Survey of an Integrated Incident Reporting System for Commuter Safety

Sophie Uwho[1]; Ifeoma B. Asianuba[2]

[1]Centre for Information and Telecommunication Engineering, University of Port Harcourt, Nigeria
[2]Electrical/Electronic Engineering Department in University of Port Harcourt, Nigeria

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Abstract: The growing demand for urbanization has heightened the need for efficient systems to safeguard commuter safety, particularly in the transportation industry. Advances in mobile technology, internet connectivity, and artificial intelligence have transformed incident reporting from manual, post incident and eye witness reports into real-time data-driven processes. This review examines the development, application, and efficacy of incident reporting systems, exploring their various types and performing impact assessment on commuter safety. The study also identifies key challenges, including privacy concerns, data reliability, and user engagement, that hinder the effectiveness of the aforementioned systems. This study provides valuable insights into optimizing incident reporting systems for enhanced commuter safety by analyzing the current technological innovations and highlighting future research opportunities.

Keywords: *Artificial Intelligence; Commuter Safety; Incident Reporting; Mobile Technology; Real-Time; Transportation.*

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I. INTRODUCTION

As urbanization increases globally, the need for efficient systems that ensure commuter safety has become more pressing. Com muter safety defines the measures and mechanisms in place to protect individuals as they travel on various modes of transportation, particularly on roadways. Incident reporting systems are critical tools in this context, enabling real-time monitoring and communication of events that could endanger commuters, such as traffic accidents, road hazards, crimes, or extreme weather conditions [1]. Incident reporting systems are technology-driven platforms or applications that enable users to report, record, and share information on incidents in real-time or near real-time. They are typically designed to handle various incident types such as accidents, crimes, infrastructure failures, and environmental hazards. By centralizing information from various sources, these systems provide a consolidated view of commuter safety risks and help stakeholders, including commuters, law enforcement, and emergency responders, take informed actions [2].

Historically, incident reporting has been manual and delayed, relying on post-incident reports or eyewitness accounts submitted long after an incident has occurred. With advances in mobile technology, internet connectivity, and artificial intelligence, incident reporting has shifted toward real-time data collection and dissemination. Modern incident reporting systems now incorporate mobile apps, GPS tracking, and IoT sensors, allowing for faster detection and communication of incidents [3]. The goal of these systems is not limited to informing the authorities but to also empower commuters to make safer travel decisions by providing them with immediate, localized safety information [4].

The role of incident reporting systems in enhancing commuter safety cannot be overstated. These systems significantly reduce response times in emergencies by enabling a rapid flow of information from users to authorities. By allowing commuters to report incidents through mobile apps, these systems create a crowdsourced surveillance, which helps to quickly identify issues that would otherwise go unnoticed. For instance, real-time notifications about road accidents, traffic congestion, or police alerts can help commuters avoid dangerous routes and minimize risk exposure [5]. Current incident reporting systems range from highly structured plat forms used by law enforcement to more flexible, crowdsourced applications. Waze, a widely used navigation app, allows users to report incidents directly from their mobile devices, creating a network of real-time, user-reported alerts on road hazards and accidents [6]. Similarly, government-operated services, such as 311 hotlines in the United States, facilitate non-emergency incident reporting and engage citizens in public safety initiatives. Such systems contribute to what has been termed the "smart city" model, where real-time data from various sources enables proactive management of public safety and transportation [7]. Given the prevalence of

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incidents affecting commuter safety and the rapid technological advancements in this area, this review aims to explore the development, application, and efficacy of incident reporting systems. By examining various types of incidents reporting system and analyzing their impact on commuter safety, this survey seeks to provide a comprehensive understanding of the technological innovations, challenges, and future opportunities in this domain. Furthermore, understanding the limitations, such as privacy concerns, data reliability, and user engagement, will help highlight areas where further research and development are needed to maximize the effectiveness of these systems [8].

II. EVOLUTION OF INCIDENT REPORTING SYSTEMS

In the early days, incident reporting primarily involved manual, call-in systems. Commuters or citizens would report incidents by calling dedicated emergency numbers, such as the police or fire department. Incident reporting systems have gone through numerous important stages of development, moving from manual techniques to complex real-time AI-powered solutions. Although they had drawbacks in terms of response time and geographic coverage, manual reporting techniques including call-in services and in-person reports were first common [9]. Response times were improved by emergency response organizations automating dispatching and improving data quality through the introduction of Computer-Aided Dispatch (CAD) systems in the late 20th century [10].

In the 2000s, the emergence of mobile technology and GPS-enabled reporting further revolutionized incident reporting by enabling users to contribute geotagged, real-time data via mobile devices, greatly improving user involvement and location accuracy [11]. By facilitating centralized data storage and real-time agency communication, cloud computing further enhanced these systems [12].

More recently, advanced capabilities for examining past trends and classifying incidents by severity have been provided by artificial intelligence (AI) and predictive analytics, enabling proactive incident management [13]. According to [14], these systems' data analytics features also give businesses insightful information about patterns and trends that can guide proactive risk management plans. By connecting equipment like CCTV cameras and sensors, the Internet of Things and smart city infrastructure have made it possible for continuous, automatic monitoring to occur, giving authorities access to real-time data updates [15]. Blockchain and other emerging technologies are currently being investigated to guarantee transparent and safe data processing, improving the privacy and integrity of reporting systems [16]. These developments taken together have improved commuter safety and emergency response effectiveness by transforming incident reporting systems from basic manual mechanisms into intricate, predictive, and real-time networks.

III. TYPES OF INCIDENT REPORTING SYSTEMS

A. Emergency Response Systems

Emergency response systems, such as the US 911 service, are important for public safety because they prioritize prompt dispatch and real-time incident tracking. These systems' advanced communication networks allow for quick reaction times by sending the closest emergency units to the crisis scene. These systems use real-time data from GPS, cell calls, and occasionally crowdsourced information to optimize resource allocation and facilitate communication between field responders and dispatchers [17].

B. Crowdsourced Reporting Apps

Crowdsourcing has given reporting of incidents new dimensions through systems such as Waze and Citizen, where users actively report accidents, traffic conditions, and other risks in real time. This user-generated data has greatly enhanced the sense of urgency, particularly in broad, congested locations. While crowdsourced reporting improves response and community engagement, Smith et al. [18] discovered that decentralized data entry poses questions regarding accuracy and verification. These applications incorporate validation algorithms to increase the credibility of the data, although removing fabricated or inflated reports is still difficult [19].

C. Law Enforcement Systems

Computer-aided dispatch (CAD) is one of the specialized systems used by law enforcement organizations to efficiently prioritize and coordinate incident responses. These methods assign officers based on the severity and closeness of the occurrences. According to Jain et al. [20], CAD systems improve operational efficiency by generating an ongoing digital record of incident reports, which is useful for the allocation of resources and analytics. According to Davis and Collins [21], recent developments enable CAD systems to interface with dashcams and body cameras, offering real-time graphics that enhance officers' situational awareness in the field.

D. Automated Incident Detection Systems

Machine learning, computer vision, and sensors are used in automated incident detection to track incidents without the need for human input. As a result, camera-based systems that examine video feeds are being used on highways and in urban areas to identify possible collisions or irregularities in traffic patterns. According to Chen and Wu [22], machine learning algorithms built into these systems are highly accurate at identifying accident patterns, which enables emergency responders to be dispatched more quickly. Likewise, Smart City projects are incorporating Internet of Things sensors and automated reporting systems to track noise levels, pedestrian traffic, and air quality, improving proactive handling of urban problems [23].

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IV. TECHNOLOGIES IN INCIDENT REPORTING SYSTEMS

A. Mobile Application

Mobile apps are commonly used in reporting systems due to their accessibility and ease of use. Apps often feature simple interfaces that guide users in reporting incidents, enhancing commuter interaction and safety [24]. Mobile-based incident reporting systems use smartphones to allow users to report incidents in real time. The performance of a mobile incident reporting system was assessed using a mixed-methods approach by [25], discovering a significant improvement in highway safety, with a 30% decrease in incident response times and great user satisfaction. A small sample size, the inability to account for differences between locations or types of highways, and a lack of focus on data security and privacy issues were some of their shortcomings.

Mobile applications have become a popular medium for incident reporting due to their accessibility and ease of use. Patel & Desai [26], emphasize the role of multimedia features in enhancing the detail and accuracy of reports and noted that issues related to data verification and the digital divide can affect the effectiveness of these systems. The study by [27], explored the integration of GPS technology in mobile incident reporting systems, focusing on improving emergency response times. The system, designed for Android and iOS devices, reduced response times by 40% and improved location data accuracy during highway incidents. However, the study had limitations, including poor GPS signal reception in areas with poor signal reception, insufficient user familiarity with mobile technology, and potential data privacy concerns due to continuous location tracking.

Kim & Park, [28], examined the effectiveness of mobile applications for reporting highway incidents and their impact on emergency response efficiency. They developed a mobile application for such reporting and tested it in a controlled environment with simulated incidents. The results showed a 35% reduction in average response times and increased incident accuracy. However, the study had limitations, including not considering user behavior and technological literacy, and not exploring long-term sustainability and user engagement aspects. Roberts & Evans [29], study evaluated the effectiveness of mobile technology in real-time reporting of highway incidents, focusing on user experience and data transmission reliability. A mobile application was developed and tested with 200 users, focusing on data transmission reliability and user satisfaction. The results showed a 95% success rate and positive feedback on the application's ease of use. The study failed to address privacy concerns and the long-term usability of the application, despite providing insights into its immediate effectiveness and user satisfaction.

A user-centric mobile incident reporting system designed by [30], to enhance commuter safety, refined the mobile incident reporting system's user interface through focus groups and usability testing. A pilot study with 150 participants showed high usability scores and effective real-time reporting capabilities. However, the small sample size and lack of addressing issues in diverse real-world conditions limited its generalizability. Further research with larger, diverse groups and real-world settings is needed to fully evaluate the system's effectiveness and reliability. Mobile-based methodologies leverage user-generated reports through applications, offering real-time incident reporting. Anderson and Sen [31], discuss the benefits of these systems, including immediate reporting capabilities and GPS integration, which enhance incident management and response. Despite their advantages, challenges include low user engagement and data privacy concerns.

B. IoT and Sensor Networks

With the rise of IoT technology, many cities have adopted smart sensors on roads and vehicles. IoT sensors can detect incidents like traffic jams or crashes autonomously [32]. Integrated systems embedded within transportation infrastructure provide real-time incident reporting and management. When incident reporting, IoT uses networked devices such as sensors, smart cameras, GPS trackers, and environmental monitors to collect continuous, real-time data about public spaces and vital infrastructure. These gadgets can notify authorities when they notice a variety of scenarios, including traffic jams, environmental dangers, or odd crowd behavior. Proactive measures to stop escalation and early incident detection are made possible by this ongoing monitoring. By detecting sudden stops or crashes, IoT sensors on highways can promptly notify reaction units in the vicinity [33]. Li & Zhang [34] highlight the benefits of such systems, including improved response times and enhanced data accuracy. Nonetheless, high implementation and maintenance costs are significant limitations. Brown et al. [35] discusses the integration of data from various sources, such as CCTV and IoT sensors, to improve incident detection, but they also note the challenges of managing infrastructure costs and ensuring hardware reliability.

According to Sharma et al. [36], IoT devices are frequently connected to central command centers in smart city settings, allowing for thorough, citywide incident monitoring that covers everything from noise levels to air quality to the structural integrity of buildings and bridges. Combining IoT systems with AI and machine learning algorithms further increases their predictive capacity since these algorithms may identify patterns in sensor data and identify possible safety concerns before they become issues.

C. Machine Learning and AI

AI enables incident reporting systems to analyze data more efficiently, allowing authorities to predict incidents based on historical trends. A recent study by [37], demonstrated that machine learning algorithms could predict high-risk traffic areas, potentially helping to preemptively allocate resources. Singh & Gupta [38], study focused on using machine learning techniques to analyze incident reports, aiming to identify patterns and predict future incidents. They used decision trees and support vector machines (SVM) to analyze incident report datasets and found that the decision tree model achieved 82% accuracy in pattern recognition, while the SVM model demonstrated

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strong predictive capabilities at 80%. However, the study had some limitations including the reliance on historical data, data quality issues, and the lack of exploration of real-time integration or model interpretability.

Brown & Anderson [39], studied the use of predictive modeling techniques in incident reporting systems to forecast future incidents and improve response strategies. They used historical incident data to train logistic regression and random forest models, with the latter performing well with an accuracy of 88% and a recall of 85%. The study highlighted the potential of predictive modeling to enhance incident reporting systems by providing actionable insights for better response planning. Limitations included reliance on historical data and lack of real-time integration of predictive modeling results with incident management systems. Additionally, the study did not address potential computational costs and complexity associated with deploying these models in operational settings. Zhang & Liu [40], carried out research using advanced data analysis techniques like clustering and classification to improve incident reporting systems. They used k-means clustering and neural networks to analyze incident data, finding that the clustering algorithm identified hotspots and the neural network had an 87% classification accuracy. The study had limitations such as relying on historical data and the need for computational resources. Integration with existing incident management frameworks and impact on decision making were not evaluated. The application of data analysis and predictive modeling in incident reporting systems has shown promising results in anticipating and managing incidents. Research by [41] applied the Naive Bayes algorithm to analyze incident data and predict future occurrences. The study found that predictive modeling could effectively identify high-risk areas and times, enabling proactive measures to enhance commuter safety.

Ahmed & Patel [42], conducted a study on using machine learning algorithms, specifically Naive Bayes, for predictive analytics in incident reporting to enhance commuter safety. They found that the Naive Bayes algorithm had a high accuracy rate of 85% in predicting future incidents. However, the study acknowledged limitations such as the reliance on historical data, data quality issues, and the need to explore other advanced machine learning algorithms. The research did not address scalability in real-time scenarios or the impact of changes in incident reporting practices on the predictive models over time. Chen & Wang [43], examined the use of predictive modeling to improve incident reporting systems by forecasting future incidents and allowing for proactive safety measures. They utilized machine learning models like gradient boosting and Naive Bayes to analyze historical incident data and predict future incidents. The gradient boosting model was found to be the most accurate at 90%, with Naive Bayes also performing well at 85%. While the results were promising, the study identified limitations such as relying solely on historical data, potentially impacting predictions in rapidly changing environments. The study also did not consider real-time performance or the computational resources needed for deployment.

D. Cloud Computing and Data Storage

Scalable storage solutions made possible by cloud computing, allow systems to adapt to changing data volumes, which is crucial in situations involving large-scale events like natural catastrophes where data influxes are considerable. Advanced data analytics capabilities are also supported by cloud integration, this enables organizations to spot trends, better distribute resources, and even create predictive models to anticipate high-risk scenarios or areas [44]. For instance, Microsoft Azure and Amazon Web Services (AWS) offer strong platforms for these services, facilitating analytics, data integration, and even artificial intelligence (AI) processing in a centralized cloud setting.

Storing incident data on cloud platforms has been crucial for accessibility and scalability [45]. Cloud-based platforms enable the continuous, secure collection of data that can be accessed by multiple agencies in real time. Cloud computing has revolutionized incident reporting by centralizing data processing and storage, enabling agencies and emergency services to instantaneously access, exchange, and analyze data across geographical borders. Real-time processing of massive amounts of data from several sources, such as sensor inputs, GPS data from mobile devices, and 911 dispatch records, is made possible by cloud infrastructure. Law enforcement, fire departments, medical teams, and other public safety organizations can better coordinate their efforts thanks to this, which guarantees that incident data is not only safely preserved but also readily available to all stakeholders [46].

E. GPS and Geolocation

Geolocation allows for accurate incident reporting, which is essential in densely populated areas where quick response is critical [47]. Williams & Johnson [48], explored the use of GPS technology in incident reporting systems to improve highway safety by providing accurate location data and enhancing response times. The research found that GPS integration led to a 20% increase in location accuracy and a reduction in response times, enhancing safety on highways. However, the study also identified limitations, such as challenges in areas with poor satellite reception and the potential impact of varying user familiarity with GPS devices on incident reporting consistency. Integration of GPS data with other sources was not explored, limiting the overall assessment of system performance.

Patel and Kumar [26] explored the integration of GPS technology into incident reporting systems to enhance location accuracy and streamline emergency response efforts. They developed and tested a GPS-enabled system, which demonstrated a 22% reduction in response times and improved location accuracy. Limitations included reliance on GPS signal availability, privacy concerns, and potential challenges in adverse weather or geographical conditions. The study focused on emergency response teams' interactions with the system, without fully addressing user reporting accuracy and adherence to protocols. The study [49] explored the challenges and solutions of integrating GPS technology into incident reporting systems. They developed a GPS-enabled system and conducted field tests to identify

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issues like signal loss and data accuracy. The study proposed solutions like adding additional sensors and implementing algorithms to improve GPS integration. However, the study acknowledged limitations, such as the system's performance in densely populated areas, the lack of a comprehensive evaluation of GPS performance under extreme weather conditions, and the lack of consideration for GPS data privacy and user consent. The integration of GPS technology into incident reporting systems has significantly enhanced the accuracy of location data. Lee & Park [50], Lopez & Rodriguez [51] explored the integration of GPS technology into incident reporting systems to improve location accuracy and emergency response time. They developed and tested a GPS-based system to provide precise location data and en hance emergency response time. Results showed a 24% to 25% reduction in response times and increased location accuracy. However, limitations included environmental factors affecting GPS accuracy and potential privacy and security concerns for users of GPS enabled systems.

V. EFFECTIVENESS AND IMPACT OF INCIDENT REPORTING SYSTEMS

A. *Real-time Reporting Benefits*

Real-time reporting has been shown to improve emergency response times by providing accurate, immediate data to first responders. Studies show that real-time reporting can reduce fatality rates by 20% in high-traffic areas [5]. Real-time reporting is a critical feature of incident reporting systems. It allows commuters to report incidents as they occur, providing immediate information to relevant authorities. For instance, systems like Waze enable users to report accidents, hazards, and other road conditions in real-time, which helps other commuters avoid dangerous areas and informs emergency responders [52].

B. *Enhanced Safety and Security*

By alerting commuters about accidents, dangers, or crimes, incident reporting systems; either crowdsourced, automated, or connected with emergency services help to improve commuter safety by enabling them to stay away from affected regions. To ensure timely responses from the fire department, police, or medical services, automated systems lessen the time it takes to identify and report occurrences. Public safety participation is also encouraged via features that allow anonymous reporting of crimes or suspicious activity. Risks like bridge failures and dangerous road conditions are decreased by IoT-enabled systems that monitor infrastructure status.

C. *Behavioral Impact on Commuters*

By minimizing the concern of unanticipated dangers, commuters value their participation in the safety ecosystem. Reporting systems that are trustworthy and transparent build public confidence in infrastructure and emergency services. Studies also suggest that commuters' awareness of frequent incidents influences safer driving behaviors and route adjustments, contributing to reduced accident rates.

VI. CHALLENGES AND LIMITATIONS

- *Data Privacy and Security:*

The collection of sensitive data, especially location information, raises concerns about privacy and data protection. According to Smith & Jones [53], without proper encryption and data protection, incident reporting apps could potentially expose users' personal information.

- *System Reliability:*

Inconsistent reporting from crowdsourced apps can reduce the reliability of data. Automated detection systems help, but the technology is still evolving and prone to errors, especially in adverse weather conditions [22].

- *Interoperability:*

Many systems struggle to integrate due to varying data standards across cities and countries.

- *User Engagement:*

Retaining user engagement in reporting systems is challenging, as users may not see immediate benefits from their reports, which impacts the consistency and volume of reported incidents [24].

VII. FUTURE TRENDS AND RESEARCH OPPORTUNITES

- *Integration of AI in Predictive Safety:*

The potential for predictive analytics in incident reporting is enormous, predictive AI can help pre-emptively identify high-risk areas.

- *Expansion of IoT for Real-time Data:*

The use of IoT can increase real-time data accuracy by providing continuous environmental monitoring.

- *Enhanced Data Sharing among Agencies:*

Future research could focus on improving interoperability between different reporting systems.

- *Role of Autonomous Vehicles:*

With the anticipated rise in autonomous vehicles, integrating them into reporting systems will be crucial for enhancing commuter safety.

VIII. CONLUSION

The evolution of incident reporting systems, from manual methods to real-time, technology-driven platforms, has significantly enhanced commuter safety by enabling faster response times, better situational awareness, and proactive risk mitigation. Through the integration of mobile applications, IoT sensors, artificial intelligence, GPS, and cloud computing, modern systems now offer dynamic, user-centric approaches to incident detection and reporting. These systems have shown measurable impacts, such as reduced emergency response times, improved data accuracy, and increased commuter awareness and participation in public safety.

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However, the effectiveness of these systems is still challenged by issues such as data privacy, inconsistent user engagement, system interoperability, and technological limitations in adverse conditions. As urban environments grow increasingly complex, future research should focus on advancing predictive analytics, improving data security, enhancing interoperability across platforms, and incorporating autonomous systems to ensure inclusive, resilient, and scalable incident reporting mechanisms.

Ultimately, a well-integrated, AI-enhanced incident reporting framework has the potential not only to safeguard commuter lives but also to transform urban transportation ecosystems into smarter and safer environments.

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