

Mitigating Rail Trespassing and Suicide

Real-Time “Urgent Words” Intelligence • ELERTS PROTECT

Rail trespassing and suicide are among the most visible — and preventable — tragedies in public transit. The warning signs are often there: a rider who lingers too long on a platform, words overheard by a fellow passenger, someone on the tracks who shouldn't be. The gap between observation and intervention is measured in seconds. Closing that gap requires more than surveillance cameras. It requires the community.

The FTA's [Safety Advisory 25-1](#) calls for proactive, community-driven intelligence to reduce these incidents. The ELERTS PROTECT **Urgent Words** system delivers exactly that — turning public reports into life-saving alerts in seconds.

How It Works

ELERTS aggregates community reports from mobile apps, SMS, web forms, and QR codes. The Urgent Words engine automatically scans every incoming report for high-risk terms — “jumper,” “tracks,” “suicide,” “trespass,” “die,” — and instantly bypasses the standard queue. Flagged reports push directly to police and supervisors' mobile devices. No manual review. No routing delay.

Trespassing

Trespassing events are fleeting. Urgent Words alerts allow dispatchers to hold trains and deploy personnel in seconds — before a close call becomes a fatality.

Suicide Prevention

Riders often sense distress before staff do. When a flagged report reaches a dispatcher during the “golden minutes,” a transit officer or crisis resource can engage before an irreversible outcome occurs.

Proven at Scale

- Deployed at 40+ transit and transportation organizations nationwide
- 2,500+ rail trespassing and suicide-related reports processed annually
- Keyword library is fully customizable to local terminology and community languages

