# Joined-up communications for Jersey

The Police, Fire and Ambulance services from Jersey welcomed the Press in March to see their joined-up solution for the island's emergency services communications in action. Along with the island's Honorary Police and Customs, all five services use a single TETRA network for their daily operational communications – a first in terms of the UK public safety communications, possibly a first in the world!

## All fired up!

The local Fire and Rescue Service has a remarkable selection of technology and equipment at its disposal to tackle any emergency incidents and the TETRA radios fit in well with this environment. John le Conte, the Deputy Chief Fire Officer, said, "Inter-service communications are extremely useful, and our new communications system makes that very easy." Following a review of the potential hazardous gaseous environments on the island, the Fire Service is satisfied with the FM (Factory Mutual) approval level of their terminals. For the very rare occasion that this level of intrinsic safety would not be sufficient, operational procedures are ready to deal with the situation.

## Ambulance Service kept busy

In an average year, the Ambulance Service responds to 7,500 emergency and urgent calls as well as undertaking some 100,000 patient journeys through their Patient Transport Services. They have invested in a new integrated command and control system that presents radio, telephony, dispatch and geographical information at a single operator console. John Moulin, the Chief Ambulance Officer, commented that, "In addition to better communications, crew safety is improved, especially at night, thanks to features like the emergency button on their radio." His future vision includes AVLS for ambulances and mobile healthcare workers to make best use of them, and possibly exploring telemedicine opportunities.

## TETRA World Congress 2003 – theme announced

The TETRA World Congress is the world's largest TETRA conference and exhibition. It is the annual focus of TETRA users, manufacturers, network operators, application developers and systems integrators for discussion, debate and networking. This year's conference, to be held at the Bella Center, Copenhagen from 24th to 28th November, will have 'Customising the Strengths of TETRA' as its theme.

### Submitting a paper

There is considerable interest in speaking positions at the TETRA World Congress. Case study presentations from TETRA users are particularly encouraged. Submissions must address at least one of the following key themes:

- TETRA Roadmap
- Innovation
- Future Proofing TETRA
- Shared Systems
- TETRA Applications
- Emergency / Disaster Communications
- Scalability
- TETRA Release 2
- TETRA and IP
- Security
- User Experiences

Potential speakers are invited to submit abstracts of up to 300 words for review and selection by the TETRA World Congress Planning Committee. This can be done via the congress website at **www.iir-tetra.com** or by email to **tdavies@iirltd.co.uk**. First reviews will take place by the end of April, so please submit any proposals as soon as possible.

## TETRA and Transportation Conference

As part of the Association's continuing market development role, its Operator and User Group (OUA) in conjunction with London Underground Limited (LUL) ran a day's conference on March 4th in London, aimed specifically at Transport Operators. The day was designed to give Case Study examples and share ideas for Transport solutions.

Bob Thorogood, Implementation and Integration Manager for LUL opened the conference with an explanation of their Connect Project – a project that will eventually replace all 19 of the old analogue systems with a single, integrated TETRA network. The choice of TETRA was to bring about "business improvements – through reliability, flexibility and coverage."

Some 90 delegates attended the conference from a number of passenger transport organisations in the UK as well as delegates from Greece, Spain, Sweden and Japan. Marcelo Gonzalo from Madrid Metro (who have TETRA communications on two of their lines) was pleased to be at the conference. "It is useful to hear how other people are providing operational solutions." His colleague, Ernesto Alvarez, reflected on the long timescale associated with developing an integrated communications solution for complex metro networks, "Developing a solution for one line is easy, but you need a very clear idea of what you want to achieve when you include additional lines."

A small exhibition area gave delegates the opportunity to see terminals, applications, test equipment and planning tools in action for themselves. Summing up TETRA's transport promise, Jason Frew, one of LUL's Operations Managers, was clearly excited by the impact that TETRA would make on his business, "If it does what it says it will do, it will be a fantastic system and a huge improvement over what we have."

# Chairman's Report –
## March 2003

Ray Ginman, Chair of
TETRA MoU Association

In response to concerns expressed by some users regarding TETRA and any possible link with interference to sensitive electronic equipment and health effects, I continue to send out the message that any radio equipment has always had the potential to interfere with electronic devices and cause body heating effects. This is why we have international exposure limits.

However, the TETRA technology does have two unique advantages in these areas. It can dynamically reduce its terminal RF power to the minimum necessary, often an order of a few hundred milliwatts, and it has the special feature of Transmit Inhibit which allows public safety officers to select receive only mode whilst attending terrorist and explosive incidents or visiting hospitals. You may ask what is point of having these valuable features if some public safety users choose alternative technologies that may compromise everyone's safety at incidents?

This month, I've been lucky enough to see for myself the enthusiastic and positive support for TETRA around the world. The high attendance numbers at both the Middle East and Scandinavian TETRA conferences were particularly pleasing and I have also to commend the high standard of presentations. They have focused the interest and expansion potential for TETRA in these important market places.

## POLISH POLICE TO TRAIN RECRUITS ON TETRA

Nokia and ComputerLand, a Polish software integrator and developer, have built a TETRA Command & Control system for the Police Academy in Szczytno, Poland.

Worth more than € 1.1 M, the system will be used to train the Academy's students and other public safety professionals. The system, one of the first such centres in Europe, was officially opened in January 2003 and is already operating at full scope. As well as being used for training, the C&C system is being used to control operations at the District Police Headquarters at Szczytno. There are also plans to use the system in future regional emergency response centres.

The Police Academy system has already been seen by police authorities visiting from the Ukraine, Germany and France, who were all said to be highly impressed.

## What do you think of it so far?

As part of the Association's ongoing commitment to make its communications as efficient and relevant as possible, we'd value your feedback on TETRA News. There is a small survey on the TETRA MoU website to complete on line. It only takes a few minutes. A hot button on the home page at www.tetramou.com will direct you straight there.

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# TETRA strengths recognised by German Police

Once a year, when nuclear radioactive waste containers are transported from La Hague, France, to the intermediate storage plant at Gorleben, Germany, Police protection and readiness has to be at its highest. An additional TETRA radio network, ACCESSNET-T from Rohde & Schwarz, has been installed to enhance communications and is used alongside the old police (BOS) analogue radio network.

Günter Voß, Superintendent at the Technical and Procurement Office of the Lower Saxony Police observed, "The almost 30 year old infrastructure of the country wide analogue network is admittedly still stable in its technical functionality but it does not meet the current requirements or demands for security and functionality."

Following an extension to the TETRA network, it handled all the police communications during last nuclear road transport. "The advantages of the new equipment were almost immediately clear" said Superintendent Voß.

# Iceland's TETRA users roam between networks

'Tetra Iceland' is an excellent example of TETRA multi-vendor technology in action. Formed in 2001 by the merger of the two competing TETRA operators Stile and Tetralina, it operates an island-wide TETRA network combining the two original systems from different infrastructure suppliers. The mixed TETRA service concept in Iceland has provided a learning experience and largely a favourable one.

Currently, the two systems operate as combined networks, but geographically split, using the Motorola and Nokia base stations. The systems are configured identically and, with the latest subscribers, users can roam between the two. The Iceland situation is unique since it resembles the challenges of roaming across national borders – typically encountered in Europe.

As a commercial operator, Tetra Iceland is aiming for the best possible business case. It has exploited TETRA's advantages as a truly multi-vendor technology. It carried out an exhaustive testing of Interoperability between the systems and between different types of TETRA terminals, demonstrating that second generation terminals have lived up to expectations for their functionality and roaming capability. Tetra Iceland recently entered into an agreement with Motorola for the future rollout of a fully nationwide TETRA system and will migrate to a Dimetra IP platform.

Jón Pálsson, Tetra Iceland's Managing Director, said "TETRA turns out to be a great communications tool for the future, which can help the public safety sector to save lives, and operate more economically and efficiently in a world that is becoming ever more complicated."

# TETRA endorsed in Scandinavia as the Technology of Choice



Network operators, users and manufacturers from Norway, Sweden, Denmark, Finland and Iceland all converged on Oslo for this year's Scandinavian TETRA Seminars in March. Over the two days of the conference, their presentations shared more than a common technology platform – they all agreed that the operational and trial experiences of TETRA in Scandinavia had fully meet their expectations, and in some instances, had surpassed it. The exhibition area was full during breaks from the busy conference agenda as the 200 delegates took the opportunity to view the latest TETRA products, applications and services from a wide variety of suppliers.

Whilst the technology received positive accolades, frustration was evident from some speakers because of the long delays being experienced as governments delay decisions in implementing national systems.

Of particular interest was a paper presented by a representative of Norway's Trondheim Fire Brigade, focussing on their communication experiences during a major and dramatic fire in the town's main shopping area. The review was full of praise for both TETRA's trunking and set-to-set modes of communication. The conclusions were that the sharing of TETRA between the emergency services provided real value, given its coverage, noise free voice transmissions and the latest paging facilities.

## TETRA turns to port

Teltronic's TETRA over Ethernet/IP infrastructure, NEBULA, will soon be at the heart of Europe's largest port, Rotterdam. The existing analogue service at Rotterdam will progressively be migrated to a four carrier TETRA network. According to Teltronic, their new solution will offer greater reliability, specific features and improved coverage. Teltronic also point out that it will comply with the new standards for intrinsically safe equipment, an important issue as several users are from petrochemical companies.

**Sales success clarification for Spain:** One of Teltronic's local Spanish successes was mistakenly reported in our last edition. TMB (Transportes Metropolitanos de Barcelona) is obviously in Barcelona, not Madrid. We apologise for any confusion this may have caused.



## Delegates praise Dubai TETRA Conference

**The Association's first TETRA conference in the Middle East, held on 4th March in Dubai, was a great success for all. The event was oversubscribed, attracting 130 delegates with a further 30 on the waiting list. Opening the conference, Mr Ali Amiri (representing the Minister of Communications) said, "Mobility is the key requirement for the communication needs and the UAE is at the forefront in delivering these innovative solutions."**

**Public Safety case studies from Tehran, Dubai and the Kingdom of Bahrain were very popular with delegates. Mohammed Reza Debozorgi, Tehran Police Project Manager said, "We evaluated PMR technologies for greater Tehran and selected TETRA as the only one that met our requirements." Lt Col Philip Stockley from the Kingdom of Bahrain said, "We consider the flexibility, security and reliability of TETRA make it an ideal system for Police and Public Safety organisations." The exhibition area was voted a great success by all 14 exhibitors who were busy answering questions from delegates throughout the conference.**

**Raed Khalaileh, Business Development Manager of Nour Communications Company in Saudi Arabia sent a note to the Association after the conference: "Thanks a lot for such a useful and well planned event. The lecturers were well selected and I am sure everybody has benefited from the seminars."**

## Hong Kong Police choose TETRA for its new C&C solution

Motorola has been commissioned by the Hong Kong Police to deliver its third generation Command and Control Communications system (CC3) based on the TETRA digital trunking radio standard with voice and data capabilities. The CC3 system will provide the Hong Kong Police with highly responsive and resilient capabilities to better address increasing safety and security needs that have emerged around the world.

The € 69M contract that includes a 9 year maintenance agreement calls for Motorola to deliver a completely integrated command and control communications system. It will consist of four components: a digital trunked radio communications system; a 999 emergency telephone system with automatic caller number and location capability; a mobile computing system for data access and applications and an integrated AVLS/GIS solution that will help allocate police resources faster and more efficiently.

# Contracts update

**The Scottish Lothian and Borders Police Force** has selected Frequentis to provide an integrated communications control solution for their new Force Communications Centre. The O2 Airwave TETRA service will be incorporated into the system when it rolls out in the region.

**Shropshire Fire & Rescue Service from the UK** has chosen Sepura's SRM1000 mobile and SRP2000 portable TETRA terminals for use on the O2 Airwave TETRA network. Mobiles in operational vehicles will be fitted with integrated satellite positioning (GPS) units – a 'one box' solution using the TETRA short data service to send vehicle location information.

**The Norwegian Defence Logistic Organisation** has awarded Siemens and its technology partner Rohde & Schwarz a contract for two TETRA networks. The TETRA networks with a total value of €1.9 M will be delivered in the first half of 2003.

**Cologne Metro in Germany** is using Avitec to provide TETRA coverage for their train radios. Avitec are also providing VHF and TETRA coverage in up to 20 tunnels for a combined emergency services and commercial communications project in Greece.

**Tianjin Public Security Services, China** will benefit from a Nokia 800MHz TETRA network using IP technology covering urban Tianjin and providing advanced applications to enhance security communications.

**Isle of Man Government** has awarded Motorola a €7.5 M contract to supply a TETRA network, handsets and Mobile Data Terminals for use by the island's emergency services and other key Government departments.

Press Releases with more information: **www.tetramou.com**

# Cross-border tests started on TETRA

Police, fire departments and emergency services from Germany, the Netherlands and Belgium started their cross-border tests in March of this year. German, Belgian and Dutch Ministers signed a Memorandum of Understanding on the 20th January that confirmed this as the next stage of the three country pilot project, sometimes called the Aachen project. Otto Schily, the German Home Office Minister said after the signing "Reliable communication is the absolute basis of a successful international co-operation of security services."

TETRA is the platform for these tests which will involve the existing national networks in Belgium and the Netherlands and the regional TETRA system in Aachen, Germany. In Germany, police, federal border guards, customs, fire services and others have been successfully testing TETRA communications. Herr Schily added, "Now we are starting the international co-operation."

State Secretary Robertus Henricus Hessing of the Netherlands added, "Soon, the communication between police and emergency services in Europe will know no borders anymore."

## News from the Secretariat

**New Members** A warm welcome to three new members Inquam (UK) Ltd, Samdale Associates and Shenzen HYT Science & Technology from China, with a further seven applications in progress.

**Web Site** We continue to maintain a high level of interest on our web site with 2.2 million hits and 21,600 sessions recorded in February 2003. New information is posted regularly on the site and so it is worth keeping the site on your favourites list for quick access.

**Events** The Association has already been involved in a number of events this year and you are invited to keep a look out for the latest information about the many upcoming events at **http://www.tetramou.com/Events/index.asp**

## TETRA Events Diary

| Event | Date | Venue | Information |
|---|---|---|---|
| TETRA Application Seminars | 28 – 30 April | Mayfair Conference Centre, London | www.iir-conferences.com/tetra-applications |
| TETRA MoU Members Workshop | 1 – 2 July | Brussels | www.tetramou.com |
| Trunked Radio International Summit | 8 – 9 September | Beijing, China | www.iir.com.hk |
| TETRA Association Seminar | 17 – 18 September | Kylami Exhibition Centre, S.Africa | email: cschnedier@cmc.gov.za |
| All Russian TETRA Conference 2003 | 7 – 9 October | World Trade Centre, Moscow | email: congress@tetraforum.ru |
| 6th TETRA World Congress | 24 – 28 November | Bella Center, Copenhagen | www.iir-tetra.com |