

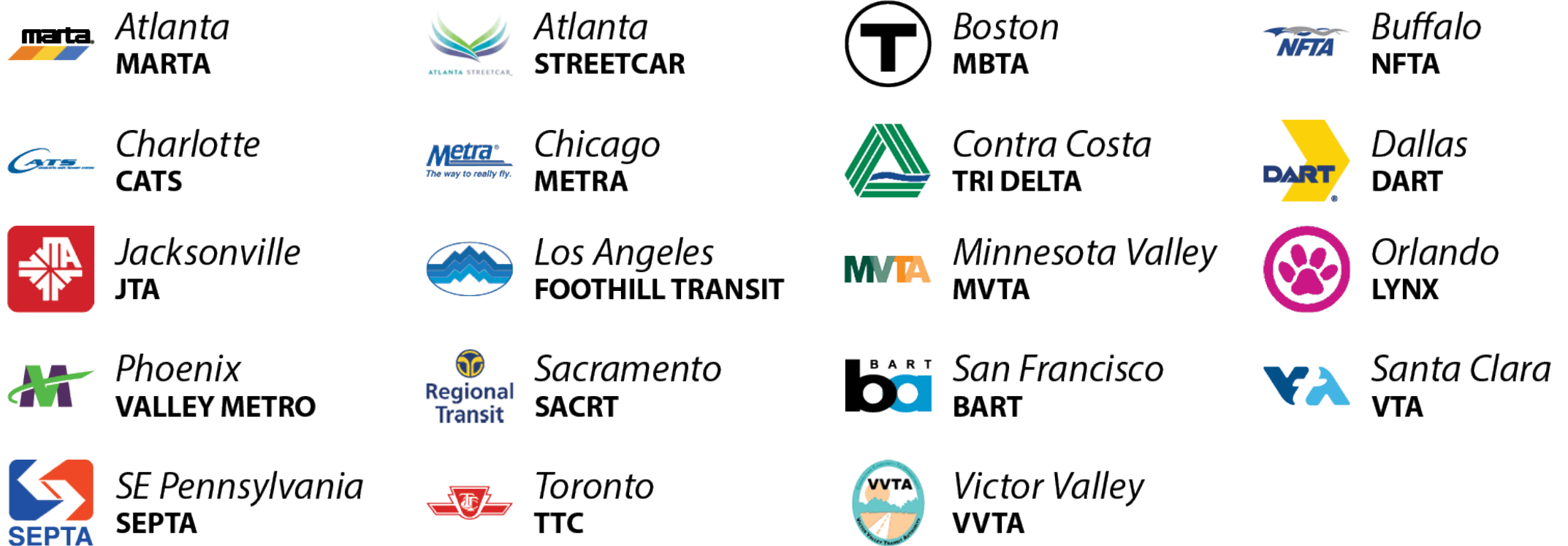
Metra COPS

Incident Reporting for Transit
Agencies

Early-Warning to help to resolve
problems faster



#1 See Something, Say Something ... for Transit Agencies ...



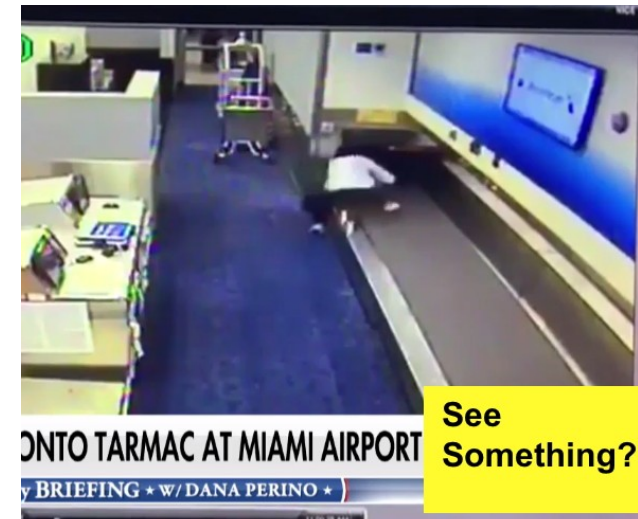
23 Transit Agencies use ELERTS
100% Transit Agency Customer Retention

See Something (easy to do)
Say Something (challenging!)



People need more than “Call 911” or “Tell a LEO”

ANYONE can “Say Something”
in **20 Seconds** with ELERTS app.



Riders feel Safer with ELERTS See Say app

"It just makes you feel safer, because you know there is something you can do if you see something"



"A lot of people are scared to step up, but with this app, people might be more inclined to speak up or report it"



"You want to be involved but not like THAT INVOLVED. I think that would be a good thing to have."



Riders who feel Unsafe become Ex-Riders

- Ridership down ~20% since 2013 (LA Metro)
- **29% stopped riding because they felt unsafe** or uncomfortable on buses and trains.

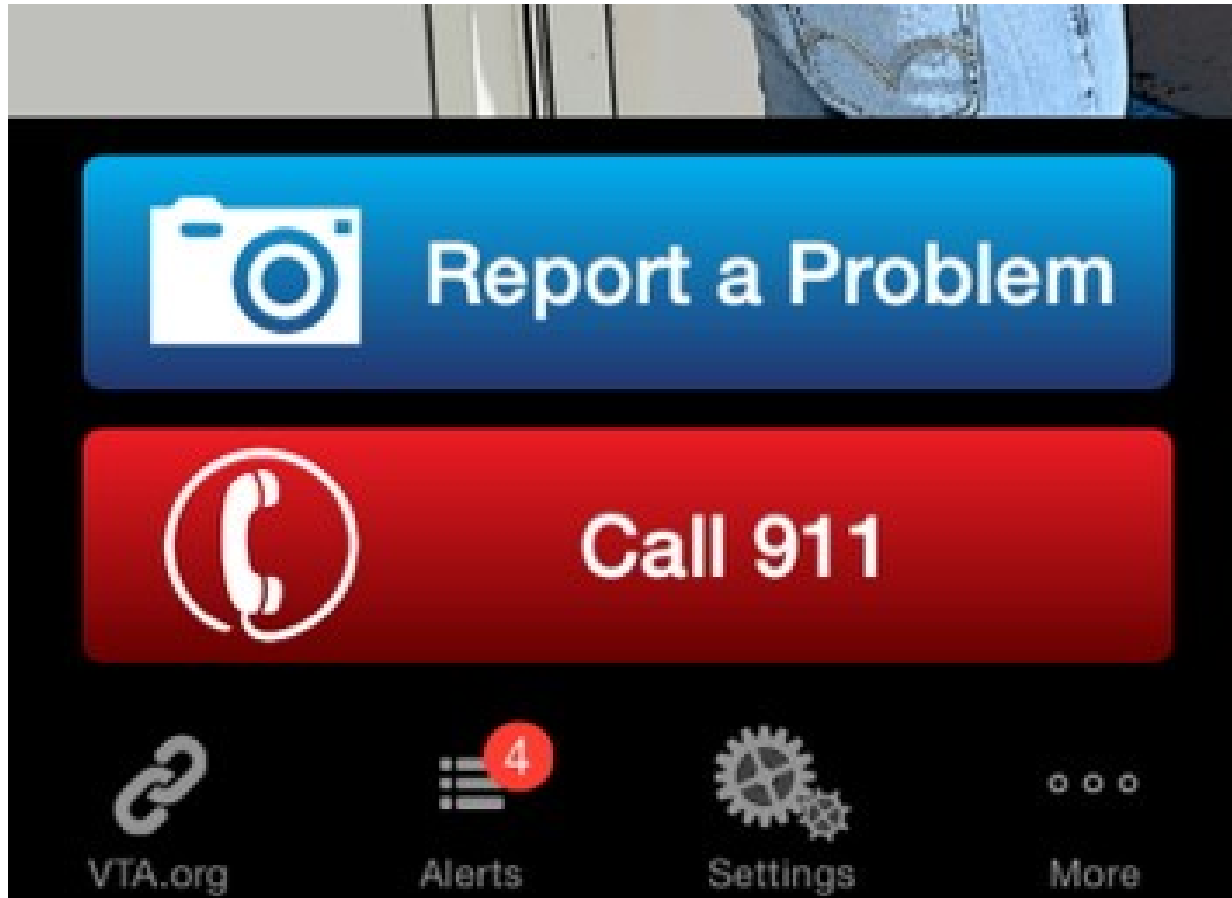
- Source: [LA Times](#)



Multiple ways to Report

- Text-A-Tip (with Photo)
- Web-Form (from Browser)
- Mobile App (iPhone or Android)
- Call Police (with GPS info)

Simple UI – Two Big Buttons



Agency specifies
Button text and Phone #

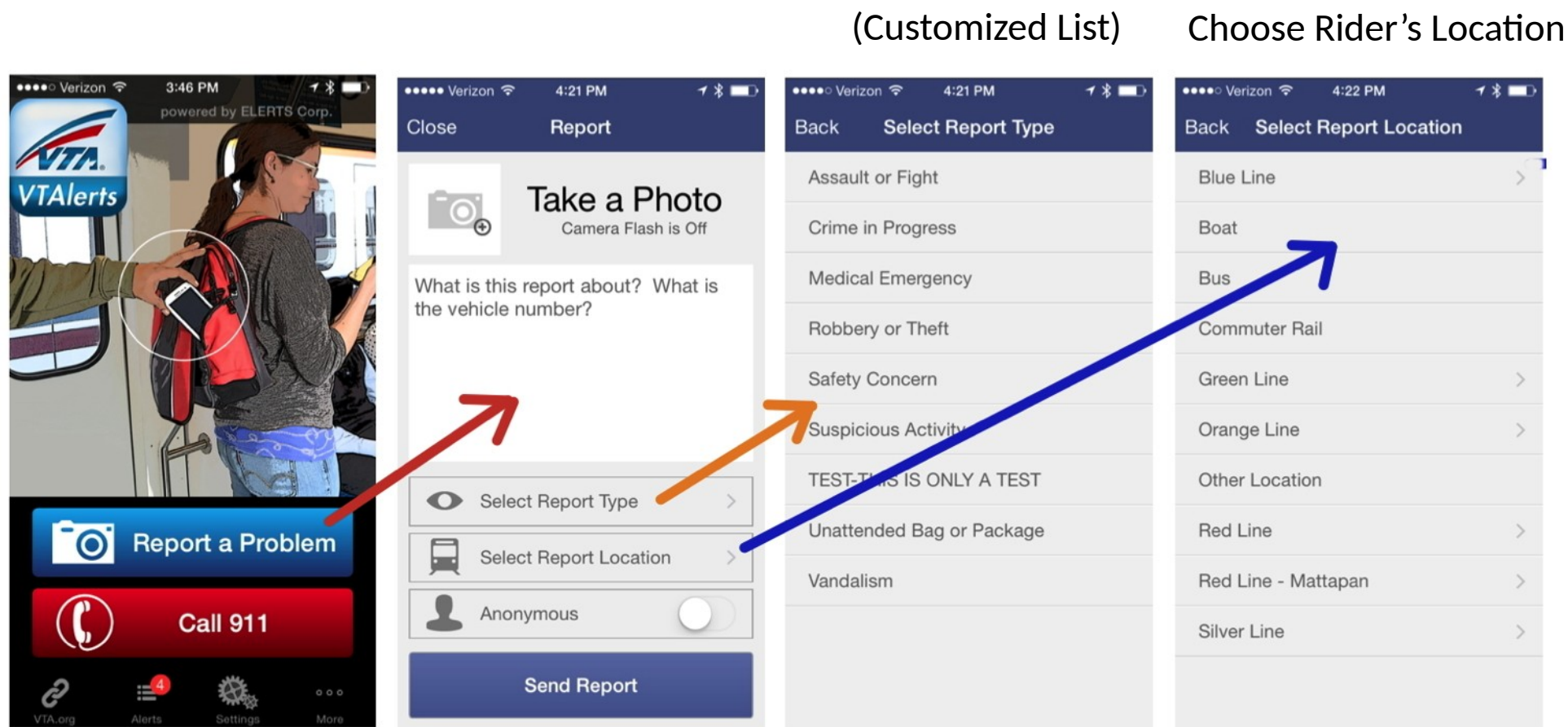
Multiple jurisdictions?
Use “Call 911”

Real Results

Incidents reported with ELERTS See Say app:

- Abandoned bags
- Harassment/Abuse/Assault
- Vandalism
- Suspicious behavior
- People in tunnels/Restricted Areas
- Train with wobbling wheels – possible derailment.
- Robbery – handbag and bicycle theft
- Bus driver being assaulted
- Maintenance/Trash
- Drugs being used and sold
- Sighting of a murder suspect
- Medical emergencies
- Passed out/asleep persons
- Drunk and disorderly behavior
- Guns being sold on train

ELERTS See Say app screens



GPS

**Phone's GPS
is sent
automatically**

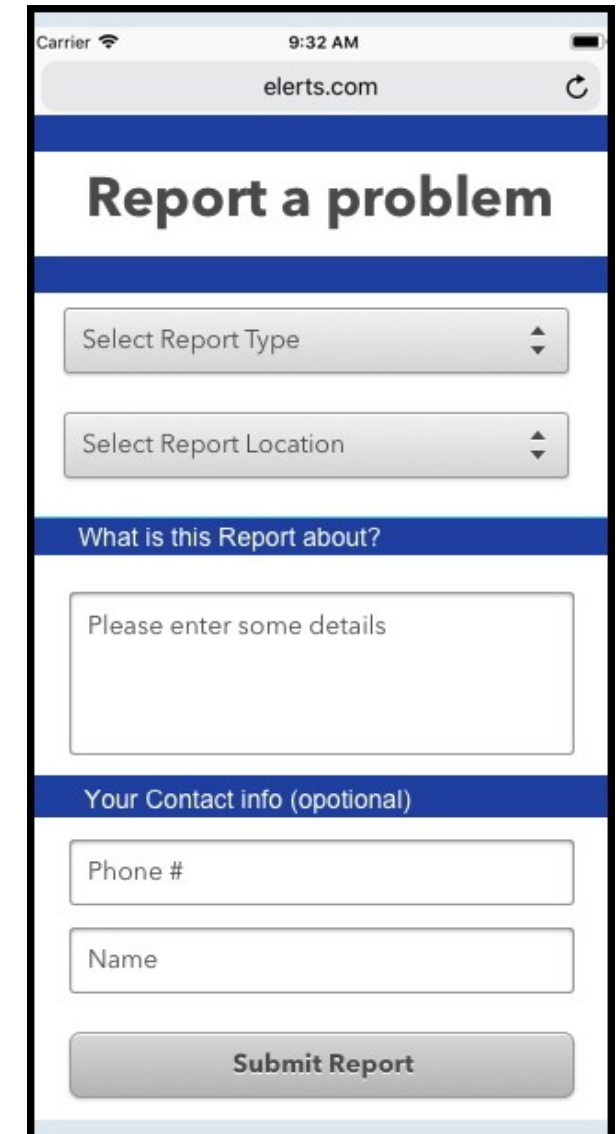


**Camera Flash
OFF automatically**

Photo, Incident Description, Report Type, Report Location, Anonymous

Text-A-Tip and Web-Form

- ELERTS communication platform includes “Text-A-Tip” phone number, for people who prefer to use texting instead of app.
- SMS Reports appear in ELERTS Console. Operator can immediately reply to Text-A-Tip reports.
- Web-form also provided to enter reports from Transit’s web site.



The screenshot shows a mobile web browser interface for the ELERTS website. At the top, the status bar shows 'Carrier', signal strength, '9:32 AM', and battery level. The address bar displays 'elerts.com'. The main heading is 'Report a problem'. Below this, there are two dropdown menus: 'Select Report Type' and 'Select Report Location'. A section titled 'What is this Report about?' contains a large text input field with the placeholder text 'Please enter some details'. Below this is a section titled 'Your Contact info (optional)' which includes two text input fields: 'Phone #' and 'Name'. At the bottom of the form is a large 'Submit Report' button.

ELERTS Console

Manage reports from riders

- Provides Situation Awareness:

- Report Type,
- Incident Description,
- Photo, Video &
- GPS Location.

- Click Report for Detail view.

- Ask Rider for more details.

- No hardware required.

- Cloud-based console, access by web browser.

ELERTS EPICenter v 2.5.9

Logged In as: ELERTS ADMIN

Reports Alerts Users/Groups Stats Admin Help

Incoming Reports Active Closed Trash Tests ?

REPORT

QUINCY CENTER
Sexual Assault or Harassment
A middle aged white man in blue jeans, black socks, and a polo, took pictures up my skirt from across the T. He had short, spiky white hair, blue eyes. He ...
4:06pm | 6/30/2017 | [Progress Bar]

87 Clarendon St, South Weymouth, MA 02190, United States

File As: active closed trash tests

REPORT

COMMUTER RAIL
Vandalism
Damage to garage property lowell. This man crashed in gate. Wants to leave
9:32pm | 6/29/2017 | Anonymous

101 Thorndike St, Lowell, MA 01852, United States

File As: active closed trash tests

CALL

CALL
The Call Police button was pressed in the app. The app user may have hung up before the call went through.
1:28pm | 6/28/2017 | [Progress Bar]

List Visual Arts Center, 40 Ames St, Cambridge, MA 02142, United States

File As: closed tests

REPORT

COMMUTER RAIL
Other
Group of people walking up and down tracks on Lowell train line.
1:28pm | 6/28/2017 | [Progress Bar]

129 Thorndike Street, Lowell, MA 01852, USA

Load More

Back to Top

REPORT DETAILS – Dispatcher View

Report Details

Date: Sunday, 9/20/2015

Time: 9:53am

Report ID: 12155


From:

[create alert from report](#)

[email report](#)

File As:

Closed



Bus Vandalism

Bus stop at Tremont and W Concord smashed.

reply


To reply only to this person, type text and click reply button

P. O. Lisa Delaney 9:54am 9/20/2015

thank you we will notify Boston PD

Map

Satellite



728 Tremont St, Boston, MA 02118, United States

LAT: 42.34039 LON: -71.07830

Notes

enter text

save note

Dispatcher View – Supersize Photo



Use Cases for ELERTS See Say

1) Safety/Security

2) Human Trafficking

3. Maintenance/Operations

Safety / Security Examples



Suspicious Activity

On red line to [redacted]. These two were filming the whole time, one mostly filming out the window between [redacted] and [redacted], the other filming inside the T. One kept telling the other to keep calm. Think the knew I was

watching because when I pulled out my phone the one closer to the door put on glasses and put his phone down. In the picture attached you can see his phone is still recording.



CRIME IN PROGRESS

I am Deaf I cannot make call! My name is [redacted] and I was driving behind bus #2820 along P then 5th and the bus turned into L (west) from my postal truck

"CALL POLICE 911"



Suspicious Activity

Someone was on the train, and then got off and was stuffing the orange cord back into the black box underneath. The individual was wearing green. He never got back on the train and by the time I went to see where he went, he was gone.



Comment or Complaint

If there's anyone listening, I know this person in this photo, one of the suspects wanted for bike theft at [redacted]. She is always hanging

around downtown [redacted], specifically along Washington Street, Winter Street and [redacted] Street. She may be seen at the corner of [redacted] Street and [redacted] Street, sitting inside the [redacted]. She is usually not alone. She is homeless and can be seen asking for money or food on the above streets. I also believe you arrested her before; check your records and see to it with the detectives.

Human Trafficking examples



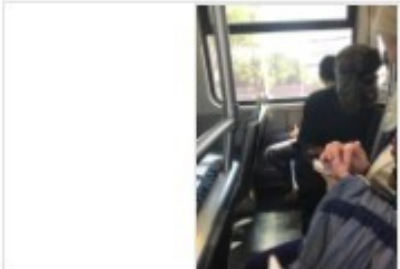
Other Human Trafficking

Man in red and individual, who looks to be an underage (pictured), seem to have an inappropriate relationship - witnessed kissing and rubbing mans upper leg.



(Platform) Human Trafficking

Possible human trafficking I was just on a [redacted] train that stopped at 19th st [redacted] and the female passenger was trying to evade her fiend and the guy came back on [redacted] and said I'll slap you if u don't get off u could tell she was trying to run from him. She had a huge scratch on her neck that was somewhat bloody. She was wearing a purple sweater and purple shoes he was an African American male in his 30s



Human Trafficking

I think the woman next to this man may be held against her will. The man next to her keeps being very direct with her, making her drink water at his command, making her get up and ask other passengers for items. He's

now trying to get other women to "join him to make money".

We are on greenline train heading north. Pulling into [redacted] Station. Front rear facing passenger car



City (Green Line) Human Trafficking

Train car 1869x
There is a little boy on the train and he seems so young to be alone. I'm worried. I'm on a

train [redacted] heading toward downtown. It's a [redacted] train.

Maintenance/Operations Examples



Bus Maintenance Needed

Bus 2380 yellow safety rail broken at the ceiling behind driver



Comment or Complaint

Station number one not working not taking dollar bills



Bus Maintenance Needed

Bus 2493 pull cord broken.

Comment or Complaint

Neither elevator is working. This is a real problem for disabled people.

Comment or Complaint

Car 1003 the HVAC is not working and has not been working for days. Please fix this issue or remove it from operations.



Bus Safety Issue

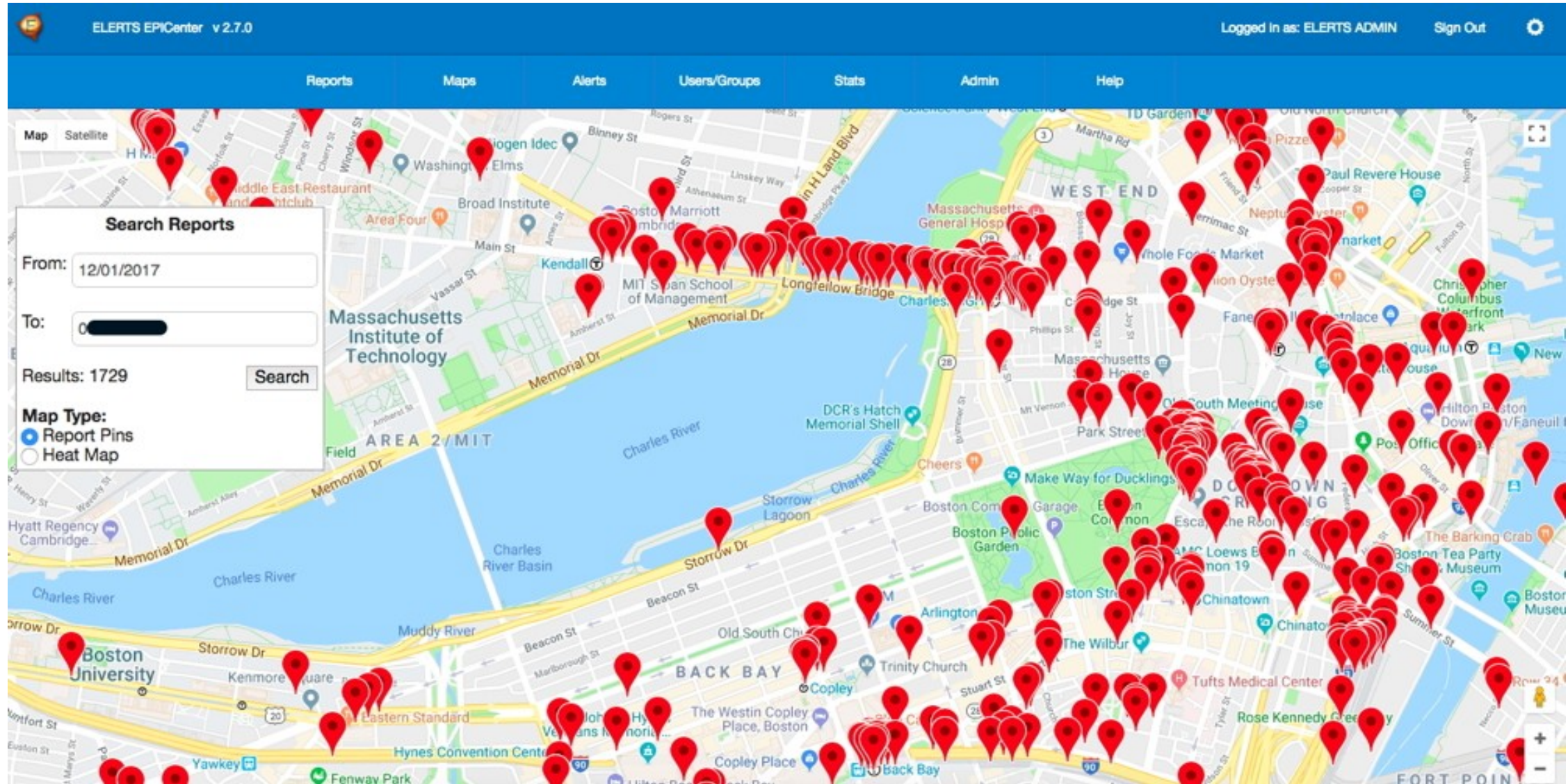
Glass broke at bus stop

178 Bus route

Incident Maps - Visualize where problems occur over time.

This information can help leadership to decide where to deploy security resources.

Hover over
Pin to see
Details of
An Incident
Report



A “CRIME SEEN”



ELERTS patented technology
Identifies nearby Surveillance Cameras



ELERTS Attention Engine employs or practices certain
features and/or methods of [U.S. Patent](#) No. 9,607,501.



NEW – 20,000 DOT cameras included.

E.G.



SACRT cameras mapped into ELERTS Attention Engine

The map displays the Sacramento region, including areas like West Sacramento, Sacramento, Arden-Fair, Arden-Arcade, Rancho Cordova, Mather Airport, Rosemont, Florin, and Parkway-South Sacramento. Major roads such as I-80, I-85, SR-99, and SR-16 are clearly marked. The American River and other local waterways are also shown. Black camera icons are distributed across the map, indicating the locations of SACRT cameras. A blue text box in the upper left corner provides the title for the map.

BOLO Outbound Messaging

From console:

ALERTS may be broadcast
to All users or Groups

Communication builds
rapport with app users.

The screenshot shows the 'Create Alert' interface in the ELERTS system. At the top is a navigation bar with links for Reports, Alerts, Users/Groups, Stats, Admin, and Help. Below this is a header 'Create Alert' and a sub-header 'Create a message to broadcast to app users'. The form contains several fields: 'Title' with the text 'Missing Endangered Person - 7(1)(c)', 'Expires' with the date '2017-04-07', and 'Details' with the text 'Schizophrenia and Autism and was last seen at his residence on the 5300 block of Wakefield Street.' followed by a large blue redaction box labeled '7(1)(c)'. There is also an 'Upload Photo (jpg, png)' section with a 'Browse...' button and a file named 'Screen Shot 2017-04-06 at 9.14.43 PM'. Below the photo upload is a large blue redaction box labeled '7(1)(c)'. At the bottom of the form is a 'Next' button.

Thank you Metra for choosing
ELERTS Incident Reporting Platform

Ride safe!

