



Kolding
Kommune

The new generation of Control Rooms in Denmark as a result of the implementation of TETRA in Danish emergency services

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The implementation of TETRA

- | | |
|------|---|
| 2006 | The Danish government decides to establish a digital communications system based on TETRA |
| 2007 | The government signs a contract for the infrastructure |
| 2008 | The government signs a contract for control room software |
| 2009 | Emergency services test the network and the radios without having control rooms |
| 2010 | The control room software is delayed and the government settles |
| 2011 | New process in order to analyze the needs of the emergency services |
| 2012 | New tender for control room services |

What is SINE?

- SINE (Safety Network) is a digital radio communication system used by emergency services dealing with public order, safety and health.
- SINE is to secure the foundation of a stronger co-operation and co-ordination between the police, the fire brigades, the ambulance services and parts of the Danish Defence in Denmark.



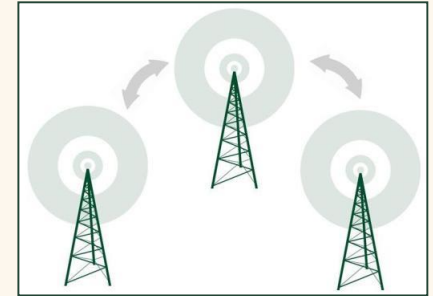
Who are the users?

- The Police
- The Fire Brigades
- The Ambulance Services
- The Danish Home Guard
- The Danish Maritime Safety Administration
- The Danish Emergency Management Agency
- Private companies which offer an emergency service for a public authority



SINE

1. TETRA Radio infrastructure - nationwide

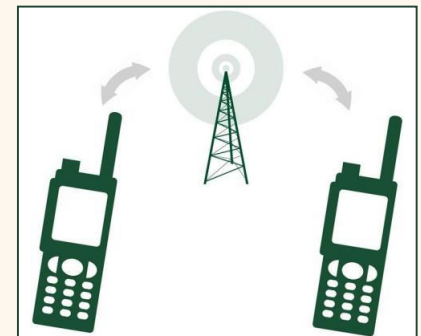


2. Control rooms



3. Terminals

- Motorola
- Sepura
- Cassidian



12 police districts

- 2 national 112 emergency response centers
- 1 control room in each district

ALARM

1

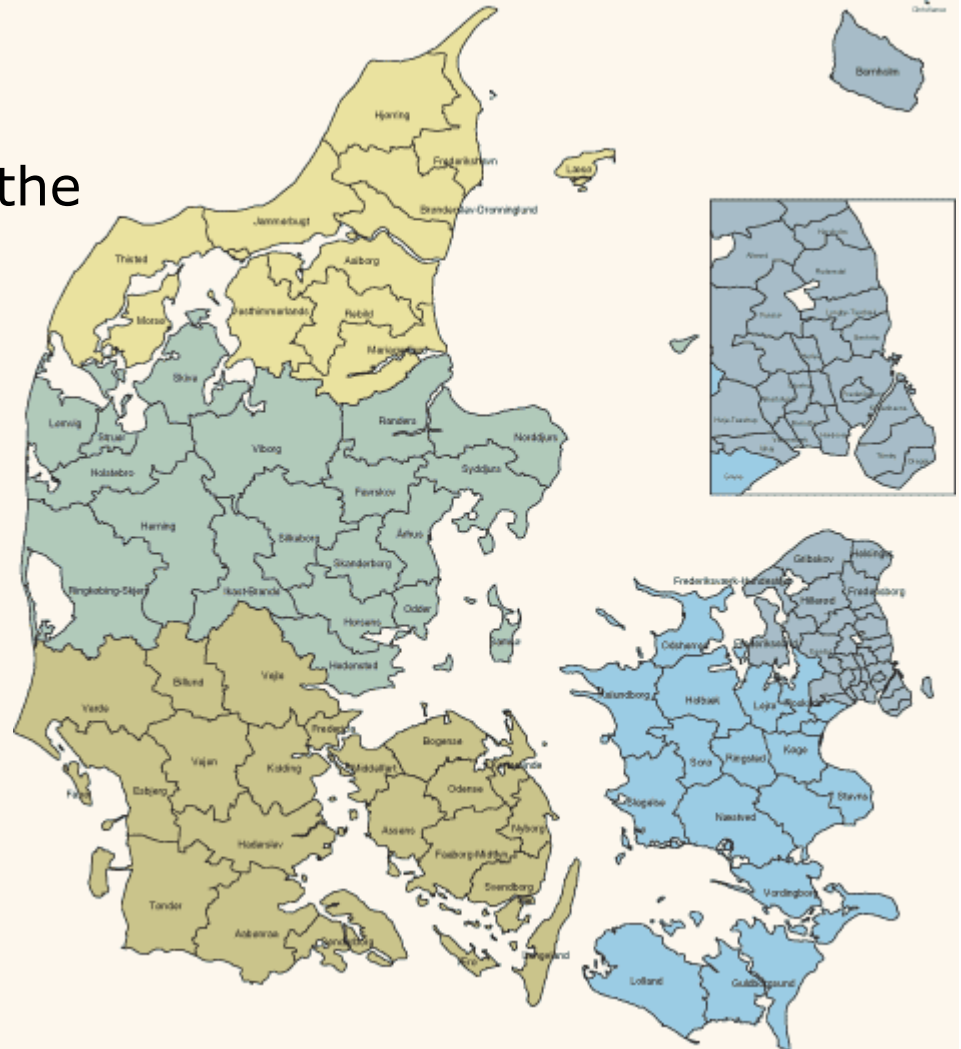
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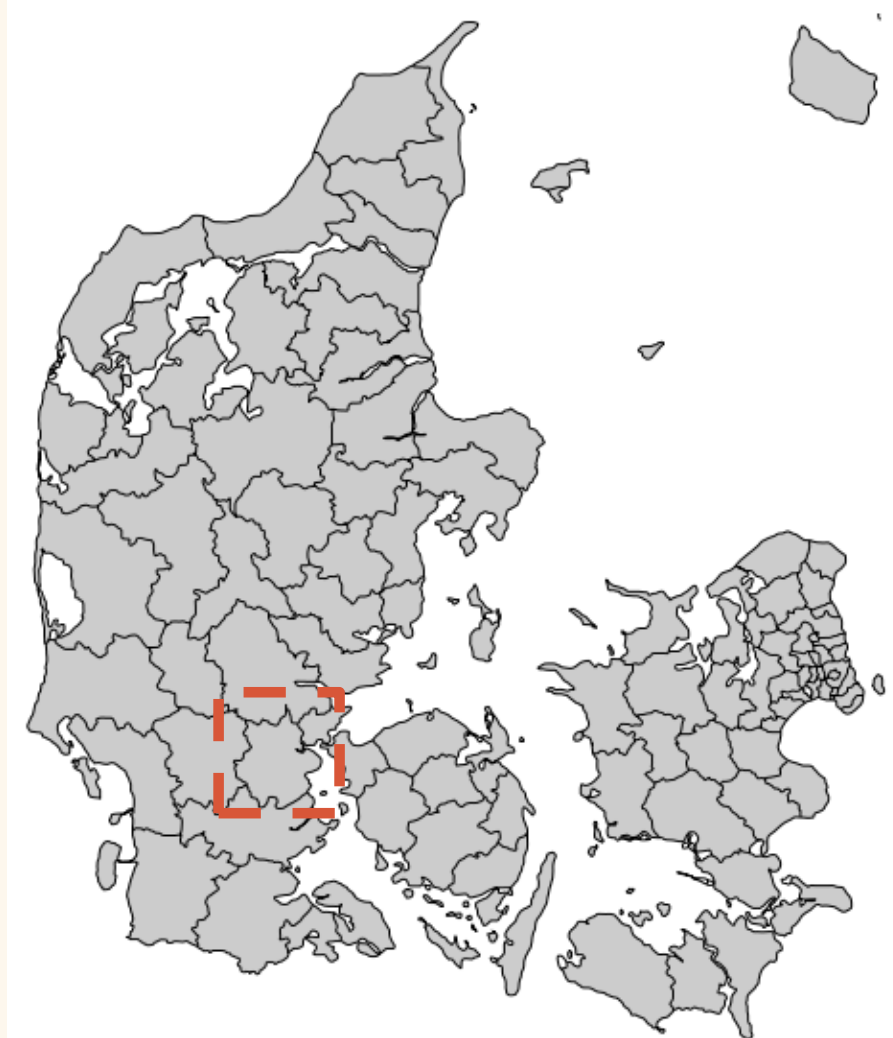
5 regions

- The regions have the main responsibility for the provision of hospital services and the ambulance service
- 1 control room in each region



98 municipalities

- In charge of the fire services
- 1 national 112 emergency response center for the Greater Copenhagen Area
- Some fire brigades have staffed control rooms
- Those fire brigades and the private emergency company Falck provide control room services to the other fire brigades

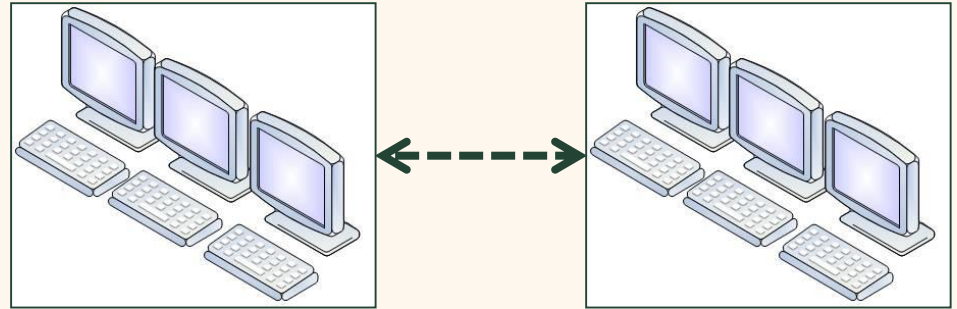


Responding to emergency call



The benefits of new control rooms

- Back-up between control rooms



- Improved mission critical communications
- Inter-agency communications
- Superior sound and voice quality



The benefits of new control rooms

- Real-time positioning of resources shown on interactive digital map
- Transmitting predefined information from the terminals to the control rooms updating availability status
- Voice recording and incident activity logs
- Historical and local search capabilities for analyzing resource usage and future planning
- Interfaces to third-party solutions that support fire station alerting, paging and fire records management



The future?

- Common operating picture that ensures right information for urgent decisions and co-ordination of incident management
- The Fire Brigades might reduce the number of control rooms and co-operate more than today
- Co-location of emergency service control rooms in order to optimize inter-agency co-operation and field operations

