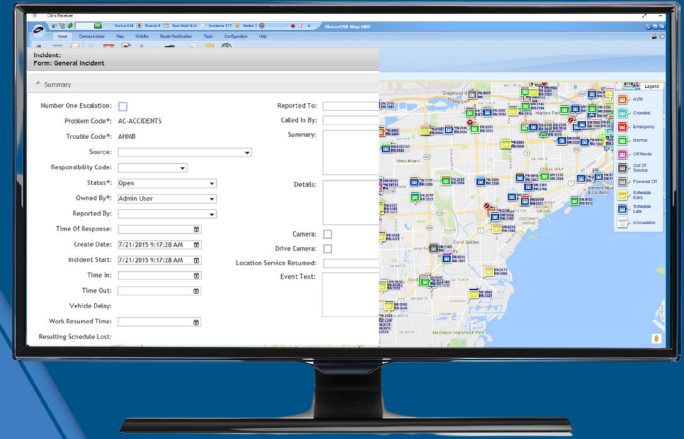


MODULE BRIEF

# INCIDENT MANAGEMENT

A STANDARD MODULE OF CLEVERCAD



## Standard Modules

Service Management

Event Management

**Incident Management**

## Enhanced Modules

Disruption Management

Vehicle and Operator Assignment Modification

CleverCAD Mobile

Incident reports are essential tools for your agency to maintain a comprehensive record of events, ensure accountability and facilitate proper analysis and follow up. The **Incident Management module, a standard module of CleverCAD**, is designed to make tracking deviations in your normal service as easy and efficient as possible. This module lets your agency track, record, and analyze service events immediately, providing a valuable tool for operations to optimize their services.

### Automated Incident Forms

Automatically record details of service events, such as accidents or collisions, passenger or operator injuries or illness, security incidents or operational disruptions such as bus crowding or late pullouts without losing critical data. With automatic form fill, your dispatchers save valuable time and ensure an accurate account of the event.

### Transparent Status Updates

Any changes made to the incident forms are recorded, providing complete transparency of the event's status. Your agency no longer needs to worry about the chain of custody of your data. Every step of the incident resolution process can be documented, including actions taken, responsible personnel, and relevant timestamps. Ultimately providing transparency and accountability to your operations.

### Increased Dispatcher Efficiency

By streamlining incident management workflows, agencies can reduce response times, minimize downtime, and improve overall service delivery. Automated notifications including email and SMS, escalations, and reminders ensure that incidents are promptly addressed and resolved.

### On-Demand Historical Data Playback

Within CleverCAD, your agency can access on-demand historical data playback. This feature lets you immediately see exactly what triggered the incident and analyze what issues may have caused it. Easily search for the data you need in a number of ways including vehicle, operator, route and geographical area.