inDrive

Safety first

QR code to Github

Hackathon 2025

Our team

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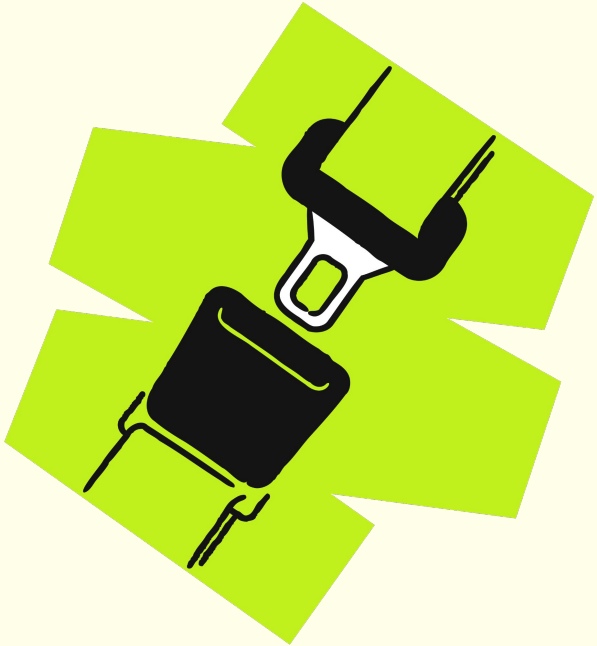
Road accidents statistic in InDrive



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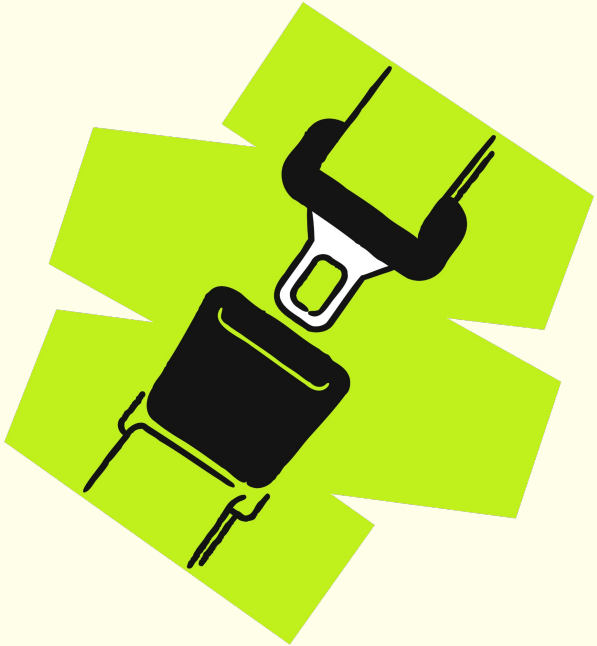
Link to Incident bot
Link to Github

Road accidents statistic in InDrive

11%

11% of all incidents are road accidents. This is the third most common type of incident in InDrive



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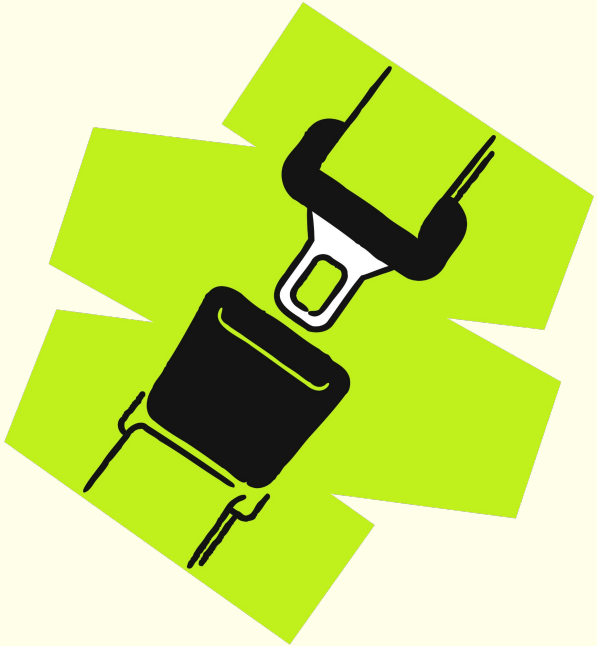

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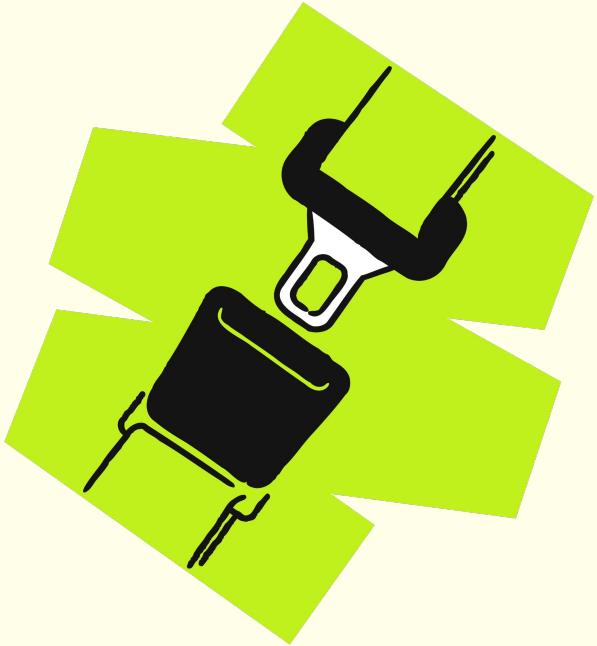

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Half of all road accidents result in injuries, according to InDrive statistics

35%

35% of all InDrive insurance payouts are related to injuries from road accidents

inDrive

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Reputation Risks

In about 1% of cases, we find out about road accidents from social media or the news. This is often due to an insufficient response from our side, which negatively impacts trust in the platform.

inDrive

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Trip monitoring using a driver's smartphone sensors, with automatic submission of **AI-filtered and prioritized accident reports** to the safety team so its members can **call emergency** services or contact the users

How does feature work

Step 1

The phone's accelerometer detects unusual movements and deviations from normal usage patterns, signaling a potential risk.

Step 2

Trigger automatically activates short audio recording and a series of pictures, then Gemini AI analyzes the data to generate a detailed incident report with an assigned danger score.

Step 3

The generated report and danger score are promptly sent to a dedicated Telegram channel, where the incident management team immediately processes and responds to alerts.


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Live demo.

@INCIDENT_REPORTS

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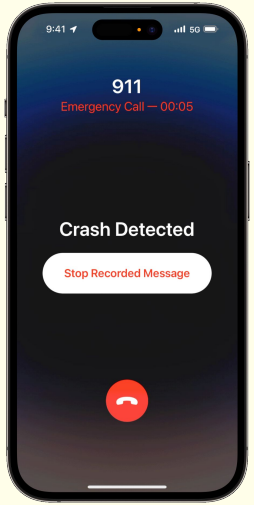
Why our solution?



Similar solutions exist from Apple and Google, but the vast majority of our drivers use Android smartphones, which do not support this feature

Our competitors have similar solutions, and the company's goal is to be on par with them

Title Slide: Project Name & Team.

The Problem: 11% of incidents are car accidents. The current response process is slow and inefficient.

Our Solution: Automatic accident detection using a smartphone for immediate live response.

How It Works:

- **Accelerometer logic**
- **Gemini assessment logic**
- **Live reaction logic**

Product Demo (1 minute): A video showcasing the entire flow from incident detection to the manager's dashboard.

Next steps: how can we improve the product.

Conclusion: Key takeaways and Q&A.

The Problem:

What Problem or job are we going after?

Our internal process for handling car accident reports is slow, manual, and inefficient. This delays our response to users in critical need, creates a significant operational burden on our Incident Management team, and exposes the company to compliance risks. We aim to automate the initial triage, ticketing, and response protocol for these incidents.

How does this fit into the broader strategy?

This project directly supports three core pillars of our company strategy:

- **Enhance User Safety & Trust:** By providing an immediate and decisive response during one of the most critical moments for a user (a car accident), we reinforce the perception that our platform is safe and supportive. This builds long-term user trust and loyalty.
- **Achieve Operational Excellence:** The project automates a highly manual, costly, and inefficient process. This frees up our specialized Incident Management agents to focus on high-impact, empathetic tasks rather than repetitive data entry, making our operations more scalable and cost-effective.
- **Mitigate Corporate Risk:** Automating the identification of incidents requiring insurance claims ensures we comply with local regulations (like those requiring Social Security coverage). This reduces legal and financial liability while also mitigating the reputational damage caused by slow or inconsistent emergency responses.

The Problem:

Who faces this problem and how important is it to them?

- **Incident Management & Support Team:** They are bogged down by repetitive manual work, which leads to slower response times and a high risk of burnout. This is critical to their efficiency and job satisfaction.
- **Users (Drivers and Passengers):** When in a stressful situation like an accident, a slow response from us adds to their distress. A fast, decisive response is critical for their sense of security and trust in our platform.
- **The Company:** The manual process creates operational costs, reputational damage from slow responses, and legal/financial liability from missed compliance steps. This is critical for our financial health, brand image, and legal standing.

How do they solve these problems today?

- **Manual Triage:** Support agents must read every incoming report to manually determine its severity. This creates a bottleneck where critical reports can wait in a queue.
- **Manual Ticketing:** Agents spend several minutes per incident creating a Jira ticket and manually copying/pasting information into more than 10 required fields. This is slow and prone to errors.
- **Manual Investigation:** Agents must manually check different internal systems for trip history, user profiles, and chat logs, further delaying the actual response to the user. Critical actions, like notifying the Insurance team, can be forgotten.

Incident Management Tickets

During **2024**, **Car accidents** represented **4.95%** of the total amount of tickets handled by IM team in LatAm.
In **2025**, **Car accidents** has risen to **9.07%** of the total amount of tickets. It's almost the **double**!

Detailed Breakdown

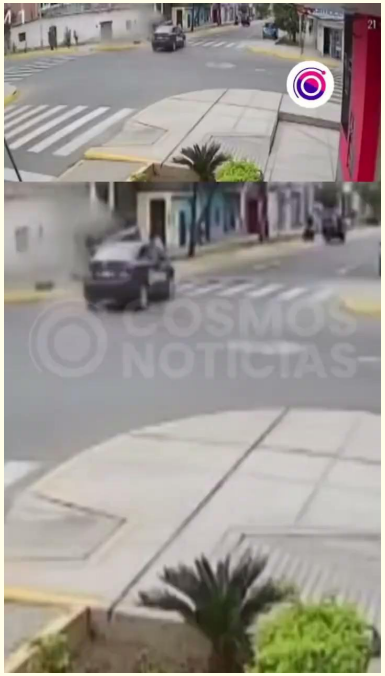
CATEGORY	2024 %	2025 %	CHANGE (ABSOLUTE)
Assault	44.83%	44.63%	-0.20%
Car accidents	4.95%	9.07%	+4.12%
Confidential Data Breach	4.00%	0.20%	-3.80%
Conflicts	9.00%	7.02%	-1.98%
Damage to property	1.42%	5.86%	+4.44%
Fatal cases	0.13%	0.03%	-0.10%
Financial disputes	1.03%	0.27%	-0.76%
Kidnapping	0.43%	0.28%	-0.15%
Left/stolen belongings	2.36%	1.22%	-1.14%
Legal issues	1.96%	0.81%	-1.15%
Sexual harassment	6.18%	11.13%	+4.95%
Unsolicited contact	10.92%	7.00%	-3.92%
User Offenses	12.80%	12.46%	-0.34%

Insurance and Risk Management Department

Car accidents with injuries accounts for **35.37%** of incidents reported to the Insurance & Charity Fund in LatAm since 2024, followed by other **car accidents** at **5.1%**, and **fatal car accidents** at **1.02%**.
That's **41.49%** of the total cases!

Type	Total amount of incidents	% of total
Car accident with injuries	104	35.37%
Robbery	44	14.97%
Murder	24	8.16%
Car theft	22	7.48%
Car theft (not found)	19	6.46%
Car theft (found)	18	6.12%
Car accident	15	5.10%
Car theft (found or not found)	9	3.06%
Acts of an intimate nature	9	3.06%
Robbery attempt	7	2.38%
Kidnapping	4	1.36%
	4	1.36%
Fatal Car Accident	3	1.02%
Rape	2	0.68%
Physical violation	2	0.68%
Rape attempt	1	0.34%
insurance coverage	1	0.34%
Homicide	1	0.34%
Fight	1	0.34%
Discrimination (moral damage)	1	0.34%
Dangerous driving	1	0.34%
Car accident with injuries (moto)	1	0.34%
Assault	1	0.34%
Grand Total	294	100.00%

SQ-736649: Car accident with injuries, Trujillo,



Car accident with injuries, El Salvador, 04.01.2025

SQ-214376: Robbery, Mexico city, 10.06.2024

In-cabin picture

In-cabin audio