

# How it Works (Overview)

While using any Android or Apple device, Officers in the field can:



Report Incidents



Update Daily Activity Reports



Include Photos & Audio Files



Scan Checkpoints



Receive Tasks & Reminders



Communicate with Dispatch

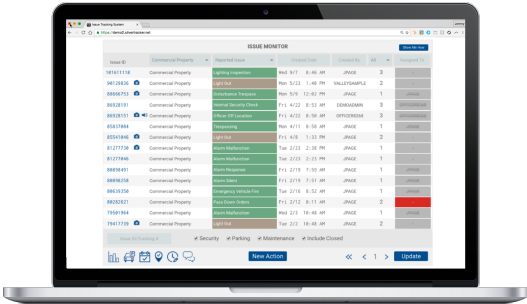


Clock In and Out



Issue Warnings & Violations

All of this information is GPS tracked and available in real time in the Issue Monitor



Dispatchers, Supervisors & Admins



Maintenance Teams & Vendors



Local & Regional Facility Managers

# How We Report

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We use smartphones and tablets with quick and simple drop down reporting menus to streamline the reporting, maximize on site visibility, and reduce your risk and liability.

Instead of traditional hand written DARs officers are provided varied reporting options that enable them to report easily throughout their shift.

- Issue types can be *completely* customized and worded for your industry and specific property.
- At your choosing any issues or incidents reported can trigger a notification to the necessary parties (i.e. managers, maintenance supervisors or teams, and issue specific vendors).
- All issues are prioritized based on the scope of service at each property and according to your needs.



# The Issue Monitor

First off, the issue monitor is the hub of all the activity reported through our software. Everything reported including incidents, checkpoints, tasks, and dispatched issues will all be tracked right here in the issue monitor.



# Daily Activity Report (With Photos)





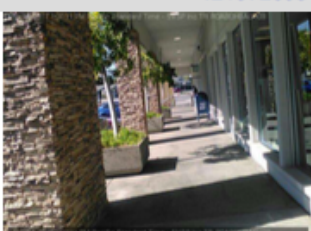
silvertrac

## Daily Activity Report

Start: Feb 15, 2017 10:32 AM

End: Feb 16, 2017 10:32 AM

Sample Company Name

Wed Feb 15, 2017 1:05 PM		(S) Property Patrol	121977602
Shopping Plaza 1375 Cherry Hill Road <b>Location:</b> Property <b>Unit:</b>  John Doe <b>(S) Level 3</b>	1:10 PM John Doe - Officer checked the loading dock area for any safety hazards or concerns including obstructions to the loading dock, improper use of the area, fire hazards, or other issues of concern. All issues will be noted under the appropriate issue type.		
Wed Feb 15, 2017 1:00 PM		(S) Vehicle Towed	121975466
Shopping Plaza 1375 Cherry Hill Road <b>Location:</b> Parking Lot <b>Unit:</b>  John Doe <b>(S) Level 2</b>	1:00 PM John Doe - Officer called A-to-Z towing company to have a vehicle towed that received 5 previous warnings. Property manager approved the tow over the phone.		
Wed Feb 15, 2017 12:37 PM		(S) Vandalism	121975805
Shopping Plaza 1375 Cherry Hill Road <b>Location:</b> Loading Dock <b>Unit:</b>  John Doe <b>(S) Level 1</b>	12:38 PM John Doe - While patrolling the loading dock I found a group of five kids 14-20 years old spray painting one of the dumpsters.  12: 55 PM Alex Smith - After further communication with the officer we learned that seeing the officer on patrol scared away the group of kids. The officer didn't have a chance to speak to the kids before they rode off on their bikes. A full description of the kids will be gathered by the officer as soon as possible.		
Wed Feb 15, 2017 12:13 PM		(S) Bike Storage Patrol	121974183
Shopping Plaza 1375 Cherry Hill Road <b>Location:</b> Orchard Bike Rack <b>Unit:</b>  John Doe <b>(S) Level 3</b>	12:30 PM John Doe - Patrolled the bike storage area and found a bike parked outside the cage without a lock. I'll do my best to keep an eye on it until the owner comes back.		
Wed Feb 15, 2017 12:06 PM		(S) Pass Down/Action Items	121972603
Shopping Plaza 1375 Cherry Hill Road <b>Location:</b> Property <b>Unit:</b>  John Doe <b>(S) Level 3</b>	Reported: Task Description: Your first issue must be posted no later than 10 mins after you clock in for your shift.		

# Daily Activity Report (Without Photos)



## Daily Activity Report (Compact)

Start: Feb 14, 2017 11:01 AM

End: Feb 15, 2017 11:01 AM

Sample Company Name

Shopping Plaza - 1375 Cherry Hill Road

Created Date	Issue Details
Feb 15, 2017 10:33 AM <b>121969577 (S3)</b>	John Doe - (S) Check Hallway Location RESPONSE: Checked the hallway for any issues.
Feb 15, 2017 10:06 AM <b>121968028 (S3)</b>	John Doe - (S) Check Open Parking RESPONSE: Checked the open parking lot for any vehicles parked in the area after hours. There was a black RV. I knocked on the door and let them know that overnight parking was not allowed. They were very apologetic and left without issue. There are no other vehicles in the area.
Feb 15, 2017 9:33 AM <b>121966572 (S3)</b>	John Doe - (S) Check Loading Dock RESPONSE: The loading dock is all clear.
Feb 15, 2017 9:08 AM <b>121965044 (S3)</b>	John Doe - (S) East Sidewalk Check RESPONSE: Area is all clear.
Feb 15, 2017 9:04 AM <b>121963818 (S3)</b>	John Doe - (S) Check Common Ground RESPONSE: Checked the common ground, no issues at this time.
Feb 15, 2017 9:02 AM <b>121963652 (S3)</b>	John Doe - (S) Officer on break
Feb 14, 2017 11:52 PM <b>121912509 (S3)</b>	John Doe - (S) Officer off break
Feb 14, 2017 11:02 PM <b>121909678 (S3)</b>	John Doe - (S) Check Common Ground RESPONSE: No usual activity at this time. I did see someone walk through the area but when they saw me watching they kept on walking through.
Feb 14, 2017 10:04 PM <b>121899524 (S3)</b>	John Doe - (S) Check Common Ground RESPONSE: No unusual activity.
Feb 14, 2017 9:17 PM <b>121890757 (S3)</b>	John Doe - (S) Check Common Ground RESPONSE: No unusual activity.
Feb 14, 2017 8:23 PM <b>121884424 (S3)</b>	John Doe - (S) Check Common Ground RESPONSE: While patrolling the back side of the Wal-Mart area I saw a black honda looking like they were going to park for the night. I walked up and let them know they weren't allowed to be there. They left without issue.
Feb 14, 2017 7:32 PM <b>121874225 (M2)</b>	John Doe - (M) General Patio Violation RESPONSE: The kids from the dance studio have been running through the flower beds while their are waiting for their parents to pick them up. I asked the kids to leave but the damage had already been done.
Feb 14, 2017 7:00 PM <b>121872583 (S3)</b>	John Doe - (S) Check Common Ground RESPONSE: No unusual activity.
Feb 14, 2017 4:52 PM <b>121855064 (S3)</b>	John Doe - (S) Officer on duty
Feb 14, 2017 4:33 PM <b>121854840 (S1)</b>	John Doe - (S) Transient Found Onsite RESPONSE: There were transients posting up in front of Walgreens.
Feb 14, 2017 4:09 PM <b>121852518 (S3)</b>	John Doe - (S) Check Common Ground RESPONSE: No unusual activity.
<b>Level</b>	<b>1 2 3</b>

# Incident Report

## Security Report

#98430827

### Issue Type

Noise Disturbance

### Status

Closed

### Property

Colonnade Apartments  
444 Sample Street  
Los Angeles, CA 90210

### Location

Clubhouse

### Issue Timeline

Created	Tue 08/09/16 06:16 PM	Bernard Kajila (G)
Assigned To	Tue 08/09/16 06:16 PM	Bernard Kajila (G)
Acknowledged	Tue 08/09/16 06:16 PM	Bernard Kajila (G)
Arrived At	Tue 08/09/16 06:16 PM	Bernard Kajila (G)
Closed	Tue 08/09/16 06:17 PM	Bernard Kajila (G)

### Additional Details

Reported By: Cecilia Jones  
444 Sample Street Los Angeles, CA 90210  
Unit 345  
888-555-1234  
myemailaddress@generaldomain.com

Assigned By: Bernard Kajila (BKAJLA)  
Problem Address: 444 Sample Street Los Angeles, CA 90210  
Problem Unit: 305

### Reported Detail (Information reported from a web user, dispatcher, or a system generated note)

Resident in unit 345 called into dispatch to report a noise complaint regarding unit 261. There are reportedly 10-15 people in the unit and spilling out into the walkway with loud music playing and open alcohol containers. Officer is in route to the issue.

### Notes (Information reported by an officer in the field or any notes added by authorized users after the issue is created)

Tue 8/9/2016 6:17 PM - Bernard Kajila (G)

When I arrived to unit 261 residents immediately started to disperse. I spoke with Alex and confirmed that he was the owner of the unit. He agreed to shut things down and to keep the noise to a minimum. I told him I would come back by in 30 minutes to check on things. He was very courteous and agreeable.

Tue 8/9/2016 6:17 PM - Bernard Kajila (G)



Tue 8/9/2016 6:17 PM - Bernard Kajila (G)



# Issue Summary Report



## Issue Summary Report Sample Company Name Downtown Center

Start: Jan 01, 2017 09:45 AM  
End: Feb 17, 2017 09:45 AM

Issue Type	Total	Comp	Pend	Issue Type	Total	Comp	Pend	Issue Type	Total	Comp	Pend
Property (S1)	3	0	3	Check Door (S3)	2667	2667	0	Officer Arrived On Site (S3)	94	94	0
Disturbance Skateboarder (S1)	1	0	1	Check Common Ground (S3)	637	637	0	Officer Departed Site (S3)	83	83	0
Trespassing (S2)	4	4	0	Pump Room Check (S3)	627	627	0	Misc. Notes (S3)	10	10	0
Loitering (S2)	3	0	3	Elevator Check (S3)	623	623	0	Check Common Ground (S3)	7	7	0
Found Open Door (S2)	3	3	0	Officer Left to Patrol (S3)	235	235	0	Disturbance Narcotics (S1)	2	0	2
Transient on site (S2)	3	0	3	Officer Returns From Patrol (S3)	212	212	0	Police dispatched (S1)	5	0	2
Disturbance (S2)	1	0	1								

Total Reported 220  
Total Completed 202  
Total Pending 18

Total Level 1 4  
Total Level 2 14  
Total Level 3 5202

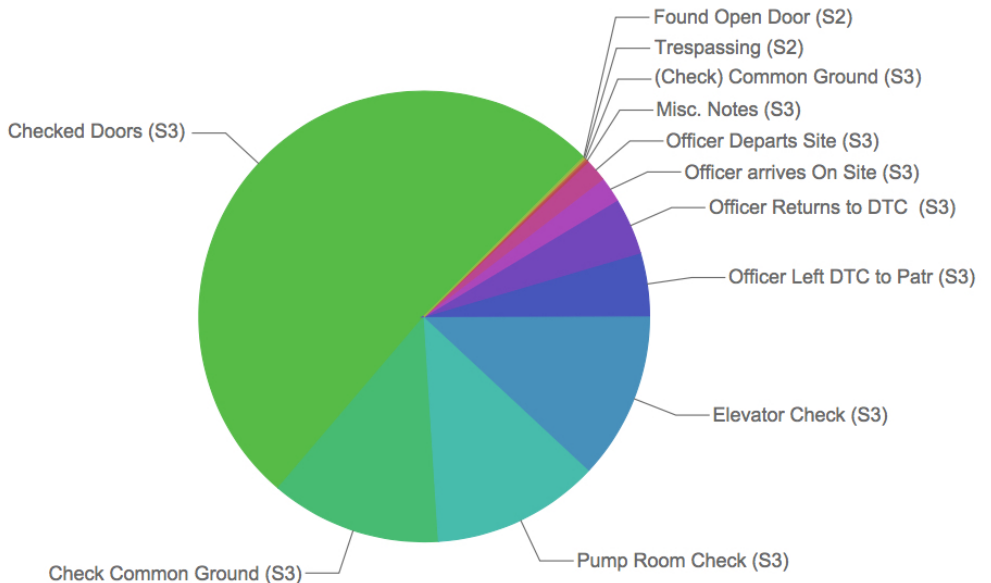
Report Run: Feb 17, 2017 09:48 AM



## Issue Summary Report Sample Security Company Downtown Center

Start: Jan 01, 2017 09:45 AM  
End: Feb 17, 2017 09:45 AM

### All Issues



Report Run: Feb 17, 2017 09:48 AM

# Daily Summary Report

## Daily Activity Report (Summary)

Sample Company Name

### Issue Summary

Total Level 1: 0		Total Level 2: 3		Total Level 3: 214	
Check Building Struc (S3)	133	Officer (Arrived) (S3)	6		
Check Common Ground (S3)	49	Supervision of Schoo (S3)	6		
Check Location Other (S3)	19	Secured Laundry Faci (S3)	4		
Gate Duty (S3)	15	Stationary Observati (S3)	1		
Foot Patrol Complex (S3)	14	Emergency Vehicle Po (S3)	1		
Vehicle Patrol (S3)	10	Violation No Parking (S2)	1		
Check Pool (S3)	7	Emergency Vehicle Am (S2)	1		
Check Club House (S3)	7	Distrubance Noise (S2)	1		
Officer (Departed) (S3)	6				

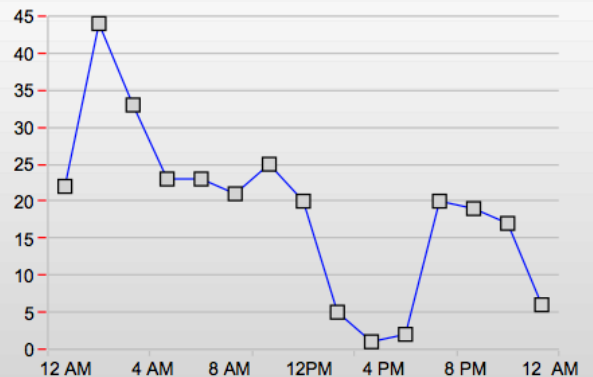
### Task Summary

Task Name	Time Sent	Status	Overdue
Grounds Building	1:46 AM	Closed	No
Secure Laundry Room	3:00 AM	Closed	No
Supervision of School Bus Off Loading	9:10 PM	Closed	No
Supervision of School Bus Off Loading	9:20 PM	Closed	No
Supervision of School Bus Off Loading	8:16 PM	Closed	No

### Checkpoint Summary

Gate Duty	15	Pool Area Check	7
Foot Patrol Of Northgate	14	Maintenance Unit	7
Check Townhomes	12	Clubhouse Check	7
Check Townhomes	12	Officer (Arrvied)	6
Check Townhomes	10	Officer (Departed)	6
Check Courtesy Vehicle	10	Building Check (1800)	6
Leasing Office check	10	Building Check (1900)	6
Maintenance Buildings	10	Building Check (2100)	6
Townhomes Check	10	Building Check (1400)	5
		Building Check (1500)	5

### Activity By Hour





# Checkpoint Timeline Report



## Checkpoints Timeline Report

Start: Feb 14, 2017 09:53 AM

End: Feb 15, 2017 09:53 AM

Sample Company Name

Property: Commercial Property

Unique Checkpoints: 10 / 12

Avg. Interval: 0hr 14min

Total Hits: 188

Checkpoint Name	Count	Checkpoint Name	Count	Checkpoint Name	Count
Door 1 Shipping	0	Door 23 Receiving	21	Door 27	17
Door 41 Receiving	20	East Main Door	21	Employee Entrance	19
Guardhouse	20	North Gate	0	Key Storage	19
South Parking Lot	18	South Stairs	17	Will Call Area	16

Time	Checkpoint Name	User Name	Difference
Tue Feb 14, 2017 10:03 AM	Door 23 Receiving	John Doe	0hr 10min
Tue Feb 14, 2017 10:05 AM	Door 41 Receiving	John Doe	0hr 1min
Tue Feb 14, 2017 10:11 AM	East Main Door	John Doe	0hr 6min
Tue Feb 14, 2017 10:14 AM	Employee Entrance	John Doe	0hr 2min
Tue Feb 14, 2017 10:15 AM	Will Call	John Doe	0hr 0min
Tue Feb 14, 2017 10:15 AM	South Parking Lot	John Doe	0hr 0min
Tue Feb 14, 2017 10:18 AM	South Parking Lot	John Doe	0hr 2min
Tue Feb 14, 2017 10:25 AM	South Stairs	John Doe	0hr 7min
Tue Feb 14, 2017 10:26 AM	Door 27	John Doe	0hr 1min
Tue Feb 14, 2017 10:36 AM	Guardhouse	John Doe	0hr 9min
Tue Feb 14, 2017 10:36 AM	Key Storage	John Doe	0hr 0min
<b>Tue Feb 14, 2017 11:16 AM</b>	<b>Door 23 Receiving</b>	<b>John Doe</b>	<b>0hr 39min</b>
Tue Feb 14, 2017 11:17 AM	Door 41 Receiving	John Doe	0hr 0min
Tue Feb 14, 2017 11:20 AM	East Main Door	John Doe	0hr 3min
Tue Feb 14, 2017 11:23 AM	Employee Entrance	John Doe	0hr 2min
Tue Feb 14, 2017 11:24 AM	Will Call	John Doe	0hr 0min
Tue Feb 14, 2017 11:25 AM	South Parking Lot	John Doe	0hr 0min
Tue Feb 14, 2017 11:26 AM	South Stairs	John Doe	0hr 1min
Tue Feb 14, 2017 11:28 AM	Door 27	John Doe	0hr 1min
Tue Feb 14, 2017 11:36 AM	Key Storage	John Doe	0hr 8min
Tue Feb 14, 2017 11:37 AM	Guardhouse	John Doe	0hr 0min
<b>Tue Feb 14, 2017 12:02 PM</b>	<b>Door 23 Receiving</b>	<b>John Doe</b>	<b>0hr 35min</b>
Tue Feb 14, 2017 12:03 PM	Door 41 Receiving	John Doe	0hr 1min
Tue Feb 14, 2017 12:06 PM	East Main Door	John Doe	0hr 2min
Tue Feb 14, 2017 12:08 PM	Employee Entrance	John Doe	0hr 1min
Tue Feb 14, 2017 12:09 PM	Will Call	John Doe	0hr 0min



# The User Shift Report



## User Shift Report

Sample Company Name

Start: Feb 15, 2017 12:00 AM

End: Feb 15, 2017 11:59 PM

Full Name: (G) John Doe

Total Issues: 60 (S) 0 (P) 0 (M) 0

Without Photos: 60

Wed Feb 15, 08:45 AM

Arrived at Property Shopping Plaza

Wed Feb 15, 08:46 AM

Departed Property Shopping Plaza

At Property: 1 Minutes

Wed Feb 15, 08:46 AM

Arrived at Property Downtown Center

08:46 AM

Created Issue (121962933) Officer arrives On Site

08:58 AM

Created Issue (121963411) Check Door

08:59 AM

Created Issue (121963426) Check Door

09:00 AM

Created Issue (121963517) Check Door

09:00 AM

Created Issue (121963522) Check Door

09:01 AM

Created Issue (121963544) Check Common Ground

09:08 AM

Created Issue (121963896) Elevator Check

09:08 AM

Created Issue (121963915) Pump Room Check

09:14 AM

Created Issue (121964376) Misc. Notes

09:34 AM

Created Issue (121965137) Officer Left DTC

Inactive Minutes: 19

Wed Feb 15, 09:34 AM

Departed Property Downtown Center

At Property: 48 Minutes

Wed Feb 15, 09:34 AM

Arrived at Property Court Street

09:39 AM

Created Issue (121965375) Check Door

09:39 AM

Created Issue (121965380) Check Door

09:43 AM

Created Issue (121965585) Trash Room Doors Open

09:43 AM

Created Issue (121965590) Check Doors

09:45 AM

Created Issue (121965675) Check Door

09:46 AM

Created Issue (121965725) North Tower Check

09:48 AM

Created Issue (121965783) Locked Elevator

09:51 AM

Created Issue (121965892) South Tower Check

09:51 AM

Created Issue (121965918) Check Door

Wed Feb 15, 09:54 AM

Departed Property Court Street Center

At Property: 20 Minutes

Wed Feb 15, 09:55 AM

Arrived at Property Downtown Center

09:59 AM

Created Issue (121966205) Officer Returns to DTC

10:52 AM

Created Issue (121968784) Check Door

10:52 AM

Created Issue (121968790) Check Door

10:52 AM

Created Issue (121968809) Check Common Ground

10:54 AM

Created Issue (121969097) Misc. Notes

11:01 AM

Created Issue (121969211) Elevator Check

11:01 AM

Created Issue (121969225) Pump Room Check

Inactive Minutes: 52

Wed Feb 15, 11:04 AM

Departed Property Downtown Center

At Property: 69 Minutes