

# Case Study

## FEDERAL GOVERNMENT

### Federal Aviation Administration

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#### THE CHALLENGE

The Federal Aviation Administration (FAA) Alaskan Region, based in Anchorage, is responsible for all commercial, private and military air traffic safety throughout the state of Alaska and has operations spread across the state in multi- and single-floor buildings.

The largest facility houses 400 FAA employees on two floors of the Anchorage Federal Court House, a building that spans two city blocks. Paul Riendl, a senior telecommunications engineer supporting the region, is one of these employees and he realized there was a problem when one of his co-workers called 9-1-1 and he received no notification.

Local police confirmed that a 9-1-1 call was placed, but told Riendl the notification would come up to an hour after the call. In some cases, it actually took up to a day to find out who had actually called 9-1-1 and required reviewing the phone logs.

Another problem facing the FAA was the local public safety answering point (PSAP) sent fire or police to the FAA's main address because an E911 system had yet to be implemented. These issues, coupled with Alaska's implemented E911 legislation, made it imperative for the FAA to deploy E911.

#### THE SOLUTION

Riendl envisioned a standardized E911 solution that would not only meet the needs of the Alaskan Region, but could also be implemented by the FAA throughout the country in a centralized or distributed environment. He began researching E911 solutions and defining requirements that would eventually call for a solution capable of tracking every phone and device on the enterprise network. The solution would also need to automatically update the ALI databases so emergency call-takers would know where to send help in response to a 9-1-1 call.

**“The FAA was strategically ready to implement E911. Working with Paul Riendl, we selected RedSky primarily for their solid platform and multi-vendor flexibility, which the FAA required to accommodate its various systems. We now provide the FAA with full E911 legal compliance throughout Alaska and life-saving, real-time location information for every 9-1-1 call.”**

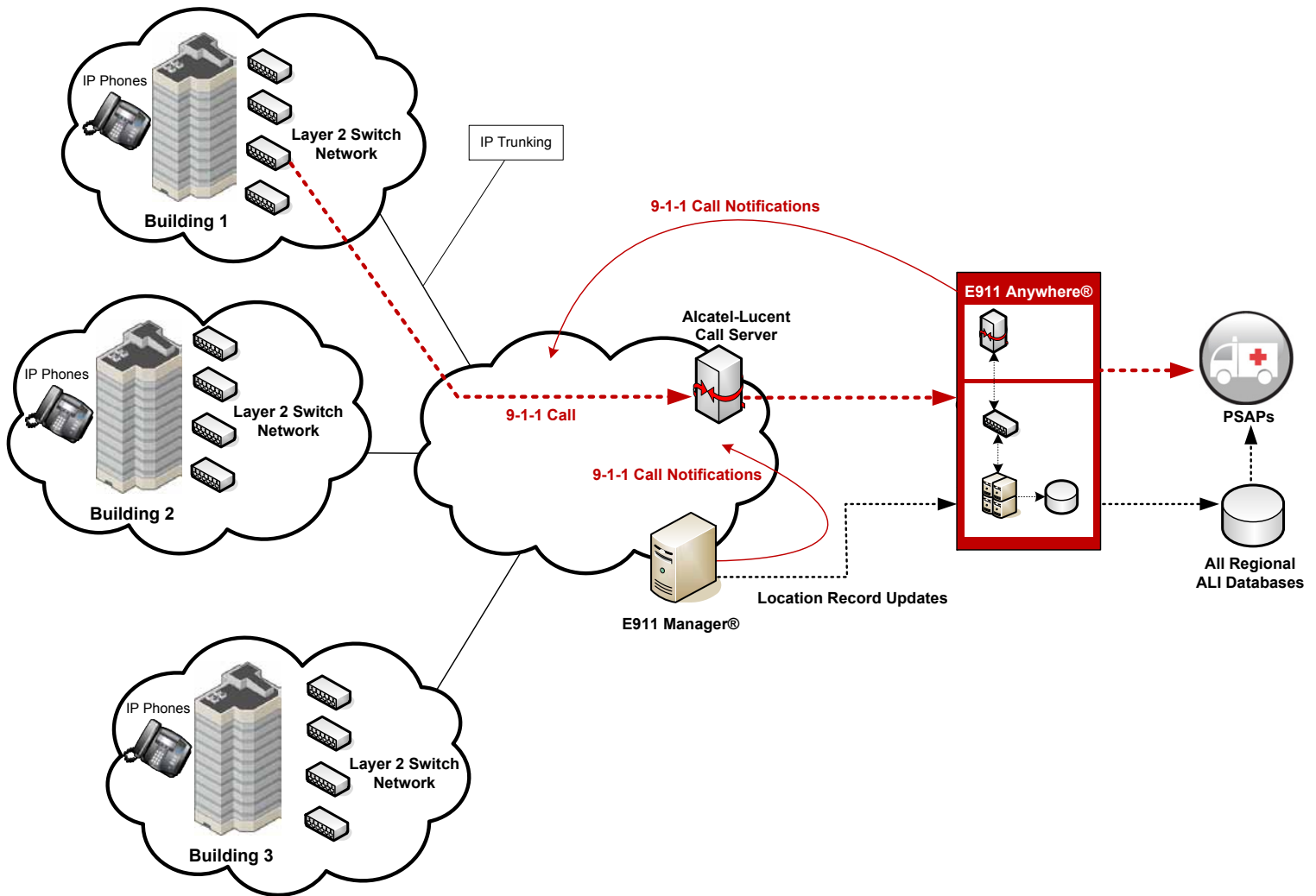
**Ron Perry | *President and CEO, Teya Technologies***

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While attending an FAA Security Council conference, Riendl met RedSky Senior Vice President Nick Maier, who worked with him to fine-tune his E911 requirements and make sure all system components and locations were identified and considered.

After reviewing other E911 vendors to find the best solution for the FAA's current and future requirements, Riendl selected RedSky's E911 Manager® to automatically track and manage the location information of every device on the Alaskan Region's Alcatel-Lucent network. He also selected RedSky's E911 Anywhere® over PS-ALI accounts with the local CLECs to route all 9-1-1 calls along with the location of the caller to the proper PSAP for emergency response.

For implementation, Riendl turned to the FAA's 8(a) partner, Teya Technologies LLC, an Alaska Native-Owned 8(a) Certified Company, to purchase and implement the RedSky solution.



## THE IMPACT

Today when an FAA employee, guest, or contract worker calls 9-1-1, first responders dispatch fire, police or ambulance to the exact address of the caller including building address, floor and floor location. Riendl's goal is for help to reach a caller in need within 30 seconds of arriving at the building.

"The FAA was strategically ready to implement E911. Working with Paul Riendl, we selected RedSky primarily for their solid platform and multi-vendor flexibility, which the FAA required to accommodate its various systems," says Ron Perry, president and CEO of Teya Technologies. "We now provide the FAA with full E911 legal compliance

throughout Alaska and life-saving, real-time location information for every 9-1-1 call."

The Alaskan Region's use of E911 Manager® and E911 Anywhere® makes them one of the first FAA regions in the country to provide E911 protection for employees with IP phones. The FAA relies on RedSky's corporate presence, integration capabilities with all major platforms, and scalability to meet the E911 needs of the FAA and achieve its safety mission.

**"Safety is our passion"**

**FAA Value Statement**

For more information on RedSky's software or services for government entities, visit our website at [www.redskyE911.com](http://www.redskyE911.com) or call us at 877-REDSKY1.