



## **Thompson Valley Emergency Medical Services**

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Thompson Valley Emergency Medical Services Communications Center is a hybrid emergency communications center designed specifically for coordinating patient transportation requests over a 410 square mile service area. The dispatch center is staffed around the clock 365 days a year with highly skilled dispatchers trained in managing both emergency and non-emergency medical transportation needs for a number of health care facilities in northern Colorado. Community paramedicine and public assist calls are also handled through the center. Future plans include acting as a secondary PSAP, processing non-emergency calls for medical assistance, and serving as an emergency operations center for large scale medical events.

When the center was in early development stages, TVEMS reached out to Xybix Systems, Inc. for a consultation and design recommendations for dispatch center consoles and furniture. The Xybix staff, including our sales representative, the administrative support team, the design specialists, and the delivery / install team all came together to turn what was once an empty storage room into a modern, functional dispatch center. The solution Xybix presented was cost effective for a limited budget, showed very solid workmanship, efficient design, and had a completion schedule that exceeded the agency's demands for an opening date.

Thompson Valley Communications, known as "TVC", currently deploys three workstations with three video monitors, desktop radios, and telephone desk sets, all completely redundant for dispatchers to perform call taking and radio assignment functions. There is a separate supervisor workstation that offers complete dispatching functionality along with administrative workspace. We chose the Xybix Eagle furniture line and added LED backlighting, individual task lighting, individual climate control for both heat and AC, height adjustment, and video screen vision depth adjustment. The equipment has performed without issue or malfunction and we are pleased with having a quick response to any questions or adjustments that may come up. The center has become a showpiece for our organization!

Thompson Valley Emergency Medical Services values our relationship with Xybix Systems and eagerly anticipates the results of what will come when we look to expand our operation in the near future. We highly recommend Xybix for your agency's dispatch furniture needs.

Mark Gaisford,  
Communications Captain  
Thompson Valley Emergency Medical Services