PROTECT YOUR EVERY DAY

send

what you

see

REPORT SUSPICIOUS ACTIVITY

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APPLICATION QR CODE

Protect your every day.

send what you see

REPORT SUSPICIOUS ACTIVITY

CONTACT & QR CODE

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REPORT SUSPICIOUS ACTIVITY

CONTACT & QR CODE

SWYS
Send What You See

The "Send What You See" application and/or system functionality could be a tool to increase citizen/travelers engagement in ensuring safety and addressing local issues. Everyone has something or someone to protect, when traveling on public transport or you are waiting at the station. SWYS allows for increased safety through greater awareness and vigilance. The Application and/or System Functionality allows you to report various incidents, from security threats to technical problems.

Advantages:

- **Quick communication with authorities:** The application/system functionality allows citizens/travelers to instantly report and record problems, such as acts of vandalism, dangerous situations, sabotage, suspicious behavior, infrastructure failures, lost luggage, or illegal activities like improperly parked vehicles.
- **Community engagement:** Enables residents to actively participate in improving the quality of life in their area.
- **Better crisis management:** Authorities responsible for safety or specific services can respond to reports and, more importantly, be aware of their occurrence.
- **Documentation capability:** Features like adding photos, videos, and locations help in precise problem reporting and situation analysis.
- **Safety:** Real-time reporting of dangerous situations.
- **Impact on local transport policy:** Data from the application/system functionality can be used to create reports/statistics and propose changes to transport organization.

Challenges:

- **Privacy and data protection:** The application/system functionality would need to meet data protection standards to prevent misuse or leaks of reporters' information.
- **Potential misuse:** There is a risk of false reports or trivial problems being reported, which could burden the system.
- **Response efficiency:** For the application/system functionality to work effectively, authorities need adequate resources and mechanisms to respond to reports.
- **Communication and education:** Users need to know what and how to report for the application/system functionality to be useful and effective. An information campaign is essential.
- **Customization of reports:** For example, reporting specific issues characteristic of a given city, tram depot, or bus depot.

Potential Applications in Public Transport:

1. **Reporting safety incidents:**
   Travelers could report acts of vandalism, aggressive behavior, abandoned items, or suspicious situations in vehicles or at stops.
2. **Informing about breakdowns and technical issues:**
   Reporting malfunctioning ticket validators, automatic doors, displayed information, or other defects in vehicles and infrastructure.
3. **Reporting delays and traffic changes:**
   Information from passengers could help operators respond faster to traffic-related problems.
4. **Improving travel comfort:**
   Reporting overcrowded vehicles, lack of cleanliness, or inaccessibility for people with disabilities.
   Passengers could also suggest improvements to enhance travel comfort.
5. **Supporting ecological initiatives:**
   Reporting excessive bus emissions or problems with electric vehicles.

Necessary Application Features:

- **Text, photo, video, and location submission:** Facilitates accurate problem reporting.
- **Report categories:** Such as safety, malfunctions, or comfort.
- **Report tracking system:** Passengers could check the status of their report.
- **Integration with operators:** Ensures a quick response.
- **Anonymous reporting:** To increase user trust.
- **Statistics:** Reports showing the effectiveness of the application/system functionality.

Examples of Similar Systems:

- **TfL Report It (Transport for London):** A platform for reporting incidents in London public transport.
  https://streetcare.tfl.gov.uk

- **See Something, Say Something (USA):** An app for reporting suspicious activities, including in public transport.
  https://www.dhs.gov/see-something-say-something

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Consultations

- **Social or/and with City Authorities or/and Tram Depot Authorities or/and Bus Depot Authorities:**
  Local conditions: Every city or region has specific needs and infrastructure challenges. Cooperation with city offices and municipal companies allows for tailoring the application's/system's functionality to local realities.
- **Building trust and acceptance:**
  Consultations with users and stakeholders ensure that the application/system functionality is perceived as a useful tool, not another bureaucratic burden.

Promotion Campaign for the SWYS Application

Education and Promotion

1. **Education in public transport:** Posters, QR codes, and information in vehicles and at stops, showing how to use the application.
2. **Rewards and gamification:** Encourage usage through point systems for confirmed reports. Active users can earn rewards, such as ticket discounts, monthly passes, or tickets to attractive destinations.
3. **Internet:** Collaborate with bloggers and influencers focusing on transport or technology topics to promote the application/system functionality.

Usefulness Aspects for Citizens/Travelers:

- **Immediate effects for the user:**
  - Feedback notifications: After reporting a problem, the application/system functionality can send notifications, e.g., "Report received," "Problem resolved" – **STATUS.**
  - **Effect map:** Show users which reports have been resolved in their area to demonstrate tangible results.
- **Features enhancing travel comfort:**
  - Current traffic information: Add features related to delays, route changes, and vehicle availability.
  - Interactive reports: Allow passengers to not only report problems (e.g., breakdowns) but also suggest improvements, such as better signage at stops or accessibility for people with disabilities.
- **Rewards and incentives:**
  - **Point system:** Users could collect points for reports and exchange them for discounts on tickets or vouchers for local services.
- **Minimizing user effort:**
  - **Automatic location detection:** The application/system functionality should automatically determine the user's location and allow for sending text, photos, and videos with one click.
  - **Predefined reports:** Quick options for selection, such as "broken validator" or "missing route information."

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