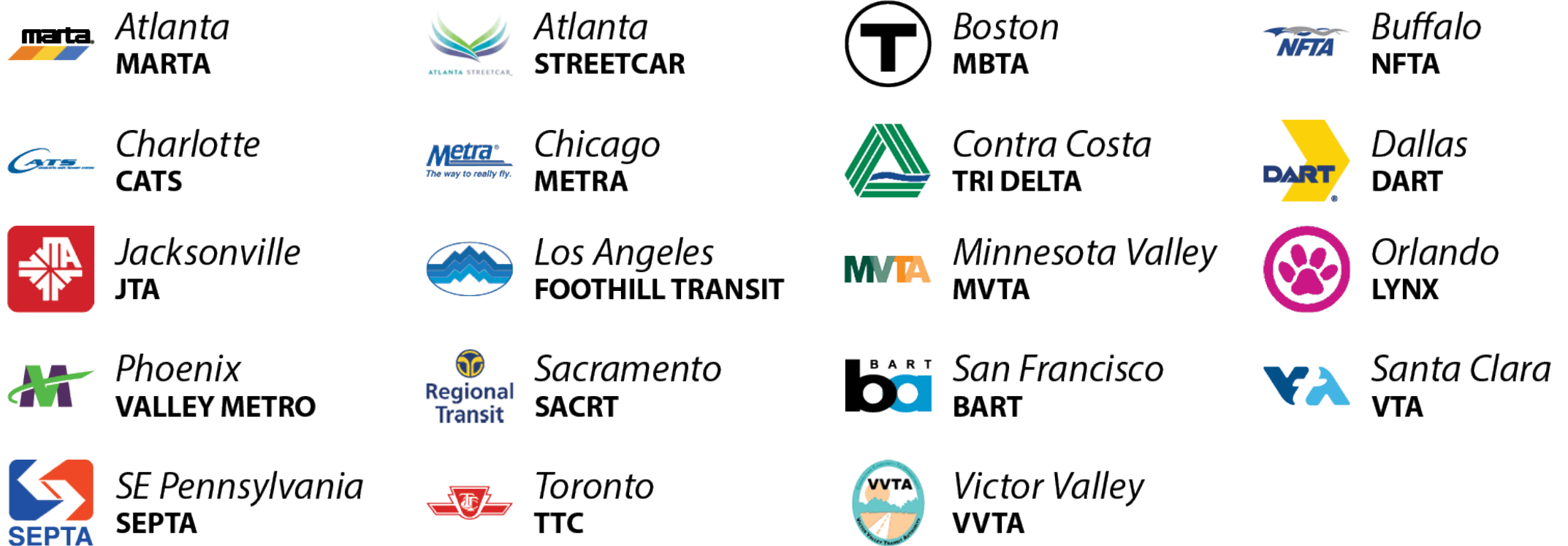# Metra COPS

Incident Reporting for Transit Agencies

Early-Warning to help to resolve problems faster

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

Atlanta **MARTA**

Atlanta **STREETCAR**

Boston **MBTA**

Buffalo **NFTA**

Charlotte **CATS**

Chicago **METRA**

Contra Costa **TRI DELTA**

Dallas **DART**

Jacksonville **JTA**

Los Angeles **FOOTHILL TRANSIT**

Minnesota Valley **MVTA**

Orlando **LYNX**

Phoenix **VALLEY METRO**

Sacramento **SACRT**

San Francisco **BART**

Santa Clara **VTA**

SE Pennsylvania **SEPTA**

Toronto **TTC**

Victor Valley **VVTA**

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.

See Something?

ONTO TARMAC AT MIAMI AIRPORT
BRIEFING ★ W/ DANA PERINO ★
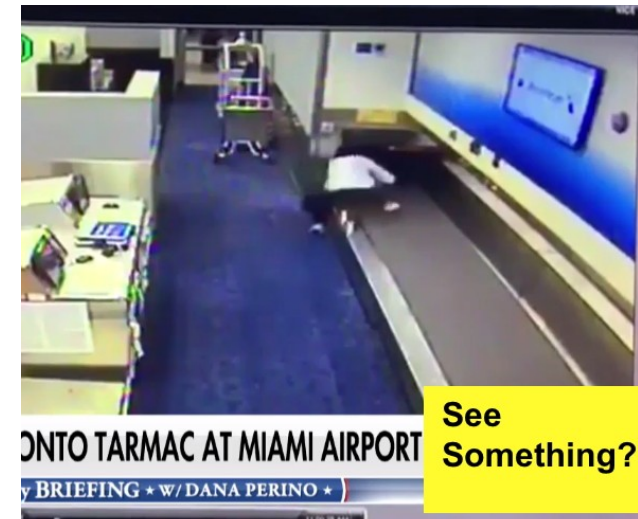
Riders feel Safer with ELERTS See Say app

"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 inclinded 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

EXCLUSIVE

SURVEILLANCE VIDEO SHOWS ARMED ATTACK ON CITY BUS

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
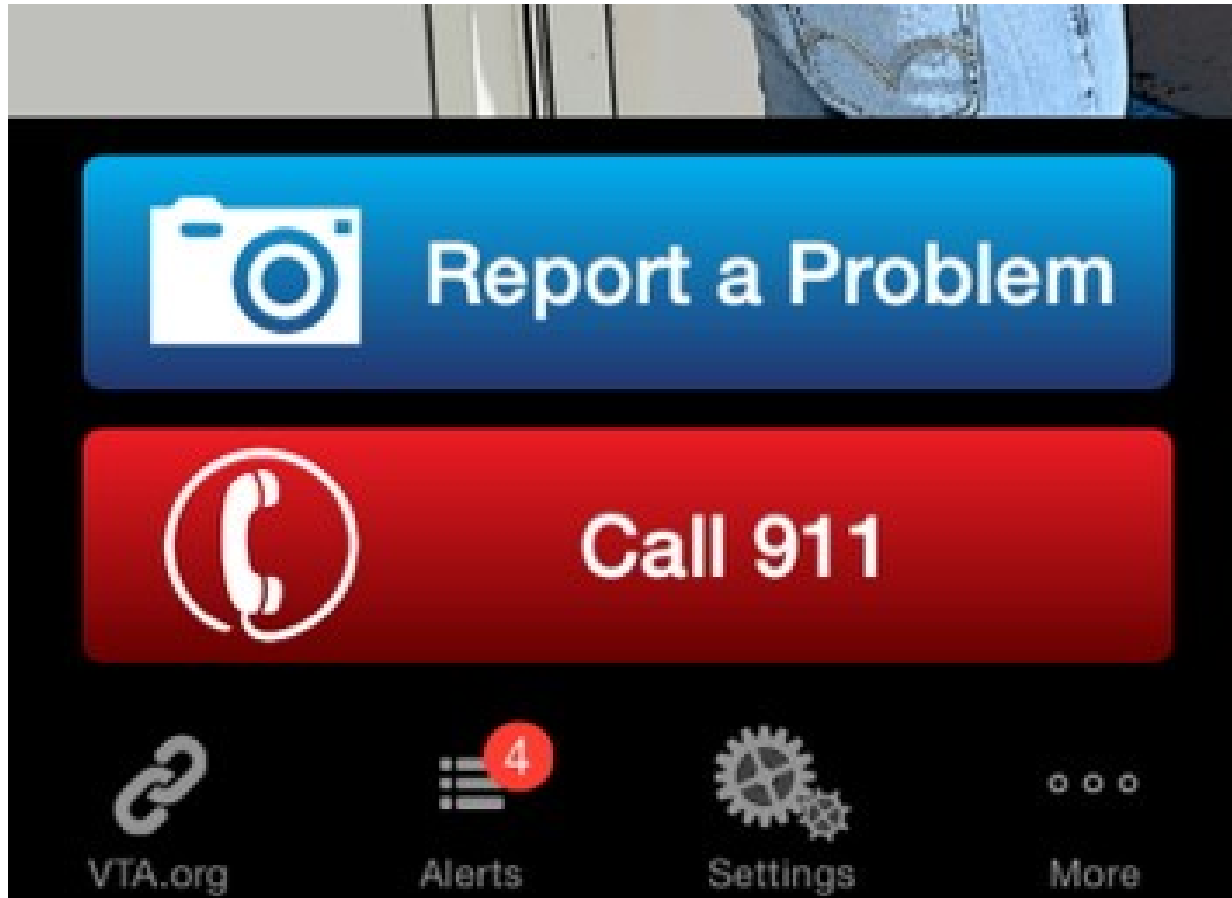
Agency specifies
Button text and Phone #

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

(Customized List)   Choose Rider's Location
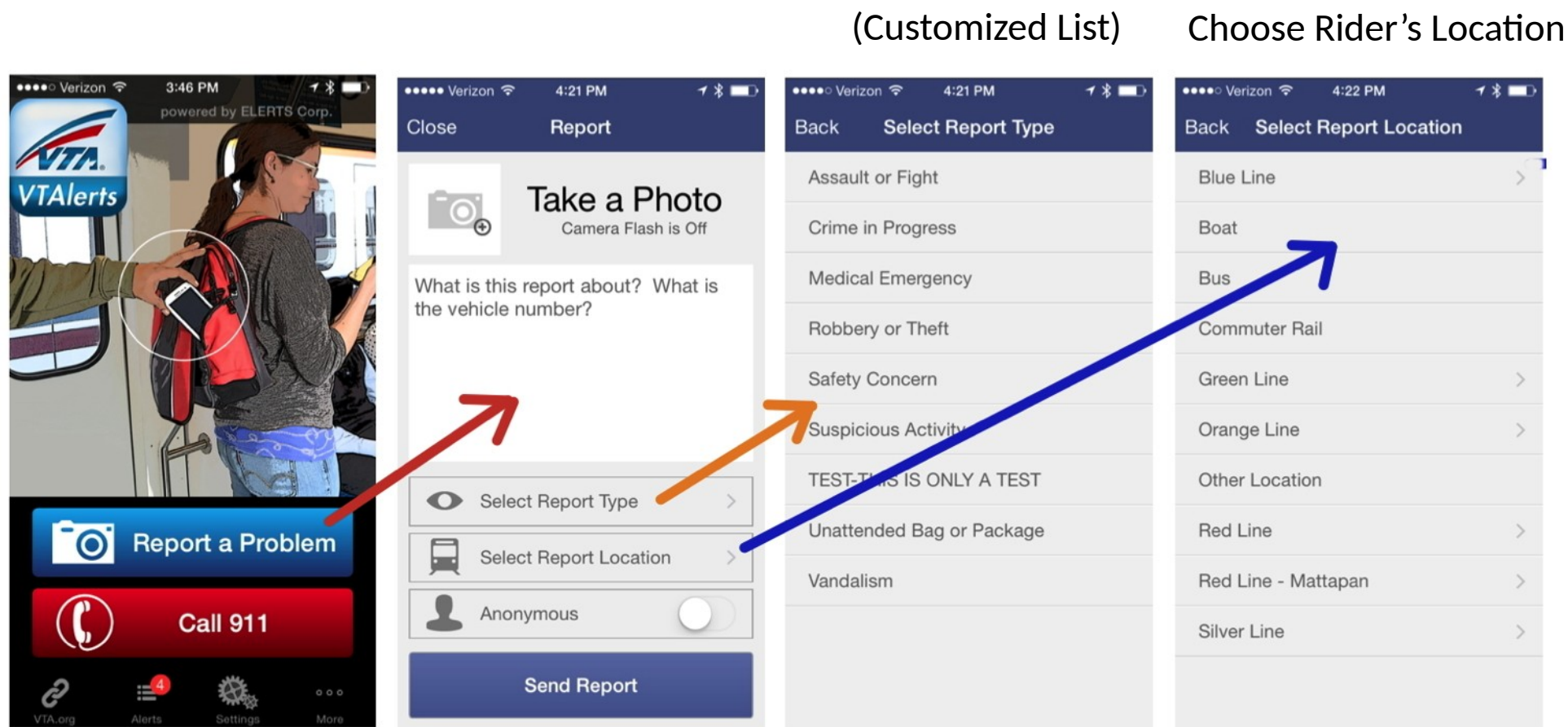
GPS

Phone's GPS is sent automatically
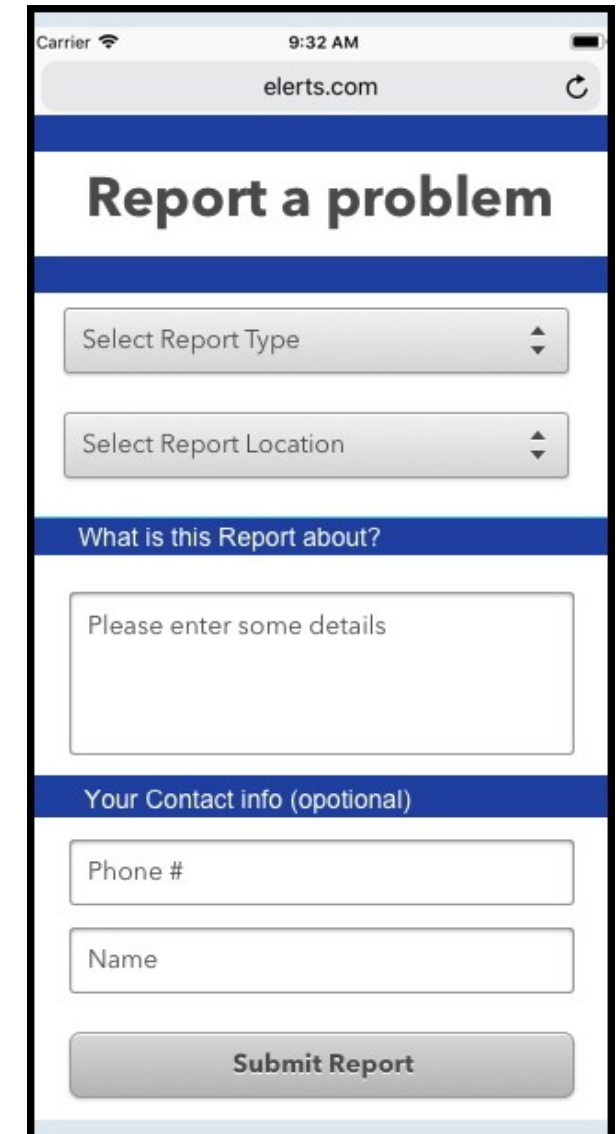
Camera Flash OFF automatically

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.

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.

REPORT DETAILS –
Dispatcher View

Dispatcher View – Supersize Photo

Use Cases for ELERTS See Say

1) Safety/Security

2) Human Trafficking

3. Maintenance/Operations

Safety / Security Examples

Kendall/MIT
Suspicious Activity

On red line to ████. These two were filming the whole time, one mostly filming out the window between ████ and ████, 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 ████ 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"

A████
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.

Other Location
Comment or Complaint

If there's anyone listening, I know this person in this photo, one of the suspects wanted for bike theft at ████. She is always hanging around downtown ████, specifically along Washington Street, Winter Street and ████ Street. She may be seen at the corner of ████ Street and ████ Street, sitting inside the ████ ████. 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.

ELERTS

ELERTS See Say for Transit Systems

[15]

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 ▓▓▓▓▓▓▓▓ train that stopped at 19th st ▓▓▓▓▓▓ and the female passenger was trying to evade her fiend and the guy came back on ▓▓▓ 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
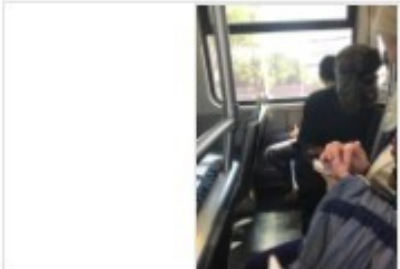
Human Trafficking
I think the woman next to this man may be held against her will. The man next to her keeps being very direct with her, making her drink water at his command, making her get up and ask other passengers for items. He's now trying to get other women to "join him to make money".

We are on greenline train heading north. Pulling into ▓▓▓▓▓▓ 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▓▓▓▓ heading toward downtown. It's a ▓▓▓▓▓▓▓▓ train.

Maintenance/Operations Examples

Bus Maintenance Needed
Bus 2380 yellow safety rail broken at the ceiling behind driver

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

Comment or Complaint
Station number one not working not taking dollar bills

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.
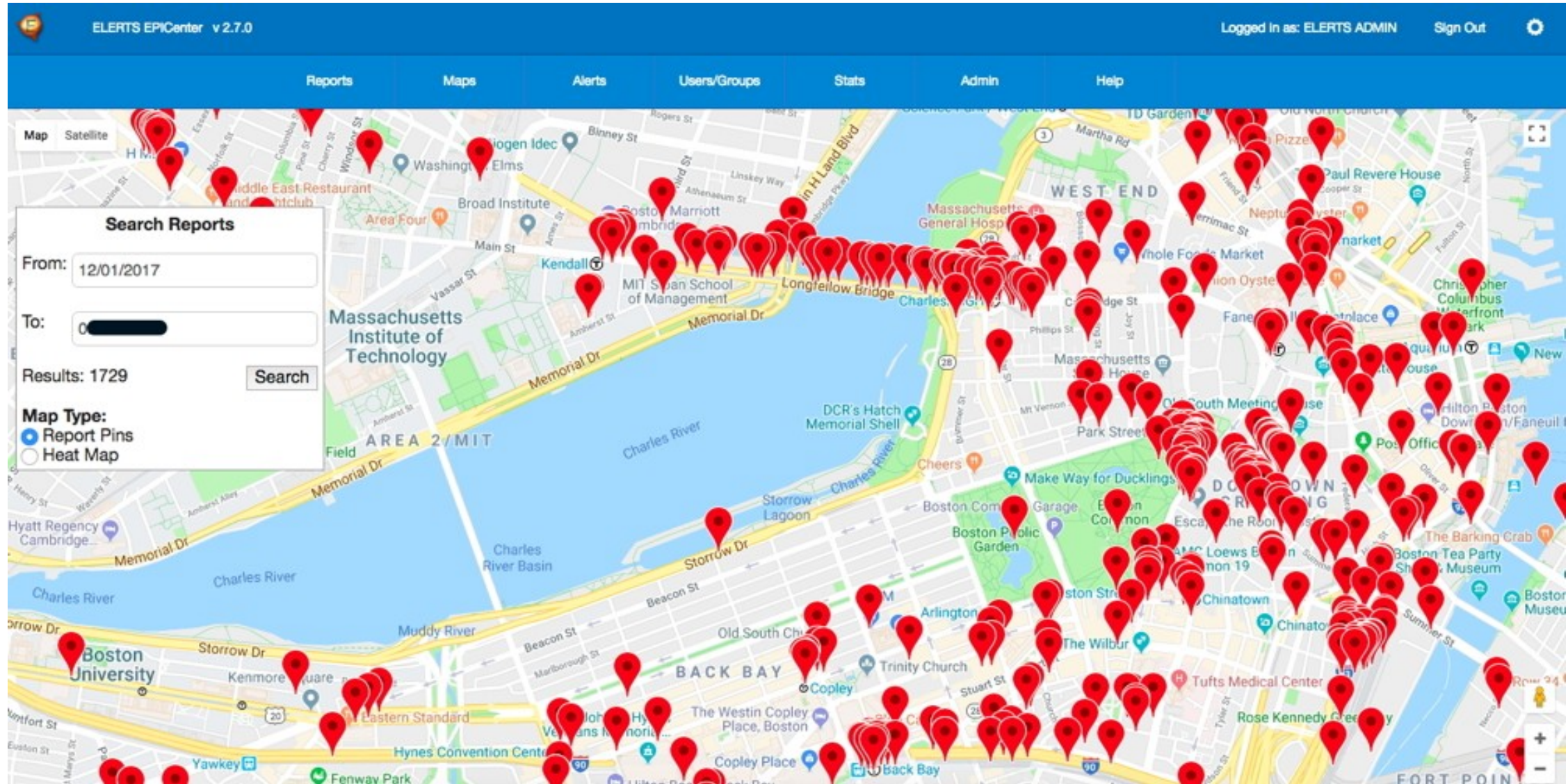
Bus Maintenance Needed
Bus 2493 pull cord broken.

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"

NEW – 20,000 DOT cameras included.

E.G. Illinois Department of Transportation

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.

SACRT cameras mapped into ELERTS Attention Engine

BOLO
Outbound Messaging

From console:

ALERTS may be broadcast to All users or Groups

Communication builds rapport with app users.

Thank you Metra for choosing
ELERTS Incident Reporting Platform

Ride safe!