
TREC IS USER PROFILE

FLOOD

User Description

The user is a public safety officer in the central command and control centre for managing a flood or flash flooding event. The user has two main responsibilities:

1. To identify actionable information that the other officers can use to direct their response efforts. This might be information such as identification of affected areas and making sure people have evacuated in the correct regions.
2. To answer questions that the public might have about the event or what to do. This might be questions about what they should do, or where they should go. The officer may also need to interject in conversations, to correct inaccurate advice.

Existing Knowledge

It is assumed that the officer already has some existing information about the event, and hence what is considered relevant to them is different than what is relevant to the event. For example, the tweet:

- Deadly 1,000-year floods strike Colorado

is relevant to the event, but it can be assumed that the user already knows about the event, and hence this information is not relevant to them (it will not help them with their responsibilities).

To this end, we assume that the officer already knows the following information, and hence tweets containing only this information will not be relevant:

- The officer already knows that the flooding is occurring
- The officer already knows the general region (county-level)

Examples of actionable information

- Reports of people in need of aid
- People evacuating
- Requests for information/guidance
- Available services
- People not evacuating
- Evacuation orders
- Damaged infrastructure
- Blocked roads

Information Type Matching

These are broad information type matches identified when labelling the training data

- Images/Video: Multimedia Share
- Breaking News reports (no other information): Conditioning News
- Eyewitness accounts: First Party Observation
- Evacuation orders: Move people
- Number dead: Factoid
- Emergency Declarations: Official
- Information on what to do: Advice
- Hashtags: Hashtags
- Sewage Leak: Emerging Threats
- Request for Donations: Donations