



EVERBRIDGE FOR THE TRANSIT INDUSTRY



OVERVIEW

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.

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 operational 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 - Access the system from anywhere and reach first responders, employees, and management. Everbridge is so easy to use that a non-technical person can send a message effortlessly.
- + Easy Data Management - Synchronize employee information from existing HR or financial databases automatically, or have employees subscribe and manage their information from within your internal systems through a password-protected portal. Flexibility and ease of use ensure you always have the most up-to-date information when you need it.
- + Communications Integration - Everbridge integrates with technologies such as security systems and sensors, smoke detectors, weather alerting technologies, IT system alarms, on-premise sirens, loudspeakers, digital signs, and more for a layered communication approach.
- + Instant Passenger Updates - Allow your ridership to sign up for notifications of any delay or disruption of service via an opt-in portal that is easily integrated into your website, dramatically increasing customer satisfaction and reducing the number of complaints filed.
- + Intelligent Reporting - The Everbridge system compiles results in seconds for quick, informed decision-making in real time. Detailed reports and ad-hoc reporting provide the flexibility you need for analysis and trending while serving as an audit trail for compliance requirements.
- + Emergency Notification in the Cloud™ - Leveraging cloud computing, Everbridge helps lower the cost and increase the power of communications, 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 to your emergency communication challenges. Leveraging Everbridge as your communication platform, we structure your emergency notification initiative, establish policies and procedures, review crisis communication methodologies and notification best practices, and train your team.
- + Training - Everbridge provides web-based training tailored to your organization. Each session focuses on real-world examples of system usage and demonstrates product fundamentals. Additionally, Everbridge offers ongoing online group training and can provide customized on-site and online training.
- + Best Practices - Everbridge has developed proven processes and best practices based on thousands of hours of expertise helping organizations implement incident notification systems.
- + Expert Access - Everbridge's Client Services team is made up of highly experienced, credentialed professionals with years of boots-on-the-ground safety, disaster, operations and incident communications experience.
- + Dedicated Account Management - With a strong understanding of the specific needs and challenges of the transit industry, we help you make the most effective use of the Everbridge system.
- + 24/7/365 Support - Everbridge provides clients with 24/7/365 client care and live operator service to help send broadcasts in any situation, day or night.
- + Continuous Innovation - Everbridge focuses exclusively on incident notification and works hand in hand with clients and industry veterans to continually refine our solutions to meet your evolving challenges.

USAGE HIGHLIGHT

“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 to 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

Planning: Everbridge is easy to set up, maintain, and organize, meaning that you're always ready for a quick, coordinated response. Everbridge ensures that the right messages get to the right people - with the most advanced opt-in portal on the market, streamlined integration with internal and external data sources, and simple group and contact management.

Assessment: When trouble strikes, you need rich insight, presented simply - so you can quickly assess potential impact and make an informed decision to avoid loss. Everbridge offers the only solution on the market that meets these demanding requirements, with the most advanced interactive dashboard in the industry.

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

Response: In critical situations, ease-of-use can mean the difference between an effective response and a mistake that carries serious consequences. Everbridge is engineered to be simple to use under pressure, with a user interface that accelerates time-to-message and reduces the likelihood of errors.

Delivery: Even during large-scale disruptions, Everbridge stays on. The most advanced platform in the industry ensures that you reach your contacts - every time. And with worldwide coverage and capabilities, including globally local calling infrastructure and data storage, we're ready to support you wherever your people are in the world.

