Mass Transit Systems embracing 21st Century Transit Policing

Atlanta MARTA · **Boston** MBTA · **Buffalo Niagra** NFTA · **Charlotte** CATS · **Dallas** DART · **Sacramento** SACRT · **San Francisco** BART · **Santa Clara** VTA · **Toronto, Canada** Toronto TTC · **Victor Valley** VVTA · **West Covina** Foothill

ELERTS is the #1 'See Something Say Something' mobile app for transits

1. **ELERTS See Say mobile application is deployed at more Mass Transits than any other solution.** Many of the largest Transit Systems trust ELERTS solution for engaging their riders to report safety & security concerns.
2. Many years of proven expertise at meeting the unique needs of Transit Systems.
3. Trusted advisors to Transits for designing successful service launches, app roll-outs and best practices to engage the voice of the rider.
4. **Crisis-tested at Boston Marathon bombing.**
5. FEMA-tested. ELERTS communication system is fully NIMS compliant.
6. **Commercial Off The Shelf (COTS)** solution is easy to deploy in 30 days.
7. Proven robust, secure and fault-tolerant cloud servers hosted by Amazon Web Services.
8. Web-based management console; no hardware or software required. Console designed for ease of use, minimal operator training required
9. **Transit-Share, enables all ELERTS Transit customers to real-time share incidents, dispatcher to dispatcher.**
10. Native iPhone and android apps deliver superior performance, reliability and responsiveness. **Supports non-smartphones also.**
11. Two-way, real-time communication between dispatcher and rider.

12. Mobile app **works even when no connectivity**; ELERTS store and forward technology never slows rider from submitting a report.
13. Superior app design encourages riders to submit reports vs. a tedious, form-based UI. **Incident report yield is a critical factor to consider when deploying a rider-reporting system.**
14. Rider's location provided to console operator, with GPS map of location, along with photo, video and incident description.
15. Encourages more riders to participate by not requiring location services be enabled on their phone.
16. Discreet reporting with **flash disabled for photo & video** to not draw attention to rider submitting incident.
17. Anonymous option for riders, while enabling console operator to still communicate back to rider in real-time.
18. Multi-language mobile apps for non-English speakers.
19. Visually-impaired functionality makes ELERTS app accessible to more riders.
20. **Free SMS Text A Tip integrated**, making it easy for dispatcher to reply.
21. Call Police using app, shows dispatcher location of caller.
22. ELERTS e-Scanner allows managers to receive incident reports on phones.
23. **Increase safety and security without additional staffing.**
24. **Identify sexual predators** with image and video forensics

25. Role-based console operators; Admin, Dispatcher, Restricted Operator.
26. Notifies dispatch manager if an incident is not handled within a defined time.
27. ELERTS Never-Miss Strobe light, indicates when console receives a new incident report.
28. ELERTS Video Forensics. Surveillance cameras nearby a reported incident, along with time/date-stamps are displayed, to assist with forensic investigations.
29. Custom list of Report Types encourages riders to submit reports targeting most important transit issues.
30. BOLO (Be On the Look Out) broadcast engages riders to help locate persons of interest (e.g. missing children, dementia patients, criminal suspects).
31. Broadcast system/service/security updates along with a description, photo, video, and web-URL links for additional information.
32. Messaging to defined Groups, for role-based notifications (e.g. Security team, maintenance, operations, etc.).
33. Statistics and annotated PDF reporting for incident documentation.
34. Summary reporting based on Report Types (e.g. Suspicious Activity, Assault, Vandalism, etc.).
35. Visualization of Incident reports pinned to geographic territory map.
36. Exporting and sharing of incidents for police, administrators and others.

30 Day Implementation. "Commercial-off-the-Shelf" solution makes ELERTS a no-regrets Choice