



Kolding
Kommune

TETRA radio network SINE in the municipal fire services in the Region of Southern Denmark

Søren Ipsen
Chief Fire Officer

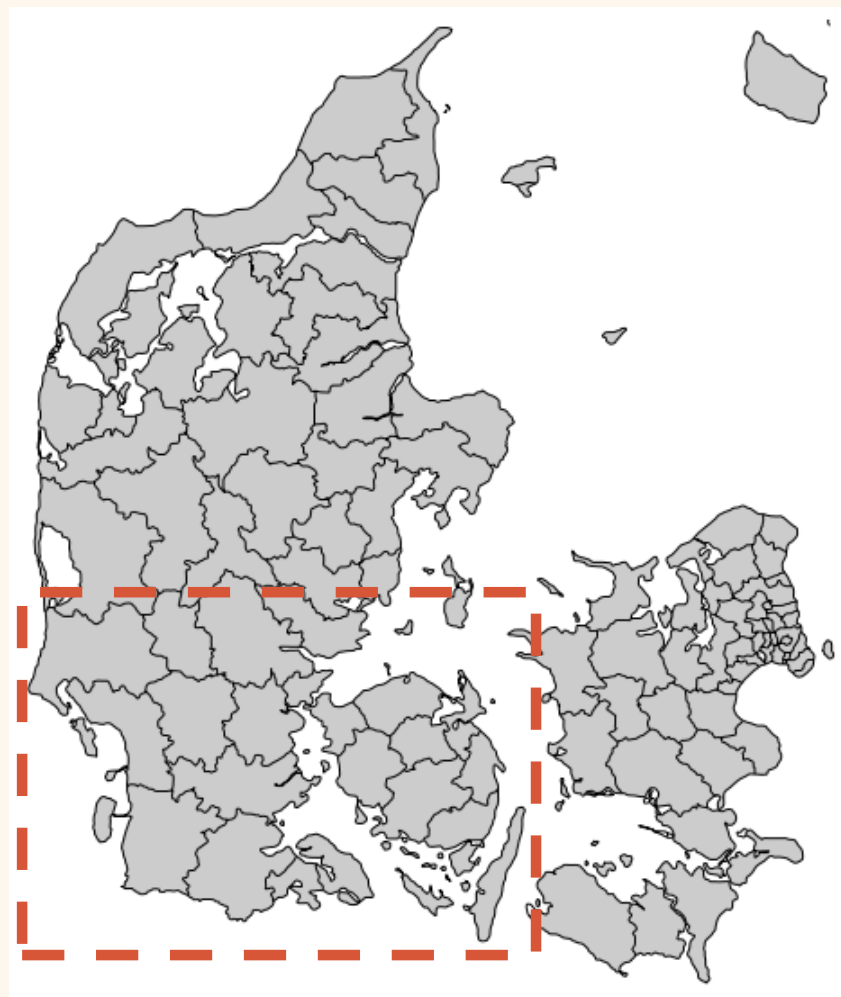
Some facts

Denmark

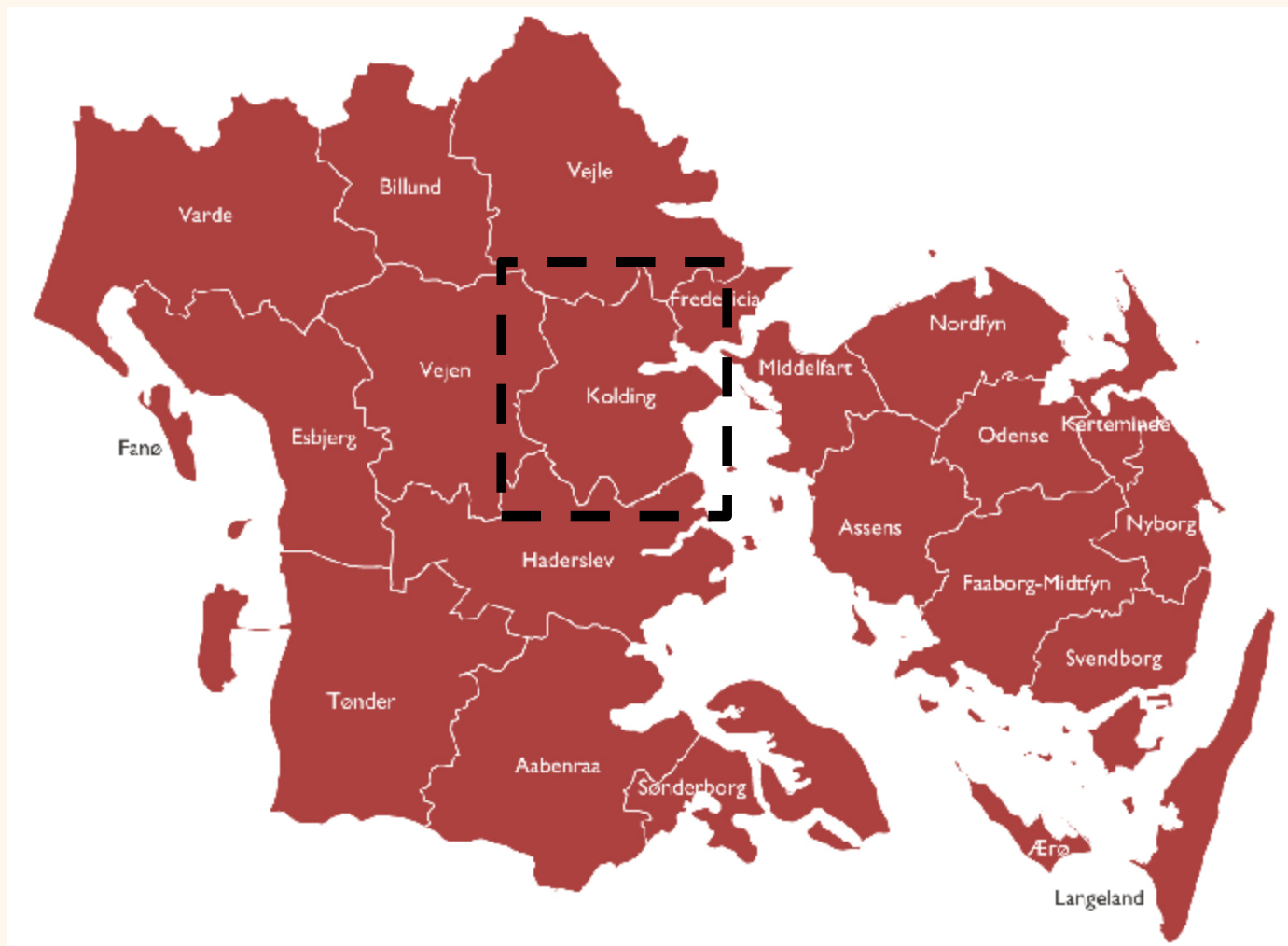
- 5 regions
- 98 municipalities
- 5,5 mio. inhabitants

Region of Southern Denmark

- 22 municipalities
- 1,2 mio. inhabitants



The Region of Southern Denmark



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.



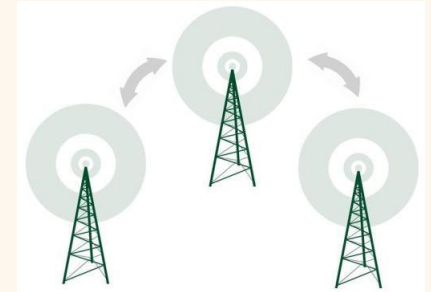
Who are the users?

- 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
- EADS



Emphasis on...

Implementation of terminals in the municipal fire brigades in the Region of Southern Denmark.



Project organization

- **Municipal Contact Council**
 - a formal collaboration forum, involving the mayors of the 22 municipalities in the Region of Southern Denmark
- **Steering committee**
 - involving 7 fire chiefs
- **Advisory group**
 - involving 7 fire officers with specialist knowledge



Process

- **Trials**
 - usability / intuitive devices
 - ruggedness and reliability
 - service portfolio
- **Negotiation**
 - involving the chairman from the steering committee and members from the advisory group
- **Information during the whole process**
 - to the fire services and to the municipal contact council

Criteria of success

- **The same agreement for all fire services**
 - not depending on a single, but on the collective order size
 - **A voluntary agreement**
 - each municipality is still sovereign
 - **An agreement with options**
 - devices
 - service portfolio
- **Ordering at least 1.000 terminals (mobiles og handheld terminals) within 3 months**

Was it a success?

- 19 of 22 municipalities/fire services joined the project
- More than 1.500 terminals ordered
- Improved mission critical communications
- Superior sound and voice quality
- Positive experiences during the entire process
- Compelling customer service portfolio with training program, a customer helpdesk and software management system

