

Metra Training

Incident Reporting Tools

Multiple Reporting Tools make it easy & convenient for Riders

- Everyone knows how to Text... Text A Tip - [312-313-9015](tel:312-313-9015)
- Anyone with a browser.... Web App - Metracops.com
- Best tool of all... Mobile App - [Metra COPS app](#)

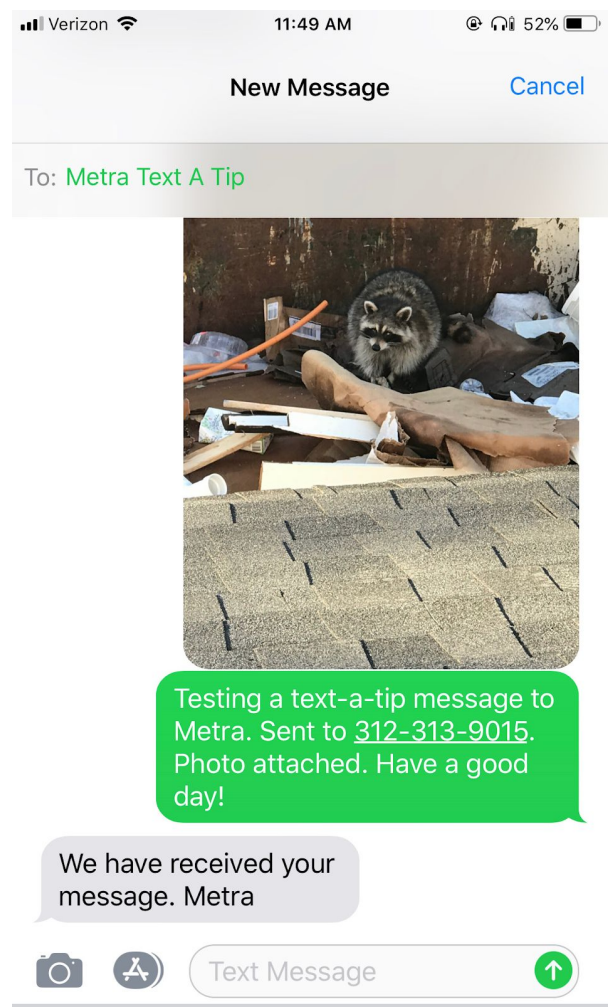
Text A Tip

Benefits

- Any mobile phone can use
- Two-way real-time chat with console operator
- Automatic reply is sent to user
- User can include photo
- User phone number appears in console

Limitations

- No GPS location
- Free form, unguided, text message
- No Report Type / Report Location



Web App - Metracops.com

Benefits

- Anyone with access to web browser can submit report
- Computer, ipad, phone can submit a Web App report
- Web App uses same fields as mobile app...
- Report Types, Report Locations, description
- Optional - phone number & name of Rider
- Automatic reply is sent to Rider

Limitations

- No GPS location
- User can not include photo (yet)
- No reply is possible from the console. Use contact info.

The screenshot shows a mobile browser interface for the Metra COPS web app. At the top, the status bar shows 'Verizon', signal strength, time '11:48 AM', and battery level '53%'. The address bar displays 'go.elerts.com'. Below the address bar is a blue header with the text 'Metra COPS'. The main heading is 'Report a Problem'. There are two dropdown menus: 'Select Report Type' and 'Select Report Location'. Below these is a blue section titled 'What is this report about?' containing a text input field with the placeholder 'Please enter some details'. Another blue section titled 'Contact Information (optional)' contains two text input fields: 'Phone #' and 'Name'. A red 'Submit Report' button is positioned below the contact information fields. At the bottom of the form area, it says 'powered by ELERTS' and includes a 'Privacy - Terms' link with a circular arrow icon. The mobile OS navigation bar at the very bottom shows standard icons: back, forward, share, bookmarks, and tabs.

Metra COPS Mobile App

Benefits

- iPhone & Android phones supported
- Easy to use - guided experience for user
- Two way real time chat with console operator
- Automatic reply is sent to user
- User can include photo or video
- User name, phone number & email appears in console (optional)
- GPS location sent
- Report Type provides incident category
- Report Location provides general locations
- Store & Forward report if no connectivity
- Camera Flash automatically disabled
- Anonymous option
- Call Police button directed to Metra Police
- Alerts can be received by app (e.g. BOLO)
- User can reply to Alerts
- Metra managers can monitor console in app
- App Linking from another transit app

Limitations

User must download app from app store



ELERTS Console

All incident reports submitted will appear in the ELERTS console. The operators can respond to these reports from the console.

Login Screen

Metra Console URL:

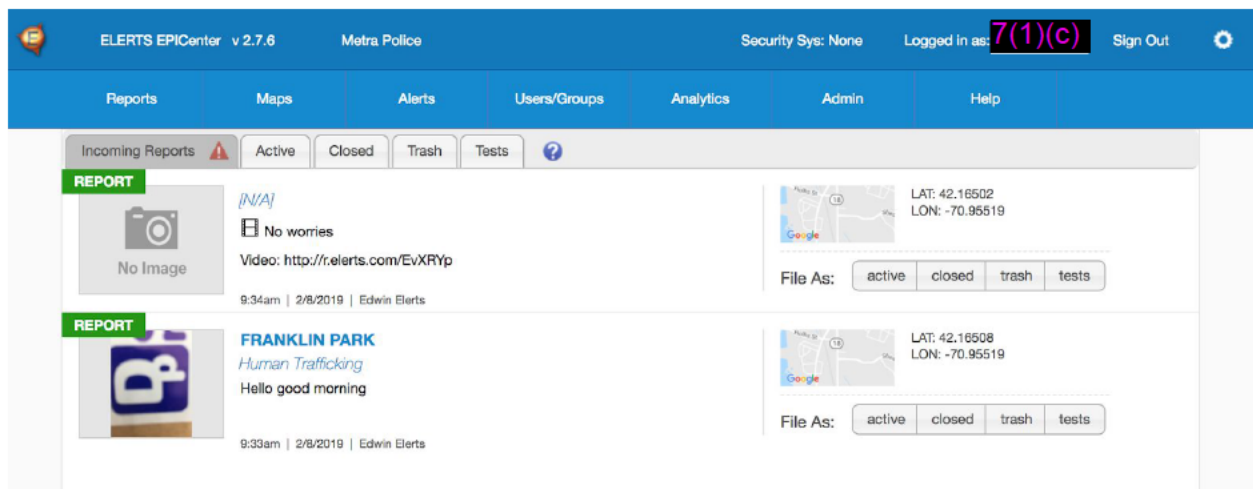
<https://console.elerts.com/login/metra>

Login:

username: 7(1)(c)

Password: XXXXXX

Main (Reports Screen)



All incident reports will be displayed on this main screen.

- **Incoming:** All new reports come into this folder

Sound & Alert symbol notification when report comes in

USB Led Light notification

Report preview in list view

Report preview includes timestamp, name, GPS (if location services on), Report type & Report location


- **Active:** Reports that are being actively worked on

- **Closed:** Reports Moved here after issue is settled or resolved
- **Trash:** Junk or Frivolous reports
- **Tests:** Test reports. Reports with Report type "TEST THIS IS ONLY A TEST" ... are automatically routed here, to not bother dispatcher.

Report Detail Screen

Report Details

Date: Friday, 2/8/2019
Time: 11:04am
Report ID: 241
From: 7(1)(c)
[create alert from report](#)
[email report](#)
File As: New Report
[Mark as spam](#)




Stony Island Suspicious Activity

There is a very strange object in the train station lobby! Please investigate. Not sure if it's alive.

No nearby DOT cameras found.

Map

Satellite



777 Auto

99 Restaurants

Greentree Condominium Association

Webster St

Ecco Trattoria

Shea Memorial Dr

Shea Memorial Dr

Your World Learning Center

Main St

+

-

LAT: 42.16534 LON: -70.95467

Notes

save note

✓ Select Reply Template

1. Advise proper personnel

2. Someone will look into it.

3. Want an officer to meet with you?

4. What train number?

reply

and click reply button

- Timestamp & name (if included)
- E-mail report link (Report content can be shared with someone else)
- File as (move to appropriate folder)
- Click Thumbnail to Enlarge Photo
- Play videos (if included)
- Enlarge Map
- Reply Box - Operator replies to Rider. Give instructions or ask questions
- Reply Templates - Use for easy and consistent reply to common incidents
- Displays conversation between operator & rider
- Notes - operator can add case number or keywords, etc.
- Agency Share - Can share incidents with other ELERTS transit customers

Search Reports

ELERTS EPICenter v 2.7.6 Metra Police Security Sys: None Logged in as 7(1)(c) Sign Out

Reports Maps Alerts Users/Groups Analytics Admin Help

Search

Start Date: 11/08/2018 Text Query: Contains Report Type: All Report Location: All

End Date: 02/08/2019 Report Id: ID #

Search

Newer Reports Results from 2019-02-08 - to - 2019-01-28 (100 on this page) - 238 Total Results - PDF - CSV Older Reports

2/8/2019 | 11:04am
Stony Island
Suspicious Activity

There is a very strange object in the train station lobby! Please investigate. Not sure I...

From: 7(1)(c)

Status: Incoming

2/8/2019 | 9:34am

Stony Island

Status: Incoming

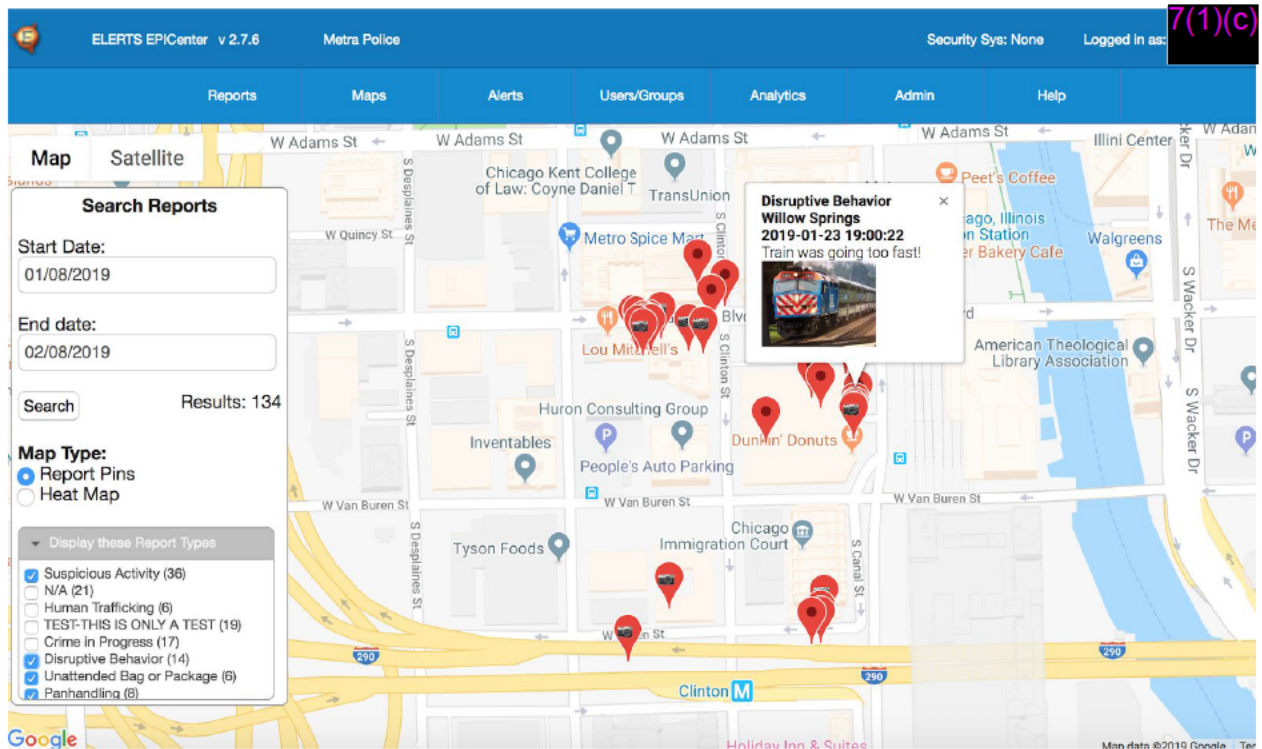
Search filters

- Date Range .. returns all the reports in that date range
- Report ID number
- Text Query (key words or Rider name, etc.)
- Report Types
- Report Locations

Export Search Results

Results can be exported to PDF and CVS files

MAPS



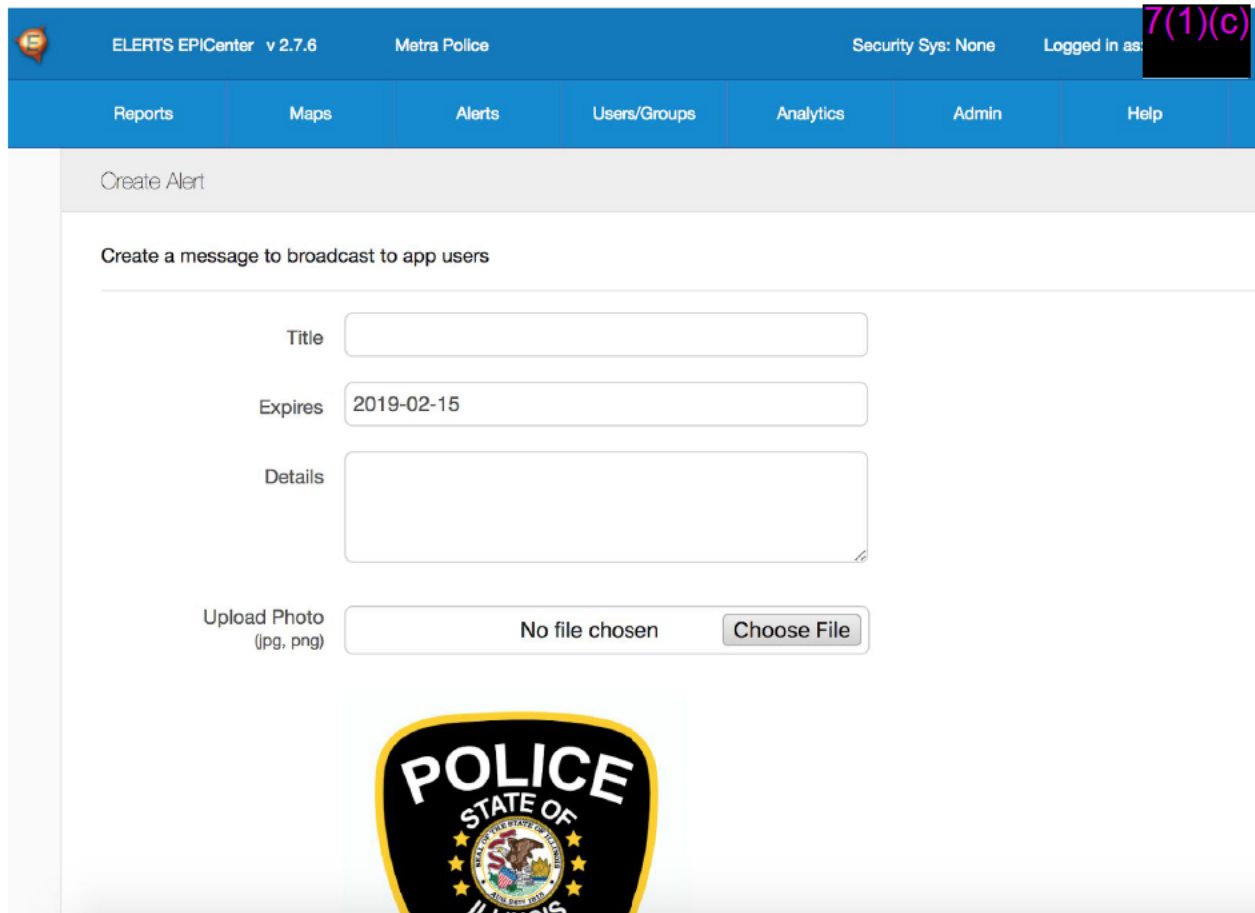
HEAT MAPS

- Show Incident Reports that include GPS info
- Visualize Incident Reports over time period
- Clickable PINS show Incident content
- Clusters of PINS indicate high activity areas
- May help with deployment plans for security/maintenance
- Deselect unwanted Report Types to map only a subset

Alerts

“Alerts” are outbound messages broadcast to **mobile app users**

E.G. BOLO’s for criminal suspects, missing persons, service disruptions, etc.



ELERTS EPICenter v 2.7.6 Metra Police Security Sys: None Logged In as: 7(1)(c)

Reports Maps Alerts Users/Groups Analytics Admin Help

Create Alert


Create a message to broadcast to app users

Title

Expires


Details

Upload Photo (jpg, png)



Create Alert

- Title - headline of the Alert
- Expiration - date to remove the Alert from the app
- Details - text description of what the Alert is about
- Upload image - Image to send with Alert (police badge sent by default)



Be On the Look Out - Criminal Suspect

If you know the whereabouts or identity of this individual please contact our Criminal Investigations Unit at 312-322-2800. If you would like to assist our investigators but wish to remain anonymous you can always text us your tip to 312-313-9051 or use the anonymous feature on our METRA COPS app

The subject depicted within is wanted for questioning relative to an Indecent Assault & Battery at Wonderland Station on Monday, January 28, 2019, at approximately 4:19 PM

Send Alert

Edit Alert

Select Group(s)

☐ ELERTS

☐ Metra eScanner

☐ Everyone

(Includes ALL eligible users not just users that are part of groups)

Which Metra COPS app users will receive the Alert?

- Select Group(s) or Everyone (all app users)
- Send Alert button (Password Verification)

Review Alerts Sent

List of sent alerts displayed

Manage Groups of App Users (Users/Groups>Manage Groups)

ELERTS EPICenter v 2.7.6 Metra Police Security Sys: None Logged in as: ELERTS Admin Sign Out

Reports Maps Alerts Users/Groups Analytics Admin Help

Manage Groups

All Users --> find

Unassigned Users -->

ELERTS eScanner (2) 2/2

Metra eScanner (1) 1/1

create group

rename group

delete group

<input type="checkbox"/>	First	Last	Phone	Email	App Type
<input type="checkbox"/>	Jared	Android 6.0			metra (Android SDK built for x86_64)
<input type="checkbox"/>	Denise	Arroyo-Feliciano	7(1)(b)	darroyo-feliciano@metrarr.com	metra (iPhone)
<input type="checkbox"/>	Edwin	Elerts		ecerant+metraa@elerts.com	metra (SM-G930T)
<input type="checkbox"/>	Edwin	Elerts		ecerant+metraa@elerts.com	metra (iPhone)
<input type="checkbox"/>	Jared	Elerts			metra (iPhone)
<input type="checkbox"/>	Ed	English		ede@elerts.com	metra (iPhone)
<input type="checkbox"/>	Web	Form			webform
<input type="checkbox"/>	Ross	Fuller		hfuller@metrarr.com	metra (iPhone)
<input type="checkbox"/>	Fran	K			metra (SM-J700H)
<input type="checkbox"/>	Fran	Koper		fkoper@elerts.com	metra (iPhone)
<input type="checkbox"/>	Trish	Lynch		tlynch@elerts.com	metra (iPhone)
<input type="checkbox"/>	Chief	Perez		jperez@metrarr.com	metra (iPhone)
<input type="checkbox"/>	Candice	Randolph	3123226785	crandolph@metrarr.com	metra (SM-G960U1)
<input type="checkbox"/>	Marchell	Redmond	3123226922	mredmond@metrarr.com	metra (iPhone)
<input type="checkbox"/>	Paul	Riaaio	3123221462	oriaaio@metrarr.com	metra (iPhone)

le.elerts.com/users/managegroups

- Create groups
- Rename groups
- Delete Groups
- Assigning user to a group
- Removing user from group
- Set Group as eScanner (checkbox to Allow eScanner) - operators or managers can receive incoming reports on their app with the eScanner feature enabled

Analytics / Stats

The Stats screen shows usage statistics. You can download some of the statistics by clicking the download arrow in the header.

Reports

Maps

Alerts

Users/Groups

Analytics

Admin

Help

Statistics

Statistics ⓘ	Six Week Average	02/04-02/10	01/28-02/03	01/21-01/27	01/14-01/20	01/07-01/13	12/31-01/06
Alerts Sent	0.50	2	1	0	0	0	0
Description	The total number of alerts sent.						
Incoming Reports	33.83	63	66	44	5	8	17
Description	The number of reports sent from users.						
Replies to Reports	20.00	32	19	46	0	9	14
Description	The number of replies sent to users from ELERTS EPICenter console.						

Report Type ⓘ	# of Reports (all time)	
Text a Tip (A)	47	24.35%
Suspicious Activity (A)	41	21.24%
[none selected]	28	14.51%
Crime in Progress (A)	20	10.36%
Disruptive Behavior (A)	16	8.29%
Panhandling (A)	10	5.18%
Unattended Bag or Package (A)	10	5.18%
Fare Evasion (A)	10	5.18%
Human Trafficking (A)	8	4.15%
Vandalism (A)	1	0.52%
Other (A)	1	0.52%
Assault or Fighting (A)	1	0.52%
Total	193	100 %

(A) Active | Disabled (D)

Identification	Total
Anonymous	20.63 %
Description	Reports sent anonymously.
Non-Anonymous	79.37 %
Description	Reports sent non-anonymously.

App Statistics (including tests)	
Total Messages (iOS)	141
Description	Reports and replies via iOS devices.
Total Messages (Android)	5
Description	Reports and replies via Android devices.
Total Messages (SMS)	29
Description	Reports and replies via SMS.

TEST-THIS IS ONLY A TEST	# of Reports (all time)

- Incoming reports & replies statistic (six weeks & weekly average)
- Number of reports based on Report Types
- Percentage of Anonymous & Non-Anonymous reports

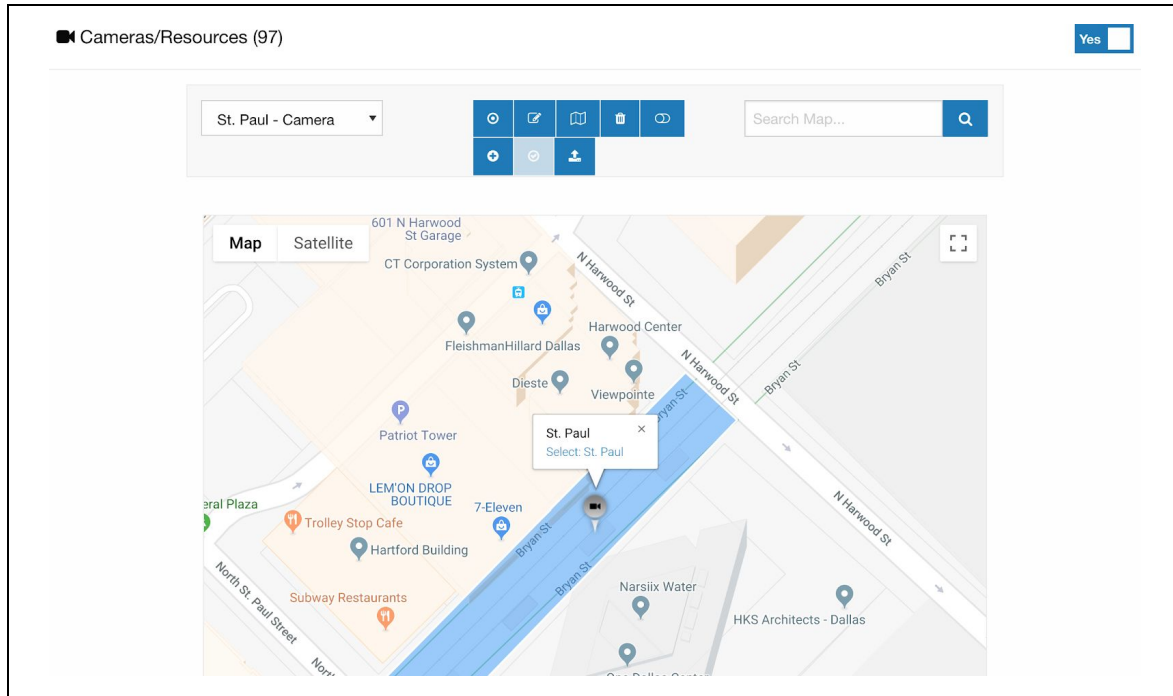
Setting up Console Operators (Admin > Console Operators)

For each Console Operator the Admin must define their login details. This includes the operator's name, username, password, email & operator Role. Assigned roles will determine screen & feature visibility.

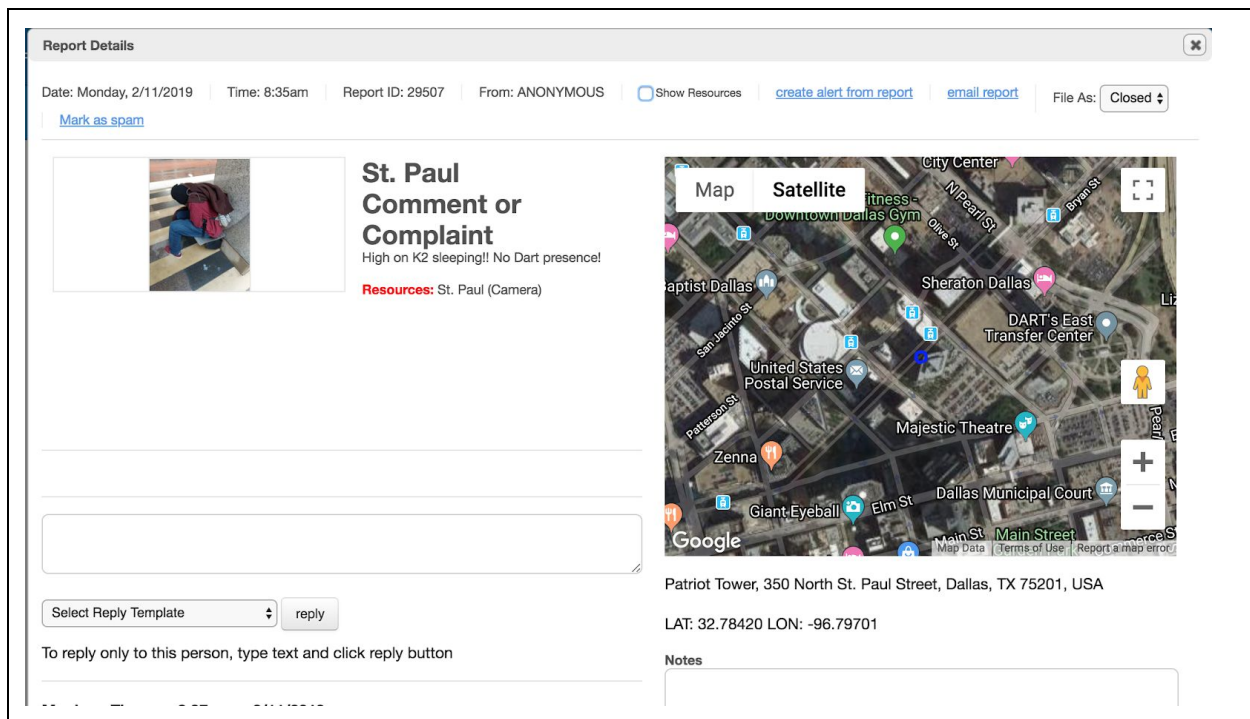
The screenshot shows the 'Create Operator' modal form in the ELERTS EPICenter v 2.7.6 interface. The modal is open over the 'Manage Console Operators (13)' table. The form fields include: Full Name (i.e. John Smith), Username (i.e. jsmith), Role (dropdown menu with 'Admin' selected), Email, Password, and Confirm Password. The background table lists operators with columns for Full Name, Username, Change PW, Edit Operator, and Delete. A redacted area with '7(1)(c)' is visible over the Username column.

- Create Operators
- Assign Operator Roles
 - Admin (Access to all views & features within the console)
 - Operator (Able to reply to incoming reports, search reports & send Alerts)
 - Restricted Operator (Can only reply to incoming reports & search reports)
- Edit Operators
- Change operator password
- Delete Operators

Surveillance Cameras

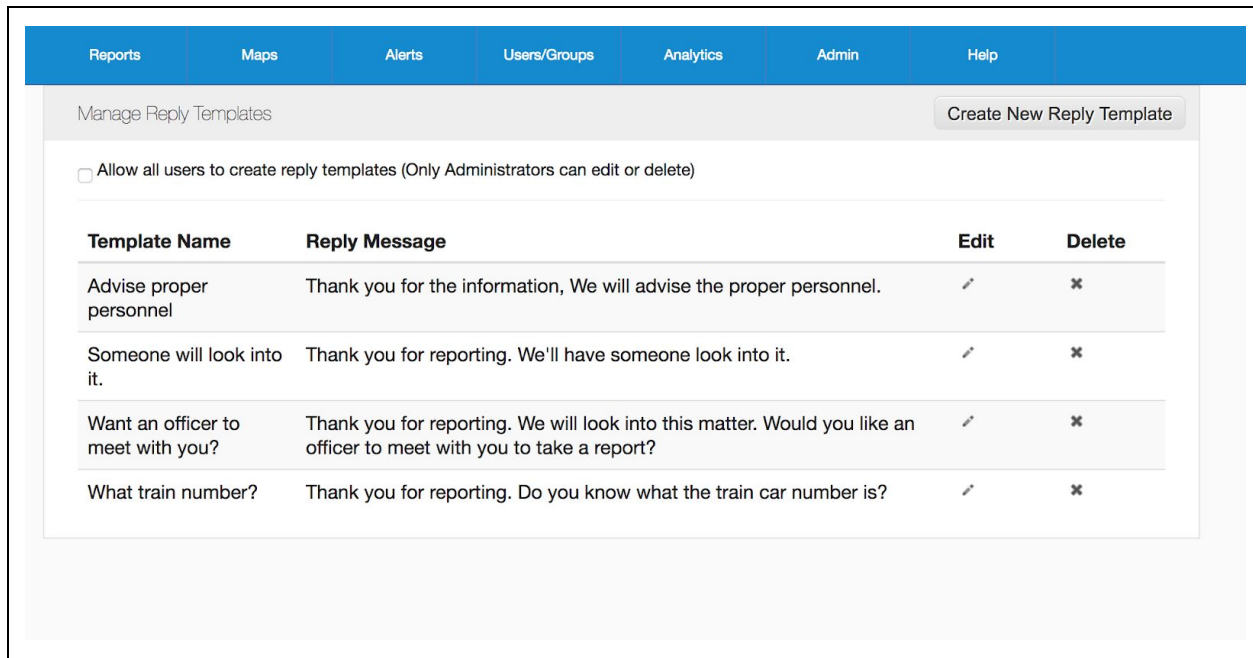










- Define cameras (stationary only)
- Upload camera list with name and LAT & LON location
- Identify nearby camera on incoming report based on GPS location



Reply Templates

Reply templates make the operator's job easier. When routine incident reports come in, such as vandalism, the dispatcher can choose a standard reply templates. Using a template, ensures consistency in the way operators communicate back to the riders.



Template Name	Reply Message	Edit	Delete
Advise proper personnel	Thank you for the information, We will advise the proper personnel.		
Someone will look into it.	Thank you for reporting. We'll have someone look into it.		
Want an officer to meet with you?	Thank you for reporting. We will look into this matter. Would you like an officer to meet with you to take a report?		
What train number?	Thank you for reporting. Do you know what the train car number is?		

- Create template
- Edit existing template
- Delete template
- Templates will appear in reply drop down list in Report Details screen

UIR Notification

Unattended Incident Reports (UIR), allows a manager to be notified when a time out expires and an incoming report has not been replied to or moved to another folder. When this happens, the manager is notified by an SMS or email.

The screenshot displays the 'Unattended Incident Report (UIR) Notification Settings' page. At the top is a blue navigation bar with links: Reports, Maps, Alerts, Users/Groups, Analytics, Admin, and Help. Below the navigation bar, the page title 'Unattended Incident Report (UIR) Notification Settings' is shown. The main content area is divided into two sections. On the left, the 'UIR Notification List' shows a table with columns 'Name' and 'Phone Number'. There is one entry: 'MPD MAC'. Above the table, it says 'Contacts: 1/10'. On the right, there is a 'Add Contact' modal window. This modal has fields for 'Name' (filled with 'Cmd H. Ross Fuller'), 'Mobile Phone Number' (filled with '7(1)(b)'), and 'Email Address' (filled with 'hfuller@metrarr.com'). There are 'Save' and 'Cancel' buttons at the bottom of the modal. To the right of the modal, there are buttons for 'Add Contact' and 'Remove Selected Contact'. Below these buttons, there is a 'Unattended Incident Report Timer' section. It features a dropdown menu set to '5 minutes'. Below the timer, there is a text box explaining that inactive reports in the incoming reports list will trigger notifications to the users set after a given period of time. Further down, there is a checkbox for 'Disable notifications' and a green 'Save' button at the bottom.

- Add & Remove Contact
- Notify by email, text or both
- Set timer

TECHNICAL SUPPORT:

Console Administrators & Operators may contact ELERTS with any questions.

Call Fran Koper @ 781-752-8997 email: fkoper@elerts.com

Email: support@elerts.com

Submit Ticket from Console under Help menu

ELERTS EPICenter v 2.7.6 Metra Police Security Sys: None Logged in as: ELERTS Admin Sign Out

Reports Maps Alerts Users/Groups Analytics Admin Help

Incoming Reports Active Closed Trash Tests ?

Please handle incoming reports promptly. Move new reports to the appropriate folder (Active, Closed, Trash or Tests) every few minutes if the Incoming Reports folder is not empty.

REPORT

WEB FORM REPORT
Crime in Progress
Check out the webform report
Attention Dispatcher
It is not possible to Reply to Web-form reports from the console.
11:57am | 2/12/2019 | Web Form

REPORT

STONY ISLAND
Suspicious Activity
There is a very strange object in the train station lobby! Please investigate. Not sure if it's alive.
11:04am | 2/8/2019 | Ed English

File As: active

File As: active closed trash tests

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