

# Crowd Sourced Incident Reporting

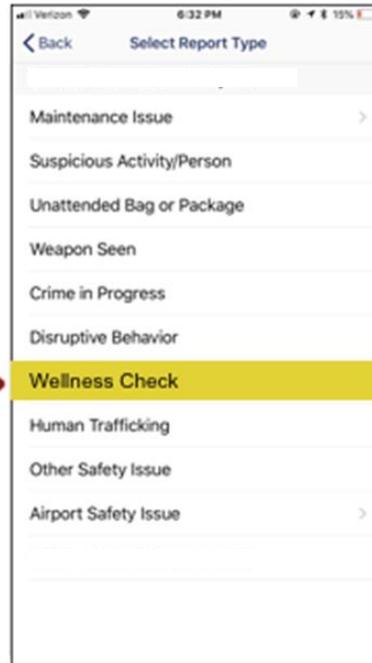
Commission Presentation

June 11, 2019

# Crowd Sourced Incident Reporting Mobile App

- What is it?
  - Mobile App available for iOS and Android smart phones that allows users to report safety, security, and maintenance issues
- Why?
  - Another channel to receive important information quickly and anonymously
  - Real-time reports
  - Photos and precise locations facilitate rapid response
  - Important alerts can be sent out about emerging incidents

# How it works



**Anyone reports: who, what, when, where**

**ACC or 911 Dispatch respond**

# Denver International Airport Experience

- In First 2 Months
  - 719 users installed mobile app
  - 944 reports received
  - 87% were not anonymous
  - Over 50% included a photo making it easy to understand the issue
  - 82% maintenance related

Report Details

Date: Thursday, 7/19/2018 Time: 9:17am Report ID: 456 From: E [redacted] Show Resources create alert from report email report File As: Closed

 **Terminal Baggage Claim Escalator Problem**  
Escalator out



Select Reply Template | reply

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



Denver International Airport, 8415 Peña Blvd, Denver, CO 80249, United States  
LAT: 39.84831 LON: -104.67451

Report Details

Date: Monday, 6/18/2018 Time: 1:50pm Report ID: 11 From: N/A Show Resources create alert from report email report File As: Closed

 **Concourse B Unattended Bag or Package**  
Unattended bag at b54

Select Reply Template | reply

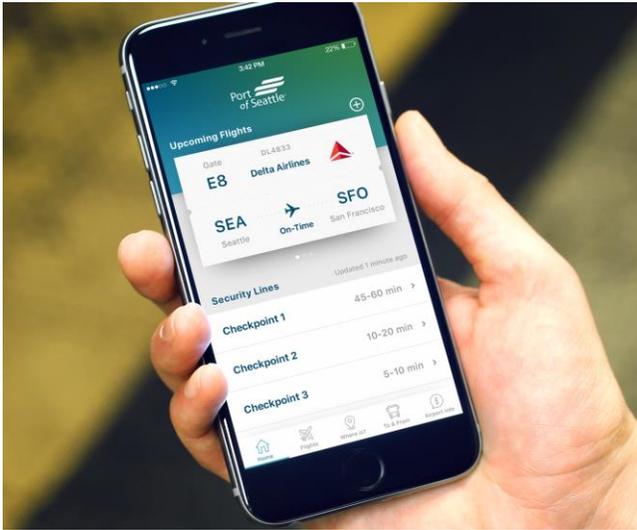
To reply only to this person, type text and click reply button

J [redacted] 1:50pm 6/18/2018  
Thank you for the information. A police officer will investigate the situation.



Denver International Airport  
LAT: 39.85859 LON: -104.66913

# Sea-Tac Airport Apps



- Sea-Tac Mobile App
  - Marketed to Passengers
  - Customer Service Features and Concession Promotion

- Incident Reporting
  - Marketed to Employees, Tenants, and Service Providers
  - Focused on Incident Reporting



Questions?