

## Panic / Duress Handling

The SmartMove system facilitates the technical handling of a duress / panic situation for the drivers. The system has increased in functionality due to feedback and requests from users.

The panic handling works in stages:

### Activation

The driver needs to press the button in the car for over a second. The driver gets an indication that the panic signal has been sent.

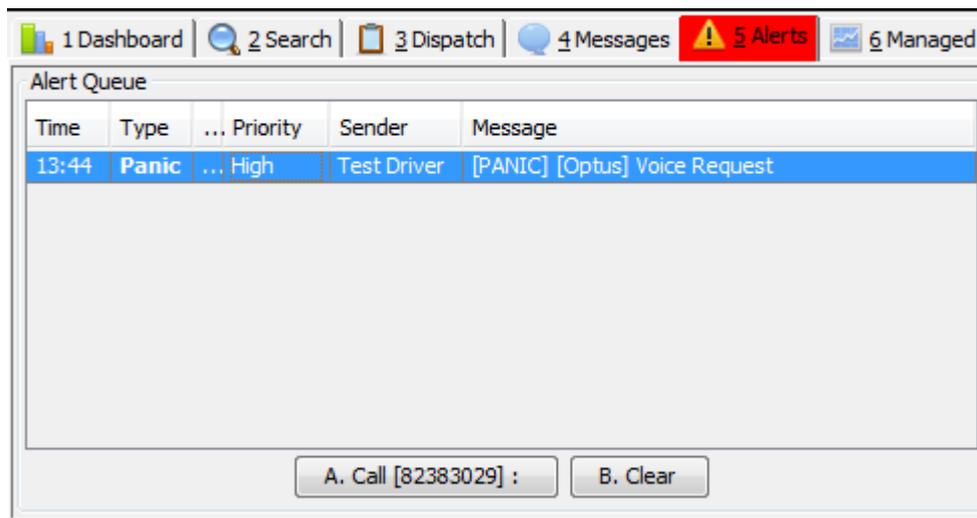
There is a 1 second minimum press time to try and reduce false alerts when drivers accidentally touch the button. This press time is configurable.



### Alerting

#### Base Operators

This triggers an alert and a loud noise at the base. The Alert tab will flash RED along with the notification bar at the bottom right of the client.



The screenshot shows the top navigation bar with icons for Dashboard (1), Search (2), Dispatch (3), Messages (4), Alerts (5), and Managed (6). The Alerts tab is highlighted in red. Below the navigation bar is the 'Alert Queue' window, which contains a table with the following data:

Time	Type	Priority	Sender	Message
13:44	Panic	High	Test Driver	[PANIC] [Optus] Voice Request

Below the table are two buttons: 'A. Call [82383029] :' and 'B. Clear'.



The car also shows in red on the map.



## Vehicles:

As an option, a message can be sent to all cars indicating that a driver has triggered the panic signal.

This is enabled by setting a value on the Fleet Property 'Panic Message For Other Drivers'.

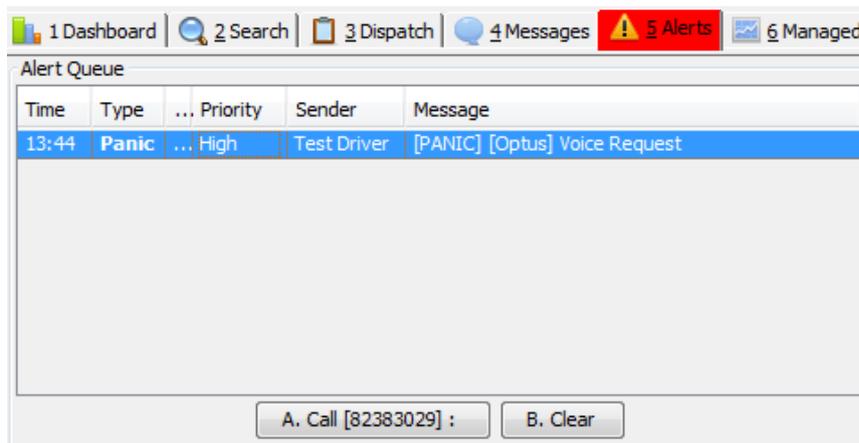
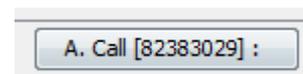
## Action

### Base Operators:

Once the vehicle has triggered the alarm; it is the Base Operator who should generally take responsibility for taking action. Although the drivers can be notified by a message to attend, the Base Operator has more information available to them.

The base operator can see the vehicle's location, the driver in question, the vehicle's status (booked, engaged, vacant etc) and also any current or previous jobs which could be related.

The base operator can also trigger to utilise the phone network to listen to what is happening in the vehicle. The Base Operator can select the 'Call' button from the Action Panel. This will cause the vehicle to call the phone number designated in the fleet property 'PhoneNumberPanic'.



The screenshot shows a software interface with a navigation bar at the top containing icons and labels for '1 Dashboard', '2 Search', '3 Dispatch', '4 Messages', '5 Alerts', and '6 Managed'. Below this is an 'Alert Queue' window with a table containing one row of data:

Time	Type	Priority	Sender	Message
13:44	Panic	High	Test Driver	[PANIC] [Optus] Voice Request

Below the table are two buttons: 'A. Call [82383029] :' and 'B. Clear'.

When the call is connected the speaker in the vehicle is muted so that no noise from the base is heard in the vehicle. The base operator can hear any conversation in the vehicle. At this point the driver gets an indication that the microphone is on.

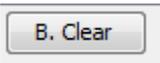


This allows the operator to access the nature of the panic, and likely alert other vehicles, or the police if deemed appropriate. Some call centres will send a message to the driver prompting them to update their status to the operator.

If the driver presses the panic button again the speaker is turned on and the driver can have a conversation with the base. The icon changes to show that both the speaker and the microphone are on.



When the duress situation is resolved; only the operator can clear the panic from the vehicle using the 'Clear' button on the Alert tab (in the Dispatch Client).



### Vehicles:

If enabled for a fleet; when a driver presses the duress button, all other vehicles on the road will be sent a driver message with details of the duress. This was requested by small country towns who do not always have a base operator available; and believed that there is merit to safety in numbers. Quite often a situation can be defused simply by another taxi pulling up in support.

Other drivers currently logged in will receive a message:

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**DURESS ALARM TRIGGERED**  
In vehicle: **Optus / 1002 Driver Test Driver**  
Last Location: ESTIMATED FROM GPS  
**47 Wakefield St, Adelaide SA 5000, Australia at UNKNOWN TIME**

From: PANIC  
Sent: 1:44 PM  
Fri 14-07  
Status: New

1:48 PM  
Fri 14-07 Zone: Mile End

Close

This provides details to the driver about the situation, including the approximate address. To allow drivers to attend sooner if available, a Navigation button is also supplied which will take the driver to their preferred navigation tool with the destination as the location of the duress vehicle.



### Reporting

A Panic Report is available on the Fleet Management website which reports all instances of a panic button being activated.