Crisees: Real-Time Monitoring of Social Media Streams to Support Crisis Event Management

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Who am I?

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Why am I Here?

- Show you Crisees, developed for my Honours project as an undergraduate
- Briefly summarise a few key issues of social media from a computing scientists point of view
Crisis Management

- Dialling 999/911/112...
- Responders need to know an event is taking place in order to send resources to handle it
- SM has quickly developed into a new communications medium – *really* fast!
- Can help improve *situational awareness* of an event taking place
A Plane Crash on SM

“There’s a plane in the Hudson. I’m on the ferry going to pick up the people. Crazy.”
“Steak and Cherry (it looks like) is on fire on sauchiehall street!”
A Fire in Glasgow
What’s the Problem?

- There is salient information out there
- But... it’s all mixed with...

  “nonsensical, mindless babble”*

- Can easily collect 100’s of GB’s of data!
- Finding useful information can be compared to finding a needle in a (very, very large) haystack

*Quote from Users of the World, Unite! Kaplan and Haenlein, 2010
My “Answer”

- The Crisees demonstrator
- Captures social media content from a variety of different sources, aggregates and displays
- Could be used to complement existing information (e.g. from 999 calls)
Issues/Challenges

- While Crisees is pretty neat, issues remain...
  - Summarisation of Events
  - Event Detection
  - Availability of data from social media platforms
Conclusions

- Social media and crisis event management
- Introduced you to Crisees
  - Pulling information from social media
  - Filtering information related to event
  - Visualising information (maps, sentiment...)
- Highlighted (a few) issues computing scientists face
  - All issues are non-trivial!

Thank you!