



INSTANT

With a two-way radio system key personnel can go anywhere on the course and still maintain contact with each other. Such a system can also mean the difference between life and death, as one Dellwood CC member found out

By **JOHN E. STRAUB**

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In 1965 Dellwood CC in New City, N.Y., installed an automatic irrigation system. Overseeing the installation on the course presented many problems to general manager John Straub. But the biggest headache was that he found himself out of touch with his own department heads. A citizen's band radio base station, situated at the club switchboard, was installed and a smaller unit was put into Straub's golf car. When he needed someone or someone needed him, he simply called the central telephone operator who relayed questions and messages. Straub would answer by radio. If the discussion proved lengthy, he simply went to one of

three phones that are positioned on the farthest reaches of the course.

The next year, the radio system was expanded. Superintendent Jerry Scufa had a radio installed in his truck, a move he felt necessary because of the increasing number of trips which had to be made to the clubhouse for consultations. At the same time, radios were added to the maintenance man's truck and to the ranger's golf car. A small walkie-talkie was also installed at the starter's desk on the first tee. As a



Radio installations at Dellwood CC include:

1. *Physician member's car*
2. *Base station at switchboard*
3. *Maintenance shop truck*
4. *Superintendent's car*
5. *Manager's car*

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result of the installations a communications network was established that enabled essential personnel to talk with each other as well as with the base station switchboard.

To make the system effective as a direct service to his members, Straub announced in the club newspaper that he wanted some physicians who would volunteer their services in the event of an emergency. The club would in turn pass along the calls from the various doctors' answering services and their subsequent instructions to the services or to the hospital.

This volunteer system has worked out exceptionally well for both the club and its members

and has been used several times. Straub recalls, "In one particular instance, one of our members suffered a heart attack while playing on our 5th fairway. Our ranger, whose golf car is distinctively painted, was summoned by the other members of the foursome. He immediately called the base station for police and ambulance aid. At the same time he summoned a member doctor on the course and myself. We were told that if a delay had been caused by a frantic search for a physician or

a long trip to a phone, this member might not have made it. Incidentally, all golf cars and trucks equipped with two-way radios also carry a complete first-aid kit as well as oxygen."

Another area in which the radio equipment has played a vital part at Dellwood is during emergency maintenance problems, especially when the maintenance man is away from his shop attending to a routine job. With the communications system, contacting him becomes an easy matter.

Straub has found that finding superintendent Scufa has become easier since the installation of the radio equipment. "His responsi-

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Radio communication also is available to Dellwood's course ranger (left) and starter (right).

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bilities cover over 200 acres at Dellwood," Straub says. "Where I used to have to ride hill and dale over the front nine and then the back nine to find him, it is now a simple matter of calling him on the radio after which we generally meet in a mutually convenient place."

Straub is not the only one who enjoys the benefits of long-distance communicating. Jerry Scufa uses the radio to check out the course's irrigation system. He can, by parking his truck next to one of the control stations, manually activate the controls while carrying on a discussion with his mechanic, who in turn uses a walkie-talkie. On very busy days the starter and the ranger keep in close touch via radio. The back nine are not visible from the starter's station on the first tee. The ranger advises the starter when there is an opening on the back nine. The starter can then

relieve the pressure on the first tee by sending a foursome or more off to the 10th or 12th. He also requests the ranger to contact members or guests when they have urgent telephone calls. The calls are transmitted to them while they are playing.

Besides being able to reach key people instantly, Straub cites increased mobility as a benefit of the radio system. "Waiting around the clubhouse" for business appointments is ancient history. Straub can now go anywhere on the course knowing that he can be contacted or messages relayed to him. "It's difficult for me to understand how I managed to do my work before 'instant communication,'" comments Straub.

"Installing the system costs about \$1,000. The base station and antenna cost \$200 and each unit (four in all) costs \$125. The walkie-talkies cost about \$30 each." Of course prices will vary if more sophisticated equipment is used.

Dellwood's radio system has been in use for four years. The relatively small expenditure in equipment has been paid off many times over in increased efficiency for employees and services to members. For the man whose life was saved through the combined efforts of men and equipment, he's just thankful the system was there when he needed it. □

Operating a citizen's band radio requires a CB class license and call letters. An applicant must be a U.S. citizen and be 18 years old. Fill out and send, along with \$8, form No. 505 to the Federal Communications Commission.

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