

Central Station Design and Functionality Nass Ex 2005

- Things to consider.
- Physical Proximity: Keeping team members & management in the same general area.
- Collocation: Involves placing all or most active project team members in the same physical location to enhance their ability to perform as a team.
- The Furniture you choose should: Emphasize space, functionality, durability, safety, ergonomics and appearance.

Furniture Arrangement

- The arrangement of the furniture should take into consideration:
 - Necessity to communicate visually and verbally between dispatchers.
 - Quick supervisor availability.
 - Isolation of noise between workstations.
 - Glare from windows or lighting.

Ergonomics

- Chairs should be 24 hour adjustable for height, back angle height, armrest height.
- Consoles adjustable for height. You may consider adjustable from sitting to standing.
- Keyboard rests adjustable for height, angle and distance from the console.
- Terminals or video displays should be arranged to allow their horizontal adjustment closer and/or further away from the dispatcher.

Furniture Layout "V"

- Approximately three years ago we designed our new Monitoring Center.
- We have utilized a "V" or "Zig-Zag" workstation layout with a raised supervisor platform.
- Our goal was to create a modern open look but at the same time get the best use of our space. This also allows us the availability of growth or added workstations.

Our New Facility



Back Entry & Parking



Our Beginning



So Much Space



Our Supervisor Stations



The "V" Formation



Fire, Access, Cameras & Concentrators



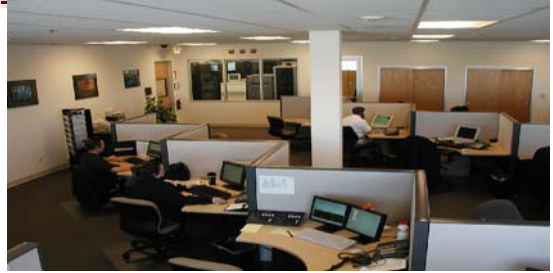
Customer Service Queues, Cameras, Dictaphone Recorder



"V" Formation



Easy View & Access to Server Farm



Pro's

- Adequate space for each operator
- Open floor plan
- Room for growth
- Bright and Airy
- Looks professional

Con's

- Noise Level (White Noise can be added)
- No area for Overhead Queue's'
- No Televisions for disasters/weather
- 24 Hour Workstations Can't personalize

Helps Relieve Stress Employee Appreciation Days

