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Metro's Emergency Dispatch Center was recently upgraded with ATMS technology.



Metro's Emergency Dispatch Center Gets a Facelift

- EDC would be activated to keep the buses rolling in a crisis

By AL MARTINEZ

(May 25 2007) Metro's Emergency Dispatch Center (EDC), a facility designed to ensure that the buses keep rolling even if the Gateway Building is disabled, has recently been upgraded with state-of-the-art equipment.

Located in the maintenance building at Metro Red Line Division 20, the unit now includes the latest Advanced Transportation Management System (ATMS) technology. The Bus Control Center (BOC) is located on the 6th floor at Metro Headquarters.

The EDC could be activated in the event an earthquake, major fire, civil disturbance or terrorist attack disrupted normal bus control activities and required the implementation of emergency plans.

The EDC is equipped to handle 12 dispatchers, 50 percent of the BOC's maximum number of controller workstations. When activated during an emergency, EDC controllers would be able to communicate with supervisors and bus operators in the field.



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Operational training, in which BOC controllers operate from the EDC, is conducted one day a month. The operation is transparent to bus operators.

The EDC replaced a retrofitted bus that had been used as a mobile emergency communications center. With the implementation of the ATMS system, the mobile center was decommissioned.

Staff members who contributed to implementing the EDC includes Dave Edwards, Rufino Amparo, Sean Hale, John Garcia, Ignatius Kelley, Zenon Trujillo, Raul Torres, Andres Villa, Marco Sanchez, Billy Haire, Del Rutherford, Donna Williams, Randy Hoover, Steve Brink, Devin Reed and Randy Gordy of Wayside Systems Facility Maintenance; Al Stewart and Manny Chavez of ITS; Peter Mellon, Jorge Galvan and Roman Alarcon of Bus Operations Control; and Ron Benner, Tony Chua, Tom Jasmin and Al Martinez of Transit Systems Engineering.



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