

SAFETY CONCERNS Cause Empty Seats



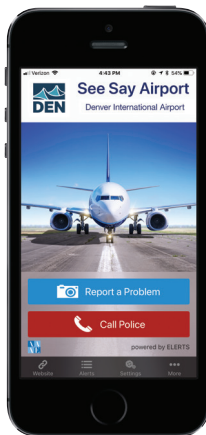
Let's Fix This

COVID-19 Intelligence for Airports and Transportation Agencies

Employees and Passengers express COVID Concerns through ELERTS app

All forms of public transportation have been struck a blow by COVID. Airports and transit agencies use ELERTS to understand and respond to what people are experiencing during these challenging times. Ultimately, passengers need to feel safe to return to travel. With ELERTS crowd-sourced incident reporting, transportation authorities gain awareness of COVID and other concerns facing passengers and employees.

A new "COVID-19 Issue" selection in the ELERTS app enables users to immediately register their concerns. Denver International Airport urges airport employees, tenants and the public to report COVID-19 concerns to the airport, using the ELERTS See Say Airport mobile app.



See Say Airport Now Offers COVID-19 Category

If you see a hand sanitizer dispenser that needs refilling or tables that may need to be moved to allow for social distancing, you can now report COVID-related issues via the See Say app! Report these issues into our ELERTS system just like you would other maintenance or safety issues using the drop down for "COVID-19 Issues."

Incoming reports regarding sanitization, mandated masks and social distancing are now quickly handled by the airport's dispatchers.

Transit agencies such as Sacramento SACRT, Orlando LYNX, Tri-Delta Transit, and Foothill Transit are also getting CV19-related intel. Ridership recovery is a vital topic in the industry. Providing an option for concerned passengers to specifically address their "CV19 issue" is a win-win for all.

Though COVID-19 has reduced ridership by 80 to 90%, ELERTS transit clients are seeing a reduction of only 40-50% in the number of incoming reports from passengers. More reports being submitted by fewer app users means people have more safety concerns to report than in normal times.

Examples of actual COVID Concerns reported with ELERTS app:

1 Driver

Report Details

👁️ Comment or Complaint

Train did not stop despite it's the stop close to major city hospitals. Then when another healthcare worker and I ran to the train the driver did not open the door for us. Is this how ■■■ supports health care workers to fight COVID?

2 Homeless

Report Details

👁️ Security or Safety Issue

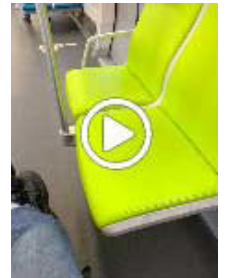
■■■ station. The atrium near 16 and ■■■ There are over 20 homeless people sleeping on the floor or hanging out in groups. Not following social distancing. COVID-19 risk. No police officers in sight. Should offer services to the homeless population such as ■■■.

3 Cleaning

Report Details

👁️ Vandalism

Not sure why on Monday morning the train has not been cleaned or wiped down covid-19!



4 Driver Barrier

Report Details

👁️ Comments/Complaints

Bus ■■■ route ■■■ leaving ■■■ DRIVER is allowing female passenger to stand and have conversation with him short of the social distance. Barriers not in place.

5 Hate Crime


Report Details

Good Morning. I boarded the westbound subway at ■■■ station a little after 9AM. I had my headphones on so I didn't notice an old ■■■ woman yelling at me. She screamed racial slurs at me, told me to go back to my own country, that I caused covid, and more.

6 Covid-19 Seats

Report Details

Harassment

 Man was asked by another customer not to sit where the COVID-19 signs are. Man argued with customer until moving. Sat in another spot with a sign and was asked by a different customer to move. He then stood in the middle of the bus talking to someone standing. He stared down the two men who asked him to leave and began swearing about them.



Communication is an essential component of CV19 recovery. Social media and broadcasting 1-way messages is not enough. The most effective recovery efforts will include 2-way communication and passenger-engagement. People who use the ELERTS app to submit concerns feel better, knowing they did something by reporting a safety hazard. Airports and transit agencies benefit by receiving actionable information to mitigate safety hazards and improve quality of life conditions for customers and employees.

Please contact ELERTS to learn how we can help your agency.