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 County. 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 and installed in 2013. Incorporated into the System were the Radio Channels & Freqeuncies and a complete SIP PBX application to accomodate 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 the operator position will have little effect on the overall System itself.

This new System not only accommodated SEPTA's present needs but also provided the flexibility to expand and adjust to future circumstances as they were presented.

Beginning in late 2015, project plans began for expansion of the Main CommCenter and construction of a new Backup Center providing a complete upgrade of the original system and a full duplicate system with even more communications capabilities. Overall, the current Mindshare System consists of 40 Dispatch Positions and 72 telephone line interfaces.

Transportation Dispatch Solution

mindshare by CSS

Operator GUI
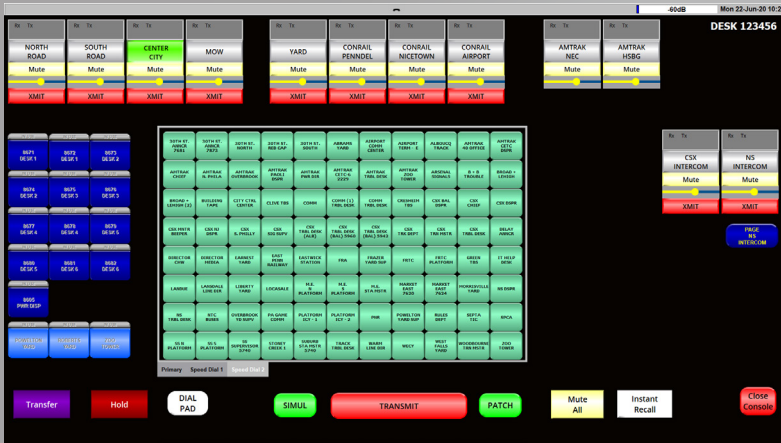
- Fully Customizable
- Linux & Windows Environments
- Multi-Channel Audio
- Multi-Function Instant Recall
- Cross-Patch
- Simul-Select
- Paging
- Auxillary Control
- Alerts
- Alarms
- ANI Aliasing
- Multiple Screen Tabs

Dispatch Processor Options

Complete Dispatch Workstations
<u>No Separate PC Required</u>
Compact Size
Integrated Processor

MAXPlus G2
Up to 8 Speaker Configuration
Headset/Footswitch Options
Full Accessory Connectivity
NENA/SIP Telephone Interface

Essential Console
Compact Size 5.4"x4"x2"
USB Headset/Desk Microphone
Four USB 3.0 Ports
Two GbE Ports

Mindshare Radio Interface

- Full VoIP Radio Interface
- Complete P25 Interfaces
- MDC1200 & Fleetsync ANI Decoding
- Voter Compatible Data Stream
- SIP Telephony Stack
- Iden PTT - Passport Interface
- T1 Direct Interface
- Kenwood, EFJ, ICOM, Hytera, Tait, EFJ, Hytera & MotoTRBO