



City Council Agenda Report
May 6, 2025

TO: Honorable City Council

FROM: Jesus M. Gomez, City Manager

BY: James C. Parker, Executive Director of Regional Transportation
Theresa Clark, Transit Administration Officer
Derek Donnell, Manager of Transit Operations
Janet Welde, Special Projects Coordinator

SUBJECT: AGREEMENT FOR COMMUNICATION SYSTEM - SAFETY AND SECURITY REPORTING PLATFORM

Background:

Norwalk Transit System (NTS) is seeking to enter into an agreement with ELERTS Corporation (ELERTS) to provide a mobile communication APP system for passengers to participate in safety and security reporting of incidents voluntarily via ELERTS on board NTS buses. ELERTS specializes in a crowd-sourced incident reporting system via a mobile APP called "See Something Say Something" (See Say). This APP will allow NTS to receive early alerts of problem situations from passengers. According to the National Transit Database (NTD), both major and minor assaults on transit workers have tripled since 2007 with most of these assaults happening post COVID pandemic. NTS has experienced several assaults on bus drivers and unruly behavior from passengers. Passengers would be able to use real-time ELERTS to notify NTS staff of any potential unruly patron to assist NTS Dispatch in notifying Public Safety/Law Enforcement in advance of a potential threat to bus operators and passengers.

The See Say platform provides discretion and avoids potential escalation of a situation when a phone call is not an option to report an aggressive individual that is nearby. It will also enable NTS to monitor troublemakers and allows passengers to actively participate in creating a safer transit environment.

The See Say platform is the only incident reporting solution that will integrate with NTS' current Avail Technologies, Inc. Computer Aided Dispatch (CAD)/Automatic Vehicle Locator (AVL) system to identify the buses' location in real time to allow NTS to respond effectively to incidents.

The See Say platform is being used by over 30 transit agencies including Foothill Transit and Victor Valley Transit.

Fiscal Impact:

The cost of ELERTS Subscription Agreement is \$39,995 and is included in the proposed Fiscal Year 2025/26 Department of Transportation budget. There is no impact to the General Fund.

Citizens Advised:

N/A

Strategic Plan 2023 Implementation:

N/A

Recommended Action:

Staff recommends City Council approve a one-year subscription agreement from July 1, 2025 through June 30, 2026 with ELERTS Corporation for a Crowd Sourced Incident Reporting System in the amount of \$39,995; and authorize the City Manager to execute the agreement and any amendments or extensions provided there is funding in the budget, on behalf of the City, in a form approved by the City Attorney.

Attachments:

N/A