

KENWOOD NEXEDGE® is the Perfect Digital Solution for Henderson County First Responders



PROJECT OVERVIEW: Six-site VHF KENWOOD NEXEDGE trunked digital system, with 2,500 KENWOOD NX-Series mobile and portables operating at 6.25 kHz narrowband for police, fire, EMS, law enforcement and rescue agencies

The dramatic mountain ranges and sweeping valleys of western North Carolina make it an American scenic treasure. That same topography also makes it one of the most challenging areas in the U.S. for radio coverage. Which is one reason why Henderson County emergency services' aging three channel VHF conventional repeater system, even after upgrades, was no longer providing adequate coverage. Coverage issues, and a need to provide emergency services to a rapidly expanding local population, made replacing the radio system a crucial necessity.

"We were looking for something effective for our community that provided capacity that we need now and the growth potential we anticipate over the next 10-15 years," said Jimmy Brissie, Emergency Management and Rescue Coordinator for Henderson County. "With frequencies getting tighter and calls for our services increasing, we needed a system that supported more traffic, with better coverage. On our conventional system, we had areas we couldn't even reach with mobile radios."

Extensive Review Process Leads to KENWOOD Selection

After winning a grant, the County evaluated bids from several manufacturers for a digital radio system for their fire, EMS, law

enforcement and rescue agencies. The extensive review process made clear that a six-site VHF KENWOOD NEXEDGE digital system was the right choice. The County is now in the process of deploying more than 2,500 KENWOOD NX-Series mobiles and portables, operating at 6.25 kHz, on their trunked NEXEDGE system.

"On our new system, all of the dead spots have been filled in. We've increased efficiency in responding to calls as well as improved our responders' safety and security." Brissie commented.

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The local KENWOOD authorized dealer, Brian Kimball, with Kimball Communications, coordinated with the JVCKENWOOD USA Corp engineering team on the system engineering and infrastructure build-out. "One of the biggest benefits of the NEXEDGE digital technology is value," commented Kimball. "When you go in the direction of P25, you'll pay double the price of the comparable NEXEDGE technology with basically the same features. This technology provides ultimate value to the mission critical end user. Plus, with NEXEDGE, we can maintain interoperability with all of the outside agencies."

NX-5000 System Enables Access to Three P.S. Bands

Henderson County has created custom configurations of NX-5000 mobiles in compact RF deck and radio combinations in SUVs, ambulances and fire trucks, allowing them to access up to three P.S. bands.

"The custom configuration is a minimal package in size but we get maximum on-scene situational awareness at all time because we can monitor multiple channels", said Brissie. "Less crowding in the cab makes it safer for the operator. Plus, the unit is very cost effective and versatile." In ambulances, Brissie explained, the County is integrating lights and sirens into the NX-5700 mobiles, while also monitoring two different public safety channels. In County fire trucks, one control head is cab mounted with the second one at the pump handle. Dual speakers and the ability to monitor both the dispatch and the on-scene tactical channels ensures situational awareness at all times. In rescue squad SUVs, the County monitors both VHF and the state highway patrol 700/800 MHz county-wide VIPER system.

Response to the NEXEDGE system has been positive. "Everyone has transitioned well and everyone has noticed and appreciates the increase in coverage and the excellent audio quality," commented Brissie

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AVL Capabilities Facilitates County Rapid Response

The users, particularly in the County ambulance services, have also noticed the advantages of AVL for tracking. At first, Kimball said, the County wasn't even sure that they needed GPS. "Now, if AVL has to be shut down for a minute or two for maintenance, I hear about it. They are using it all of the time", he noted.

Brissie stated that Henderson County is "exceptionally pleased" with the durability of the NEXEDGE radios. On a recent dive mission to a

local lake, Brissie accidentally dropped his KENWOOD portable into the water. "I grabbed it before it sank 40 feet down to the bottom, but it still took quite a dunking. And, no surprise, it just kept on trucking, didn't bother the radio at all!"

"We are very pleased with our working relationship with JVCKENWOOD and Kimball Communications, our local dealer," said Brissie. "They are all quite responsive to our needs and are willing to work with us to create solutions."

CUSTOMER:

Henderson County Emergency Services



LOCAL DEALER PARTNER:

Kimball Communications of Asheville, NC
kimballcommunications.com



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