Project description AI master thesis

From last year:
https://docs.google.com/document/d/1mu952W_tn1x3UqMRILvswLUTM2Q0qLSA1qrYI76V1SU/edit#heading=h.avhtvsa9vy07

Question	Value
Project name	Detecting Issues in the Public Space from Social Channels/External Data
Description	The City of Amsterdam receives an increasing number of citizen service requests every day. Service requests can be made through multiple channels for example by phone, a webform or social media. The service requests create a steady stream of information that is used for controlling the day to day operations of maintaining the public space. The challenge of effectively processing the service requests has already been tackled with several experiments and implemented solutions such as automatic textual classification, duplicate detection and priority detection. The goal of these improvements is to be able to more work more effectively, add relevant information to service request and to make it easier for citizens to contact the municipality. Due to a newly created open source system implementing new solutions has become easier and all data is available through an API when working on the project. While most projects have focussed on improving the system for handing citizen service requests, the aim of this project is to explore the possibility of automatically detecting issues in the public space from external data streams such as social media channels, preferably in real time. To achieve this several historical datasets are available that can be used to create models. For example the service requests dataset contains social media messages relevant for maintaining public spaces that are already used by different city services.
Work environment	The ??? department of the City of Amsterdam where the expert knowledge regarding ??? (policies, data interpretation, etc) resides, combined with the [redacted] for more in-depth technical support (data engineering/infrastructure, ML, etc). Both environments are very informal, and aim to achieve directly applicable results (i.e. not merely an academic paper).
Expectations	The results of this project should be directly applicable and relevant to the ??? department. In addition to the delivery of useful predictive models, relevant results also include byproducts of the whole data analysis/processing pipeline that could be turned into insightful reports. Supervision will be shared between the academic institution (UvA/VU/…) and data scientists/analysts at the City of Amsterdam.
Duration	6-9 months
Programmes	Master AI (6/9 months);

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