

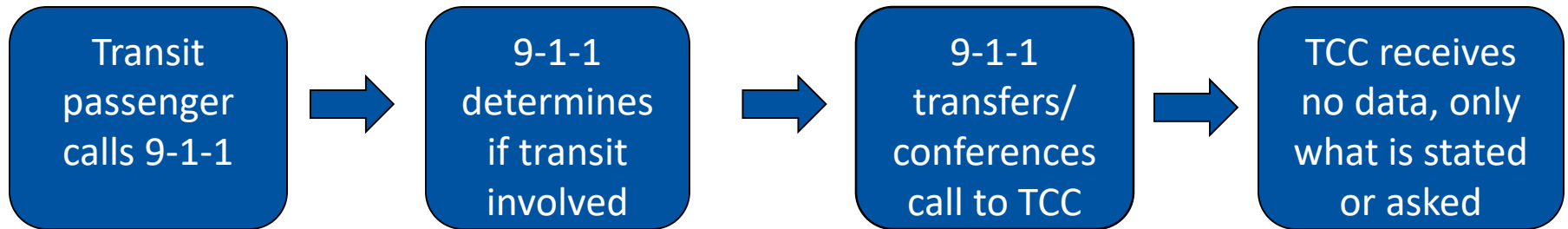
Transit 9-1-1



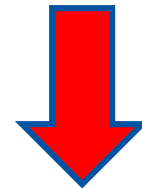
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Transportation Committee
June 25, 2018

9-1-1 Transfer Call flow to Metro Transit

Current state of receiving calls:



Future NG9-1-1 equipped TCC:



TCC receives caller name, phone number, mobile carrier, location, ability to update location in real time. Future ability to accept Text to 9-1-1, video and photos

Timeline

- 2014/2015/2016
 - Research, Exploration, and Development of Project
- 2017
 - Developed scope of work for consultant to design and engineer NG9-1-1 phone system for Metro Transit
 - Issued RFP for Consultant, evaluated proposals
 - Selected PSC Alliance to design and engineer system
- 2018
 - Finalize design and scope of work
 - Issue RFP for NG9-1-1 Phone System for Metro Transit – August 2018
- 2019
 - Join Metro Region 9-1-1 Network, Implement phone system

Goals and Benefits of Project

- Equip the Transit Control Center (TCC) with a Next Generation compatible 9-1-1 (NG9-1-1) phone system
- **Join the Metro 9-1-1 Network as a Public Safety Answering Point (PSAP) and update the metro region 9-1-1 consolidated plan**
- Allow for seamless transfer of data between primary PSAPs and the TCC for public safety events
 - Automatic Number Identification/Automatic Location Identification
- Increase efficiency of processing public safety call data flow into Police Computer Aided Dispatch (CAD)
- Decrease liability of Metro Transit for handling public safety calls without the ability to collect data
- Improve operations for Transit Passengers and Employees

TCC 9-1-1 Example Screen

The screenshot displays a software interface for a 9-1-1 call center. On the left, there are various control panels including fields for 'Tel. #', 'Ext.', 'Class', 'Caller', 'Main #', 'Address', 'Exact', 'ESN', 'Tell Tale', 'LAT', 'LON', and 'Conf'. Below these are buttons for 'Redial' and 'SIP IP Phone'. A central area contains buttons for 'E9-1-1', 'BldrPD', 'Admin', 'InterCom', and 'TEXT'. At the bottom left are 'Release', 'CONF', 'Transf', and 'HOLD' buttons. On the right, a 'Compose' window titled 'SMS / Text Conversation' shows a text exchange: a yellow bubble with 'help man in house with gun', a white bubble with an automated response asking for city/zip, a yellow bubble with '80503', a white bubble asking for address, a yellow bubble with '123 main street', a white bubble asking for help, a yellow bubble with 'ok thanks', and a white bubble with 'help on the way. get to a safe place.' Below the conversation is a 'Send' button. At the bottom right, there are buttons for 'SEL. AGENCIES', 'DATA STATUS', 'History', 'Alarms', and 'ABOUT'. The status bar at the very bottom shows 'pos1', '12/9/2009 13:37:48', and 'Alarms'.

Transit 9-1-1 Funding

- 2018 CIP Approved
- 2nd Quarter Budget Amendment – July 2018
- FTA Grant Approval August 2018





Questions, Comments?

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