

EXISTING TECHNOLOGIES:

- ACU-1000
- Gold Elite Computer-Based Dispatch
- Statewide Radio Networks
- “Hot-Spot” WAN Data Exchange
- Narrow Band Channels – Extended Coverage

LESSONS LEARNED:

Agencies need a centralized location to access information on established and/or in development technologies (web site, message board, chat room) with a recognition of security (secure portal)

ACU antenna placement is critical in multiband environments – dishcone antenna with triplexer allowed clear communication with a single antenna

Protocol issues – what happens when multiple ACU units or multiple agencies each with an ACU arrive on scene?

What level of network security currently exists? How can administrative control and environmental integrity be managed?

Be prepared for situations where an encrypted radio is introduced to an interoperable network. (encryption to encryption has been successfully managed).

Bendix-King radios didn't function as well with the ACU as did other manufacturers radios.

Single screen operation is now available for the ACU-1000 in a networked environment using the WAIS software

As projects increase in complexity, progress becomes more difficult to demonstrate (time/benefit).

It's essential to establish clear governance within interoperability environments.

Managing interoperability projects are substantially more challenging when the persons responsible have more than one job.

Training issues – training must include instruction, experience, and behavioral change. It must continue until the student demonstrates competency.

Even when equipment is available without cost, some agencies will want (need) maintenance included as well.

Interoperability is possible without high tech or expensive equipment.

Progress depends on current events. Society drives technology.

NIJ needs to observe technology projects in-field to verify capabilities, lessons learned, and training needs through validation independent of the manufacturer and/or grantee.

When equipment is purchased, a training requirement is essential and necessary for multiple personnel.

Need technical support contact information.

One locality had difficulty with state committees requiring proprietary equipment.

Several agencies have difficulty paying for system life-cycle costs.

WHAT ELSE CAN THE FEDERAL GOVERNMENT DO?

Determine and disseminate a data interoperability standard.

Have an independent evaluator collect metrics on performance to justify equipment and processes.

Provide more pilot funding to implement solutions.

Ensure that the user community drives the standards process and not the Federal Government or the vendor community.