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CASE STUDY

City of Saint John

Saint John, NB

Public Safety Communication Center

Product(s): Dispatch™

6 Operators

The Challenge

When the City of Saint John decided to purchase 6 dispatch consoles for this re-designed PSCC, they had detailed technical requirements that had to be met like minimal console footprint and ample custom equipment accommodation just to name a few.

But at the core of these technical requirements was the need to implement a solution that was designed to ultimately maximize the comfort and effectiveness of the operators themselves.

As such, a strong focus on advanced product ergonomics was considered vital for any solution chosen as this was sorely missed in their old PSCC. In addition, the desire to allow operators to have separate personal environmental control to maximize individual comfort and ensure operator alertness was seen as essential.

Lastly, because of the PSCC re-design, bidders with extensive dispatch/control room design and layout expertise would be seen as a valuable asset as the consoles really needed to integrate seamlessly with this new functional environment.

The Evans Solution

The Evans team proposed our dynamic sit-stand 911 console, the Evans Dispatch™, whose innovative and flexible design allowed it to effortlessly meet all, and even exceeded many, of their strict bid requirements.

In particular, the unique features that clearly impressed the City's decision makers most were:

- · · The extra large modular storage cavities that were easily able to accommodate their extensive custom equipment requirements
- · · Convenient front and rear module accessibility so that equipment servicing and upgrading could be done without disturbing the operator
- · · The innovative and tidy cable management system throughout the entire console
- · · The truly comprehensive ergonomic design: from touch-of-a-button sit-stand functionality to Evans' patented waterfall nosing to the adjustable keyboard platform to the knee-friendly curved cavities and more
- · · The personal environmental control allowing for convenient climate adjustment to accommodate each operator.

The City of Saint John is now another satisfied Evans client, with a fully integrated user-friendly PSCC dispatch facility where the operators are more comfortable, more efficient, and have a work environment that allows them to perform their job better and ultimately save lives.

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