

California Casino Rakes in the Cash While Zetron Minds the Register

The Advantage has featured stories on the many Zetron products finding their way into some of the biggest and most prestigious casinos in Las Vegas. While gambling resorts such as Las Vegas, Reno and Atlantic City continue to grow in popularity, gaming fans in many states can now enjoy their favorite pastime closer to home thanks to a wave of Indian-owned casinos springing up across the country. Once again, Zetron is often these casinos' first choice for radio consoles, paging terminals, and other wireless communications products.

Pechanga goes ka-chinga:

The Pechanga Entertainment Center in Temecula, California is a big, bold newcomer on the Indian casino scene. Pechanga opened its doors to gaming aficionados on June 1995. Currently, the center boasts over 200,000 square feet of gaming area. Attached to the casino is a 14-story hotel with 522 rooms and nearly 80,000 square feet of convention center.

As in any gaming casino, Pechanga is awash with cash—buckets of it. Not surprisingly, therefore, security is a primary concern. Recently, the casino decided to revamp its internal communications, both for its security division, and for all its other users.

"We had a single Motorola Command Star four channel console," explains Pechanga Communications Coordinator Jeremy Wier. "Our operation got too big, and we just couldn't operate off a single console with four locked-in channels. We needed the ability to bring up different talk groups and different channels."



Channel surfing USA:

To provide a better communications solution, Pechanga brought in **Communications USA Inc.**, a San Diego two-way wireless company. Communications USA Inc. sold and installed an LTR® trunking system for Pechanga that covers the entire casino and 6600 acres of reservation land. Once the trunking system was up and running, the next thing the casino needed was a way of handling all those radio channels. The obvious solution was to integrate some modern radio consoles into the trunked radio system.

"Originally they had separate repeaters that were always busy, so people were stepping all over each other," explains Jack Batchie, a sales engineer with Communications USA Inc. "They needed the console system because they have well over 300 radios on their trunked radio system. At the casino they dispatch security people and facilities people who look after the video slots. The slots are very important because that's where a lot of the casino's revenue comes from."

Entering the video age:

Communications USA Inc. replaced the aging Motorola console with two positions of Zetron's IntegratorRD radio console equipped with touchscreens.

"I operate a dual-monitor system running one touchscreen and one non-touchscreen," Wier explains. "The touchscreen runs the Zetron IntegratorRD software; the non-touchscreen runs a CAD system for asset tracking and call logging."

Wier says that the change over to a CAD system and

touch screen radio consoles was a big step for the Pechanga dispatchers. Fortunately, both Batchie and Wier had attended factory training at Zetron's Redmond, Washington headquarters and so were fully qualified to train the Pechanga operators.

"Our complex has roughly 40 different talk groups," Wier adds, "including operational channels for banquets and special events, as well as security channels for inside and outside the casino. The reservation police have their own dispatch, but I hope to be able to tie them into our system through one of the consoles."

Feeling lucky?

So if you find yourself driving on I-5 in Southern California, you might want to treat yourself to a stay at Pechanga, one of the biggest and brightest luxury resorts and casinos in the country. In addition to swimming pools, a golf course and seven restaurants to choose from, Pechanga also has a theater with the latest Broadway shows, a cabaret lounge and a 3,000 seat Grand Ballroom that regularly features championship boxing matches. You'll probably also want to hit the slots while you're there. Who knows, you could get lucky.

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