Sheth Shonali Krishnaswamy: emailed you all tweets from the areas of your interest (Valmiki Nagar, Indira Nagar, Thiruvannamiyur or Seaward Road). Also sent you login/access to Twitris ChennaiFloodRelief campaign that you can use to do real-time (and past) monitoring of all tweets that mention terms (e.g., Valmiki) of your interest.
Like · Reply · 2 · 16 hrs

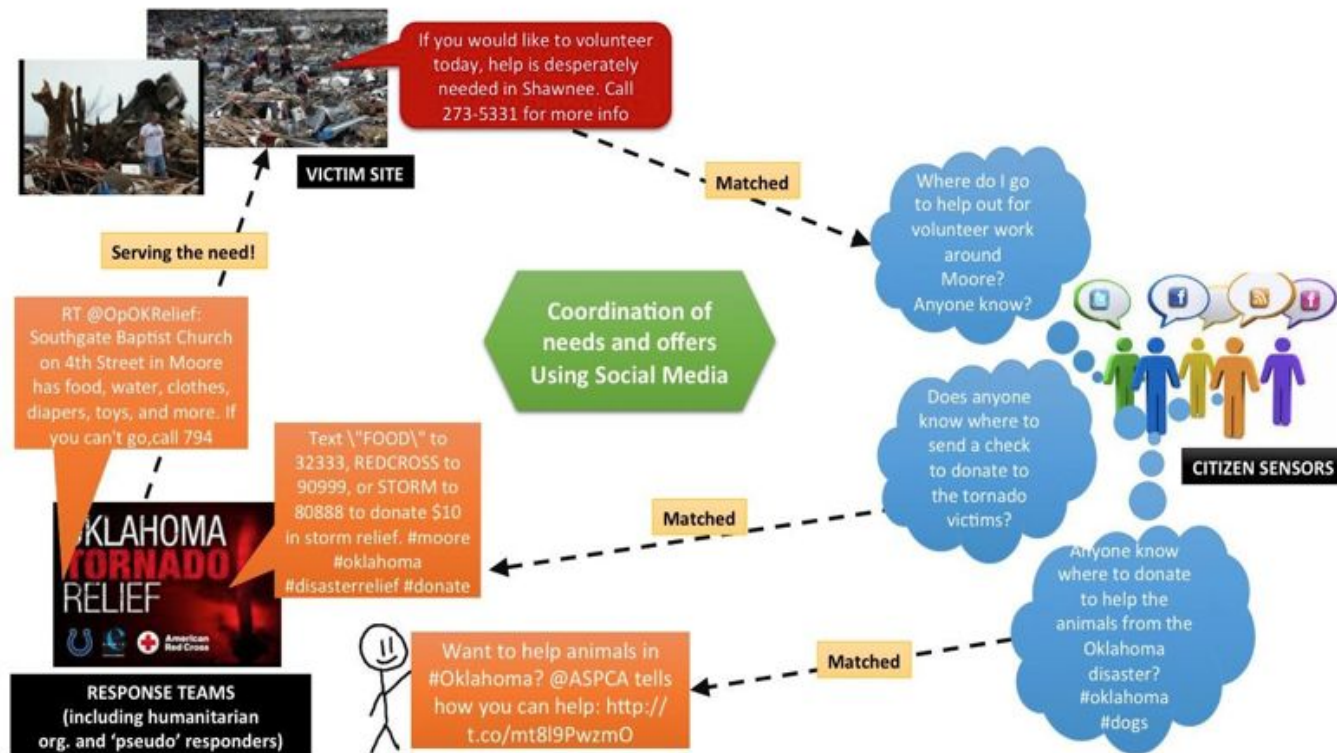
Shonali Krishnaswamy Thanks so much Amit!
Like · Reply · 16 hrs



Twitris Chennai Flood Map



Community Level: Oklahoma Tornado



Example of coordination during #Oklahoma-tornado response based on automatically matching need-offer pairs of community members.



Regional Level: Kashmir Floods

Twitris, NSF SOCS research team (HOW TO USE?) supporting <http://jkfloodrelief.org>

Need to Rescue

Qazi @mewass 1m
Its been a week of, No college, No contacts with family, No sleep, No rest, No help #KashmirFloods

India Ki Jarurat AAP @vAKhOlix 1m
RT @rahul_razdan: Bhushan Lal Saraf, last at 38B Indira Nagar, untraceable for 5 days now. Please help getting any info on him @adgpi http:...

geeta.d @GeetsDee 1m
Army@adgpi #Kashmirfloods Urvi Puri 66, Kaushalya Kaul 86 add 45 Exchange Road, behind BSNL colony . Opp hotel Kashmir Palace Help!!!

MOHIT SHARMA @sharma0013 1m
RT @IndianSheriff: Tx 2 helping hand of @MPNaveenJindal. @JSPLCorporate aircraft left Delhi to lift up stranded people #kashmirfloods http:...

Share a link on Twitter
Twitter, Inc. [US] https://twitter.com/intent/tweet?original_referer=http%...
jkfloodrelief

Share a link with your followers
@adgpi #KashmirFloods #SoS "@GeetsDee Urvi Puri 66, Kaushalya Kaul 86. 45 Exchange Road, behind BSNL colony. Opp hotel Kashmir Palace Help!"

Rescued/Evacuated

Suhasini Haidar @suhasinih 1m
RT @adgpi: Update : More than One Lakh rescued & 50,000 plus persons treated by Medical teams. #ArmyRescue #KashmirFloods

Hamid Abdullah @khokhar_22 1m
RT @SoniaChopra28: Kashmir Sikh family, hit by #KashmirFloods rescued by their Muslim neighbours take shelter at a mosque in Srinagar. http:...

S.vignesh @Svignes93248319 1m
RT @adgpi: Update : More than One Lakh rescued & 50,000 plus persons treated by Medical teams. #ArmyRescue #KashmirFloods

Rachna Sharma @RachnaCoco 1m
RT @juniorbachchan: ARMY HELPLINE NUMBERS FOR EMERGENCY CALLS : #ArmyRescue #KashmirFloods 011- 23019831 011- 23322045 011- 23332045 http:...

Rescue and Evacuation Stream Map during the historic Jammu & Kashmir Floods in Sep/2014. Twitris supported the scalable relief effort of JK Flood Relief.org initiative.



Regional Level: Kashmir Floods



Moriam Nessa

Sep 8th, 11:09am

I do not know if anyone will be reading this message and if this will be of any help. But I have my sister who is stranded in Srinagar. She is 9 months pregnant and they need help. We have been trying to get through the help lines but nothing is working. Somebody please help ...

ADGPI - Indian Army

Sep 8th, 3:24pm

Jawahar Nagar is heavily flooded. Rescue teams will be going there. So dont worry they will be all right. Indian Army is there



Moriam Nessa

Sep 8th, 7:28pm

Hey, Thank you so much for your effort in rescue operations. But I'm writing to you again about update of the situation in Jawahar Nagar. My concern is that a young girl there is pregnant.



Moriam Nessa

Sep 9th, 8:27am

Thank you so much again for your relief work. My sister has been rescued. All thanks to you and your team.

Finding Actionable Information **NUGGETS** for Responders



For responders, most important information to manage coordination dependencies is to know: ***WHO-WHAT-WHERE-WHEN***

- Scarcity of resources → Demand
- Availability of resources → Supply

Demand-Supply Identification: Oklahoma Tornado

Really sparse Signal to Noise:

2M tweets during the first 48 hrs. of #Oklahoma-tornado-2013

- 1.3% as the precise resource donation **requests** to help
- 0.02% as the precise resource donation **offers** to help

- *Text REDCROSS to 909-99 to donate to those impacted by the Moore tornado! <http://t.co/oQMljicPs> (REQUEST)*
- *Please donate to Oklahoma disaster relief efforts.: <http://t.co/crRvLAaHtk> (REQUEST)*

- *Anyone know how to get involved to help the tornado victims in Oklahoma??#tornado #oklahomacity (OFFER)*
- *I want to donate to the Oklahoma cause shoes clothes even food if I can (OFFER)*



Questions for social media tool to support Disaster Response Coordination

Which needs are of
utmost importance?

Who are the people to
engage with in the
evolving ad-hoc social
community?

Who are the resource
seekers and suppliers?

Where can I go for volunteering at my
location?

How and Where
can one donate?

Actionable information improves decision making process.

[illegible]

Used in a
functional exercise of
emergency response
organizations
City: Dayton
Date: 5/28/14

37

Designing Real-time Coordination Tools: Oklahoma Tornado

Incoming Tweets
with need types to
give quick idea of
what is needed and
where currently
#OKC



Tweets seen in the last 5 days for "moore response" from Ohio

- You can support #Moore response & other disasters by txting REDCROSS to 90999 to give \$10, or online at <http://t.co/Vy50sv7J51> #Pray4OK
- RT @RedCross: You can support #Moore response & other disasters by txting REDCROSS to 90999 to give \$10, or online at <http://t.co/vPTDH2GzO1>
- RT @severestudios: RT @RedCross: You can support #Moore response by txting

Related news for "moore response" [Oklahoma Tornado]

[Oklahoma Tornado Aftermath Leaves Trail Of Destruction In Moore \(PHOTOS\) - Huffington Post](#)

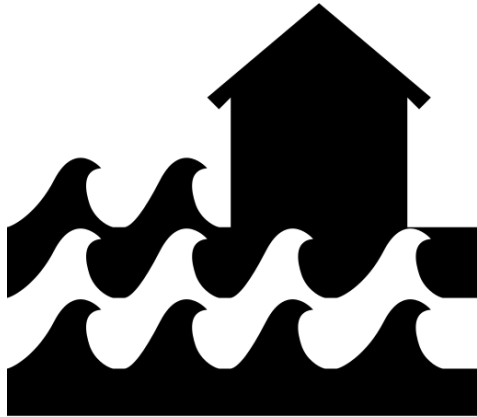
[Oklahoma Tornado Death Toll Lowered - VOA - Voice of America](#)

Articles about "moore response" [Oklahoma Tornado]

The 2013 Moore tornado occurred on the afternoon of Monday, May 20, 2013, ranking as at least an EF4 intensity, ... Tornadoes in Oklahoma; Tornadoes of 2013 ... http://en.wikipedia.org/wiki/2013_Moore_tornado

Manufacturing Dissent is a 2007 documentary that asserts that filmmaker Michael Moore has used

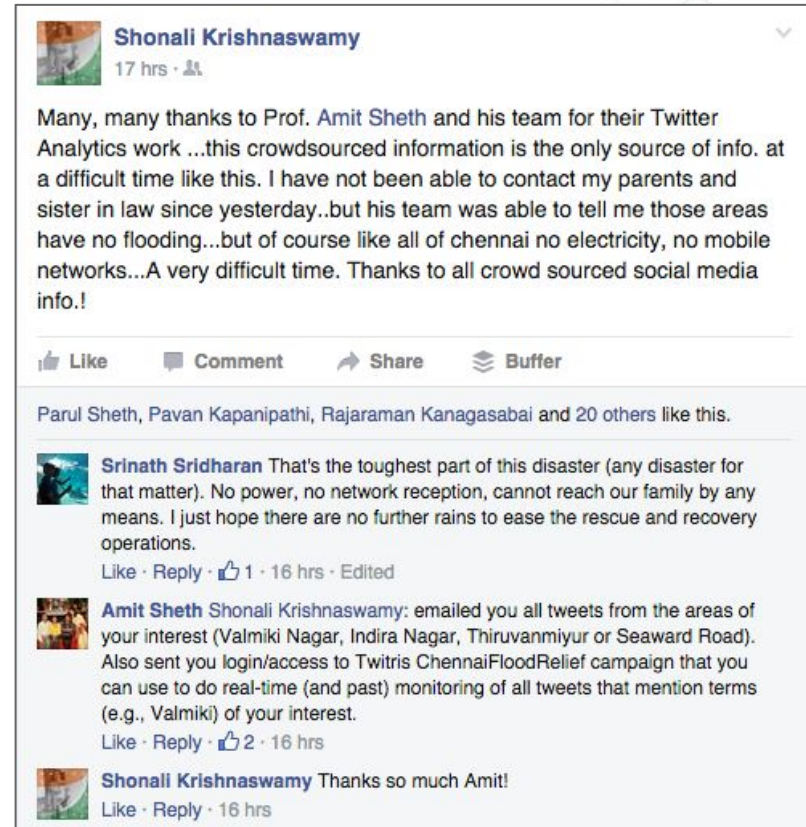
Chennai Flood 2015



Situational Awareness
involving multimodal data
(text+images from social
media, also satellite images)

Real Example: use case of images

Social media is indispensable for supporting relatively simple but extremely important user needs during crisis. This is an illustration.



The screenshot shows a Facebook post from Shonali Krishnaswamy, posted 17 hours ago. The post is a text-based update expressing gratitude to Prof. Amit Sheth and his team for their Twitter Analytics work during a crisis. It mentions that the team provided crucial information about flooding and lack of electricity and mobile networks in Chennai. Below the post, there are interaction buttons for Like, Comment, Share, and Buffer. A notification indicates that Parul Sheth, Pavan Kapanipathi, Rajaraman Kanagasabai, and 20 others liked the post. Two replies are visible: one from Srinath Sridharan, who shares his own experience of being cut off from his family, and another from Amit Sheth, who informs Shonali that he has emailed her all tweets from specific areas of interest and provided access to a Twitter campaign for Chennai flood relief. Shonali's reply to Amit expresses her thanks.

Shonali Krishnaswamy
17 hrs · 🧑

Many, many thanks to Prof. [Amit Sheth](#) and his team for their Twitter Analytics work ...this crowdsourced information is the only source of info. at a difficult time like this. I have not been able to contact my parents and sister in law since yesterday..but his team was able to tell me those areas have no flooding...but of course like all of chennai no electricity, no mobile networks...A very difficult time. Thanks to all crowd sourced social media info.!

👍 Like 💬 Comment ➦ Share 📶 Buffer

[Parul Sheth](#), [Pavan Kapanipathi](#), [Rajaraman Kanagasabai](#) and 20 others like this.

Srinath Sridharan That's the toughest part of this disaster (any disaster for that matter). No power, no network reception, cannot reach our family by any means. I just hope there are no further rains to ease the rescue and recovery operations.
Like · Reply · 👍 1 · 16 hrs · Edited

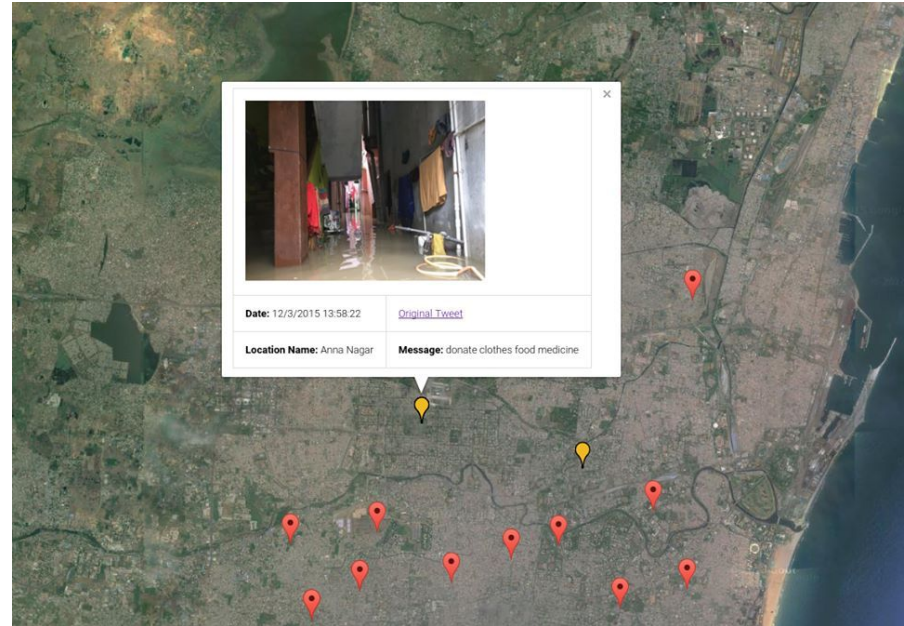
Amit Sheth Shonali Krishnaswamy: emailed you all tweets from the areas of your interest (Valmiki Nagar, Indira Nagar, Thiruvannamiyur or Seaward Road). Also sent you login/access to Twitris ChennaiFloodRelief campaign that you can use to do real-time (and past) monitoring of all tweets that mention terms (e.g., Valmiki) of your interest.
Like · Reply · 👍 2 · 16 hrs

Shonali Krishnaswamy Thanks so much Amit!
Like · Reply · 16 hrs

Visualization of Images

A drilled down view of a photo from a neighborhood of user's interest.

Powerful metadata extraction capabilities of Twitris can be combined
→ to give more information on the photo.



Some Statistics of Images



twitris

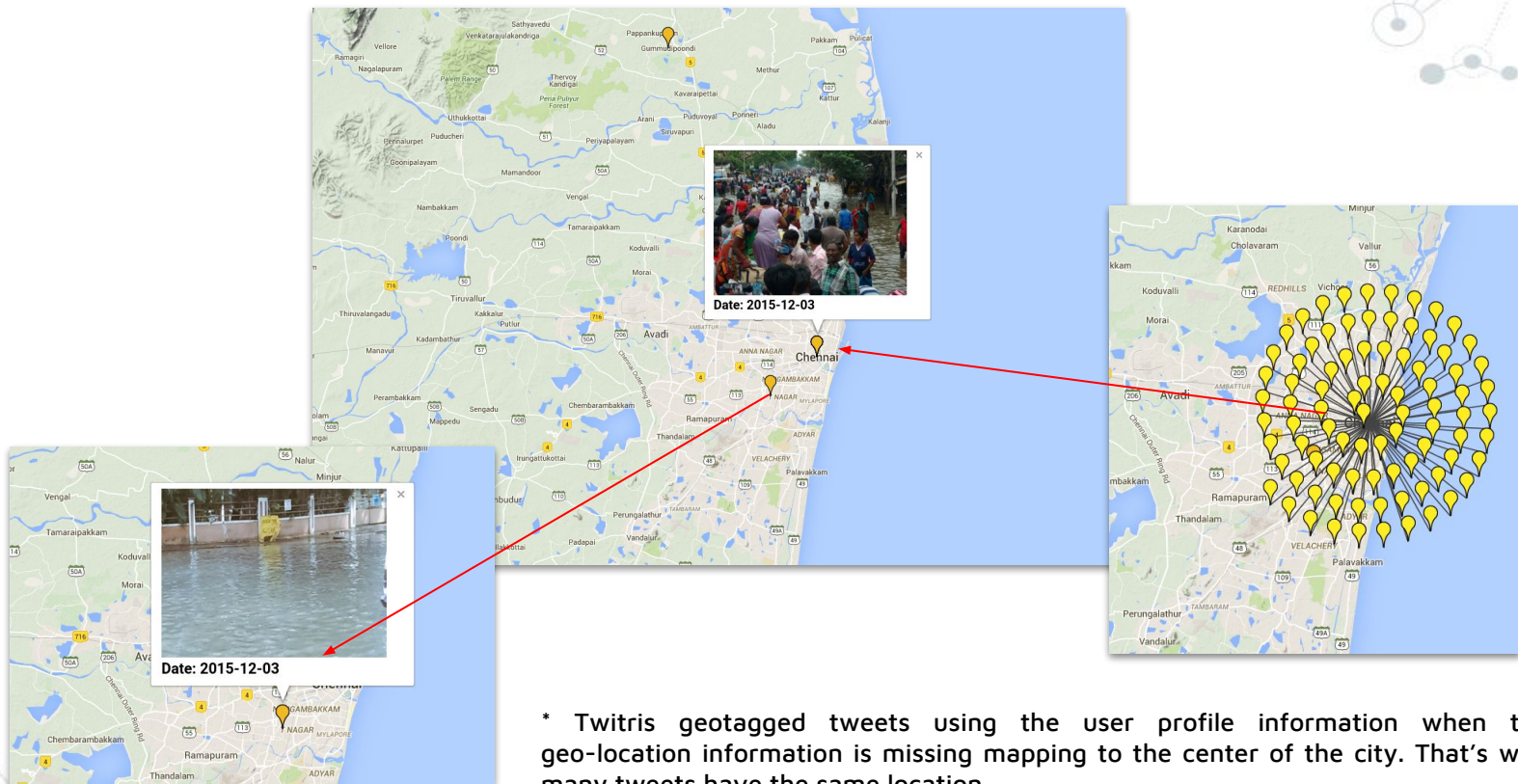
	Tweets	Images	Percentages
All	229,384	78,207	34%
India	105,200	35,609	34%
Tamil Nadu	34,387	10,622	31%
Chennai	21,260	6,195	29%

Geo-Tagged Tweets

55%*

* Tweets with longitude and latitude values of Twitter user-- this is very approximate as most of them is based on location (.e.g., Chennai) provided in the profile of the poster, unless tweet itself has a geocode-- which would be a lot more precise (Twitter tweets have only 1% that are geotagged).

Plotting Images on the Map



* Twitris geotagged tweets using the user profile information when the geo-location information is missing mapping to the center of the city. That's why many tweets have the same location.

Examples of Images







Reny @reny11890 · Nov 17





@mkstalin hours after the rains, no sign of water levels reducing in Jawahar Nagar, Chennai 82. #ChennaiFloods



Crowdsourcing Image Location

A	B	C	D	E	F	G	H	I
Tweet_Nbr	Tweet_URL	Lat	Long	Created_At (GMT)	Image_URL		Nearset Location by neighbourhood name (please click on arrow at the top right of the cell to get options for most likly and nearest neighbourhood to pick from)	More Details
79	https://twitter.com/srive	80.2203058	13.0416707	12/3/2015 16:32:46	https://pbs.twimg.com/ext_tw_video		Kilpauk	▼ Kelly's Road
80	https://twitter.com/srive	80.2203058	13.0416707	12/3/2015 16:33:35	https://pbs.twimg.com/media/CVUI0		Kilpauk	▼ Kelly's Road
81	https://twitter.com/GAL	80.2588243	13.1264673	12/3/2015 1:48:44	https://pbs.twimg.com/media/CVQ9		Kodungaiyur East	▼
82	https://twitter.com/A_fc	80.27072144	13.08267975	12/3/2015 6:19:58	https://pbs.twimg.com/media/CVR8		Maduravoyal	▼

Crowdsourcing Location Features

A	B	C	D	E	F	G	H	I
Tweet_Nbr	Tweet_URL	Lat	Long	Created_At (GMT)	Image_URL		Nearset Location by neighbourhood name (please click on arrow at the top right of the cell to get options for most likely and nearest neighbourhood to pick from)	More Details
79	https://twitter.com/ariy	80.2203058	13.0416707	12/3/2015 16:32:46	https://pbs.twimg.com/ext_tw_video		Kilpauk	▼ Kelly's Road
80	https://twitter.com/ariy	80.2203058	13.0416707	12/3/2015 16:33:35	https://pbs.twimg.com/media/CVJUC		Kilpauk	▼ Kelly's Road
81	https://twitter.com/GAL	80.2588243	13.1264673	12/3/2015 1:48:44	https://pbs.twimg.com/media/CVQ9		Kodungalyur East	▼
82	https://twitter.com/A_k	80.27072144	13.08267975	12/3/2015 6:19:58	https://pbs.twimg.com/media/CVR8		Maduravoyal	▼

- Two annotators from our team (one of them is a Chennai local)
- They relied on:
 - ◆ Their knowledge of the area.
 - ◆ The textual and metadata content about the images.
 - ◆ Their friends and other sources of help and information
 - ◆ Directly contact the authors on Twitter.

ChennaiRains:



Kushal Shah

@globaldesi__

@ Can you please provide the location where the image was captured so that we can put it on a CrisisMap

4 Dec 2015

Replying to @globaldesi__

@kushalns5 Loyola College, Chennai !

Answers:

4 Dec 2015

Replying to @globaldesi__

@kushalns5 Loc : Vaanagaram. Water has been receding .seems better nw.i heard there was power cable in water which has detached from line.

We don't have we cant communicate with them for 3 days now..

Kushal Shah @globaldesi__

Replying to [redacted]

@soundarztweet @TimesNow @TwitterIndia can you pl provide the location where the image was captured so we can put it on a crisismap

And most of the time they don't answer or they answer saying there is no water anymore there.

Lessons Learned

1. Crowdsourcing is very **hard** due to human training, coordination, and time difference between team members.
2. **52%** of the images were localized by our annotators to a **neighborhood level**. (But humans can annotate only so many images in a given time-- we need annotations with local knowledge, it is time consuming and costly).
3. Our location extraction tool (LNEx) was able to localize **13%** of images (relying on textual content only) by geoparsing fine-grained location mentions (i.e., **finding the geo-coordinates, not just geotagging**)



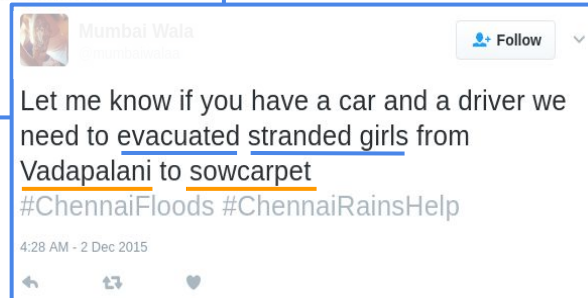
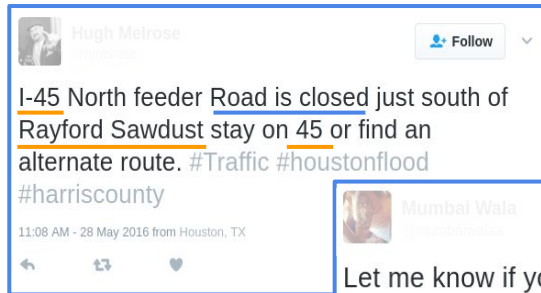
LNEx

Location Name Extractor (LNEx)

<https://arxiv.org/abs/1708.03105>

Automatic Extraction of Location Mentions

- Disaster Management (Response and Recovery)
 - ◆ Road Closures or Evacuations
 - ◆ Disaster Relief (shelters, food, and donations)
- Provide a system for Disaster Assistance Centers



Road Closures

Help Needed

Injuries Reported

...

Targeted Twitter Streams

Event-specific tweets. e.g.,

- Natural Disasters
- Political/Social Issue Demonstrations

Collected using hashtags

- #ChennaiFloods
- #ChennaiRains
- #houwx
- #houstonflood
- #LAWX
- #LaFlooding

or a bounding box

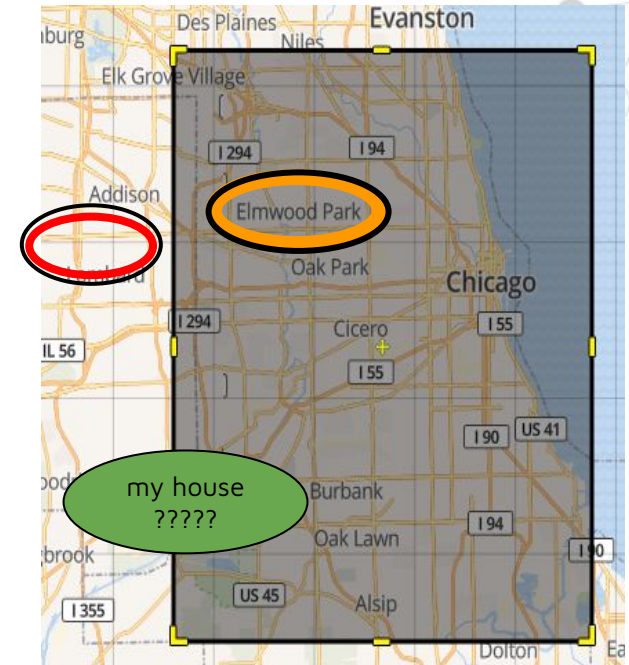


Wikipedia:File:2016_Louisiana_floods_map_of_parishes_declared_federal_disaster_areas.png



Location Names Categorization

- Previous works categorize location names based on their types (e.g., building, street)
[Matsuda et al., 2015; Gelernter and Balaji, 2013]
- We categorize the location names based on their geo-coordinates and meaning into:
 - **In-area Location Names (inLoc)**
 - Location names that are inside the area of interest.
 - **Out-area Location Names (outLoc)**
 - Location names that are outside the area of interest.
 - **Ambiguous Location Names (ambLoc)**
 - Ambiguous in nature, need more context or background data for disambiguation



boundingbox.klokantech.com

Challenges of Location Extraction

- Contractions
 - - □ Referring to “Balalok Matric Higher Secondary School” as “Balalok School”
- Ambiguity
 - - □ My backyard, My house, Buffalo
- Abbreviations
 - - □ Referring to “Wright State University” as “WSU”
- Nicknames
 - - □ HTown
- Mentions in Hashtags
 - - □ #LouisianaFlood
- Misspellings
 - - □ sou th kr koil street
- Word Shape Problems
 - - □ west mambalam
- Ungrammatical Writing
 - - □ Oxford school.west mambalam

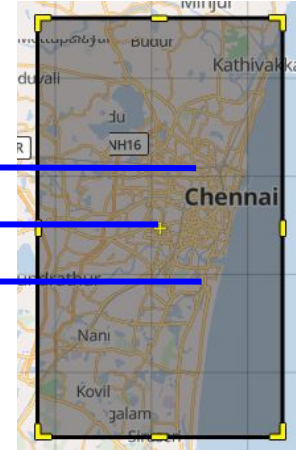
Building Region-Specific Gazetteers

- Cities
- Countries
- Street names
- Neighborhoods
- Points of interest
- Building names
- Organizations
- Districts
- States

```
{  
  "features": [  
    {  
      "geometry": {  
        "coordinates": [  
          80.2336026,  
          13.078653  
        ],  
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      },  
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      "properties": {  
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        "osm_type": "W",  
        "extent": [  
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          13.0819456,  
          80.233896,  
          13.0758751  
        ],  
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        "osm_key": "highway",  
        "city": "Chennai City Corporation Limits",  
        "osm_value": "secondary",  
        "postcode": "600031",  
        "name": "New Avadi Road",  
        "state": "Tamil Nadu"  
      }  
    }  
  ]  
}
```



Bounding Box



boundingbox.klokantech.com

OpenStreetMap: Our Choice

- Regarded as the Wikipedia of maps.
- Contains more fine-grained locations than any other resource.
- More accurate geo-coordinates in comparison with Geonames [#]
- and, it has a strong volunteer foundation (such as hotosm.org) which maps thousands of locations during a disaster.



Gazetteers Preprocessing

- ★ Capturing different forms of a toponym (to improve recall)
 - “Balalok Matric Higher Secondary School” → “Balalok School”
- ★ Recording alternative names (to improve recall)
 - “Anna Salai (Mount Road)” → “Anna Salai” and “Mount Road”
- ★ Filtering toponym names (to improve recall)
 - Break records: “Tamilnadu Housing Board Road , Ayapakkam”
- ★ Filtering out very noisy toponyms (to improve precision)

Jackson

City in Mississippi

Clinton

Town in Louisiana

Ball

Town in Louisiana

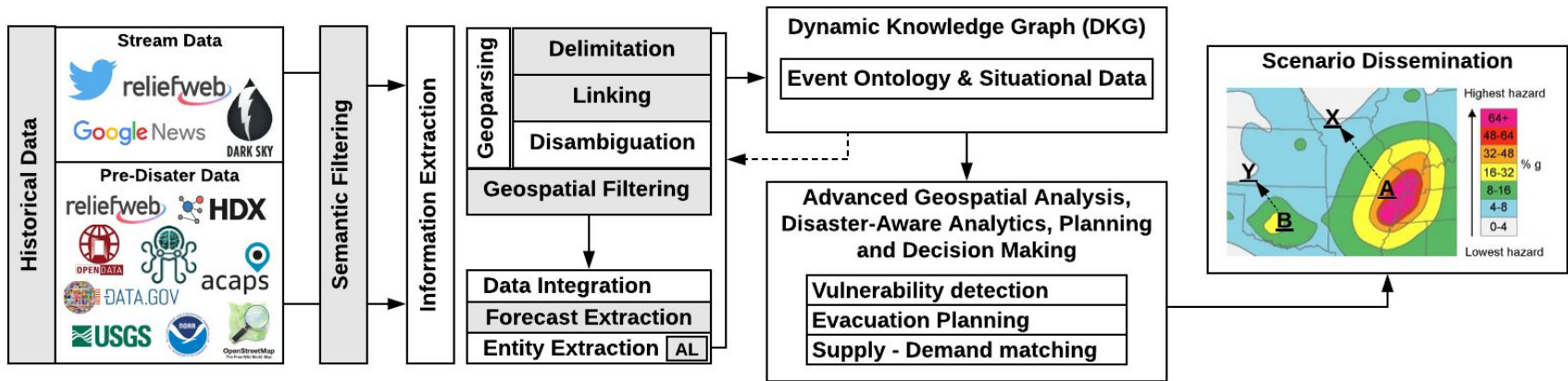


LNEx Location Extraction Results



	Datasets									
	Chennai			Louisiana			Houston			AVG
	P	R	F	P	R	F	P	R	F	F
Google NLP	0.40	0.49	0.44	0.55	0.75	0.64	0.39	0.51	0.44	0.51
OpenCalais	0.43	0.10	0.17	0.81	0.77	0.78	0.62	0.35	0.45	0.47
DBpedia Spotlight	0.31	0.44	0.36	0.57	0.88	0.70	0.35	0.53	0.42	0.50
Yahoo! PPlaceFinder	0.67	0.39	0.49	<u>0.83</u>	0.80	<u>0.81</u>	0.64	0.42	0.50	0.61
Stanford NER	0.72	0.29	0.41	0.78	0.42	0.55	0.74	0.32	0.45	0.47
OpenNLP	0.55	0.15	0.24	0.62	0.19	0.29	0.60	0.23	0.34	0.29
OSU TwitterNLP	0.74	0.40	0.52	0.84	0.69	0.76	<u>0.66</u>	0.39	0.49	0.59
TwitIE-Gate	0.51	0.36	0.43	0.66	<u>0.84</u>	0.74	0.35	0.39	0.37	0.52
Geolocator 3.0	0.43	0.54	0.48	0.32	0.71	0.44	0.38	0.58	0.46	0.46
Geoparsepy	0.41	0.28	0.33	0.45	0.72	0.55	0.44	0.46	0.45	0.45
LNEx-RawGaz	<u>0.80</u>	<u>0.78</u>	<u>0.79</u>	0.51	0.80	0.62	0.63	<u>0.66</u>	<u>0.64</u>	<u>0.69</u>
LNEx-AFGaz	0.91	0.80	0.85	<u>0.83</u>	0.81	0.82	0.87	0.67	0.76	0.81

Chain of Plausibility (CoP) Pipeline

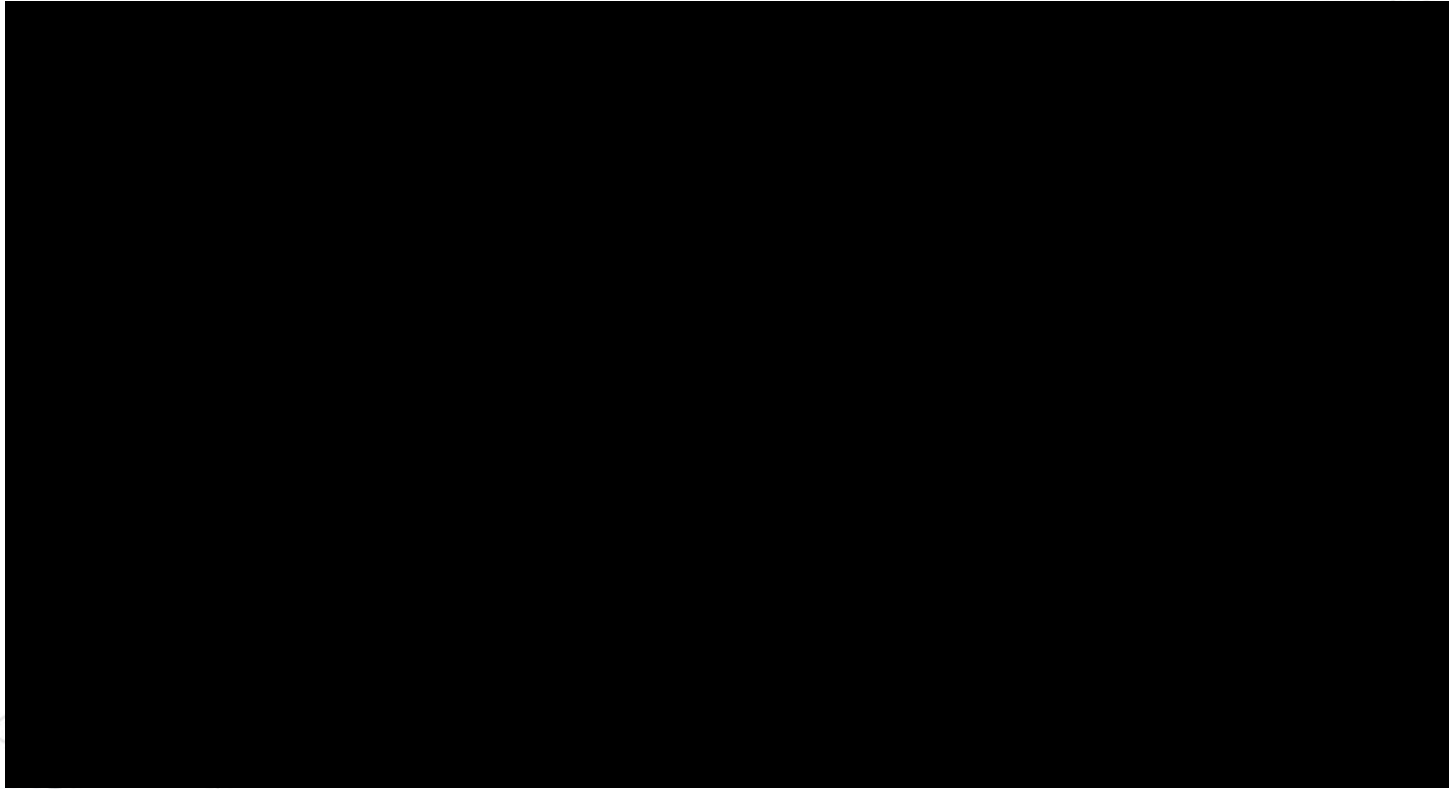


Partners

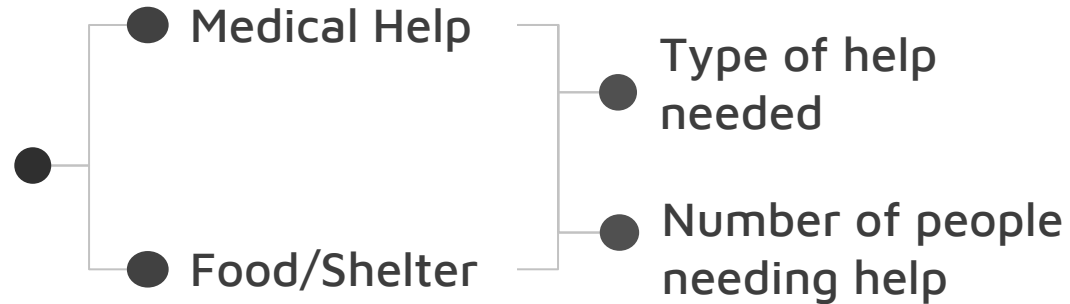
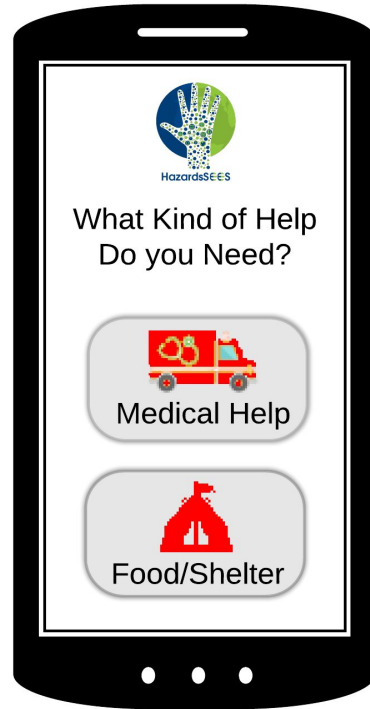


Science for Social Good

Our Chain of Possibility Disaster Response Tool (scenario of supply demand match during flood crisis)

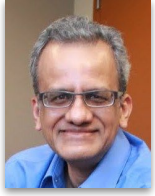


Example Smartphone App for Rescue/Response





Collaborators



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Special Thanks



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- ICWSM2013: "[Crisis Mapping, Citizen Sensing and Social Media Analytics: Leveraging Citizen Roles for Crisis Response](#)," with Carlos Castillo, Patrick Meier, and Hemant Purohit.
- ISCRAM 2018: "[Location Extraction and Georeferencing in Social Media: Challenges, Techniques, and Applications](#)" with Hussein Al-Olimat, Amir Yazdavar, and T.K. Prasad.

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FROM INFORMATION TO MEANING

Thank You!



HazardsSEES

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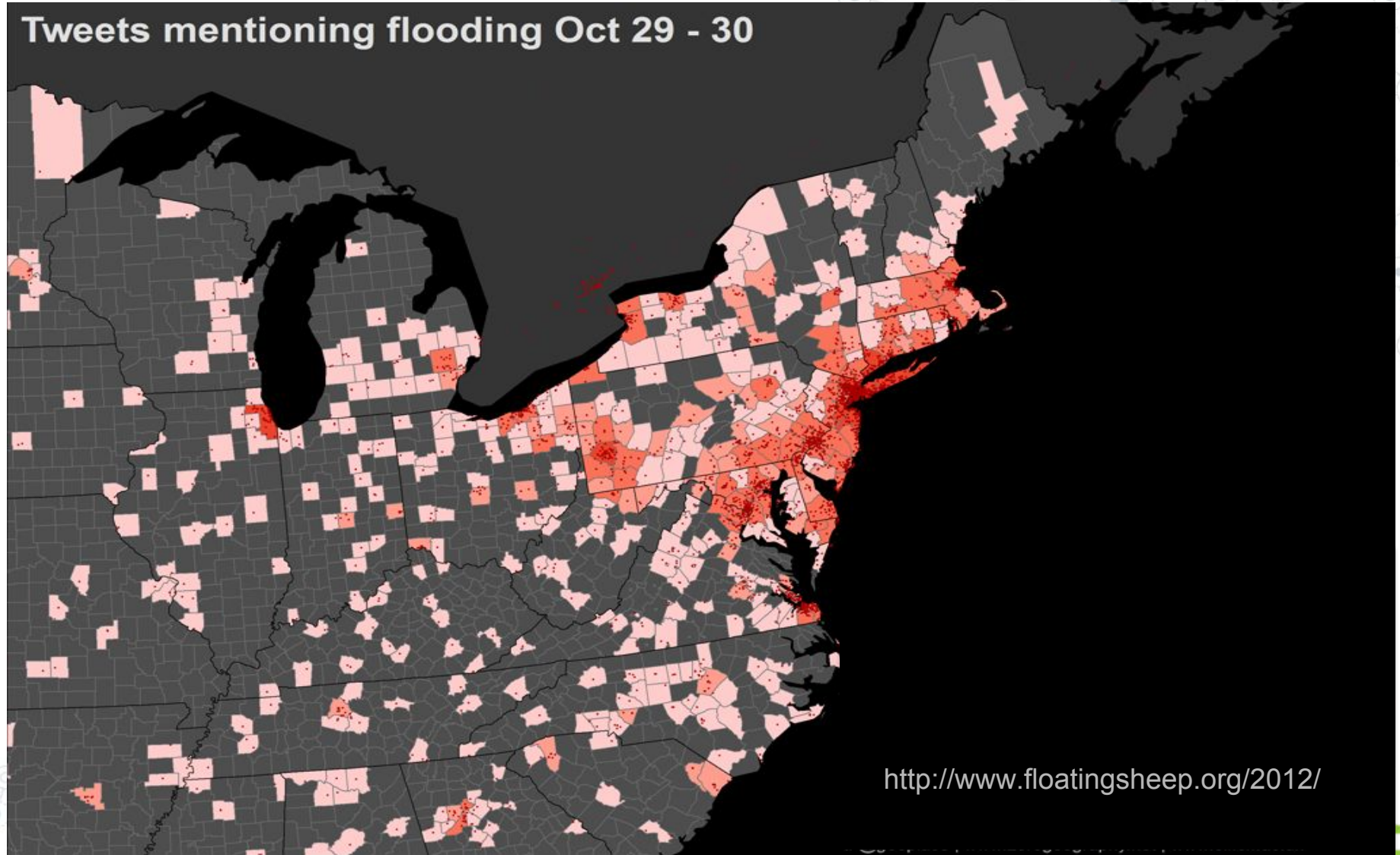
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Backup



Tweets mentioning flooding Oct 29 - 30



<http://www.floatingssheep.org/2012/>

