

PING AN SMART TRAFFIC PRODUCT MANUAL





Ping An Smart Traffic Concept & Values

Ping An Smart Traffic is based on the concept of "intelligence-driven control and technology-driven safety". We strive to set the benchmark for smart traffic in modern cities, to realise the goal of efficient road network management, effective traffic flow control, ease of commuting, and friendly intercity connections.

Overview of Ping An Integrated Smart Traffic Platform

Ping An "1+7+C"Integrated
Smart Traffic Platform

System

Intelligent Traffic Monitoring and Visual Command System

	Safety	Free-Flow	Transport	Service
7 Smart Management	Accident Violation Management Management Traffic accident analysis & prevention Rapid accident handling & clearance Intelligent management for traffic violation	Traffic Control Management Traffic congestion management Traffic congestion management Intelligent traffic signal control & integration system Appointment-based traveling	Transportation Management Commercial vehicle safety regulation Public transport supervision & service	Citizen Service Management Intelligent police- insurance joint operation system E-bike management system E-bike management system Traffic police dispatch solution Smart police dispatch solution Smart law enforcement supervision system Traffic police online training
	Face recognition enforcement Mobile violation inspection & control			City-level parking system cloud platform solution Traffic police publicity operation system Smart hotline solution Traffic and public opinion analysis and handling system

Fraffic Cloud

Container Cloud Platform

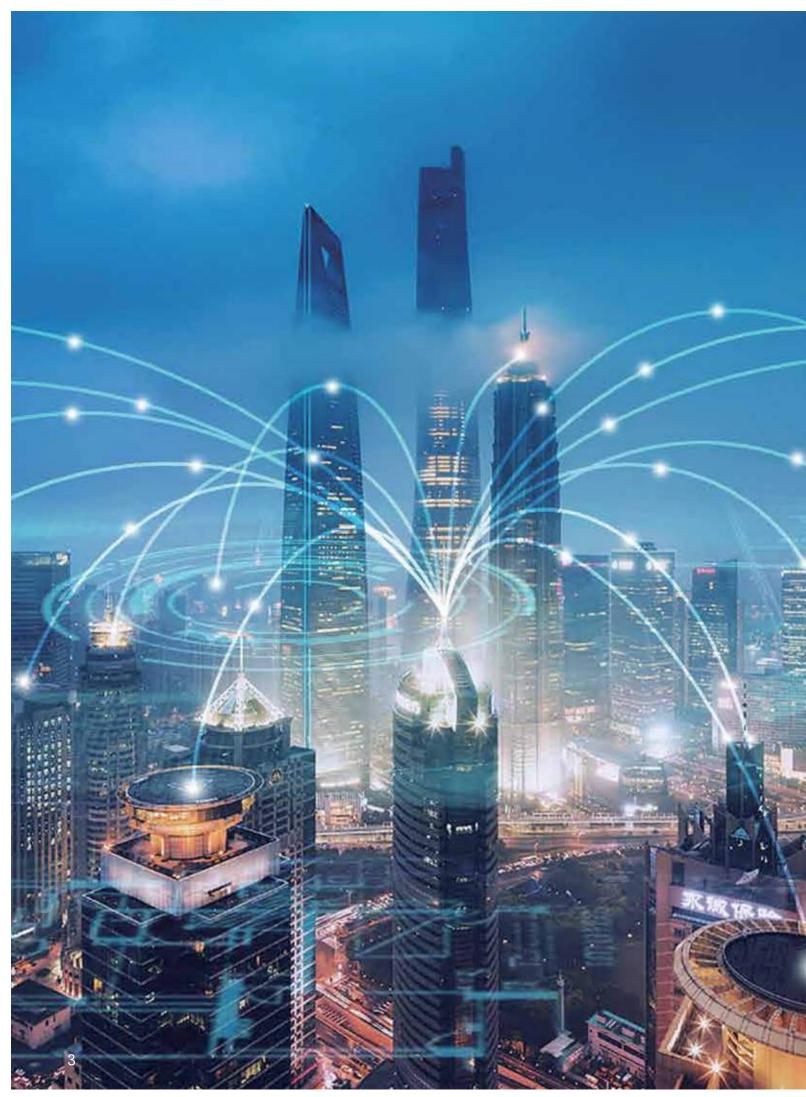
Traffic AI Algorithm Platform

Data Exchange Platform **Existing Traffic Core Systems**



Traffic IOT platform

Traffic Big Data Platform



SAFETY

Based on the competitive advantage in AI, Ping An has integrated multi-scenario and multidimensional data of traffic safety management, and developed an intelligent and comprehensive traffic safety management system covering proactive warning and prevention, accident handling and clearance, and efficient violation management, which effectively reduces safety accidents.

Product Catalog

- Traffic accident analysis & prevention
- Rapid handling & clearance of accidents
- Intelligent management for vehicle violation
- Facial recognition law enforcement
- Mobile violation inspection & control

Traffic accident analysis & prevention

Traffic accident analysi and prevention is based on data from multiple sources, such as traffic police, insurance claims, road conditions and weather. By applying the analysis and prevention model to accurately identify the root cause, preventive measures can be identified. This, together with dynamic scientific assessment system, transforms traffic safety from the reactive handling of accidents to the proactive prevention of incidents, which in turn reduces the number of accidents and injury/mortality rates, to provide better assurance for road safety.

Current Situation & Pain Points

- Insufficient data on accidents that are submitted for insurance claims, but are not reported to police
- Insufficient external data related to the accident, such as weather and aid agencies

Insufficient

sources of data

- profile and root cause analysis

Lack of analysis on causes and correlation

- Inadequate model based analysis
- more focused on accident handling less on systematic, scientific and targeted preventive
- Insufficient preventive measures
- Lack of dynamic data, unable to support dynamic assessment.
- Restricted to time-related evaluation and lack location-based evaluation

Incomplete evaluation system

Features & Highlights







Analysis & warning model

- Accident factor analysis
- Cluster risk profile
- Accident analysis & assessment

Intelligent accident prevention

- Intelligent generation of preventive measures
- Online closed-loop tracking of preventive measures

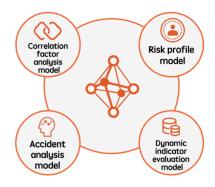
Dynamic scientific assessment

- Multi-dimensional evaluation
- Dynamic indicator evaluation
- Smart database set-up



10+Types of Data Source, 30+Types of Safety Data

Integrating ping an's unique open source insurance data with traffic police data and various accident-related data to establish a real accident analysis database.



4 algorithm models

Applying big data analysis and AI algorithm model to achieve early warning and prevention of accidents, and multi-dimensional dynamic safety management evaluation

Application Scenarios



Driver safety management

- High-risk driver education, driving license learning, and special rectification of drunk driving
- Data analysis based on driver's driving habits, violation records



Accident analysis

- Comprehensive analysis on people, vehicle, road and environmental factors
- Issue accident analysis report



Vehicle safety management

- Management of high-risk vehicles which miss inspection dates, or scrap-by dates
- Data analysis on vehicle type and inspection status



Road safety management

- Road hazard identification & rectification and road facility maintenance
- Road safety data analysis based on road network and facilities

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Traffic safety warning

- Refined forecast and warning of road weather
- Safety hazard warning concerning key people and key vehicles

Successful Cases

Guangzhou Traffic Police

In July 2019, Guangzhou Dayuan Village was highlighted during the National Urban Road Traffic Accident Prevention Work Site Meeting hosted by The Ministry of Public Security



47% reduction in common accidents



25% reduction in no. of deaths due to accidents

Rapid accident handling & clearance

Rapid accident handling & clearance uses CCTV, video calls, mobile phone photos and other ways to gather evidence quickly, applies smart technologies to collect evidence, determine liability and assess damage, and simultaneously sends accident information to insurance companies, resolving the problems such as congestion caused by slow clearance, claim dispute, and lack of direct insurance claims, and achieving intelligent and rapid handling of minor accidents.

Current Situation & Pain Points

- In 2016, there were 8.64 million traffic accidents nationwide; 95% of these were minor accidents.
- Time taken for traffic police to deal with 1 case is around 60 minutes.

Many accidents, slow handling

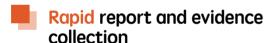
- It takes an average of 40 minutes to clear an accident site
- Heavy congestion would be caused in 3 to 5 minutes.

Slow clearance, heavy congestion

 Many steps were involved in offline handling process and citizens need to make 1 to 3 visits in person

Many steps, slow processing

Features & Highlights





- Mobile phone report with one click and real-time audio & video guiding the evidence collection
- Smart gathering of evidence from CCTV around the accident site





- · Accident data direct to claims
- Full-process online claims settlement as fast as 10 minutes





- No need to wait for traffic police to arrive
- Evidence collection and site clearance in 5 minutes on average





- 40 times more efficient in accident handling
- Around 200 cases handled by one police per day



Smart video recognition

- Recognizing driving license, vehicle license and insurance policy data
- Automatic extraction of accident process video based on vehicle feature and collision moment detection



Intelligent damage assessment

- Database containing over 60,000 vehicle models
- CCovering all passenger vehicle models, with 23 damage levels for exterior parts, and more than 1,000 types of accident injuries.
- Recognition accuracy more than 90%



Intelligent liability determination

- Covers 5 types of collisions, 4 types of liability apportionment
- Intelligent liability apportionment by referring to traffic signs and road markings
- Liability determination report directly sent to insurance company

Application Scenarios



Audio and video report by one click, collecting evidence with real-time guidance by traffic police



Accident on parked vehicle; hit-and-run incident



Intelligent matching of CCTV near accident site and automatic collection of evidence

Successful Cases

Shenzhen traffic police

Guangzhou traffic police

The platform has been applied in cities such as Shenzhen and Guangzhou



Successful liability determination cases



Cases handled on the platform



Average clearance time



Police efficiency

Intelligent management for vehicle violation

As an integrated platform for managing vehicle violations on the road, intelligent management for vehicle violation intelligently screens, evaluates and manages violation evidence according to laws and regulations. Based on mature Al video and image recognition technology, it achieves intelligent detection of traffic violations, which effectively standardizes evidence collection, largely reduces manual verification workload, and enhances enforcement credibility.

Current Situation & Pain Points

- Vehicle population continuing to grow
- Increasing density of evidence collection equipment
- Low accuracy of evidence collected off-site
- On-site manual evidence collection not standardized
- Large volume of violations and invalid evidence
- Large number of violation types and difficulties in processing
- Lack of effective data analysis
- Enforcement effect not quantifiable

Large volume of violations to investigate/handle

Low quality of evidence

Complex verification process

Low utilisation of data

Features & Highlights

Effective invalid evidence screening

Intelligently screening invalid evidence and reduce violation management handling workload





Accurate invalid evidence re-investigation

Extracting valid evidence from invalid evidence based on violation standard, and reducing chances of missed violations





Intelligent video analysis

Achieving centralized intelligent analysis and verification of violation video evidence





Batch processing of cases

Providing high-precision valid evidence for manual batch verification to further enhance efficiency





Abnormality monitoring and warning

Running big data analysis on city-level violation, intelligently warning abnormal vehicles, collecting evidence, and verifying violations





Full-process regulation

Analyzing and digging the data, and intelligently regulating enforcement quality and emergencies





Precise algorithm

Violation models using most advanced algorithm structure to ensure the single-scenario invalid evidence detection accuracy to be high than 98%



All violation scenarios covered

Supporting accurate detection of violation in all scenarios, enabling intelligent management for violation



deployment pattern

Distributed GPU cluster deployment supporting tens of millions of data processing per day and flexibly configuring according to requirements

Application Scenarios

Covering most of the common violation scenarios and able to optimize the model based on laws and regulations in different cities





Running a red light













More violation scenarios...

Successful Cases

Guangzhou traffic police

Invalid evidence screening from multiple violation scenarios, processing 300,000 cases on average per month



Recognition accuracy



Manual verification workload

Shenzhen traffic police

Intelligent verification of illegal parking, processing 100,000 cases on average per month



Recognition accuracy



Manual verification workload

Face recognition enforcement

Face recognition enforcement is China's first traffic police face enforcement mode with software-hardware coupling and multi-scenario coverage. In traffic management, it is able to conduct enforcement on pedestrians running a red light, e-bike violations, suspended driving or unlicensed driving, and is able to support online self-service driving license replacement, addressing the enforcement problems of pedestrians and non-motorized vehicles, and achieving accurate face recognition enforcement, and enhancing the efficiency of delegation, administration and service.

Current Situation & Pain Points

- Difficulty regulating pedestrians running a red light
- Difficulty regulating and investigating e-bike red light running violation
- Low efficiency in onsite intercept and investigation
- Large human input and high labor cost
- Difficulty identifying unlicensed e-bike riders
- Difficulty in investigating violations
- Hardware and software with high coupling
- Difficulty customizing the platform according to requirements

Difficulty managing and investigating red light running Difficulty regulating suspended drivers

Difficulty managing e-bike violations

Inefficient and costly platform

Features & Highlights

Abundant face recognition enforcement scenarios

Meeting the needs of traffic management in real life and satisfying multi-scenario customized demands



Decoupling of hardware and software with low cost and high efficiency

Flexible pairing of software and hardware, efficient implementation and low maintenance costs



Accurate facial recognition algorithm

Use of world-class autonomous algorithm with high accuracy and effectiveness in facial recognition



Al-powered effective delegation, administration and service

Mobile self-service solution for taking license photos and replacing driving license



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of large volumes of facial data



99.8% accuracy in facial recognition



Customization for specific region

Application Scenarios













Successful Cases

Shenzhen traffic police

Shenzhen driving licence replacement



License photo taking time



Service efficiency



\$25 million cost savings a year



Data processed per day



Shenzhen traffic police face recognition enforcement platform

Enforcement efficiency

Mobile violation inspection & control

Self-developed by Ping An Smart City, the mobile violation inspection and control system is an intelligent technology solution to help traffic police inspect violation vehicles. Based on intelligent traffic violation recognition algorithm, the system is connected with the real-time data from The Ministry of Public Security's integrated traffic management platform and the integrated command platform. The system is able to automatically recognize more than 30 types of violation vehicles (such as vehicles with stolen and fake license plate, vehicles skipping annual inspections, hit-and-run vehicles, vehicles linked to criminal cases, and vehicles with repeated violations not caught), as well as off-site traffic violations (such as illegal parking, wrong direction, ignoring guide lines, and illegal lane changing). Through a combination of fixed and mobile surveillance camera, the system makes it possible to achieve province-level and city-level inspection and control, and connection with the police's traffic command platform, so as to meet the assessment requirements of the Traffic Management Bureau, Ministry of Public Security.

Current Situation & Pain Points



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To strengthen enforcement effectiveness, police have been taking a tough stance towards stolen and fake licence plate vehicles and fake evidence violations since 2019.

No track of violation vehicles



Traditional fixed surveillance camera inspections lack timeliness, and is more taraeted towards inspection and control of violations on the highways; it is unable to counter traffic violations that take place within the complex network of

Frequent occurence of serious traffic violations



- Stolen licence plate vehicles
- Fake licence plate vehicles
 - Vehicles for mandatory scrapping

Stolen vehicles

- Vehicles that skip annual inspections
- Vehicles prohibited on the road Suspect vehicles Hit-and-run vehicles

Stolen and fake licence plate vehicles are a potential source for serious crime



More worryingly, criminal activities involving drug traffickers and terrorists using stolen licence plate vehicles are

Features & Highlights



Violation vehicle inspection

Automatic collection of passing vehicle data

Recognition of more than 30 tupes of violation vehicles

Real-time report and enforcement



Automatic phototaking of illegal parking violations

Evidence collection during patrols with high accuracy

Illegal parking regulation tool Automatic photo-taking to collect evidence



Millisecond warnina

Real-time recognition (in milliseconds)

Real-time warning Recognition, comparison and warning



Links to the Ministry of Public Security system

Docking with traffic police data base (6-in-1 system)

Docking with integrated command

Inclusion of enforcement assessment



Fast

Realize millisecond recognition, comparison and warning



Accurate

Recognition accuracy as high as 99%



Reliable

Evidence collection using drones, automatic recognition of illegal parking violations

Application Scenarios













Successful Cases

Beijing traffic

Shenzhen traffic police

Guangzhou traffic police

Xiamen traffic police

Heilongjiang traffic police

Mobile violation inspection and control are in place at locations such as Beijing, Shenzhen, Xiamen and Heilongjiang, and to-date, the system has captured more than 100,000 violation vehicles on-the-spot.



Violation recognition types



Recognition accuracy



Improvement in police efficiency



FREE-FLOW

By applying urban traffic capacity analysis model, and integrating multi-source data such as traffic police and internet data, a comprehensive diagnosis of the congestion points can be made. Al can help analyze the causes of congestion, deliver a scientific traffic organization optimization and signal control solution, develop an intelligent and flexible solution for appointment-based traveling, and enhance travel efficiency for citizens.

Product Catalog

- Traffic congestion management
- Intelligent traffic signal control & integration system
- Appointment-based traveling

Traffic congestion management

City managers are provided with an integrated service platform that combines multiple types of perception data to assess, diagnose, optimize and evaluate congestion management. Through spatiotemporal and refined management, the platform properly matches road intersection, road section and regional optimization solutions, enhancing the road service level with the least infrastructure investment.

Current Situation & Pain Points

- Inefficient offline congestion management
- High labor cost

Labor-intensive traditional congestion management

- Dispersed and decentralized knowledge types of congestion management
- Fragmented expertise in traditional congestion management database
- Lack of unified objective standards for evaluating the effectiveness of congestion management
- Difficulty in assessing traditional congestion management
- Low actual application frequency
- Unfocused technology

Ineffective congestion management technology

Features & Highlights

Dynamic holographic traffic perception

Combining data from the Internet, multi-sensory sources and multiple operational sources.



Intelligent optimization of traffic organization

Combining spatiotemporal tracking with automatic troubleshooting of road network for structural issues, and support policies.



Network capacity assessment

Building a data–driven traffic network model to assess road intersection flow, road section and regional traffic capacity.



Multi-signal control strategy

With over 10 signal coordination strategies, supporting connection to multiple brands of traffic signal machines



Integrating multisource data

Fixed monitoring data

High-precision road network data

Internet data

Video monitoring data

Al algorithm

OD (Origin-Destination) analysis model

Intelligent guidance model

Incident perception model

Al algorithm warehouse

Expert database for self-learning

Congestion management expertise library

Solution implementation records

Application Scenarios

Road network capacity assessment



Using analysis models to understand the saturation point and range of a city's static and dynamic traffic.

Regional congestion point analysis



Using data perception to uncover pain points from the macro level and analyze the causes.

Traffic congestion management



At the micro level, automatically deliver optimised solutions which include traffic signal timing, traffic organisation, command adjustments and guided traffic diversions.

Assessment of congestion management effectiveness



Using perception data to provide real-time assessment of congestion management effect, uncover possible issues and constantly optimizing the solution

Expected Effect



Road network capacity



Congestion index



Congestion-related police incidents



Congestion points

Intelligent traffic signal control

Integrating internet track and traffic flow monitoring data, intelligent traffic signal control establishes a link between traffic signal intersection and road section condition, builds a traffic signal control evaluation model, and continuously tracks, monitors, and assesses the operation of traffic signal intersections, which provides targeted management tools and an Internet-based approach to alleviate congestion in cities, and achieves intelligent integrated management with real-time monitoring, diganosis, optimization and evaluation.

Current Situation & Pain Points

- Takes time to uncover
- Hard to accurately identify problems
- Hard to design optimised solution

Low efficiency of manual optimization

- Lack of reliable data
- mmature technologu
- igh barrier to entry for

Landing difficulty of intelligent solutions

- information coordination Hard to track fine-
- tuning process Hard to evalua<u>te</u>

Hard to manage the optimization effect

- High demand for testing
- Limited product life
- Higher operational and maintenance costs

High cost of system building

Features & Highlights

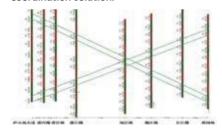
Self-diagnosis of traffic signal problems

Dynamic real-time identification of traffic spillover, imbalance, waiting, and congestion at intersections and submits reports to police - all on one screen.



Intelligent set-up of optimisation solution

Intelligent set-up of time-of-day traffic distribution at intersections, optimisation of green-signal ratio and road section coordination solution.



One-click control solution

Solution with direct link to traffic signal control system, no need for manual log-in.



Objective assessment of control effectiveness

Combining multi-source data to provide real-time assessment of traffic condition and signal control.



Close-loop management of optimization process

Online management of processes such as issue identification, task delegation, site analysis and problem resolving.



Set-up costs greatly reduced

Integrating Internet tracking data, reducing the testing equipment quantity required by the system, which results in lower set-up and maintenance costs.



Integrating multi-source data from wide aeographical region

Less reliance on test equipment data

Data quality improvement

Data gathering from wide geographical region

Intelligent support through whole process

Self-identification of

Intelligent analysis of

Optimization solution generation

Centralized joint sustem control

Connection to traffic signal machines from multiple

Joint coordination and control of multiple intersections

Multi-platform data

Application Scenarios

Intersection problem troubleshooting



Region-wide real-time intersection monitoring and warning provides a targeted tool for management of problems.

Traffic signal optimisation solution



AI-supported traffic signal optimisation solution, includes time-of-day traffic distribution, green-signal ratio adjustment and coordination

Audit of fine-tuning work



Multi-dimensional and objective assessment of optimization based on problem-solving efficiency, traffic signal solution effect, and road network traffic flow improvements

Successful Cases

Nanchang traffic police

NANCHANG TRAFFIC SIGNAL SYSTEM UPGRADE AND TRANSFORMATION PROJECT



Problem identification efficiency



1Road network delay on average



Construction costs

Morning peak hours



Evening peak hours



Average speed



-36%





Stopping rate



Travel time



Travel time

Appointment-based demand management solution

Appointment-based traveling is an integrated traffic demand management solution to control the traffic flow of cars during peak hours. Based on AI and big data, it uses online appointment, dynamic quota and intelligent guidance to precisely manage demand, achieving balance between traffic supply and demand, and alleviating traffic pressure at tourist spots and main road sections during peak hours.

Current Situation & Pain Points

- Smooth traffic on normal days, but congestion during holidays, weekends and peak hours
- Traffic congestion at tourist spots during holidays and weekends
- Road construction reaching saturation point, and traffic demand far outstripping traffic supply
 - Supply and demand imbalance of road network
- A large number of people and vehicles, making it harder for rescue services to reach accident sites.
 - harder for management approach rvices to reach sites.

High risk

Single management approach

Features & Highlights

Appointment with one click

Through mobile phone, citizens can make appointments with one click, review appointment records, and submit feedback; businesses can make appointments on behalf of customers.



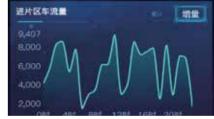
Traffic diversion guidance

Using OD analysis to predict future traffic condition, and applying traffic signal and guidance system to achieve traffic diversion and reduce traffic pressure on the control zone.



Dynamic quota allocation

Real-time monitoring of traffic source and vehicle volume at tourist spots, and dynamically controlling the quota to adjust the traffic flow saturation degree at tourist spots.





Visualised monitoring

Visualized command screen offers traffic management officers a clear overview of appointment status, road conditions, vehicle flow and parking spaces.





Vehicle flow OD analysis management

Using the location of citizens to analyse source of traffic, and accurately predict future traffic flow in the region.





Dynamic traffic monitoring

Based on multi-source data and algorithms, real-time road network condition within the control zone is showed on visualization screen.



Comprehensive service system

Summarizing set of landing and implementation processes, and management of risk and challenges at every stage, to provide clients with a comprehensive landing solution and service with customized strategy for each city.

Multi-scerario coverage

Based on appointment-based traveling, resolving the road congestion problems at popular tourist spots and large-scale events, and managing city-wide restrictions on trucks and nonlocal vehicles as well as on key expressway.

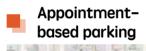
Advanced technology

The platform uses advanced technology such as AI, big data analysis, cloud computing, dynamic auota model, and GIS maps.

Application Scenarios

Appointmentbased traveling







Key road section control



City-level vehicle flow regulation



Successful Cases

Shenzhen traffic police

APPOINTMENT-BASED TRAVELING IN DAPENG TOURIST SPOT, SHENZHEN, DURING MAY DAY HOLIDAY IN 2018



Average speed



Citizen satisfaction



Police incidents

APPOINTMENT-BASED PARKING WAS INTRODUCED IN 2019 AT SHENZHEN SPRING FESTIVAL FLOWER FAIR.



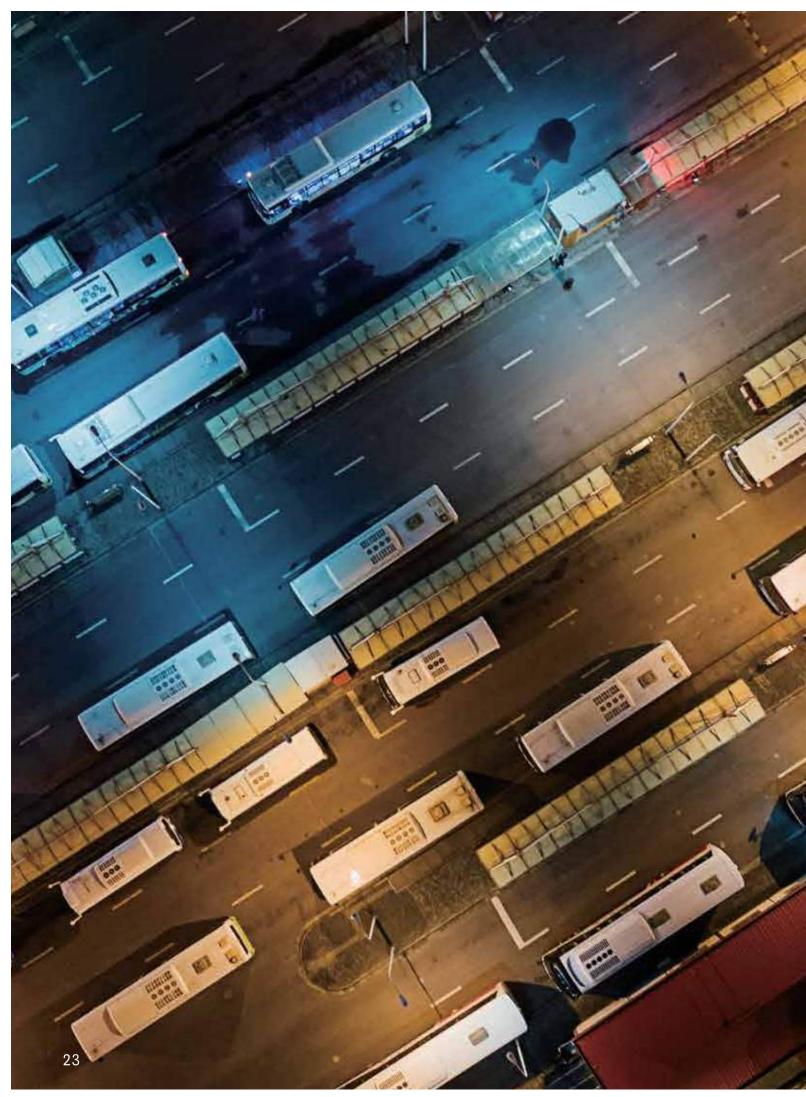
Parking turnover rate



Parking saturation



Police incidents



TRANSPORT

Based on three core objectives, including enhancing safety, improving efficiency, and lowering costs, Ping An's intelligent transport management focuses on prevention and control measures targeting high-risk commercial vehicles, providing effective operational support for passenger transportation and freight transportation enterprises, and offering intelligent and contactless transport solution to expressway networks.

Product Catalog

- Commercial vehicle safety regulation
- Public transport supervision & service

Commercial vehicle safety regulation

Commercial vehicle safety regulation uses advanced technologies like AI video recognition, facial recognition, micro-expression recognition and GIS to detect safety hazards and high-risk driving behaviors in real-time, conduct intelligent troubleshooting of safety hazards, achieve full-process monitoring of hazard rectification, and create precise portraits of high-risk enterprises and employees, and builds a comprehensive and close-loop risk management system, which effectively enhance regulation efficiency and lower accident rate.

Current Situation & Pain Points

- Over 8.643 million accidents take place in the country per year
- 2018 saw 659,000 more accidents compared to the previous year, with a 16.5% increase
- 60% of massive traffic accidents were caused by commercial vehicles
- Hard to accurately identify dangerous human behavior; hard to comprehensively inspect whether objects are unsafe; hard to uncover management weaknesses and loopholes in time
- Poor task delegation, incomplete troubleshooting; daily routine management becoming formalistic
- Production safety challenges persist in industries, and rectification attempts achieve unsatisfactory results
- In 2017, a nationwide production safety inspection (lasting 5 months) resulted in 63,000 enterprises halting production and 3,543 personnel given criminal sanctions
- Tough to assign responsibility without evidence

Large number of accidents

Lack risk identification approach

Lack effective management model

Difficulty in responsibility implementation

Features & Highlights

Intelligent risk detection

Using technologies such as image recognition, video recognition, and micro-expression recognition for dynamic risk detection and warning of hazard related to people



Intelligent emergency management

Emergency management programme powered by AI, enables the set-up of a comprehensive real-time emergency rescue system



Risk grading control

Intelligent analysis of various risk factors, for multi-dimensional risk grading of human, vehicle, road, region and enterprise, and the set-up of a full-view evaluation sustem



Multi-dimensional safety profile

Create multi-dimensional safety profile of different elements such as drivers, vehicles, roads and enterprises, to provide regulatory department with data to support policies, and achieve better management.



Closed-loop safety management

A platform that covers G2B, B2B2C and I2G close-loop safety management operations, and includes full coverage of the process from hazard detection to rectification, enabling joint government-enterprise management.



Accurate Safety Training

Due to safety risks and high-risk driving behaviour, there is a need to target safety training content at operators, and to realise the goal of having thousands of classes for thousands of people, in order to ensure accurate safety training.



Many types of highrisk hazard detection

Full-coverage of security elements

Full coverage of work processes

"Technology + Finance new model

Covers more than 25 risk scenarios; algorithm model uses latest structure and ensures accuracy of up to 98% for every scenario.

Deep analysis of human, vehicle, road and environment risk factors for key vehicles before, during and after driving, to ensure comprehensive risk management Integration with traffic management department and enterprise management responsibilities and business structure, for the set-up of close-loop full-process management.

Tapping the group's deep experience in the insurance business to create a "Technology + Finance" ecological cooperation model, to ensure traffic safety from multiple dimensions.

Application Scenarios

Scenarios relating to government regulation of various types of transportation

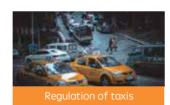


Regulation of truck operations













Anticipated Result

SAFETY GOVERNANCE LEVEL



30% reduction in number of incidents



50% more detection of high-risk scenarios



60% more clearance of hazards

INDUSTRY MANAGEMENT LEVEL



30% enhancement in the implementation of regulations



Multi-dimensional scenarios relating to enterprise safety management

60% less blind spots in enterprise management

Public transport supervision & service

Public transport supervision and service uses technologies like cloud computing, big data, deep learning and image recognition to offer a full work process solution that covers public transport, intercity coach services, tourist spot transport, operation optimization, industry regulation, information services and more, which helps the government continuously improve their management efficacy and the scientific basis for their policies, and motivates enterprises to increase revenue and reduce expenditure, enhance service quality and effectiveness, and promote the healthy growth of the industry.

Current Situation & Pain Points

- High subsidies
- Hard to regulate safety
- Service satisfaction limited
 - Hard for government to regulate

- Complex management of operations
- Poor service competitiveness
- Reliance on financial subsidies

Hard for enterprises to run their business

- Long waiting
- Crowded buses during peak hours
- Low punctuality of services

Hard for passengers to take transport

Features & Highlights

Visualised monitoring

Visualised monitoring screen provides real-time, high-quality, individualised, and customised monitoring on a big screen and operator interface in hand, by tapping industry monitoring based on public transport big data



Intelligent optimization of facility and route planning

Accurately matching passenger flow OD, intelligently optimizing facility distribution and operation routes such as bus stops, bus lanes and bus stations, and automatically planning the best possible solution



Self-diagnoses of problems

Using key indicator model to conduct an intelligent diagnosis of unsafe, uneconomical and impractical aspects of public transport services, covering issues like safety warnings, passenger flow, scheduling warnings.



Customised solution for enterprise operations

Customizing public transport operations and management solution according to the operational needs of the enterprise. Using proprietary algorithm to meet the dynamic demand of ride-sharing passengers using intercity and cituwide services.



Standardisation of data management

Managing the full life cycle of public transport big data, from data governance, data analysis, data sharing and exchange, towards an open access to public transport data.

Accurate matching of algorithm models

Developing various types of precise algorithm models compatible with route design, schedule planning, dynamic ride-sharing, with preference settings offering more than 20 item specifications, to derive the best possible solution.

Full coverage of management indicators

Covering more than 100 public transport operational and production data indicators, such as passenger flow, revenue, service and safety, able to track historical data and perform dynamic ranking calculations.

Application Scenarios



- Dynamic vehicle movement monitoring
- Public transport urban indicator assessment
- Public transport enterprise supervision and management
- Public transport service message broadcast



- Intercity vehicle pooling
- Efficient algorithm for ride-sharing
- Automatic dispatch of rides
- Cost management for enterprises



- Route and network adjustment, and optimised scheduling
- Vehicle operations dispatch management
- Diagnosis of operationsrelated service issues



- Integrated travel service
 - Micro-circulation bus services at tourist spots
 - Taxi/Ride-hailing with one click
 - Airport and high-speed railway dynamic shuttle service

Successful Cases

Guangdong–Hong Kong–Macau Greater Bay Area –Intercity travel service platform

Customised door-to-door intercity public transport service for passengers via a platform for organising passengers and vehicles, automatic allocation of vehicles, automatic matching of passenger requirements, route planning and automatic creation of scheduling route, which precisely meets passenger demand, and lowers operational and scheduling costs for enterprise.

Anticipated results



30% reduction in travel time



25% reduction in operating costs



SERVICE

Building an integrated platform that covers social services and police efficiency improvement service to provide a holistic service system covering the static and dynamic scenarios that citizens may face when traveling; and providing an effective platform for police services, management and regulation.

Product Catalog

- **Public Services**
- Intelligent police-insurance joint operation platform
- E-bike management platform
- City-level parking cloud solution
- Smart hotline solution
- Police services
- Smart police dispatch solution
- Smart law enforcement supervision platform
- Traffic police skill online training platform
- Traffic police publicity operation platform
- Traffic and public opinion analysis and handling platform

Intelligent police-insurance joint operation platform

With guidance from the Ministry of Public Security and China Banking and Insurance Regulatory Commission, and based on actual police-insurance collaborations at various locations; the integrated ground and air joint operations in cities, and the "two stations, two safety officers" process in the countryside can be moved online to form a real-time dispatch platform to greatly improve the efficacy of police-insurance joint operations and citizen satisfaction.

Current Situation & Pain Points

 Traffic police and insurance companies need to work together to handle accidents, and enhance safety and prevention measures to improve citizen experience.

Requirements from the Ministry of Public Security and China Banking and Insurance Regulatory Commission

- Dispatch of cases by hand or via WeChat group
- After liability determination, still need to report back to traffic police back-end operations
- Unable to directly submit liability report to insurance companies.

Lacking system sync of onsite joint operations

- Lack of effective statistics on the attendance and work of participating officers
- Lack of online managemen for stations.

Lack of effective management for "two stations, two safety officers" process

Features & Highlights

Visualised dispatching of cases

Cases are simultaneously sent to insurance joint-operation platform via the alarm response platform, achieving automatic dispatch of assignments based on location.





Remote liability determination

Supports video liability determination, image liability determination, on-site mediation, guided usage of the 12123 roadside accident app and other time-efficient methods to handle minor accidents.





Mobile-end handling

The case handling interface for joint-operation officers incorporates multiple platforms, such as attendance system, assigned cases, real-time uploading and syncing of reports, and online handling of schedule warnings etc,





Visualised officer and station management

Visualised management of police-insurance joint-operation cases, areas, officers, and multi-dimensional statistical analysis function; to fulfill the need for audit management and statistical analysis.





Ability to sync across network and platform

Direct syncing with police call handler (police network), accident handling app (Internet), Ping An Auto Insurance E-Claims (Insurance company's internal network), with rich interface support



Multi-dimensional operational support

In-depth understanding of police-insurance joint operations; multi-dimensional, multi-layered approach to enhance traffic police, insurance and citizen experience.

Application Scenarios



Integrated ground and air mode police-insurance joint operation patrol and emergency rescue in cities



"Two station, two safety officers" management and supervision



"Two stations, two safety officers" road hazards troubleshooting and rectification



Police-insurance joint operation for minor accident handling

Successful Cases

Shenzhen traffic police

Shenzhen police-insurance joint operation enforcement dispatch platform



70% enhancement in joint operation efficiency



50% higher enthusiasm level among participating officers

Guangdong traffic police and Ping An Insurance (Guangdong branch office)

Guangdong province police–insurance joint operation
"Two station, two safety officers" enforcement service platform



100% increase in work efficiency of "Two stations, two safety officers"



50% enhancement in management efficiency of "Two stations, two safety officers"

E-bike management platform

E-bike management platform covers tools such as record management, ride management and charging management. It provides management departments with standardised and systematic management tools based on technologies like big data, AI, and facial recognition to help them deal with tens of non-motorised vehicle violations, and regulate e-bike riding and charging, so as to ensure e-bikes can be ridden safely on city roads and charged safely to prevent fires.

Current Situation & Pain Points

- E-bike population has reached 300 million, making it extremely tough to manage
- Lack of comprehensive record system
- Scenarios involve multiple dimensions and are complex
- Road design weaknesses
- Violation phenomenon becoming prominent
- Charging behaviours not standardised

Large volume

Hard to manage

Many accidents

Features & Highlights

Multiple record channels

Offering multiple record modes and channels, to relieve the pressure of centralised record submission for licence application.



E-bike charging management

Allocating charging pile based on the information provided on the records to prevent e-bikes from being charged at upper floors, and prevent fires.



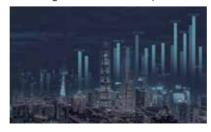
Management of e-bike prohibition, restriction and permitted zones

Planning of zones where e-bikes are prohibited, restricted or permitted; configure electronic fences to manage the prohibited, restricted and permitted use of e-bikes.



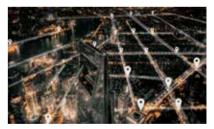
Accident analysis and prediction

Creating a database by combining data on the road sections and people involved in e-bike accidents, so as to calculate and derive key indicators to make predictions.



Travelling behaviour analysis

Conduct data mining on travelling behaviour, analyse the travelling pattern and characteristics of riders.



Multi-interface app

Providing related departments with data support and app, and offering multi-dimensional citizen services so as to enhance the management effectiveness.





Full coverage of scenarios



Full-process closed loop



Cloud-based fast deployment

Application Scenarios



- Multiple channels for record registration
- Rider registration based on different categories
- Registration of stock and increment under different categories



- Al recognition of nonmotorised vehicle violations
- Riding management within designated
- Capacity analysis and control



- Charging safety management
- Assessment and analysis of accidents
- Insurance coverage management

Anticipated Result



100% increase in record submission efficiency



45% less accidents



60% less robberies



95% citizen satisfaction



65% reduction in violation cases.

City-level parking cloud platform solution

City-level parking cloud platform solution covers "financing, building and operation" services. It supports city-level parking operators with multi-channel financing support, and provides an integrated platform for off-street and on-street parking, as well as an innovative "Finance+Technology" service model which value-adds to service operations. This helps parking operators address challenges like access to funding, platform development, and good operations.

Current Situation & Pain Points

- Shortage of 50 million parking spaces
- Parking space utilisation rate less than 50%
 - Huge supply gap in parking spaces
- Local government debt
- Return on investment is low; long life cycle

Challenges in

funding needs

- Only a single revenue structure
- More than 50% of onstreet parking fees are unpaid

Hard to generate revenue

- Lack of city-level parking guidance
- Shortage of parking resources

Bad parking experience for vehicle owners

Features & Highlights

Static traffic index

Using an urban static traffic index to customise tidal lane control, designate on-street parking spaces, manage illegal parking, and develop a parking lot construction plan.



Urban parking guidance

resources, providing on-street and off-street parking guidance, and dynamic allocation and management of resources

Al-powered vehicle owner profiling

Using "edge + cloud" computing to construct a big database of vehicle owner portraits, and focus on suspects.



Unattended operation

Using unattended operations & cloud agents led to 25% less revenue leakage, and lowered labor costs by 75%.



Value-added services

Collection of on-street parking fees using Al, parking access cards, precision advertising, and new user promotions, which helps to increase total operating revenue by 20%.



Safe parking insurance

Customise insurance plans for different parking scenarios, to protect vehicle owners who park and at the same time, create value-added revenue for the platform



Top-level design

Coordinated planning between multiple scenarios

Able to coordinate urban centre system (work, life and public service) and urban parking sustem, and plan and design parking solutions based on multiple scenarios

Ecological construction

Development of vehicle parking ecosystem

Takes into consideration the full range of capabilities for parking industry ecosystem, from constructing the foundation, to building the main system, and not just creating a platform for the sake of creating one. The key consideration is how to fully utilise the platform after completion.

Group empowerment

Intelligent parking solution empowered by the group's capabilities

Using "Finance + Technology" to build a static traffic ecosystem solution, and provide the best service to all parties involved in static traffic operations.

Integrated construction

Capabilities of one-stop solution provision

Provides one-stop solutions for urban parking operators, Internet-based parking businesses, propertu management groups and roadside parkina operators.

Cooperation Models



Help to build an integrated platform + value-added services platform (for operations), to achieve positive reserves and rejuvenate revenue.



Investment+project model

Provide the proportionate capital to set up a SPV company, in line with city investment companies

Through the project company, acquire the property rights/ operation rights of parking resources.



Design a construction financing solution suitable for urban parking facility and equipment

ABN (Asset-backed note) solution

Financial leasing solution

Successful Cases

A city in central China: Integrated solution for city-level static and dynamic traffic + investment and financing



Billions of dollars in industry funds



30,000 parking spaces coverage



65.7% increase in parking turnover rate A city-level static traffic integrated



Industry funds of billions of dollars



80,000 parking spaces coverage



\$10 billion contribution to industry

Smart hotline solution

Using tools like phone voice navigation, self-service push-button menu, online self-service robots to transform part of the manual response of calls into self-service automation; compatible with 3rd generation intelligent phone platform and integrated call response system; providing advanced, reliable, compatible and cost-effective comprehensive solution to address issues like citizens having difficulty connecting to the hotline, low efficiency associated with the traditional manual response to calls, and the high pressure of answering calls. Besides enhancing the service experience for citizens, it also provides traffic police with a multimedia, one-stop, and intelligent service hotline platform.

Current Situation & Pain Points

- No platform or platform is too old
- Frequent system crashes, affecting hotline connection
- Platform features are not up-to-date

- No knowledge repository, unable to answer queries and questions.
- Call agents are inefficient

- Inefficient service
- Staff supervision needs upgrading

Poor service management

- Volume of incoming calls continues to grow
- Enquiry volume continues to grow

High pressure associated with call response

- Multiple numbers for external services
- Long waiting time to connect calls

Poor experience for citizens

Features & Highlights



- 3rd generation SIP (Session Initiation Protocol) call centre solution
- Pure software structure with high compatibility is easily upgraded
- Tested and proven to be able to handle up to 960,000 calls a day.
- Intelligent voice navigation improves efficiency in handling incoming calls
- Voiceprint-activated commands
- Flat design of IVR (Interactive voice response) nodes

- Intelligent knowledge repository support for call agents
- More than 20,000 questions and expanded questions
- Multiple usage methods, such as query and Q&A



- Real-time monitoring of call agents
- Visualised report at a glance
- Intelligent checking and supervision of the call agent responses.

Al technology reduces manual workload

Using intelligent apps such as voice navigation and online robots to increase the proportion of self-service automation, so as to reduce the manual workload.

Traffic management knowledge repository

More than 20,000 traffic management knowledge repositories have already been set up, to meet the multi-scenario consultation needs.

Quick deployment via cloud service

Quick deployment of cloud call centres, with flexible set-up of IVR nodes.

Application Scenarios



Service hotline enquiry channel



Online enquiry channel



Internal information query

Successful Cases

Shenzhen traffic police

SHENZHEN'S 83333333 SMART HOTLINE LAUNCHED IN MAY 2018



7 times increase in average daily calls handled



5.6 times increase in hotline connection rate



Smart alarm response solution

Smart alarm response solution is an intelligent system that uses advanced technologies such as AI, GIS, LBS and visual-isation. It helps to improve the efficiency of the full process, from police alarm and alarm response, to police dispatch, and simultaneously enhances the team's internal management effectiveness, to provide better citizen services.

Current Situation & Pain Points

- System lacks disaster response mechanism, unable to connect to calls after system crashes
- Hard to extract voice recordings, and unable to conduct self-checks
- Unable to connect to WeChat and other thirdparty channels for police report
- No mechanism to rank and prioritise police cases
- Traditional push-button navigation is complex to operate and poses difficulties to users
- Unable to accurately identify locations, resulting in wrong dispatch orders or dispatch officers unable to find location.
- Inefficient step-by-step approach to police dispatch results in longer wait for citizens.
- High rate of dispatch errors, and have to repeatedly clarify and seek verification for wrong dispatch orders, which adversely affects case handling efficiency.
- Lack of real-time monitoring of police work
- Lack of real-time monitoring of citizen satisfaction
- Lack of real-time monitoring of service aualitu

Old platform

Slow alarm response

Tedious process of police dispatch

Lack of monitoring

Features & Highlights

Voice navigation

- Skip the tedious push-button navigation, to connect in one step
- Increase the proportion of self-service automation, and enhance citizen experience while reducing burden on traffic police manpower



Accurate positioning of alarm location

- Able to retrieve base station location within 20 seconds of call connection
- Positioning using GPS, able to accurately identify the location where report was made within 50 metres' margin of error.



Police dispatching using LBS (Location-based service)

 Automatically match dispatch officers based on district, distance and current status



Mobile police dispatch

- Use of map data to support dispatching of officers
- Real-time monitoring from departure, to arrival, to the handling of the case
- Support remote handling, and guided usage for faster processing and claims payout



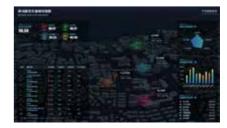
Intelligent monitoring

- Automatically generates text message to update citizens after case is closed
- Cases with bad ratings would trigger call-back reminders
- Voice recordings are immediately checked for quality, to promptly uncover issues that to do not conform to standards.



Visualisation screen

- Visualised display of monitoring data
- Identify areas with high occurrence of cases at a glance
- Visualised management of grassroot teams





5 years of R&D; technology level is the most advanced within the nation



Accurate voiceprint recognition; intelligent ranking of police alarm



Accurate positioning within 10 metres; automatic recording of case locations

Application Scenarios



3-in-1 alarm response

Combine the hotline numbers 110, 122 and 119 for different types of police so as to facilitate command and dispatch; effective use of existing facilities and personnel.



122 alarm response hotline

Dedicated system for 122 hotline, including platforms for phone, alarm response, and police dispatch, and police officer terminals.

Anticipated Result



30% more services to be converted to self-service automation



25% improvement in hotline connection rate



30% more efficient in alarm response



50% more efficient in accident handling



80% more accuracy in positioning



100% increase i n management effectiveness

Smart law enforcement supervision platform

Smart law enforcement supervision platform is based on the concept of "intelligence+enforcement" and integrates data related to law enforcement. Using big data analysis and modelling to achieve intelligent perception of the entire process of traffic police enforcement. It runs comprehensive analysis of law enforcement disputes, accurately positions law enforcement problems, provides proactive warnings for law enforcement risks, and uses the scientific approach to guide law enforcement decisions. By using a law enforcement efficacy evaluation system, it effectively evaluates the law enforcement quality, and provides an objective assessment of law enforcement effects, so as to raise the level of law enforcement management, and improve current law enforcement conditions.

Current Situation & Pain Points

- Large volume of law enforcement cases, and many disputes
- Difficult to make judgment on cases
 - Difficulty making judgment
- Lack of accuracy in the positioning of law enforcement problems
- Hard to uncover potential problems
 - Hard to uncover problems
- Single approach to law
- Hard to evaluate quality
 - Hard to evaluate
- Inefficient manual approach

Low efficiency

Features & Highlights

Comprehensive law enforcement dispute analyis

- Intelligent analysis Law enforcement
 - analysis report



Scientific evaluation of law enforcement quality

- Law enforcement health index
- Law enforcement effect index



Accurate positioning of law enforcement problems

- Law enforcement problem positioning
- Tracking root cause of problem



Intelligent analysis of law enforcement data

- Abnormal law enforcement warning
- Troubleshooting for potential problems





First to develop a law enforcement effectiveness assessment system: By assessing traffic police law enforcement investment and output value along three major dimensions, from police manpower distribution and investment, to law enforcement health, to law enforcement effects, a comprehensive, objective and scientific assessment of traffic police law enforcement effectiveness can be achieved. •



Flexible set-up of intelligent analysis: Flexible function set-up, highly customisable, able to configure analysis, forms, warnings and assessments based on requirements; simple to operate, easy to use; comprehensive and efficient law enforcement management tool.

Application Scenarios



Handling of violations



Law enforcement assessment



Law enforcement monitoring

Successful Cases

Shenzhen traffic police

INTELLIGENT LAW ENFORCEMENT MONITORING MANAGEMENT PLATFORM WAS LAUNCHED ON 1 JAN 2019.



Review rate



Hazard inspection



1 4

Traffic police online training platform

Traffic police skill online training platform has more than 50 powerful functions, and provides close-loop process covering teaching, learning, practising and testing. By using advanced technologies like AI and big data, it is able to offer key functions like intelligent facial recognition invigilation, personalisation ("A Thousand People, A Thousand Results") and big data analysis. There are more than 4,200 free courses (such as party building, organisation management), with full control of the workflow before, during and after training, to support government departments in nurturing talents.

Current Situation & Pain Points

- Most classes conducted offline
- Passive approach, lack interaction
- No close-loop approach to teaching, learning, practising, testing and managing
- officers nationwide
- Close to 300,000 traffic police officers nationwide
- Around 450,000 auxiliary police officers who lack training
- Need to get accurate realtime control of training plans
- No details about how to enhance implementation

• For one nationwide training exercise which involves 50 leaders, estimated costs are \$100,000 and above.

Old training methods

Many people in need of training

Lack of management approaches

High training costs

Features & Highlights

Online close–loop process for the full training workflow, covering training, learning, practising, testing and managing.



Perfectly supports multiple training scenarios for trainees, to provide intelligent education services for more than 5 million users every month.



Real-time monitoring of training situation, training plans; real-time process monitoring; implement



Using the same amount of funds to conduct more training and enhance training effectiveness by 50%



Most abundant training scenarios

O2O close-loop process covers training, learning, practicising, testing and managing

Most comprehensive industry training solution that covers 22 industries, and over 1200 enterprises

8 years to enhance platform enterprises

Most advanced training technology

83 million intelligent facial recognition inviailation

3.2 million times intelligent conversation practice

Over 100 million pieces of major industry knowledge

99.84% facial recognition accuracy

99.7% voiceprint recognition accuracy

54 types of micro-expression recognition

Most active training platform

Over 29 million users covered under the training

1.6 million hours of mini-class hours

600,000 hours of intelligent broadcast

Application Scenarios



Development of party intelligence



Training and assessment of leadership team



Job qualification training and examination



Auxiliary police knowledge and professional skill training



Industry expert sharing



Orientation training for new police officers

Anticipated Result



Traffic police and auxiliary police coverage



Training organization efficiency



Training effectiveness



Training efficiency

Traffic police publicity operation platform

Traffic police publicity operation platform extends the collection of publicity materials to include frontline police officers by using one-click dissemination and publicity outcome assessment to drive the collection and management of materials. This helps to magnify and enhance the efficiency of publicity efforts, to bridge the gap between traffic police and citizens.

Current Situation & Pain Points

- Often, accidents occur frequently because some citizens lack awareness of traffic safety.
- Traffic safety urgently requires publicity support

- Lack of news materials from frontline
- Material collection efficiency is low

Publicity materials in shortage

- Publicity has become cliche
- Low coverage of press releases

Low interest among citizens

Features & Highlights





Real-time collection of frontline materials

Frontline police officers become "war reporters" and are able to quickly collect news materials





One-click dissemination to multiple platforms

Linked to new media, with one-click editing and dissemination to multiple platforms like Weibo and WeChat





Visualised assessment management

Multi-dimensional assessment management covering material submission, dissemination, effect monitoring, etc.

Close-loop operation support

Close-loop process covering frontline material collection, review, dissemination and assessment management

Online multi-platform integration

Supports distribution of materials across multiple platforms such as Weibo, WeChat, QQ, Toutiao and TikTok

Application Scenarios



Frontline material collection

Leverage the "war reporter" capabilities of frontline police officers, to collect immediate and firsthand news materials



Publicity content management and dissemination

Filter and select the best materials for the library; extract materials from the database directly for dissemination; enable one-click dissemination across multiple platforms any time, anywhere.



Effect tracking and assessment

Real-time tracking of the material submission, dissemination and effect tracking, to be turned into a publicity index that can be used for statistical assessment, so as to encourage police officers to

Successful Cases

Shenzhen traffic police

Shenzhen traffic police publicity operation platform launched in December 2018



Publicity efficiency



Frontline officer participation



Top 3 Administration Weibo account in the annual ranking

Annual ranking of Administration Weibo account

Traffic and public opinion analysis and handling platform

Traffic and public opinion analysis and handling platform aims to quickly and efficiently collect local public opinion data on the Internet, and track the spread of a public opinion comment using similarity algorithm. It guides online management, recording and one-touch dissemination. This creates an integrated platform that discovers, tracks and disseminates public opinion, to improve the efficiency of public opinion tracking and management.

Current Situation & Pain Points

- Unable to promptly sense public opinion
- No way to gather public opinion
 - Slow awareness
- Unable to distinguish important information
- Information is too fragmented
- Fragmented information
- Unable to accurately categorise information
- Unable to gauge influence
- **Untracked information**
- Unable to handle public opinion promptly
- Unable to jointly handle public opinion

Ineffective handling

Features & Highlights



Dynamic monitoring

Real-time dynamic monitoring of sensitive public opinion, and public opinion data from other cities on one screen.





Precise categorisation

Able to categorise 99% of the information according to district, sensitivity, and type of operations.





Fast handling

Fast handling through Weibo, email, etc.





The overall network tracking

Able to track and analyse 99% of media coverage online





Supporting mobile office

Supports mobile office and flexible management of public opinion







Fast deployment

Full process of demand research, deployment and launch only takes one month at the soonest



Accurate capture of traffic management work

Capturing targeted information on six major aspects of traffic police work, including police officer behaviors, violations, traffic accidents, vehicle-driving service, road facilities and road congestions.

Accurate recognition of geographical information

Using vector words to match the geographical locations in the content, providing "police incidents" context for traffic police public opinion management.

Accurate similarity algorithm

Conducting similarity analysis on content to automatically recognise similar news, so as to help track the trend of public opinion.

Application Scenarios



Traffic police and public opinion data collection and handling



Targeted public opinion tracking and outcome evaluation



Multi-platform public opinion handling with one click and effect tracking

Successful Cases

Guangdong traffic police

Guangdong traffic police and public opinion platform went live in May 2019.

Nanjing traffic police

Nanjing traffic police and public opinion platform was launched in December 2018.



99% media coverage



Public opinion detection



Public opinion detection error rate

