EVERBRIDGE FOR THE TRANSIT INDUSTRY

SINGLE SOLUTION FOR RAPID GROUP COMMUNICATION

In the event of a power failure or major flood, can you notify your employees and riders to ensure public safety, prevent panic, and maintain your reputation? How quickly can you contact all responders and coordinate resolution? From safety, security, and operations to disaster recovery, Everbridge provides a single solution that facilitates rapid communication among targeted groups while reporting and tracking incidents across the organization.

By automating your notification procedures and integrating with your existing SCADA and security alarms, Everbridge enables you to communicate quickly, clearly, and efficiently with first responders, management, employees and ridership via all contact methods, including mobile phones, landlines, email, text messaging, instant messaging, pagers, and more.

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KEY FUNCTIONALITY

LIFE SAFETY AND EMPLOYEE/PASSENGER ACCOUNTABILITY

+ **Real-Time Employee Accountability -** Launch interactive polling notifications and immediately confirm the safety and whereabouts of employees, allowing management to keep the pulse of the entire organization, even in times of crisis.

+ **AOC Automated Interface -** When the pressure is on in the control center environment, provide personnel with an easy-to-use interface with simple drop-down menus and built-in response paths, facilitating speed of response and greatly reducing human error.

CRITICAL OPERATIONS AND PHYSICAL SECURITY

+ **Alarm Notifications -** Integrate security alarms, panic buttons, smoke detectors, SCADA systems, and other op-erational alarms to relay critical information to the appropriate response personnel without human intervention.

+ **Severe Weather Alerts -** Automate notifications to operations and management; confirmation of receipt ensures messages reach the appropriate personnel rapidly, mitigating risks to employees, riders, and critical assets.

+ **Instant Conferencing -** Rapidly convene targeted teams on-the-fly using an instant conference bridge that places outbound calls and immediately connects participants. There are no phone numbers to dial, pin numbers to enter, or seconds lost.

+ **Quiet Alerts -** Quickly and quietly notify security and response personnel of suspicious packages, Amber Alerts, security threats, or other sensitive communications without alarming the general public with a radio broadcast.

+ **Business Continuity and Disaster Recovery -** Instantly notify targeted groups to speed response to natural disasters, power and network outages, equipment failures, and operational issues.

LEGAL AND REGULATORY REQUIREMENTS

+ **Auditable Incident Log -** As switchboard or control center operators launch broadcasts, an off-premise, auditable log of notifications, confirmations of receipt, and incident notes is created. Post-incident reports detail the response with time-stamped line items.

ONLY EVERBRIDGE OFFERS TECHNOLOGY + EXPERTISE

TECHNOLOGY

+ **Anytime, Anywhere Access -** Everbridge is a true multi-tenant system, so unlimited users can simultaneously access the system, view open incidents, and make updates as warranted.

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+ **Easy Data Management -** Keep employee data perpetually up to date by synchronizing information from existing HR or financial databases automatically via web services, or have employees subscribe and manage their information from within your internal systems through a password-protected portal.

+ **Integrate with Existing Airport Alarms and Sensors -** Everbridge integrates with all of your existing technologies, such as security systems and sensors, access control, smoke detectors, weather alerting technologies, IT system alarms, sirens, loudspeakers, digital signs, and more for a truly layered approach to communication.

+ **Tenant Communication -** Inform tenants of flight cancellations that will leave passengers in the airport overnight, notify ticketing agents of flight delays, and notify airline operations teams of lightning strikes or severe weather alerts, all with or without human intervention.

+ **Intelligent Reporting -** The Everbridge system provides realtime results for quick, informed decision-making. Detailed records and ad-hoc reporting provide leadership with the flexibility needed to properly conduct post-incident analysis and trending, while also serving as an audit trail for risk mitigation requirements.

+ **Emergency Notification in the Cloud™ -** Leveraging cloud computing, Everbridge lowers the cost, provides flexibility, and creates a more secure computing environment without software, hardware, or internal telephone networks to purchase and maintain.

EXPERTISE

+ **Program Strategy -** Everbridge provides a holistic solution for the airport operations environment. Leveraging years of industry experience, we tailor your emergency notification initiatives, establish policies and procedures, review crisis communication methodologies and best practices, and train your team.

+ **Training -** Everbridge provides ongoing training for your organization, at no cost, and because Everbridge serves clients in more than 100 countries, this training is available around the clock, to all personnel on all shifts.

+ **Best Practices -** Everbridge has developed proven processes and best practices, based on years of working with our airport clients as they develop and implement notification solutions for crisis situations, as well as routine, operational communication.

+ **Expert Access -** Everbridge's Client Services team is made up of highly-experienced, credentialed professionals with years of boots-on-the-ground experience, serving first responders and operations teams from airports large and small.

+ **Dedicated Account Management -** With a deep understanding of the specific needs and challenges of the airport operations environment, we help you make the most effective use of the Everbridge system.

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+ 24/7/365 Support - Everbridge provides clients with 24/7 client services and technical support, as well as 24/7/365 live operator access via the Everbridge NOC, where communications engineers are standing by to send broadcasts on your behalf, in any situation, day or night.

+ Continuous Innovation - Everbridge focuses exclusively on incident notification and works hand in hand with airport industry thought leaders to continually refine our solutions and anticipate your evolving challenges.

> " In addition to companywide, critical incident communications, VTA is excited to be using the Everbridge Matrix solution to reduce Operations Center Controller workload by dispatching daily operational incident messages tto Rail, Bus, and Facility managers. We selected Everbridge because of its industry leading, reliable, and innovative control center operations and emergency notification applications, as well as its successful track record delivering projects to local, state, and federal government agencies."
>
> Mike Hursh
> **Deputy Director, Maintenance & Security**
> **Valley Transportation Authority**

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

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