A Grand Design for Success

Model 4010s Ease a Dispatch Squeeze

A popular saying holds that “good things come in small packages.” Zetron’s Model 4010 Radio console is proof that you don’t need heft and size in order to be powerful. Offering the convenience of rackmount or a compact desktop unit with a modest “footprint,” the Model 4010 is perfectly suited to small to medium dispatch operations. It accommodates up to 12 radio channels and 2 telephone lines, plus it provides many of the dispatcher-friendly features found on Zetron’s larger consoles.

Another common saying holds that “imitation is the sincerest form of flattery.” If that is true, then some of Zetron’s competitors must have a very flattering opinion of the Model 4010 since they have introduced their own Model 4010 lookalikes. However, copying the look of a Model 4010 is one thing, replicating the quality, reliability, and performance is another matter.

A grand old time:

Grandville, Michigan is located approximately 10 miles southwest of Grand Rapids on the southwestern side of the state. In 1999, the Grandville Police Department acquired its first Model 4010 desktop to replace individual base stations that had been used for dispatching since the 1980’s. The Model 4010 was supplied and installed by Communications Specialists. “They chose a self-designed approach to key layouts to make critical operations quick and user-friendly. The amount of available Model 4010 options insured that future system changes would not meet with obsolescence.”

For the Grandville Police dispatchers, the console was a giant step up from what they had before—a handful of base stations scattered on a desktop. “We chose the Model 4010 because our vendor recommended it and because we’d seen it at a trade show in Grand Rapids,” explained Communications Sergeant Roland Haveman. “Its operation was the simplest and most straightforward of all the consoles we looked at. We dispatch for police, fire and EMS. Now we have capabilities like agency intercom, a big feature which you just can’t do with radios.”

“The Grandville dispatch personnel preferred the fully flexible customized nature of the Model 4010 programming over the preset ‘cookie-cutter’ control configurations which the competition offered.”

Floyd Miltz
– Sales Representative, Communications Specialists

Consoles ease a tight squeeze:

To dramatically improve radio coverage throughout the rapidly expanding city, Communications Specialists installed a new GE repeater for the main dispatch frequency at a remote location, complete with battery and generator backup. Because the police dispatchers would also be assuming fire-dispatching responsibilities, three new base control stations were chosen to replace the old ones, providing efficient concurrent operation of their frequencies. The base stations were installed in a protected location in the basement of the police station and remoted to the Model 4010 console one floor above. Since the department was still dispatching in an 8-by-10 office shared with records-keeping operations, the compact Model 4010 saved considerable space.

A desktop Model 4010 takes up not much more room than a telephone at the new Grandville Police Department dispatch.
Dual channel cards in the Model 4010 provided tone remote interfacing with the control stations. Connection to a distant countywide base remoted and shared by several other departments via phone lines was accomplished by assigning its operation to a Model 4010 channel position. In the past, an old “holler-up” type of open direct remote line connected several departments as a sort of “inter-agency intercom.” Since this only required talk-listen audio, another channel position restored this capability by programming that card’s channel for TX-RX audio only without signaling functions. An instant page option also dramatically reduced dispatcher workload.

“Pressing the appropriate key automatically steers to the correct control transmitter and sends one of two tone sets used to separately page out fire and EMS units as needed,” Miltz added. “Recorder outputs present on the Model 4010 made interfacing to the existing digital recall voice recorder a snap.”

**Razing the roof:**

In the event of a major system failure, a recent model GE desktop base station duplicating all the console channel frequencies is connected to its own outside antenna and installed next to the console to use as a standalone backup. Since the radio was already internally equipped with an integral remote board in addition to its local mike control, it was also simply connected to the Model 4010 by using another channel position to add convenient control operation. An I/O interface option was installed in the last vacant channel position to serve as an operating point for building door locks and silent alarm activation.

“In 2001, a big change occurred,” Miltz said. “Grandville City allocated resources to construct larger police and court facilities on the same premises while still continuing operations in the old building. Although the new facility was sorely needed, this posed a logistical quandary for the general contractor, since city operations needed to continue as usual during new construction and the consequent razing of the old building.”

**Adding another console:**

The Grandville Police Department called for two dispatch positions in its plans for a new communications area. After consulting with Communications Specialists, the City 9-1-1 Committee approved the purchase of a second identically configured Model 4010 console. The decision was based largely on the existing Model 4010’s excellent service record.

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Miltz said, “The new console, connector harnesses and protected “66” style connector blocks were installed in advance in the new building, and were simply punched across the existing old “66” blocks to enable parallel operation. When the time came to move the first console and demolish the old room, the shorting clips were pulled from the blocks, the console was simply disconnected, relocated to the new building, and plugged in.”

Even though the new dispatch room is larger than in the old facility, the dispatchers also share space with record keeping. The compact size of the Model 4010 once again worked well in the limited space.

**Backup consoles simplifies training:**

The existing “Power-911” PSAP telephone stations were then interfaced to 4010 “TRHI” (telephone/radio headset interface) units which allow the use of one headset to answer phone calls as well as dispatch radio traffic. Dual adapters on a second unit at each console provide redundancy, and have proven to be priceless by enabling the training of new operators under actual dispatching conditions.

“We’ve got two dispatch positions, but they occupy one small room,” said Sergeant Haveman. “It’s nice that the Model 4010s don’t take up a lot of desk space. We went with a second Model 4010 so it could be used for training; plus we can put a second dispatcher in there if we get busy.”

Miltz added that both Model 4010s have provided trouble-free operation since installation. Even the high-usage components such as the “transmit” keys and “select” volume control have not yet needed replacement.

“The purchase of the Zetron Model 4010 consoles has truly proven to be an investment in quality equipment that should continue to provide a solid, efficient value to the City of Grandville and its taxpayers for many years to come,” Miltz said. “We are proud to be a Zetron dealer, and to have been a part of this success story.”

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