PROPOSAL: That the DRPA Board of Commissioners authorize staff to enter into a sole source procurement with ELERTS Corp. for an amount not to exceed $350,000 for the development of an APP for reporting incidents, alerts and notification system designed for use by the general public for reporting suspicious activity while utilizing the region’s various public transit systems. In addition, the project includes the installation of web-based report management consoles.

ELERTS platform provides 4 ways for transit riders to report suspicious activities: mobile app, call police, text-a-tip and web-form.

ELERTS is the only incident-reporting solution for transit riders that is FEMA-tested as National Incident Management (NIMS) compliant. FEMA’s 39-page report on the results of NIMS-compliance evaluation of ELERTS platform is available at: [http://elerts.com/assets/STEP_ELERTS_Campus_Report_Final.pdf](http://elerts.com/assets/STEP_ELERTS_Campus_Report_Final.pdf)

ELERT consoles will enable the regional mass transit agencies public security officials to monitor incoming incident and status reports from mobile users and to send alerts and notifications to select groups of mobile users on behalf of the Philadelphia Area Regional Transit Security Working Group (PARTSWG) utilizing FY 2017 DHS Transit Security Grant Program funding. The funding is 100% reimbursable under the grant award.

PURPOSE: The purpose of this procurement is to contract with ELERTS Corp. for the development of an APP for PARTSWG. “ELERTS”, is a real-time incident reporting system and is part of the Regions Public Security Awareness Campaign. It serves as the communications platform for receiving anonymous text messages and video tips from transit riders, employees, vendors and contractors. This is a proprietary system utilized by PARTSWG transit agencies within DRPA’s region and is the only incident-reporting tool that is compliant with FEMA’s National Incident Management System.
It’s DRPA’s intent to enter into a sole source procurement with ELERTS Corp. for an amount not to exceed $350,000 for the development of an APP and consoles on behalf of the Philadelphia Area Regional Transit Security Working Group utilizing FY 2017 DHS Transit Security Grant Program funding.

BACKGROUND: The Transit Security Grant Program (TSGP) provides grant funding to the nation’s key high-threat urban areas to enhance security measures for their critical transit infrastructure including bus, ferry and rail systems. This grant program is part of a comprehensive set of measures authorized by Congress and implemented by the Administration to help strengthen the nation’s critical infrastructure against risks associated with potential terrorist attacks. The TSGP is an important component of the Department’s effort to enhance the security of the Nation’s critical infrastructure. The program provides funds to owners and operators of transit systems (which include intra-city bus, commuter bus, and all forms of passenger rail) to protect critical surface transportation infrastructure and the traveling public from acts of terrorism, major disasters, and other emergencies. The Philadelphia Region encompasses Southeastern Pennsylvania, Southern New Jersey, and a portion of Delaware. The Philadelphia region is considered a Tier I region, and as such it receives the highest priority for these federal grant dollars. The Philadelphia Area Regional Transit Security Working Group (PARTSWG) is comprised of recipient representatives of DRPA/PATCO, SEPTA, NJT, and DART. The DRPA has served as chair of the working group since its inception in 2005 and has been applying for all regional projects. This status as a regional effort allows DRPA/PATCO to receive aid in the area which it would not have qualified for alone. Additionally, since the DRPA is administering these regional projects, the agency is eligible for the Management and Administration portion of these grants.

SUMMARY:

<table>
<thead>
<tr>
<th>Amount:</th>
<th>$350,000 (100% Grant Funded)</th>
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</thead>
<tbody>
<tr>
<td>Source of Funds:</td>
<td>FY 2017 TSGP Grant</td>
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<tr>
<td>Capital Project #:</td>
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<tr>
<td>Operating Budget:</td>
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<td>Master Plan Status:</td>
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<td>Other Fund Sources:</td>
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<tr>
<td>Duration of Contract:</td>
<td>August 31, 2020</td>
</tr>
<tr>
<td>Other Parties Involved:</td>
<td>DHS, FEMA, TSA, PARTSWG</td>
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</table>
RESOLUTION

RESOLVED: That the DRPA Board of Commissioners authorize staff to enter into a sole source procurement with the incumbent alert provider, ELERTS Corp., for an amount not to exceed $350,000 for the development of an APP for reporting incidents, alerts and notification system designed for the general public for use in reporting suspicious activity while utilizing the region’s various public transit systems. The ELERTS tool is the only incident reporting solution for transit riders that is FEMA tested as NIMS compliant. The project includes the development of an APP and the installation of web-based report management consoles for this region’s Transit Agency partners.

RESOLVED: The Chairman, Vice Chairman and the Chief Executive Officer must approve and are hereby authorized to approve and execute all necessary agreements, contracts, or other documents on behalf of the DRPA. If such agreements, contracts, or other documents have been approved by the Chairman, Vice Chairman and Chief Executive Officer and if thereafter either the Chairman or Vice Chairman is absent or unavailable, the remaining Officer may execute the said document(s) on behalf of DRPA along with the Chief Executive Officer. If both the Chairman and Vice Chairman are absent or unavailable, and if it is necessary to execute the said document(s) while they are absent or unavailable, then the Chief Executive Officer shall execute such documents on behalf of DRPA.

SUMMARY:

| Amount: | $350,000 (100% grant funded) |
| Source of Funds: | FY 2017 TSGP Grant |
| Capital Project #: | N/A |
| Operating Budget: | N/A |
| Master Plan Status: | N/A |
| Other Fund Sources: | N/A |
| Duration of Contract: | August/31/2020 |
| Other Parties Involved: | DHS, FEMA, TSA, PARTSWG |
Memo

TO: John Hanson, CEO
TO: James White, CFO
FROM: William Shanahan, Dir. Govt. Relations and Grants Admin.
SUBJECT: Sole Source Justification for ELERTS Emergency Alert System Using Grant Funding
DATE: February 20, 2019

Request is made for a sole source justification to procure the emergency notification system service, ELERTS, https://elerts.com/ using DRPA sole source procurement protocols.

The FEMA certified ELERTS platform provides 4 ways for transit riders to report suspicious activities: mobile app, call police, text-a-tip and web-form. The system enables passengers and employees to quickly send a photo, video, description of a problem, and a GPS map location of the incident in real time. The regional transit agencies gain real-time visibility to activities and are able to respond if needed, or almost as important, not deploy assets if it is unwarranted.

The transit agencies receive this crowd-sourced information on a web-based management console that allows two-way communication with app users. A dispatcher broadcasts advisories to app users, including staff and travelers. Agencies quickly share incident reports with other agencies. Incidents are mapped over time to visualize a system-wide perspective of safety & security on the transit system.

ELERTS is the only incident-reporting solution for transit riders that is FEMA-tested as National Incident Management (NIMS) compliant. FEMA’s 39-page report on the results of NIMS-compliance evaluation of ELERTS platform is available at: http://elerts.com/assets/STEP_ELERTS_Campus_Report_Final.pdf

ELERT consoles will enable the regional mass transit agencies public security officials to monitor incoming incident and status reports from mobile users and to send alerts and notifications to select groups of mobile users on behalf of the Philadelphia Area Regional Transit Security Working Group (PARTSWG) utilizing FY 2017 DHS Transit Security Grant Program funding. The funding is 100% reimbursable under the grant award.
MEMORANDUM: PURCHASES GREATER THAN $25,000

DELAWARE RIVER PORT AUTHORITY
of Pennsylvania and New Jersey

TO: James White, Chief Financial Officer
    John T. Hanson, CEO-DRPA/President-PATCO

FROM: William C. Shanahan, Division Director/Project Manager: Government Relations/Grant

SUBJECT: SOLE SOURCE APPROVAL - ELERTS Corp.

PURCHASE REQUISITION: 350,000

DATE: Wednesday, February 20, 2019

Background:

See Attached Memo and SS&R

Justification for Proprietary/Sole Source:

See Attached Justification Document

Cost:

See Attached ELERTS Cost Estimate

William C. Shanahan, Division Director

James White, CFO

John T. Hanson, CEO-DRPA/President-PATCO
ELERTS See Say

Crowd-Sourced Incident Reporting for Transit Agencies

For DRPA Partners

Mock-up example
Proposed: LUSU app for multiple agencies
Recommended: Each DRPA Partner has own console

ELERTS RECOMMENDED CONFIGURATION

LUSU Mobile App
Rider Selects Which Agency To Send To

NJ TRANSIT CONSOLE
NJ TRANSIT DISPATCHER

DART CONSOLE
DART DISPATCHER

PATCO CONSOLE
PATCO DISPATCHER

AMTRAK CONSOLE
AMTRAK DISPATCHER

AGENCIES MAY SHARE INCIDENT REPORTS/TIPS WITH EACH OTHER SELECTIVELY
Non-binding Budgetary Estimate

One-time configuration of multi-agency LUSU apps for iPhone/Android  $25,000

**ELERTS SERVICE SUBSCRIPTIONS** (includes 1 console per Transit Agency)

<table>
<thead>
<tr>
<th>Transit</th>
<th>Annual Cost</th>
<th>3-year Lumpsum Pre-paid</th>
<th>Avg Cost/yr</th>
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<tbody>
<tr>
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<td>$67,993/yr</td>
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<td>PATCO</td>
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<td>$12,740/yr</td>
</tr>
<tr>
<td>AMTRAK PA/NJ</td>
<td>$14,988</td>
<td>$38,219</td>
<td>$12,740/yr</td>
</tr>
</tbody>
</table>
ELERTS See Say™ for Public Transit Agencies is the only SaaS (Software as a Service) based service that provides real-time 2-way smartphone communication for incident reporting and featuring the patented ability to integrate with existing surveillance camera infrastructure. Designed to maximize rider-engagement and to lower the natural barrier to not report something, ELERTS platform provides 4 ways for riders to report concerns: mobile app, call police, text-a-tip and web-form.

ELERTS platform is hosted in the Amazon Web Services cloud infrastructure. There are several important capabilities of ELERTS platform that are unique and important for transit agencies:

1. **A UNIQUE PUBLIC TRANSIT-AGENCY SPECIALIZED SOLUTION**
   Having developed and refined its See Something Say Something mobile communication platform for transit agencies since 2010, ELERTS is the only company that specializes in providing the leading, extensively-proven, rider-to-transit agency incident reporting solution for the industry. The company has delivered its communication platform to more than 20 transit agencies in North America. The company has uniquely focused on serving the specialized needs of public transit agencies and the challenging connectivity environments found in tunnels, stations and moving transit vehicles. The company uniquely possesses a significant advantage in having transit-specific knowledge regarding effective methods and technologies to yield high quality incident reports from transit riders. The company has also proven unmatched levels of transit-customer satisfaction, with 100% transit customer retention; no transit agency customer has ever stopped using the ELERTS system.

2. **UNIQUELY TESTED BY FEMA FOR NIMS COMPLIANCE**
   United States Homeland Security Presidential Directive 5 established the National Incident Management System (NIMS) to enhance the ability to manage emergency incidents by establishing a single, standardized and comprehensive incident management system. From DHS Homeland Security Grant Program (HSGP) Fact Sheet, Fiscal Year 2017, which states:

   **Prior to allocation of any federal preparedness awards in FY 2017, recipients must ensure and maintain adoption and implementation of NIMS.**

   ELERTS is the only incident-reporting solution for transit riders that is FEMA-tested as NIMS compliant. FEMA’s 39-page report on the results of NIMS-compliance evaluation of ELERTS platform is available at: http://elerts.com/assets/STEP_ELERTS_Campus_Report_Final.pdf

   ELERTS apps for iOS and Android underwent rigorous testing through the FEMA Preparedness-Technology, Analysis, and Coordination (P-TAC) Center that includes an emergency operations test environment and the Incident Management Test and
Evaluation Laboratory (IMTEL), an American Association for Laboratory Accreditation (A2LA) accredited laboratory. The FEMA-authorized testing confirmed that ELERTS smartphone-based incident reporting and security communication system complies with National Incident Management System (NIMS) standards.

3. UNIQUE ABILITY TO SHARE CRITICAL INCIDENTS IN REAL-TIME WITH A LARGE NETWORK OF OTHER TRANSITS

Public transportation systems are targets for terrorists and coordinated attacks. Hence, it is critical that transit agencies can exchange real-time threat intelligence with each other. ELERTS provides unmatched penetration into the North American public transportation market. ELERTS platform is unique in its ability to allow a transit dispatcher to share critical threat intelligence crowd-sourced from eyewitnesses, console-to-console, with over 20 other transit agencies that use ELERTS system. Transit agencies in the ELERTS network include Toronto TTC, Atlanta MARTA, Boston MBTA, Buffalo/Niagara NFTA, Dallas DART, Philadelphia SEPTA, Phoenix Valley Metro, Sacramento SACRT, San Francisco BART and others. ELERTS management console allows dispatchers to share information about a threat detected, with security operations center at all of ELERTS’ (20+) transit agency customers or to a selected subset of transit agencies.

Exhibit A - ELERTS Previous Experience

Since 2010, ELERTS has exclusively focused its product development and marketing efforts on enhancing the power of crowd-sourced incident reporting, to improve public safety. The company developed, deployed and maintains a robust cloud-hosted communication platform on Amazon AWS and provides incident reporting mobile apps for public transit agency customers, K12 schools, universities, healthcare facilities, smart cities and airports. ELERTS is partnered with leading security manufacturers and industry trade associations, to continuously improve our state-of-the-art incident reporting solution.

A partial list of Public Transit agencies that subscribe to ELERTS incident reporting system include:
ELERTS has 100% Customer Retention with Public Transportation Agencies, which speaks to the quality of ELERTS technical solution, customer service and responsive employees. The ELERTS commercial off-the-shelf platform and their attentive customer service is highly regarded by the many public transit agencies in North America that subscribe to and operate the system.

ELERTS apps are designed to be easy to use when persons are in a state of duress, such as an emergency. The ease of use of ELERTS transit app yields results in the number of reports being submitted by riders. Riders are less inclined to submit a report if the reporting app interface is burdensome.

ELERTS real-time two-way communication design, between app user submitting a report and the dispatcher, is an essential component of ELERTS system. Dispatchers may immediately query the app user for further details or clarification of the issue being reported, allowing for a better response from the Transit Control Operations. Without two-way real time chat, a reporting app is much like making a call to 911 with a dispatcher who is unable to ask the caller any questions.

PARTSWG currently has 1 ELERTS Epicenter console located at the SEPTA Transit Security Dispatch Desk, which currently hosts the identifiable “Look Up, Speak Up” public security awareness software. PARTSWG is seeking to add new capabilities to this proprietary system; a mobile app, and consoles one for each partner transit agency which will create a robust public security communication platform for mass notifications utilizing smartphones. ELERTS Epicenter Console for SMS has been engineered specific to PARTSWG’s requirements.

SOLE SOURCE JUSTIFICATION:

The above-mentioned capabilities of ELERTS See Say platform are specific to ELERTS, and are not known to be available from other supply sources.