

## VoIP Dispatch Console Systems

# The Total Mission-Critical Dispatch Solution

### SEPTA

#### Southeastern Pennsylvania Transportation Authority

The Southeastern Pennsylvania Transportation Authority (SEPTA) is a metropolitan and regional transportation agency and authority that operates various forms of public transit that serves 3.9 million people in and around Philadelphia, Pennsylvania, and its suburbs in Delaware, Montgomery, Bucks and Chester. Headquartered at 1234 Market Street in Philadelphia, PA, SEPTA has the 5th largest overall U.S. transit system with three major operating divisions: City Transit, Suburban and Regional Rail. These divisions reflect the different transit and railroad operations that SEPTA has assumed.

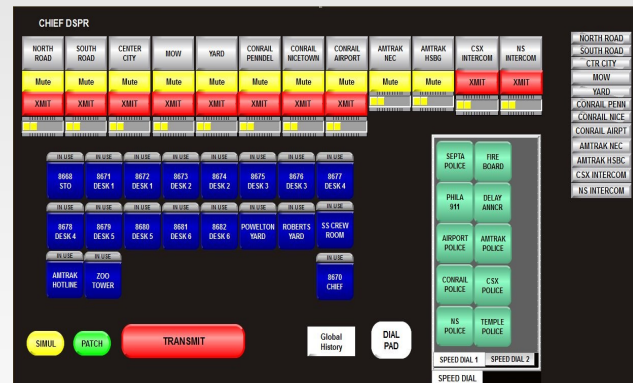
#### Requirements

The SEPTA dispatch operation serves the Rail System while interoperating with CSX, Amtrak, and the Norfolk Southern Rail line. There are 12 radio Channels as well as 36 phone lines that come in on an Analog Centrex. The customer required a network-based VoIP Communications Console System encompassing their entire area of interoperability responsibility including System Design, Staging, Delivery, Technical Training and Installation Supervision Assistance.

#### Benefits

After On-site meetings to fully understand Septa's requirements, a Mindshare VoIP System consisting of 16 Operating Positions, each with unique log-in configuration / functionality capability was designed. Incorporated into the System were the Radio Channels & Frequencies and a complete SIP PBX application to accommodate the full compliment of telephone lines and features outlined in their requirements. As a major component recognizing the Mission-Critical nature of this System, the modular design of the VoIP Mindshare System and the lack of a Central Processor Unit and /or Central Server has minimized any "single point failure" danger. The loss of any individual component, including Operator Position will have little effect on the overall System itself.

This new System not only accommodates Septa's present needs but also provides the flexibility to expand and adjust to future circumstances as they are presented.



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