



**CASE STUDY/
LAND MOBILE RADIO**

Buncombe County, N.C.

A SOLUTION FOR THE NEXT DECADE

Nestled between the Blue Ridge and Smoky Mountains, Buncombe County, N.C., which encompasses the city of Asheville, has transformed from a rural farming area to a burgeoning metropolis. To protect its growing citizenry, as well as the millions of visitors received each year, the county's public safety personnel must have means for effective and efficient communication. However, the region's mountainous terrain, with steep hills and valleys, make radio communications for the Sheriff's Office, Emergency Medical Services and Fire Departments difficult, thereby decreasing situational awareness and placing first responder safety at risk. Additionally, the county's aging land mobile radio infrastructure didn't meet their needs for voice quality and only provided coverage for 64 percent of the county.

To better safeguard life and property throughout the county, including previously uncovered areas, Buncombe County required a modern radio solution that could cater to its maturing communications needs. Anticipating similar growth in population and tourism in the years to come, the county sought a solution that would meet its needs today as well as for the next decade.

SOLUTION

With these goals in mind, Buncombe County selected Airbus DS Communications to provide its VESTA™ Radio digital trunked Land Mobile Radio (LMR) solution. The County's new radio installation included 13 repeater sites, to address the mountainous terrain, and five trunking channels to replace the seven existing

BY THE NUMBERS

- 660-square-mile area between the Blue Ridge and Smoky Mountains
- 250,000 residents
- 1,400 firefighters, sheriff deputies, emergency medical workers and other first responders
- 67,000 emergency response calls a year — a 43 percent increase from just seven years earlier

conventional channels. Most importantly, it supplied hardware powerful enough to cover 90 percent of the expansive service area. In addition to this infrastructure, Airbus DS Communications VESTA Radio solution also delivered design, engineering, installation, long-term managed services and 24/7 maintenance and support.

As a truly open, P25 standards-compliant solution, the multi-vendor VESTA Radio system provided the opportunity to select radios and network components that best fit the county's needs and budget. In fact, the competitive procurement processes for hardware and other network components enabled Buncombe County to save 37 percent on mobiles and 25 percent on handhelds.

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"One of the most important components of the new network is Airbus DS Communications itself. Their team is incredibly responsive and great to work with. Their willingness and ability to quickly address any questions or issues is tremendous. We couldn't ask for a better partner."

- Sheriff Van Duncan, Buncombe County



The result is a reliable, cost-effective LMR solution that keeps first responders connected and diminishes reliance on secondary communication methods that had become necessary with the previous system.

CONNECTING AND SERVING

When the new VESTA™ Radio network went live, the county's communication problems were almost immediately resolved. An increase in network capacity of 35 percent, paired with improved system reliability, expanded overall communication among county personnel. For the first time in years, Buncombe County first responders and government employees were able to connect with one another without delay, and improved sound quality enabled everyone to clearly hear and understand radio communications—ensuring they have the knowledge they need to do what they do best.

Finally, with the VESTA Radio network in place, Buncombe County has the critical communications tools necessary to keep their community safe, today and for the next decade.

YOUR TRUSTED PARTNER

Your community trusts you to protect them, and that means more than just using the right equipment. It means having a trusted partner in public safety communications. That partner is Airbus DS Communications, where your **CRITICAL MATTERS™**.

As the world's largest and most reliable source for Next Generation 9-1-1, Land Mobile Radio and Emergency Notification, we keep people connected when it matters most. For over four decades, Airbus DS Communications has designed solutions with an open mind, creating smarter ways to keep all our communities safe. Today we support more than 60% of all U.S. Public Safety Answering Points, serving over 200 million people, along with hundreds of private sector businesses in 20+ different industries, including transportation, utilities and healthcare, and Federal and DoD operations globally.

To learn more, call **951.719.2100** or visit us online at **www.Airbus-DSComm.com**.

KEY BENEFITS

IMMEDIATE

- Increased mobile coverage by 11% and handheld coverage by 30%
- Expanded capacity by 35%
- Delivered savings of 37% on mobiles and 25% on handhelds through competitive procurement and multi-vendor options

ONGOING

- Gives peace of mind through reliability
- Provides situational awareness through improved sound quality
- Enables instant connection and communication
- Prepares county for the future through easy scalability of size, number of sites, frequency bands and modes of operation
- Supports true interoperability as a 100% P25 standards-compliant solution

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CRITICAL **MATTERS™**

AIRBUS DS Communications