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**ZETRON<sup>®</sup>**

# ADVANTAGE



McMinn County, TN

Weslaco, TX

Scituate, MA

*Photo credit:  
Ien Wagner, Patriot Ledger*



# McMinn County Continues to Advance Emergency Communications

State-of-the-Art facility and Zetron Help Future-Proof  
Critical-Communications in Tennessee

*When the McMinn County Emergency Communications Center in Tennessee began operating in July of 2003, the 733-square-foot building had a staff of just nine. But they knew it was only a matter of time before they out-grew the small building.*

After working with two other dispatch centers, one in Etowah and one in Athens, they became a fully consolidated dispatch center in 2011. With this increase in service, coupled with the growth from the past few years, their staff had nearly doubled, from 9 to 16 full time employees. The number of 911 console positions rose too, from four stations to six. Despite the spike, Marvin Kelley, executive director for McMinn County 911 and his team made it work.

## High standards continued

By 2015, it became evident major upgrades and new technology were needed due to the overcrowding. Having great success with Zetron radio dispatch and 9-1-1 call-taking systems from the beginning, the bar for replacement equipment was high.

“We tried several other products that did not meet our standards, so we decided to continue with the product we knew would be the best option for our agency, the responders and the citizens, Kelley explained. Zetron products offered us more advanced technology with the features and flexibility we needed.”

McMinn installed a combination of MAX Dispatch and MAX Call-Taking systems, which made the transition from the older Zetron systems seamless.

Kelley also knew Zetron Reseller, GeoConex, who they’ve done business with since 2004, would be a perfect fit for the project implementation.

**“Zetron products offered us more advanced technology with the features and flexibility we needed.”**

*Marvin Kelley, Executive Director McMinn County 911*

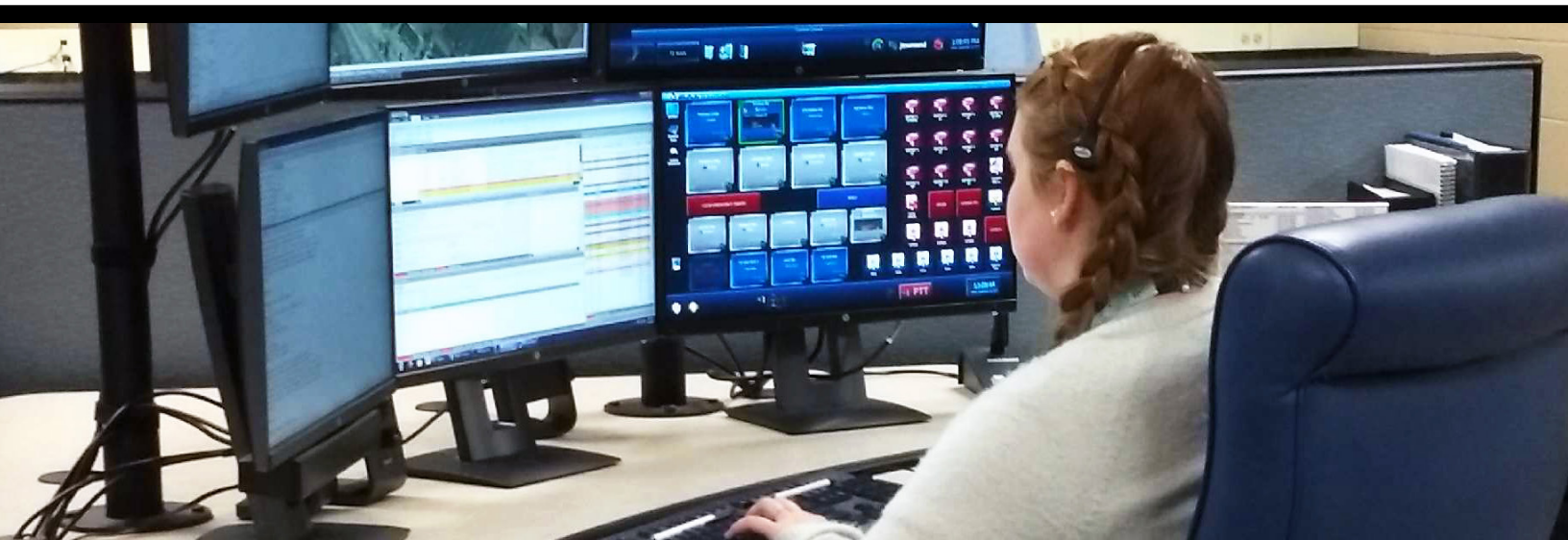
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“They’ve [GeoConex] always been available for assistance as needed, and it’s especially important to have someone fairly local to get ahold of should the need arise,” Kelley said.

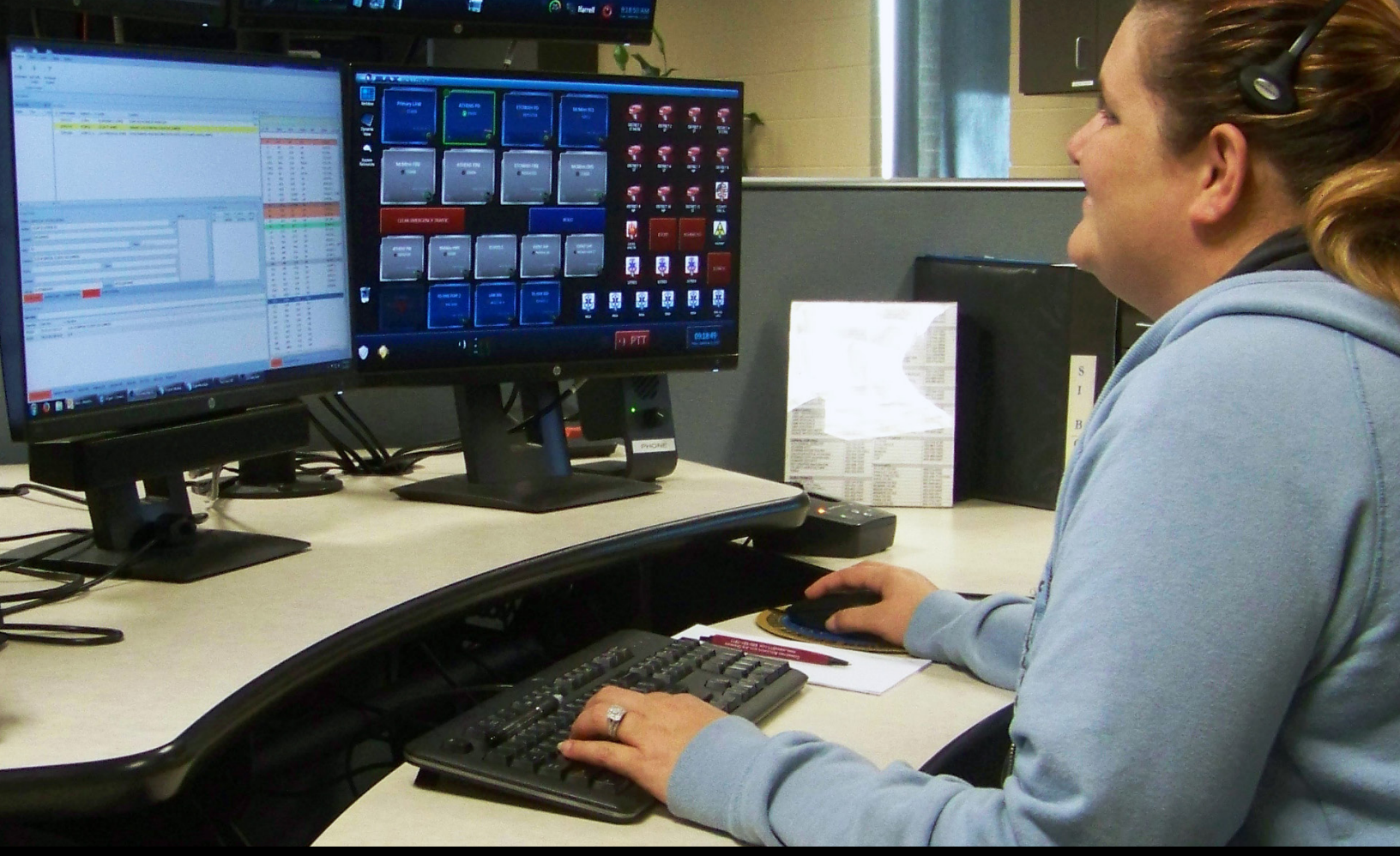
## Ground breaking

Once equipment plans were in place, on September, 27th 2015, they broke ground on the new facility near the center of McMinn County. Console positions from the old center started making their way over to the new building, piece by piece. And when enough equipment had been transferred over, the old center went down and the new center went up.

With the new Zetron dispatch and 9-1-1 systems up and running, GeoConex training personnel came in to train each employee on the new system. And exactly nine months later, on July 27th 2016, the new 911 Center went live and was fully operational for the citizens and responders of McMinn County.







### Worry-free growth

Now the staff of 22 serve the nearly 53,000 citizens of McMinn County out its brand new, state-of-the-art, 6,000-square-foot communications center, equipped with geo-thermal heating and cooling. And with room for up to four more console positions, there's no worry they'll out-grow their new facility any time soon.

The communications center can also assist several other agencies working within in the county on top of the six law enforcement agencies, 11 rural fire districts, 2 rescue squads, 2 full-time city fire departments, 4 first responder districts, and 1 EMS agency they currently serve.

### Complete and intuitive

After the MAX Dispatch system was in place, new top-of-the-line phone and radio equipment, along with the most current software upgrades for CAD and Mapping were installed at the eight console positions.

“The system was user friendly and easy to learn, explained Kelley. We also had Zetron personnel come in six months after installation to do some refresher training, which helped tremendously.”

It's safe to say, they have McMinn County covered for years to come. ■

# Support for Decades to Come in Weslaco, Texas

City of Weslaco Upgrades Equipment and Regional  
Communications Center with Zetron







*With a mission “to enhance the quality of life in the City through a proactive and professional level of police service,” The Weslaco Police Department is there to not only keep everyone safe, but support and build partnerships with their community. So when it came time for Jennifer Vilches, administrative services coordinator for the Weslaco Police Department, to upgrade their aging analog radio system and construct a new regional dispatch center, she needed the best.*

“We needed a flexible, user-friendly system that could interface with our new P-25 digital Harris radios, support future upgrades and would last for years to come” Vilches said.

With a stringent list of requirements laid out by Vilches, the Police and Fire departments, EMS and Public Works, the city council selected Zetron Reseller, Tri-County Communications for the project.

Tri-County Communications, who have been supporting Rio Grande Valley’s mission critical-communications, and the half dozen counties stretching from Laredo to Brownsville, Texas for the last 34 years was the perfect fit.

“They [Tri-County] carried an excellent reputation and being local made the decision even easier, Vilches said. They exceeded our expectations.”

After working out a plan to address the interoperability challenges they faced with the current equipment, Rick Surratt, technical operations manager for Tri-County Communications knew there was only one system that could meet their expectations: Zetron’s MAX Dispatch console.

### **Smooth Sailing**

“Zetron’s excellent technical support and versatility to integrate with most any radios and networks made the decision a no-brainer,” Surratt said.

“In my 35 years in the radio communications industry, **this system is by far the best...**I’ve never seen a console configuration seem so effortless.”

*Rick Surratt, Technical Operations Manager, Tri-County Communications*

With construction of the new regional communications center nearing completion, the transition loomed. In order to assure Vilches and her team could stay up and running during the transition, Tri-County staged the new system in their shop. They patched the VHF analog system to the new P25 digital system and after two weeks of testing, the dispatchers were able to move over to the new dispatch center.

And the consoles remained patched until all mobile and portable radios were replaced, making the transition a seamless experience.

“In my 35 years in the radio communications industry, this system is by far the best. The ease of interfacing the Harris radios to Zetron’s MAX Dispatch system was incredible. I’ve never seen a console configuration seem so effortless,” Surratt said.

### **Train The Trainer**

With the eight Zetron dispatch console positions, 19 Harris M7300 radios, 10 radio gateways and two MAX Central Gateways up and running in the new dispatch center, the next phase was training. But Vilches and her team of dispatchers required minimal training thanks to how user-friendly the system was.

“It was so easy to use, Vilches explained. Everything was incredibly straightforward, so we were able to teach ourselves without reading pages of training manuals. But when I did have a question they [Tri-County] never turned me down. I love that they’re always there when we need them.”

“It was a train the trainer approach, explained Surratt. She [Jennifer] was a great help in this department. She did her homework, which made the transition very easy and painless.”

The entire console configuration was customized by the police, fire, EMS and public works department heads this included the special alert tones and resource colors on the user interface. Once completed and reviewed the system was brought online on May 5.

### **Completed On Time And On Budget**

“Not only did the project come in on time, but on budget as well, Surratt said. Seeing a project of this magnitude completed in this fashion makes everyone happy.”

With new equipment to support the new communications center, the Weslaco Police Department can continue their mission to enhance the quality of life in the City of Weslaco and build even stronger partnerships with the community. And when the time comes to upgrade to a new CAD system, Vilches knows she can turn to Tri-County Communications and Zetron for the highest quality systems and support. [■](#)



# Town Of Scituate Expands with Fire Station Alerting System

Combining a State-of-the-Art Public Safety Complex with Zetron's MAX Dispatch Consoles



*On the South Shore of Massachusetts, midway between Boston and Plymouth, the small town of Scituate falls victim to dangerous and damaging storms on a regular basis. And since 1959, the Scituate police and fire stations have served the nearly 18,000 residents well.*



However, time marches on and having to operate out of separate dispatch centers presented several challenges for a department hoping to modernize. Although the police station was structurally sound, it lacked some basic features like storage space and central air conditioning and sprinklers. The more pressing issues were inadequate workspaces and security for personnel records. The Town of Scituate had a decision to make to alleviate these issues and decided a consolidated dispatch center was the path forward.

With plans in place for the combined safety complex, the police and fire departments were eager to finally be operating out of the same building. But there was still one glaring omission, an IP Fire Station Alerting (IP FSA) system. And with little to no room in the budget, it was time for Delvis Javier, technical supervisor at AllComm Technologies to get creative. What started with a Zetron MAX Dispatch console originally installed to support dispatch operations three years ago, Javier expanded it to provide IP-based fire station alerting.

### **Creativity & Development**

“Despite the challenge, we were eager to help solve this seemingly impossible task”, said Javier. But with the Public Safety Complex nearing completion and the go-live date inching closer, what looked like smooth sailing quickly turned into an unpredictable storm, baring resemblance to what they regularly experience. Only this one wasn’t caused by Mother Nature. Javier was booked the entire month of April, as he is every year, helping the Boston Athletic Association setup the communications for the Boston Marathon.

Despite the hard deadline at the end of April due to a NG 9-1-1 PSAP upgrade in progress, Javier was determined to make it work.


“It speaks volumes to the MAX Dispatch consoles flexibility and ability to interface with just about anything, Javier said. They were already familiar with the Zetron name and their reputation in fire dispatch systems, we were confident it would meet all their needs.

### **Under one roof**

After countless days and long nights, the nearly 28,000-square-foot public safety complex was complete and for the first time in history, the town’s police and fire dispatchers were operating under the same roof. But not just any roof, a state-of-the-art facility nearly 10 years in the making. Featuring everything from a new PA system, environmental controls and lighting, to the 4 state-of-the-art MAX Dispatch consoles controlling 20 channels and supporting 3 fire stations, everything was in place to go live the first week of April. Javier was also able to mimic the Zetron IP FSA Model 6203 alert tones they wanted. “Everything is working really well with the combined dispatch and fire station alerting solution, said Javier. The dispatchers have a good grasp on things and are able to perform multiple runs a day.”

### **Unwavering commitment**

The final piece of the puzzle was redundancy. A critical part of any dispatch system, there’s simply no room for downtime. Javier was able to utilize the fixed station recovery pair capability available with MAX Dispatch and have a channel on the console automatically switch to a backup radio when necessary. And to make things even easier, with just a single button selection, the dispatcher will have access to the backup channel tile to access the radio.

Thanks to Javier’s unwavering commitment, creative thinking, and Zetron’s MAX Dispatch consoles, the town of Scituate is prepared to handle almost anything Mother Nature throws at it. 



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**MAX** Dispatch

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**ACOM** Command & Control



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### Atlantic APCO & NYS 911

October 22-25, 2017 | Rockport, ME

### IPSTA

November 5-8, 2017 | Springfield, IL

### Comms Connect

November 21-23, 2017 | Melbourne, AU

### AusRail

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# ZMUG

ZETRON MAX USERS GROUP

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If so, join our new Zetron MAX User's Group (ZMUG) by emailing us at [ZMUG@zetron.com](mailto:ZMUG@zetron.com) or registering at [www.zetron.com/zmugregistration](http://www.zetron.com/zmugregistration)

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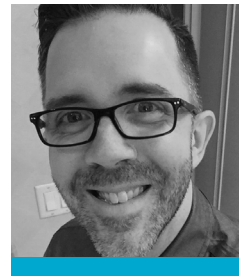
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