

## Dear Xybix Customer,

The year 2008 has ushered in a new National Ergonomic Standard. Developed by the Human Factors and Ergonomics Society (HFES) the new standard was submitted to the American National Standards Institute (ANSI) for formal review and approval as to the fairness and integrity of the development process. ANSI announced their approval and the new standard is designated as: ANSI/HFES100-2007

This new standard represents a nearly ten year process designed to update the original ANSI/HFS100-1988. The original standard did not address standing working postures and, of course, did not address more recent technological developments like LCD flat screens. ANSI/HFES100-2007 is currently the most up to date and technologically advanced ergonomic standard in the world.

David Carson, Xybix founder and CEO, was one of three (3) members representing producers of ergonomic furniture products on the nineteen (19) member Canvass Committee. Other members represented academia, the electronics industry, unions, government and individual stakeholders from many disciplines.

Worldwide HFES membership includes over 4,500 scientists, designers, psychologists and engineers who have a common interest in designing safe and effective equipment. HFES represents the highest level of expertise and the lowest potential for conflicts of interest. Use of these new guidelines will improve both the quality and performance of ergonomic products in the Public Safety

In the dispatch environment there are five critical ergonomic performance elements – all of which must be addressed in order to achieve a complete ergonomic solution. For optimum ergonomic performance, you should insist on meeting all five elements of the new ANSI/HFES100-2007 guidelines.

Call or e-mail Xybix and request a copy of our Ergonomic Design Criteria white paper which explains how ANSI/HFES100-2007 relates to a 911 dispatch center working environment. [1-800-788-2810](tel:1-800-788-2810) or [ergowhitepaper@xybix.com](mailto:ergowhitepaper@xybix.com).

As a solutions company, we rely on your input and suggestions and highly regard your continued support and insight. Together with your partnership, we look forward to further success and rewarding outcomes.

Barry Carson  
President

*Xybix Systems Inc.*

## SUCCESS STORY // // // //



### Galloway Township NJ

The Galloway Township Communications Center continuously strives to improve its police service to the 40,000 citizens of Galloway Township.

With 68 sworn officers, 10 dispatchers and three dispatch centers working around the clock, it takes absolute concentration and focus on the part of each individual to get the job done.

Recently, Galloway realized that better ergonomics in the dispatch center could have positive impacts by improving the health and well being of its dispatchers while on the job. As such, they decided to replace their workstations with a completely ergonomic solution from Xybix. The Xybix Design team began with a design process to understand and define ergonomic and other special requirements of the centers. Xybix delivered a custom solution based on their configurable X Series height adjustable furniture system.

The Galloway Township Police department worked extensively with Xybix's sales rep Bill Haines, who made suggestions about the equipment setup and pointed out ways to improve the initial layout. "I particularly like the flexible configuration, the ergonomic design of the workstations and the removable panels for the cable channeling and cable management," states Sergeant Kevin Mott.

Prior to the Galloway install, the cable management and the ability to access the equipment for service was extremely inconvenient at best. "After upgrading

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Galloway Township

case study continued // // // //

to the new Xybix workstation, both of these issues were solved and operations are running much smoother now," explains Sergeant Mott. The dispatcher's workflow is more streamlined due to the convenient placement of components within easy reach. In addition, the center has a cleaner, more open appearance leaving the dispatchers excited about their new work environment. Mott states, "Although there were issues that arose during the install, Xybix was able to provide an effective resolution in a timely manner."

The Xybix design team made appropriate suggestions that enabled the Center to add a third console within their already existing space restraints. "Due to their small space and the workflow required, Josi Gebhardt, Xybix designer, crafted a solution to utilize the space more efficiently within the dispatch room," states Xybix rep and dispatcher, Bill Haines.

During the install, the Xybix installers worked late in order to be sensitive to the project's schedule due to a shipping delay from harsh weather—another example of Xybix customer service. Ultimately, Sergeant Mott was pleased to find that the solution he preferred for his dispatch center was actually the least costly. "Xybix was the only vendor that was able to provide three consoles within our budget," he says. The cable management and ability to add more screens has benefited the Galloway Township Police department in a very positive way. Mott is very happy with his Xybix products and looks forward to doing business again in the future.

## Design Team Highlight:

Xybix offers a staff of professional designers working as a seamless team with each client, their area sales representative and Xybix manufacturing group to provide design solutions that meet each client's unique objectives. Judi Nicol and Josi create environments that enhance the function and quality that is unique to dispatch and medical environments.

The Xybix Design team creates successful solutions by following a detailed design process. Beginning with extensive programming efforts, we define all the equipment and personnel requirements, create Console Workstations to meet those specific objectives and provide space plan options within the constraints of each unique space. It doesn't end there. What sets our design team apart is our ability and knowledge to design custom cabinets, locate data and electrical feeds and coordinate material finishes to complete a total package. Each design offers customized ergonomic and technical solutions with pleasing esthetics.

We pride ourselves on building long term relationships with our clients by offering good listening skills, continual communication, design expertise and excellent ergonomic products. Whether the project is for one person or a 10,000 sq foot facility our team will enthusiastically work to find the best solutions.

Communication among the sales rep, the clients and the designers have contributed to numerous successful installations including the Lakewood Colorado Police Department, a 2050 sq. foot dispatch facility that supported thirteen workstations; six independent sites for Will County Illinois 911 Systems for a total of forty plus workstations and Paramus Police Department in New Jersey, a six station dispatch 465 sq. foot room. The Design Team is currently finalizing an extensive project with the San Francisco Police Department that will accommodate nearly fifty stations in approximately 5,000 square feet.



*As designers, we are fortunate to have clients that really appreciate the services we provide for them and the benefits that come from good design, great ergonomic products and a total Team effort! – Judi Jump, Head of Design*



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## Upcoming Tradeshows:

● **Pennsylvania APCO May 19<sup>th</sup> -20<sup>th</sup>**

(Willow Valley Resort & Conference Group) - **Booth# 22**

● **Nena Annual 911 Conference & Tradeshow June 7<sup>th</sup> – 12<sup>th</sup>**

(Tampa Convention Center) - **Booth# 514**

● **APCO International 74th Annual Conference August 3<sup>rd</sup> – 7<sup>th</sup>**

(Kansas City Convention Center) - **Booth# 508**