



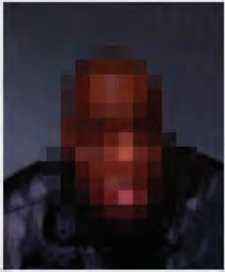
ELERTS™

BOLO (Be On the Look Out) Case Study

2-way real-time chat between rider and dispatcher saves the day!

On December 28, the Dallas DART transit agency broadcast the following Missing Person Alert to all users of the DART Say Something mobile app (developed by ELERTS).

Created by: 	Created: 2018-12-28 2:58pm	Expires: 2019-01-04 5:59pm
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Missing Person: Need to Locate

DART needs your help to locate a missing paratransit passenger. Anthony was last seen yesterday, December 27, at Road in Garland at 9:40 a.m. Mr. is a black male, 53 years old, 6' 2" and 260 lbs. He was wearing blue jeans and a yellow/blue/white colored shirt. He has an intellectual disability and a medical issue that requires medication. (Double-click on photo) Anyone who thinks they've seen Anthony is asked to call the DART Police Dispatch Center at 214-928-6300.

Riders want to help...



12/28/2018 | 3:26pm

RE: Missing Person: Need to Locate

I will be looking
From: ANONYMOUS



12/28/2018 | 6:27pm

RE: Missing Person: Need to Locate


I am praying for him protection by the Lord & his safe return
From: ANONYMOUS



12/29/2018 | 8:34am

RE: Missing Person: Need to Locate

Looking around..thanks
From: ANONYMOUS



Missing Person: Need to Locate is CANCELLED

Missing paratransit passenger. Anthony was located on Sunday, 12/30/18, at the DART Addison Transit Center. DART and the family would like to thank everyone for their assistance.

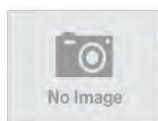
Riders are relieved and grateful!



12/31/2018 | 9:02am

RE: Missing Person: Need to Locate is CANCELLED

👍👍👍
From: ANONYMOUS



12/31/2018 | 3:50pm

RE: Missing Person: Need to Locate is CANCELLED

Thank you Dart
From: ANONYMOUS



12/31/2018 | 9:09am

RE: Missing Person: Need to Locate is CANCELLED

Great news!
From: ANONYMOUS



12/31/2018 | 8:59am

RE: Missing Person: Need to Locate is CANCELLED

So happy he was found. Hoping he is ok.
From: ANONYMOUS



12/31/2018 | 1:11pm

RE: Missing Person: Need to Locate is CANCELLED

Thank God
From: ANONYMOUS



12/31/2018 | 8:58am

RE: Missing Person: Need to Locate is CANCELLED

Glad he was found!
From: ANONYMOUS



12/31/2018 | 8:58am

RE: Missing Person: Need to Locate is CANCELLED

Excellent ❤️
From: ANONYMOUS



12/31/2018 | 9:12am

RE: Missing Person: Need to Locate is CANCELLED

Thank you, for providing a service such as this. That is truly a shining example of commen...
From: ANONYMOUS