



CHRISTCHURCH ATTRACTIONS CONNECTING MULTIPLE FUNCTIONS IN ONE EASY- TO-USE SOLUTION

AT A GLANCE

Customer: Christchurch Attractions

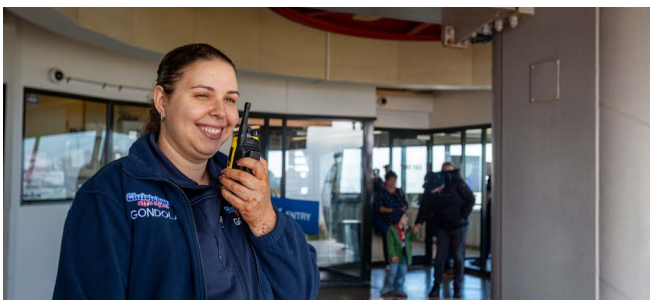
Partner: Outback Communications

Terminals: 25+ Tait radios in play on a typical day

Radios used: TP9310, TP9355, TM9355, TM9395

Talk groups: five to six group calls

Christchurch Attractions runs some of the city's best-known visitor experiences, including the Christchurch Gondola, the heritage Christchurch Trams, and Punting on the Avon. Keeping staff connected across these very different operating environments is essential to smooth operations, visitor experience, and staff safety. As different communications requirements emerged across the different operations, Christchurch Attractions worked with local Tait dealer Outback Communications to improve coverage and introduce capabilities suited to each site.



THE CHALLENGE

COVERAGE THAT COULDN'T KEEP UP

Christchurch Attractions operates across sites with very different physical and operating conditions, from the elevated Christchurch Gondola terminal to trams moving through the central city and punts on the Avon River.

The previous communications setup wasn't delivering consistent coverage. The Christchurch Gondola was a particular problem, with signal effectively coming from only one side of the operating area and leaving gaps where staff needed it most. Parts of the operation had grown up on limited equipment that wasn't providing the level of clarity required.

Because each part of Christchurch Attractions is run largely as its own business, the work grew site by site as trust was built, starting at the gondola terminals, then the trams, then the punts and other operations.



THE SOLUTION

COMMUNICATIONS TAILORED TO EACH OPERATION

Outback Communications developed the solution site by site, matching the communications setup to each operating environment.

The Christchurch Gondola uses six Tait TP9310 portable radios through a dedicated repeater at the top station, while the trams and punts operate on the shared Nexus DMR Tier 3 network. Set up by Outback Communications and other South Island communications dealers, the Nexus network provides a mixture of UHF and VHF coverage through more than 65 sites extending across the island, making it the largest Tait VHF DMR Tier 3 commercial network on the South Island.

Connecting the Christchurch Tram and Punting on the Avon to the Nexus network replaced patchy, single-channel communications with structured coverage across the operation, without the cost and complexity of standing up dedicated infrastructure. Just as important, Outback Communications used the Tier 3 system to build several operational functions directly into the radios, making them a practical tool for safety and control.

Key elements of the solution included:

- › Increased coverage via the shared **Nexus Tier 3 network**
- › Five to six talk groups, adding considerable capacity compared with the previous single analog channel
- › **Logic Connect** integration for tram, punt, and host teams, providing GPS tracking, emergency reporting, and staff welfare monitoring
- › Operational controls built into the radios using status messaging with an emergency key that shuts down power to the tram line so all trams on the circuit stop, plus function keys that control track points and tram lights
- › A radio-as-a-service model for some areas of the business, giving them greater flexibility to lease hardware and airtime

THE OUTCOME

A SOLUTION THAT JUST WORKS

The clearest outcome for Christchurch Attractions is reliability. Where the old setup left gaps, staff across the attractions now have coverage they can trust. Building those functions into the radios has also made everyday operations simpler and safer for staff.

The value is that the operation finally has communications they can count on, backed by a local dealer who resolves issues as they arise. For Christchurch Attractions, the result is dependable communications across a complex, multi-site tourism operation, with safety and simplicity built in.

“ **Outback Communications took the time to understand how each part of our operation works and tailored the Tait solution to fit. We’ve ended up with reliable communications across all our sites and a local partner who understands our business and is there when we need them.**

— Marty Byrne, CEO - Christchurch Attractions



TALK TO YOUR LOCAL DEALER FOR MORE INFORMATION
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