

Product Sheet

Overview

When citizens or employees have a security, safety or maintenance concern, it is imperative that authorities receive information about the concern quickly. Yet many people will not make a phone call to authorities if they feel it will delay them or burden them to be more involved. Citizens and employees need an easy and immediate way to report concerns, other than making a phone call.

A problem cannot be addressed until your agency knows about it. ELERTS provides state-of-the-art 2-way crowd-sourced incident reporting solutions for transit agencies, airports and cities.

Incident reporting with mobile phones

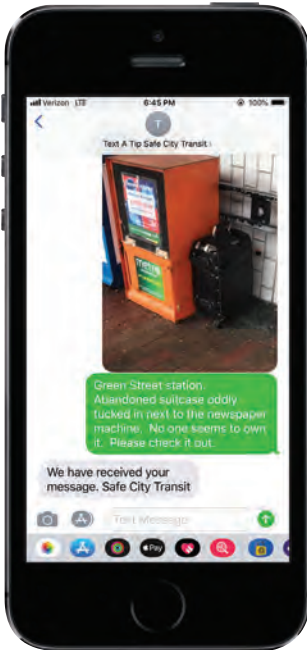
With ELERTS Text-A-Tip service deployed by your agency, citizens and employees may use their mobile phones to submit incident reports with photos and to engage in a 2-way chat with an agency dispatcher. The EPICenter incident management console also enables a dispatcher to engage in direct communication with other agencies in the growing ELERTS network.

ELERTS Text-A-Tip Service includes:

1. A dedicated Text-A-Tip SMS phone number to receive tips or incident reports
2. Ability to submit tips/reports by texting from a mobile phone; a photo may be attached
3. An auto-reply message sent to confirm message was received
4. ELERTS EPICenter console log-in credentials for dispatchers (10)
5. Ability to receive and reply to incoming text-a-tip messages via console
6. 2-way real-time communication between dispatcher and mobile phone user
7. Customizable Reply Templates for consistent, easy replies to common issues
8. Automatic notification to dispatch supervisor for unattended Incoming Report timeout
9. Incident report sharing with other agencies using ELERTS console & email
10. Quarterly tune-up/performance review webinar
11. Up to 20,000 SMS or MMS messages per year
12. Additional blocks of 5,000 messages available at extra cost
13. Online documentation and FAQ for dispatchers
14. Phone and email support available at extra cost
15. Option to add ELERTS See Say Now mobile app for iPhone & Android with user registration, Report Types, photos, video, GPS incident map, surveillance camera integration, 20,000 live DOT cameras, facial recognition, incident statistics and heat mapping over time, incident search, export to CSV or PDF, user Groups, Alert broadcasting, Report filtering, Call Police with GPS, role-based operators and Microsoft Single Sign On.

1

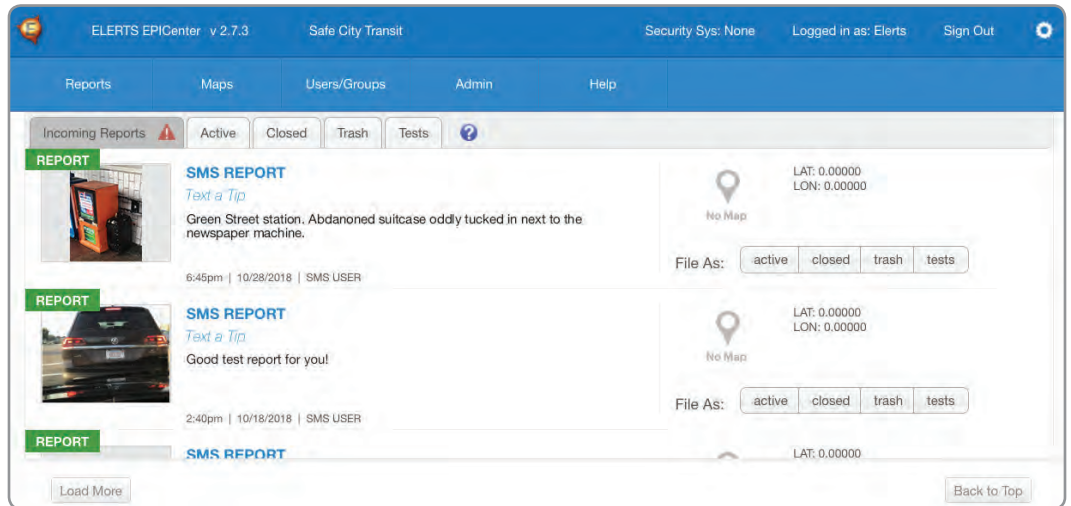
Mobile phone user sends Text-A-Tip message...



2

ELERTS EPICenter Console

New incident reports appear in the Incoming Reports screen




3

Dispatcher clicks SMS Report to see Details and reply to mobile phone user...

Report Details

Date: Sunday, 10/28/2018 Time: 6:45pm Report ID: 4 From: SMS USER [email report](#) File As: **New Report** [Mark as spam](#)



SMS Report Text a Tip

Phone Number: 8772561971
Green Street station. Abandoned suitcase oddly tucked in next to the newspaper machine.

Click thumbnail to supersize photo

Thank you for your report. An officer is on the way to investigate. Please do not touch the suitcase.

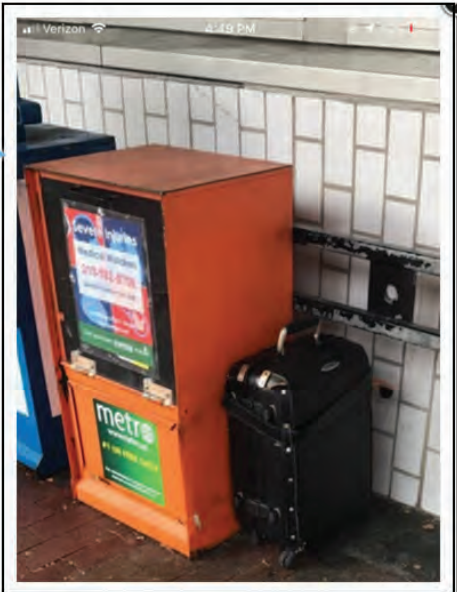
Dispatcher types a reply to mobile user.

Select Reply Template

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

- ✓ Select Reply Template
- 1. Police sent
- 2. Thanks
- Add New Template...

Dispatcher may choose from a pre-defined Reply Template to reply to common issues.



Dispatcher chooses **File As "Closed"** when done with an incident report. This moves the report to the Closed folder. Reports may also be moved to Active, Trash or Tests folders.

PROMOTION. For it to be effective, it is important to promote the text-a-tip service to citizens and employees. ELERTS recommends placing 2 stickers inside each transit vehicle or restroom, to make people aware of the service.

Below is an example of a sticker for inside-vehicle promotion of the service. We recommend one sticker be placed near the front and one sticker about halfway through the vehicle (or in a restroom). Note, the sticker is designed to encourage riders to provide the vehicle number to the console dispatcher.

