

LiveSafe Mobile Application



LiveSafe

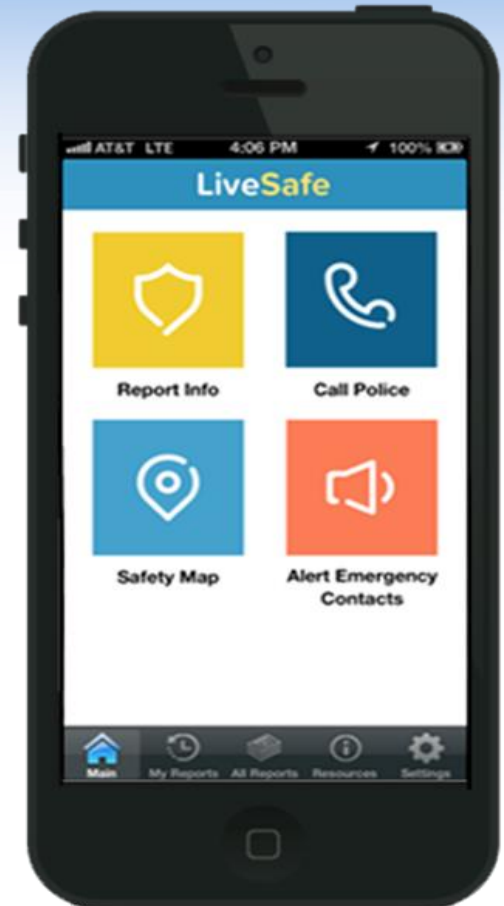
September 8, 2014

Advantages of the LiveSafe App:

- The app leverages the thousands of people that have a smartphone with them every hour of every day on our campus
 - It is similar to placing a Blue light emergency phone in the pocket of students, faculty and staff.
- Provides an instantaneous communication link to University Police, paramedics and related public safety resources
- Serves as a new communication channel for reporting incidents to the police.
 - Does NOT replace traditional 911, but, can be used to call 911.

A comprehensive Mobile Safety App... linked to a Cloud-based Dashboard

- Instant two-way communications
 - UDPD 911 monitors 24/7
- Available on both Apple and Android devices
- User may remain anonymous or provide their full contact information upon sending a tip
- User has the option of calling 911; calling UD Police or messaging police via the app
- User can also upload photos or video evidence from the scene



The Dashboard

The screenshot displays the LiveSafe dashboard interface. At the top left, it shows the user name 'LiveSafeDemo - Shy Pahlevani' and '(Normal Mode)'. Navigation tabs include 'New', 'Open', 'Closed', 'Report Info', 'Map', 'Broadcast', 'Stats', 'Search', and 'App Info'. On the right, there are 'Add User' and 'Logout' buttons. The left sidebar contains a list of reports:

- 10:04 AM EST Oct 9, 2013 Altercation**: This left bag looks suspicious (Status: Closed)
- 9:16 PM EST Oct 9, 2013 911 Call**: User calling 911 (Status: Open)
- 5:16 PM EST Oct 9, 2013 Incoming Message**: The (Status: Closed)
- 5:14 PM EST Oct 9, 2013 Incoming Message**: Follow me. I am with the active shooter (Status: Closed)
- 3:14 PM EST Oct 9, 2013 Threat**: Sheffield (Status: Closed)
- 3:13 PM EST Oct 9, 2013 Altercation**: Help (Status: Open)

The main map area shows a map of Washington, D.C. with various colored icons (orange, green, purple, red) overlaid on the map, representing the locations of the reports. Major roads like George Washington Memorial Pkwy and Custer Memorial Pkwy are visible.

Dispatchers monitor the dashboard for incoming tips and information which can be displayed on a map interface.

Example of an incoming tip

- August 31, 2014 @ 757 PM.
- Tip received from an anonymous LiveSafe app user
- At the time, the Newark area was under a flash flood watch due to heavy thunderstorms in the area.
- Tip stated “Repair needed...Purnell Floor 1”
- Tip contained a video depicting the flooding that was occurring inside Purnell Hall.
- Dispatcher was able to send a message back to the tipster to complete the feedback loop.
- UDPD dispatchers directed Facilities to investigate and correct the situation

Other Features...

- “Safe Walk” – students/staff can use the app to notify a friend or parent to monitor them as they walk across campus
 - The app provides a bread crumb trail on a map as the person walks to their destination. Ex: leaving library late at night
- Safety Map – UDPD can upload crime prevention information and safety alerts to all users. Ex: To communicate information about a known crime trend on campus to help raise awareness.
- Customizable platform allowing for additional features to be added based on University needs.

Feedback since deployment:

- Very positive feedback from university-sponsored clubs, associations, SGA and university staff
 - Engaged in extensive outreach and education which continues today in concert with ongoing efforts by OCM
- Approaching 1,000 users
- Receiving tips concerning safety issues; crimes in progress and general information that people may not traditionally want to burden 911 dispatchers with (i.e. lights out)

Questions or Comments?

Follow-up Information or Request for Presentations:

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