



iJRASET

International Journal For Research in
Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 14

Issue: X

Month of publication: October 2026

DOI:

www.ijraset.com

Call:  08813907089

E-mail ID: ijraset@gmail.com

CivicAI - AI-Powered Smart Citizen Analytics & Disaster Response Platform

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Abstract: CivicAI – AI-Powered Smart Citizen Analytics & Disaster Response Platform is a web-based platform designed to provide a centralized solution for reporting and managing civic issues and emergency situations. Citizens can report problems such as road accidents, potholes, garbage, fire incidents, floods, and other public issues using text, images, and location information. The system uses Artificial Intelligence, Machine Learning, Computer Vision, Natural Language Processing, and Data Analytics to analyze complaints, identify their category, estimate severity, and assign appropriate priority. An interactive dashboard allows authorities to monitor complaints, analyze area-wise trends, identify hotspots, and track response and resolution status. Historical complaint data can also be analyzed to predict future problem areas and support better resource allocation. The proposed system aims to transform traditional complaint management into an intelligent, data-driven civic management and disaster response platform, improving communication between citizens and authorities and supporting faster and more informed decision-making.

I. INTRODUCTION

With the rapid growth of urban areas, cities are facing various civic and emergency-related problems such as road accidents, potholes, garbage accumulation, floods, fire incidents, damaged infrastructure, and other public safety issues. Citizens often report these problems through different channels, making the process of complaint registration, verification, and resolution time-consuming and difficult to manage.

Traditional complaint management systems mainly focus on collecting and forwarding complaints to the concerned department. They generally provide limited support for automatically understanding the complaint, determining its severity, identifying affected areas, or analyzing historical complaint patterns. As a result, authorities may face difficulties in deciding which issues require immediate attention and where resources should be allocated.

To address these challenges, CivicAI – AI-Powered Smart Citizen Analytics & Disaster Response Platform is proposed as a centralized web-based solution. The platform allows citizens to submit civic complaints using text, images, and location information. Artificial Intelligence can analyze the submitted information to identify the type of issue and determine its severity and priority.

The proposed system also incorporates Computer Vision, Natural Language Processing (NLP), Machine Learning, and Data Analytics. These technologies can help classify complaints, analyze civic issue patterns, identify hotspots, monitor response times, and generate useful insights from historical data. An interactive dashboard provides authorities with a centralized view of complaints and their current status.

The main purpose of CivicAI is therefore not only to provide a platform for complaint registration but also to transform collected civic data into meaningful information for monitoring, prediction, and decision-making. The system aims to improve communication between citizens and authorities and provide a technology-driven approach to smart-city management and disaster response.

II. LITERATURE REVIEW

The use of Artificial Intelligence, Machine Learning, and data-driven technologies in smart-city management has increased significantly. Researchers have explored different approaches for improving civic complaint management, public safety, and disaster response. These studies provide the foundation for developing CivicAI, which combines several of these technologies into a single platform.

A. AI-Based Civic Complaint Management

Existing research has investigated the use of Artificial Intelligence for automatically managing citizen complaints. AI-based systems can analyze complaint descriptions and classify them into categories such as road damage, garbage, drainage, or other civic issues. Such automated classification can reduce manual work and help authorities route complaints to the appropriate department.

B. Image-Based Civic Issue Detection

Computer Vision and Deep Learning techniques have been applied to identify physical problems from images submitted by citizens. Image-based detection can help identify issues such as potholes, garbage, fire, road damage, and flooding. This approach can provide additional information to authorities and reduce dependence on manual verification.

C. Natural Language Processing for Complaints

Natural Language Processing (NLP) can be used to understand complaints submitted in text form. NLP techniques can extract important information from citizen descriptions and automatically determine the complaint category, keywords, and priority. This can make complaint processing faster and more consistent.

D. Data Analytics and Geospatial Analysis

Data Analytics has been increasingly used for understanding patterns in urban problems. Historical complaint data can be analyzed to identify frequently affected areas, complaint trends, response times, and problem hotspots. Geospatial visualization can further display these problems on maps, allowing authorities to understand the geographical distribution of incidents.

E. Machine Learning for Prediction

Machine Learning can use historical civic data to identify patterns and make predictions. Predictive models can support applications such as accident hotspot prediction, complaint volume forecasting, disaster-risk assessment, and resource planning. Such predictive capabilities can help authorities take preventive measures instead of responding only after an incident occurs.

F. Research Gap

Existing systems generally focus on individual aspects such as complaint registration, image classification, or data visualization. There is a need for an integrated platform that combines citizen reporting, AI-based complaint analysis, Computer Vision, NLP, Machine Learning, Data Analytics, and geospatial visualization in one system.

CivicAI addresses this gap by proposing a unified platform that converts citizen reports into structured and actionable information. The system is designed to support both real-time civic complaint management and data-driven decision-making for future planning and disaster response.

III. METHODOLOGY

The proposed CivicAI – AI-Powered Smart Citizen Analytics & Disaster Response Platform follows a systematic methodology that integrates citizen reporting, Artificial Intelligence, Machine Learning, Natural Language Processing, Computer Vision, Data Analytics, and geospatial technologies. The methodology is designed to collect civic information from citizens, automatically analyze reported issues, assign appropriate priority, store the information securely, and provide authorities with analytical and predictive insights for better decision-making.

A. Requirement Analysis and System Design

The first stage of the proposed system involves identifying the major civic and emergency problems that citizens commonly face in urban areas. These problems include road accidents, potholes, garbage accumulation, fire incidents, flooding, damaged roads, drainage problems, and other public infrastructure issues. Based on these requirements, the system is designed as a centralized web application connecting citizens with relevant authorities.

The system follows a modular architecture in which the frontend, backend, database, Artificial Intelligence models, and analytics components work together. Citizens interact with the frontend to submit complaints, while authorities use an administrative dashboard to monitor and manage reported incidents. The architecture is designed to allow additional AI models and civic services to be integrated in future versions.

B. Citizen Complaint Collection

The citizen module acts as the primary input source for the CivicAI system. A registered citizen can submit a complaint by entering a description of the problem and providing supporting information such as an image and geographical location. The use of images and location information provides additional context that can help the system understand the reported issue more accurately.

Once a complaint is submitted, it receives a unique identification number and is stored in the database. The complaint is then passed to the appropriate processing modules for AI-based analysis. Citizens can also track the progress of their complaints and view whether the issue is pending, assigned, in progress, or resolved.

C. AI-Based Image Analysis

Computer Vision is an important component of CivicAI because many civic problems can be identified from photographs. When a citizen uploads an image, the AI model processes the image and attempts to identify the reported issue. Depending on the trained dataset, the model can be designed to recognize categories such as potholes, garbage, fire, flooding, road damage, and accident-related scenes.

The image analysis process produces a predicted category along with a confidence value. This information can then be combined with the complaint description and location to improve the overall understanding of the incident. The system can also use image-based characteristics to support the estimation of incident severity.

D. Natural Language Processing

Natural Language Processing is used to analyze complaints submitted in textual form. Citizens may describe the same problem in different ways, so the NLP module helps convert natural language descriptions into structured information that can be processed by the system. For example, if a citizen writes that a large pothole has appeared on a busy road and vehicles are facing difficulty, the NLP system can identify important terms related to road damage and determine the likely complaint category. The extracted information can be combined with other complaint attributes to assist in priority assignment and department selection.

E. Complaint Classification and Priority Assessment

After receiving the image and textual information, CivicAI performs complaint classification and priority assessment. The system determines the most suitable category for the complaint and estimates its importance based on the available information.

The priority mechanism is intended to ensure that serious incidents receive appropriate attention. For example, a fire or major accident may receive a higher priority than a minor infrastructure complaint. The final priority can be determined using AI predictions along with factors such as incident category, severity, location, and available historical information.

F. Geolocation and Spatial Analysis

Location is an important component of the CivicAI platform because civic problems are directly related to geographical areas. When a citizen submits a complaint, the system can store its latitude and longitude and display the incident on an interactive map.

The location information can later be used for spatial analysis. Multiple complaints from the same area can be analyzed to identify frequently affected locations. The system can represent these areas through heatmaps, allowing authorities to visually identify accident hotspots, garbage-prone areas, flood-affected locations, and other recurring civic problems.

G. Database Design and Data Management

A centralized database is used to store and manage the information generated by the platform. The database maintains citizen information, complaint details, uploaded images, geographical coordinates, AI predictions, severity, priority, complaint status, department assignment, response time, and resolution information.

The database is also designed to maintain historical records because historical information is required for Data Analytics and Machine Learning. Proper relationships between users, complaints, departments, AI analysis, and locations help maintain consistency and make the data easier to query and analyze.

H. Data Cleaning and Preprocessing

Before applying analytics or Machine Learning models, the collected data needs to be prepared. The preprocessing stage includes handling missing values, removing duplicate records, correcting inconsistent data, converting categorical information into suitable formats, and preparing numerical and geographical attributes.

For Machine Learning applications, relevant features can be selected from complaint history, such as complaint category, location, time, severity, frequency, and resolution duration. Proper preprocessing improves the quality and reliability of subsequent analytical and predictive results.

I. Data Analytics and Visualization

The Data Analytics module converts stored complaint information into meaningful insights. The authority dashboard can provide an overall view of civic conditions through interactive charts, graphs, tables, and maps.

The system can analyze complaint frequency over time, compare different areas, identify common complaint categories, calculate resolution times, and examine department workloads. For example, authorities may be able to identify that a particular ward is consistently receiving a high number of road-related complaints. Such analysis can help in understanding recurring problems rather than treating every complaint as an isolated incident.

J. Machine Learning-Based Predictive Analysis

Machine Learning is used to analyze historical civic data and identify patterns that may not be easily visible through simple reporting. Depending on the available dataset, different predictive models can be developed for different tasks.

The system can be designed to forecast future complaint volumes, identify areas with a higher frequency of accidents, estimate potential high-risk locations, or analyze trends in specific categories of civic complaints. Models such as Logistic Regression, Random Forest, Gradient Boosting, or suitable time-series techniques can be evaluated according to the particular prediction problem.

The purpose of predictive analysis is not to replace human decision-making but to provide additional information that can help authorities plan preventive actions and allocate resources more effectively.

K. AI-Based Decision Support

The decision-support component combines information generated from complaint analysis, Data Analytics, Machine Learning, and geographical analysis. Instead of providing authorities with only raw complaint records, the system presents summarized information that can assist in understanding the overall situation.

For example, if a particular location shows a continuous increase in accident-related complaints, CivicAI can highlight that location as a potential hotspot. Similarly, if a particular area experiences repeated garbage complaints, the analytics dashboard can show the trend and help authorities investigate the underlying issue.

This component makes CivicAI more than a traditional complaint-registration system because the platform converts collected data into information that can support planning and operational decisions.

L. Authority Management and Complaint Resolution

The authority module provides authorized personnel with access to complaints relevant to their department. Authorities can review the complaint description, image, location, AI analysis, priority, and current status before taking appropriate action.

Once action is initiated, the complaint status can be updated through different stages until resolution. The system maintains the history of these status changes so that response and resolution performance can later be analyzed. This also improves transparency because citizens can track the progress of their submitted complaints.

M. System Testing and Model Evaluation

The final stage involves testing the complete CivicAI platform to ensure that its different components operate correctly. The frontend, backend APIs, database operations, authentication, complaint submission, image processing, dashboard, mapping, and notification functionality can be tested individually and together.

The AI and Machine Learning components will be evaluated using appropriate performance metrics. Classification models can be evaluated using Accuracy, Precision, Recall, F1-score, and Confusion Matrix, while image-detection models can use suitable object-detection metrics. Predictive models will be evaluated according to the specific prediction task and dataset.

Actual performance values will be included in the research paper only after the models are trained and tested using the CivicAI dataset. This ensures that the reported results represent the actual performance of the proposed system rather than assumed or fabricated values.



Fig. 1 : CivicAI Home Page

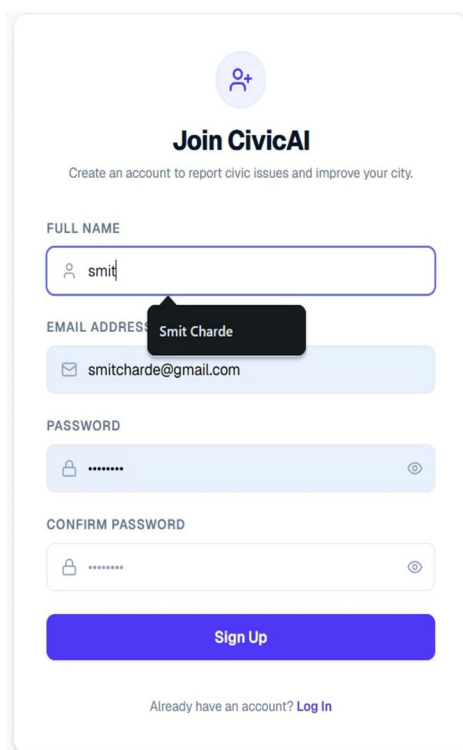

 The image shows the CivicAI sign-up page. It has a heading 'Join CivicAI' with a sub-heading 'Create an account to report civic issues and improve your city.' Below this are four input fields: 'FULL NAME' (with a user icon and the text 'smit'), 'EMAIL ADDRESS' (with a user icon and the text 'Smit Charde'), 'PASSWORD' (with a lock icon and masked text '*****'), and 'CONFIRM PASSWORD' (with a lock icon and masked text '*****'). There are toggle icons for each password field. At the bottom is a large blue 'Sign Up' button. Below the button, it says 'Already have an account? [Log In](#)'.

Fig. 2 : Sign Up Page

IV. MODULES OVERVIEW

The CivicAI – AI-Powered Smart Citizen Analytics & Disaster Response Platform is divided into multiple interconnected modules. Each module performs a specific function, while all modules work together to provide a complete system for citizen assistance, civic issue management, Artificial Intelligence analysis, and data-driven decision support.

A. Citizen Module

The Citizen Module is the main interface through which users interact with the CivicAI platform. Citizens can create an account, log in securely, and report civic problems or emergency situations. A complaint can contain a text description, image, and location so that the system receives sufficient information about the reported issue.

After submitting a complaint, the citizen can view its current status and track the progress of the reported problem. The system can display whether the complaint is received, under review, assigned to a department, in progress, or resolved. This provides citizens with greater transparency and allows them to follow their complaints without repeatedly contacting the concerned department.

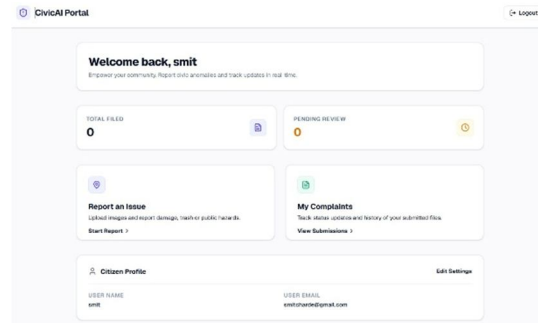


Fig. 3 : Citizen Dashboard Interface

B. Smart Complaint Reporting Module

The Smart Complaint Reporting Module manages the complete process of registering civic complaints. Citizens can select or describe the problem and provide supporting information such as photographs and geographical location. The system generates a unique complaint ID for each submission and stores all relevant information in the database.

The module is designed to support different types of civic issues, including road damage, potholes, garbage accumulation, accidents, flooding, fire incidents, and other public infrastructure problems. The collected information is then passed to the AI analysis module for further processing.

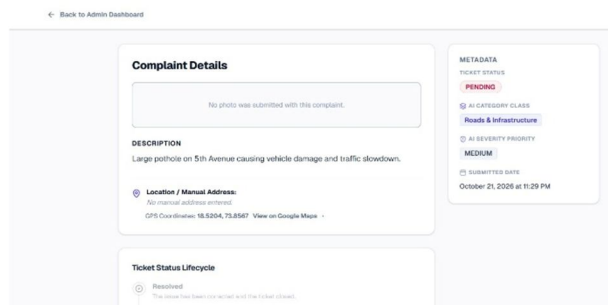


Fig. 4 : Complaint Reporting Interface

C. AI Image Analysis Module

The AI Image Analysis Module uses Computer Vision techniques to analyze images submitted by citizens. The purpose of this module is to automatically identify the type of civic issue visible in the uploaded image.

For example, an image containing a pothole can be classified as road damage, while an image showing accumulated waste can be classified as a garbage-related complaint. The model can provide a predicted category along with its confidence level. Depending on the trained model and dataset, the module can be extended to detect multiple types of civic and emergency situations.

D. NLP-Based Complaint Analysis Module

The NLP module analyzes the textual description provided by citizens. Citizens may describe the same problem using different words or sentences, so Natural Language Processing helps the system understand the meaning of the complaint and convert it into structured information.

For example, a complaint such as “There is a very large pothole near the college road and vehicles are facing difficulty” can be analyzed as a road-damage complaint. The extracted information can be used along with image and location data for classification and priority assessment.

E. Severity and Priority Management Module

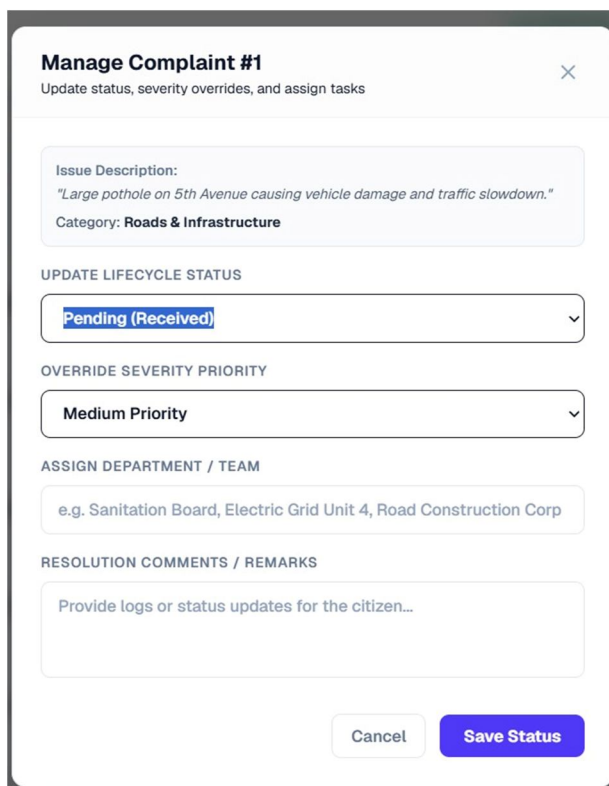
This module determines the severity and priority of reported complaints. The system uses information obtained from the complaint description, AI image analysis, location, and other available attributes to estimate the urgency of an incident.

Complaints can be categorized into different severity levels such as low, medium, high, and critical. This allows authorities to identify important incidents more easily and helps in organizing complaints according to their urgency.

F. Department and Authority Management Module

The Authority Management Module provides authorized personnel with access to complaints related to their respective departments. Based on the category of the complaint, the system can route it toward the appropriate department.

Authorities can review the complaint, examine the submitted image and location, view the AI-generated analysis, assign responsibility, and update the status of the issue. The module maintains the progress of the complaint from initial submission until resolution.



Manage Complaint #1
Update status, severity overrides, and assign tasks

Issue Description:
"Large pothole on 5th Avenue causing vehicle damage and traffic slowdown,"
Category: **Roads & Infrastructure**

UPDATE LIFECYCLE STATUS
Pending (Received)

OVERRIDE SEVERITY PRIORITY
Medium Priority

ASSIGN DEPARTMENT / TEAM
e.g. Sanitation Board, Electric Grid Unit 4, Road Construction Corp

RESOLUTION COMMENTS / REMARKS
Provide logs or status updates for the citizen...

Cancel Save Status

Fig. 5 : Management Interface

G. Geospatial Mapping Module

The Geospatial Mapping Module represents reported incidents on an interactive map using their geographical coordinates. This allows authorities to understand the spatial distribution of civic problems.

The map can be used to identify areas with a high concentration of accidents, garbage complaints, potholes, floods, or other incidents. Heatmaps and location-based visualizations can provide a clearer understanding of recurring problem areas and support better planning.

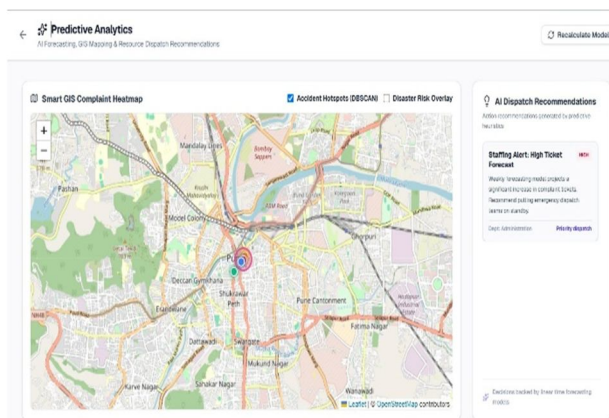


Fig. 6 : GIS Heatmap

H. Data Analytics Dashboard Module

The Data Analytics Dashboard is one of the major components of CivicAI. It converts the collected complaint data into charts, graphs, tables, and visual summaries that can be understood easily by authorities.

The dashboard can provide information about total complaints, pending and resolved cases, category-wise distribution, areawise complaints, complaint trends, average response time, and department workload. This allows authorities to monitor the overall civic situation and understand how problems are changing over time.

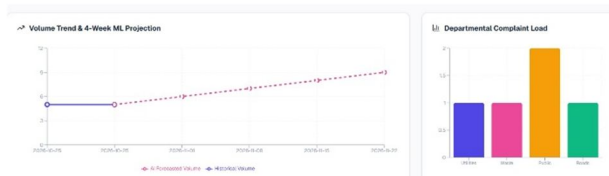


Fig. 7 : Analytics Dashboard Interface

I. Predictive Analytics Module

The Predictive Analytics Module uses historical complaint data to identify patterns and generate future predictions. Machine Learning techniques can be applied to estimate future complaint volumes, identify frequently affected locations, and analyze possible accident or civic-problem hotspots.

For example, if historical data shows that a particular location has continuously experienced a high number of accidents, the system can identify it as a potential high-risk area. Such information can support preventive planning and resource allocation.

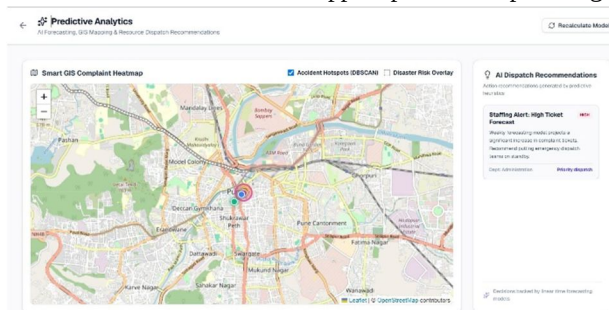


Fig. 8 : Predictive Analytics Interface

J. Emergency and Disaster Response Module

The Emergency and Disaster Response Module focuses on incidents that require faster attention, such as accidents, fires, floods, and other emergency situations. Citizens can report such incidents through the platform along with their location and supporting information.

The system can display emergency incidents prominently on the authority dashboard and provide relevant information such as location, category, severity, and reporting time. This module can later be extended with emergency notifications, nearby service locations, and real-time response coordination.

K. AI Decision Support Module

The AI Decision Support Module combines information generated by the different components of CivicAI and presents meaningful insights to authorities. Instead of simply displaying raw complaint data, the system can identify trends, hotspots, and areas that may require attention.

For example, if a particular ward shows a continuous increase in road accidents, the system can highlight the area as a potential accident hotspot. Similarly, repeated garbage complaints from a particular location can indicate the need for further investigation or changes in waste-management planning.

L. Notification and Tracking Module

The Notification and Tracking Module keeps citizens and authorities informed about changes in complaint status. Citizens can receive updates when their complaint is accepted, assigned, processed, or resolved.

Authorities can also receive notifications about newly submitted high-priority complaints. This improves communication between citizens and departments and helps maintain a clear record of complaint progress.

M. Admin and System Management Module

The Admin Module provides overall control of the CivicAI platform. Administrators can manage users, departments, complaints, categories, system settings, and access permissions. They can also monitor system activity and maintain the quality of the information stored in the platform.

This module ensures that the system operates securely and that different users receive access according to their roles and responsibilities.

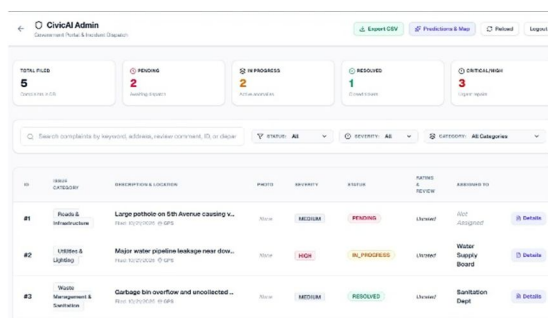


Fig. 9 : Admin Dashboard Interface

V. RESULTS AND ANALYSIS

The proposed CivicAI platform is designed to provide an integrated environment for collecting, analyzing, monitoring, and managing civic complaints and emergency situations. The system combines citizen reporting with Artificial Intelligence, Machine Learning, Computer Vision, Natural Language Processing, geospatial analysis, and data visualization to transform unstructured civic complaints into meaningful and actionable information. Citizens can submit complaints by providing a description, image, and location, after which the system processes the submitted information and generates structured details such as complaint category, severity, priority, and assigned department.

The AI-based complaint analysis component is designed to identify the nature of the reported issue from both textual and visual information. Image analysis can be used to recognize problems such as potholes, road damage, garbage accumulation, fire incidents, and flood-related situations, while Natural Language Processing can analyze the citizen's written description and determine the relevant complaint category. The combined analysis helps in reducing manual classification and provides a consistent approach for processing a large number of complaints. The actual performance of the trained models will be evaluated using parameters such as Accuracy, Precision, Recall, F1-score, and Confusion Matrix, and the final values will be included after model training and testing. The platform also provides a mechanism for determining the severity and priority of complaints. Based on the detected category, visual information, textual description, and other available attributes, complaints can be assigned appropriate priority levels. Emergency situations such as accidents, fire incidents, and severe flooding can receive higher priority compared with less urgent civic issues. This prioritization mechanism is intended to help authorities focus their resources on complaints that require immediate attention.

The Data Analytics component provides authorities with an overview of civic issues through interactive dashboards and visualizations. The collected complaint data can be analyzed according to category, location, time period, severity, department, and resolution status. These analytical views can help identify frequently occurring civic problems, understand complaint trends, compare departmental workloads, and examine response and resolution patterns. Such analysis converts individual citizen complaints into structured information that can support administrative monitoring and planning.

Geospatial analysis is another important result of the proposed system. Since complaints can be associated with geographical coordinates, the platform can display them on an interactive map and generate location-based visualizations. Areas containing a high concentration of similar complaints can be identified as potential civic problem hotspots. For example, repeated accident complaints in a particular area may indicate a location requiring further investigation, while repeated garbage-related complaints may indicate areas where wastemanagement resources need to be reviewed.

The predictive analytics component is intended to use historical complaint data to identify future trends and potentially high-risk areas. Machine Learning techniques can be applied to analyze previous complaint patterns and estimate future complaint volumes or identify locations where specific civic problems may occur more frequently. The performance of these predictive models will depend on the quality and quantity of available historical data, and appropriate evaluation metrics will be reported after implementation and testing.

The overall analysis of CivicAI demonstrates how multiple technologies can be integrated into a single civic management platform. Instead of functioning only as a complaint registration system, the proposed platform uses AI and analytics to process citizen information, identify important patterns, support prioritization, visualize geographical trends, and assist authorities in making data-driven decisions. The final experimental results, model performance values, dashboard outputs, and testing observations will be incorporated after the complete implementation of the system.

VI. CONCLUSION

CivicAI – AI-Powered Smart Citizen Analytics & Disaster Response Platform presents an integrated approach for improving the management of civic issues and emergency situations through Artificial Intelligence, Machine Learning, Computer Vision, Natural Language Processing, Data Analytics, and geospatial technologies. The proposed system provides citizens with a centralized platform where they can report civic problems by submitting text, images, and location information, while authorities can use the collected data for systematic monitoring and management.

The integration of AI-based image and text analysis enables the system to automatically identify and categorize reported issues and assist in determining their severity and priority. The analytical and geospatial components provide authorities with meaningful insights into complaint patterns, frequently affected areas, response trends, and potential civic hotspots. The predictive analysis component further provides an opportunity to use historical data for identifying future trends and supporting better planning and resource allocation.

Overall, CivicAI aims to transform conventional complaint management into an intelligent and data-driven civic management system. By connecting citizens, AI-based analysis, geographical information, analytics, and authority decision-making within a single platform, the proposed system can support more organized complaint handling, improved monitoring, and informed decision-making. The project also demonstrates the practical application of AI and Data Science techniques to real-world urban and public-service challenges.

VII. FUTURE SCOPE

The future scope of CivicAI includes several possibilities for expanding the platform and improving its intelligence, accuracy, and practical usability. The system can be further enhanced by training advanced Computer Vision models on larger and more diverse datasets so that it can recognize a wider range of civic problems with improved accuracy. Additional categories such as water leakage, damaged streetlights, illegal dumping, traffic congestion, and infrastructure damage can also be incorporated into the platform.

The Natural Language Processing component can be extended to support multiple regional languages, allowing citizens to report problems in their preferred language. Voice-based complaint registration can also be introduced, enabling users to submit complaints through speech instead of typing. This can make the platform more accessible to users with different levels of digital literacy.

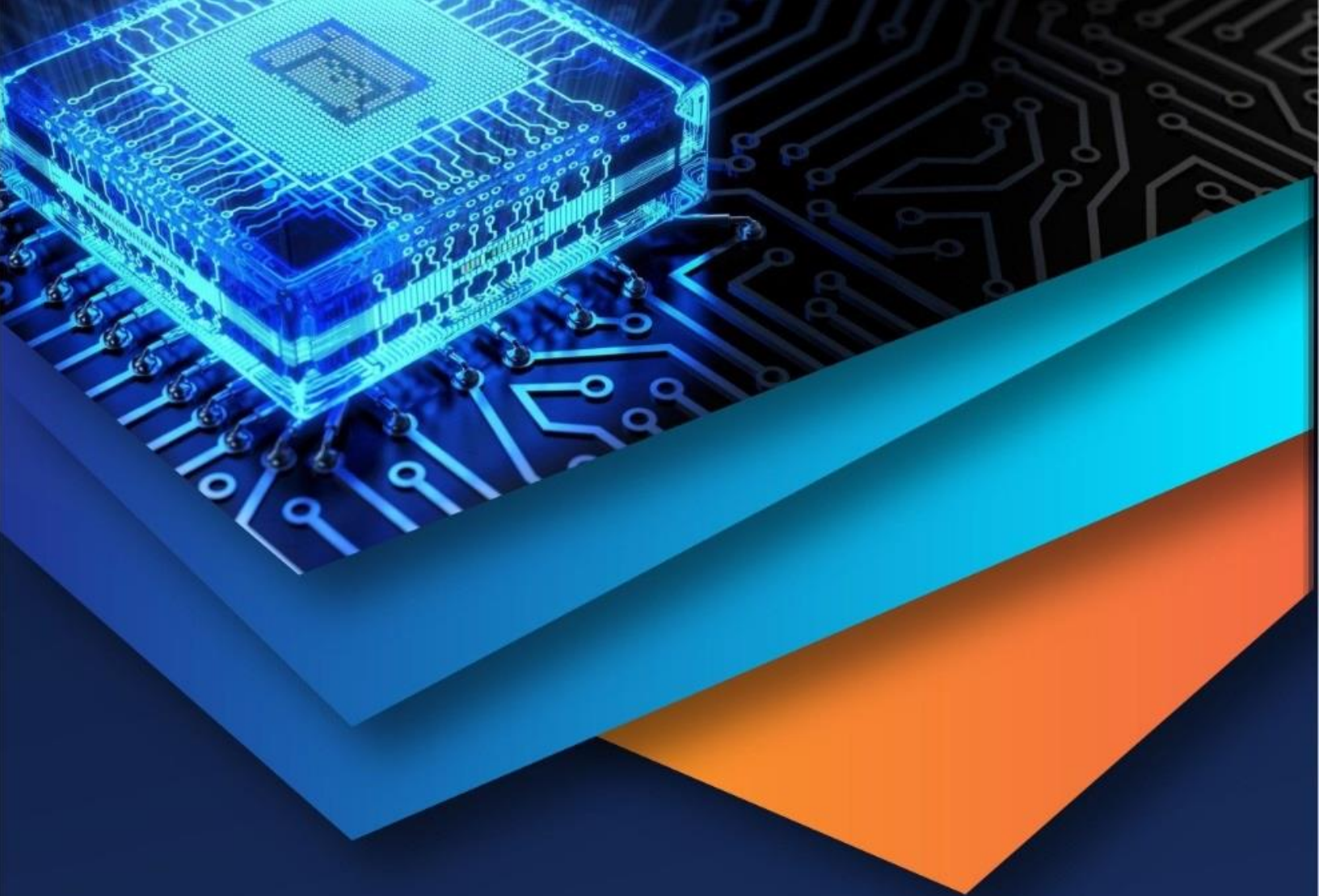
Future versions of the system can incorporate real-time data from IoT sensors, surveillance systems, weather services, and other smart-city infrastructure. Such data can help the platform detect emergencies and environmental conditions automatically. Integration with weather and disaster-related information could also improve flood, fire, accident, and other emergency response capabilities.

The predictive analytics module can be further developed using larger historical datasets and advanced Machine Learning or Deep Learning techniques. Future models could predict complaint volumes, identify high-risk locations, estimate possible emergency situations, and support resource allocation.

An AI-based decision-support assistant could also be introduced to provide authorities with natural-language summaries of important trends and alerts. The platform can also be expanded into a complete Smart City management ecosystem by integrating it with municipal departments and existing government systems. Real-time notifications, mobile applications, automated department assignment, digital workflow management, and improved geospatial visualization can further enhance the system. With continuous development and integration of new technologies, CivicAI can evolve from a civic complaint management platform into a comprehensive AI-driven decision-support system for smart and responsive urban management.

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