



Communications Interoperability: *Leading the Way*



SEARCH

The National Consortium for Justice
Information and Statistics

Introductions

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Agenda

- What is the Issue with Communications Interoperability?
- How are COPS Programs Addressing the Issue?
- What Resources are Available to Agencies with Interoperability Projects?
- Leadership in Improving Interagency Communications



Interoperability is Information Sharing

Wireless interoperability is the ability of public safety service and support providers to talk with each other via voice and data

- on demand, in real time
- when needed, when authorized

SAFECOM

Information Sharing is the ability to share critical information at key decision points throughout the enterprise.

SEARCH

Information sharing is the critical measure of interoperability

What's the Issue?



9/11: New York City

McKinsey&Company

Improving NYPD Emergency Preparedness and Response



August 19, 2002

This report was prepared by McKinsey & Company based upon information provided by the New York Police Department.

What's the Issue?



McKinsey Report: NYPD

"Radios suffered from clutter in early phase of incident, and only 42% of [officers] could clearly decipher traffic"

Executive Summary, p. 25

McKinsey Report: FDNY

"Firefighters and EMS personnel were hindered in their response on September 11 by multiple failures of communications systems and processes and technology limitations."

Executive Summary, p. 17

9/11: Pentagon

ARLINGTON COUNTY

AFTER-ACTION
REPORT ON THE
RESPONSE TO THE
SEPTEMBER 11
TERRORIST ATTACK
ON THE PENTAGON



“Almost all aspects of communications continue to be problematic, from initial notification to tactical operations.”

- p. 12

What's the Issue?

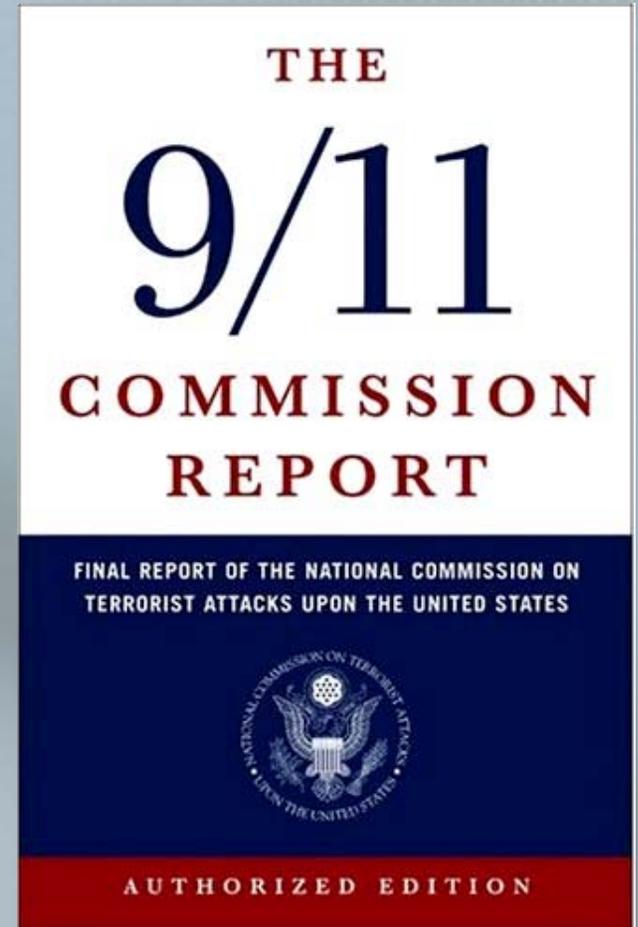


9/11 Commission Report

“Any attempt to establish a unified command on 9/11 would have been further frustrated by the lack of communication and coordination among responding agencies.” - p. 321

“It is a fair inference, given the differing situations in New York City and Northern Virginia, that the problems in command, control, and communications that occurred at both sites will likely recur in any emergency of similar scale.” - p. 315

What's the Issue?

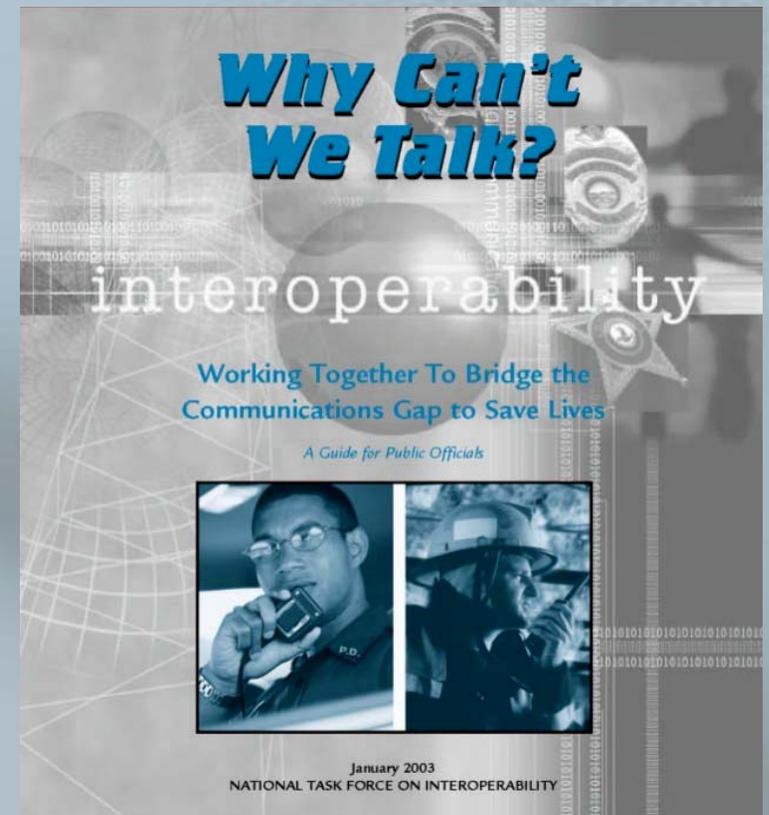


National Task Force on Interoperability (2003)

What's the Issue?



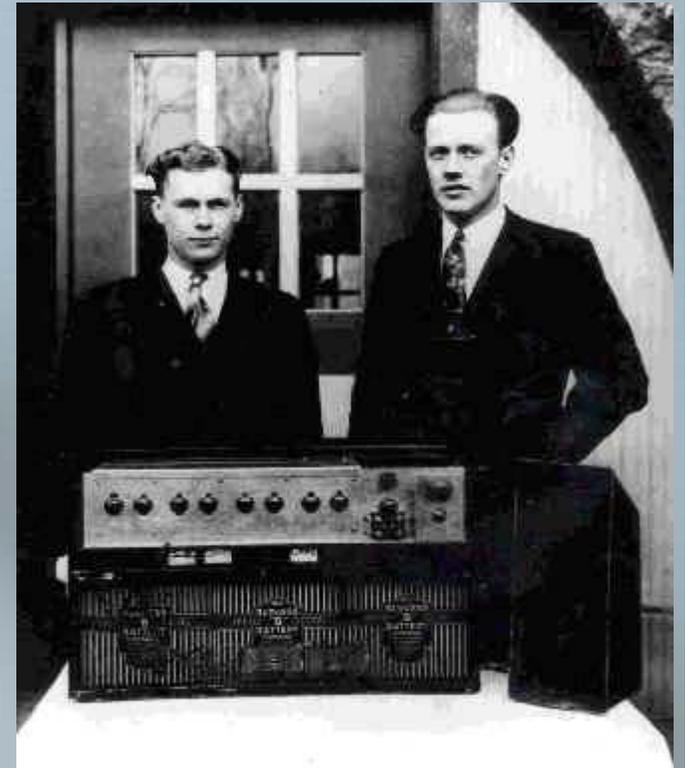
- Incompatible and Aging Communications Equipment
- Limited and Fragmented Funding
- Limited and Fragmented Planning
- Lack of Coordination and Cooperation
- Limited and Fragmented Radio Spectrum



NTFI #1

Incompatible and Aging Equipment

NLETC (1998) –
Direct correlation
between system age
and effectiveness.
Local LE systems
averaged 9 years,
state 15 years. Fire
and EMS systems
averaging 10 years.



What's the
Issue?

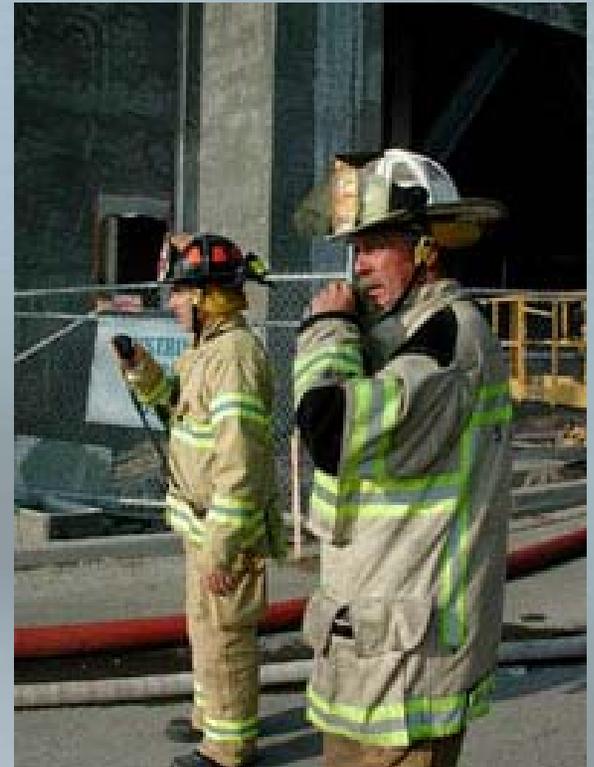


NTFI #2

Limited and Fragmented Funding

In 1998, state and local radio equipment was estimated to be worth \$18.3B.

In 2005, total system costs were estimated to be over \$60B



What's the Issue?



NTFI #3

Lack of Coordination and Cooperation



Needed changes were noted:

- Patterns of isolated spending
- Increased sharing of management and control

Systems and parts of systems can be shared

What's the Issue?



NTFI #4

Limited and Fragmented Planning

What's the
Issue?



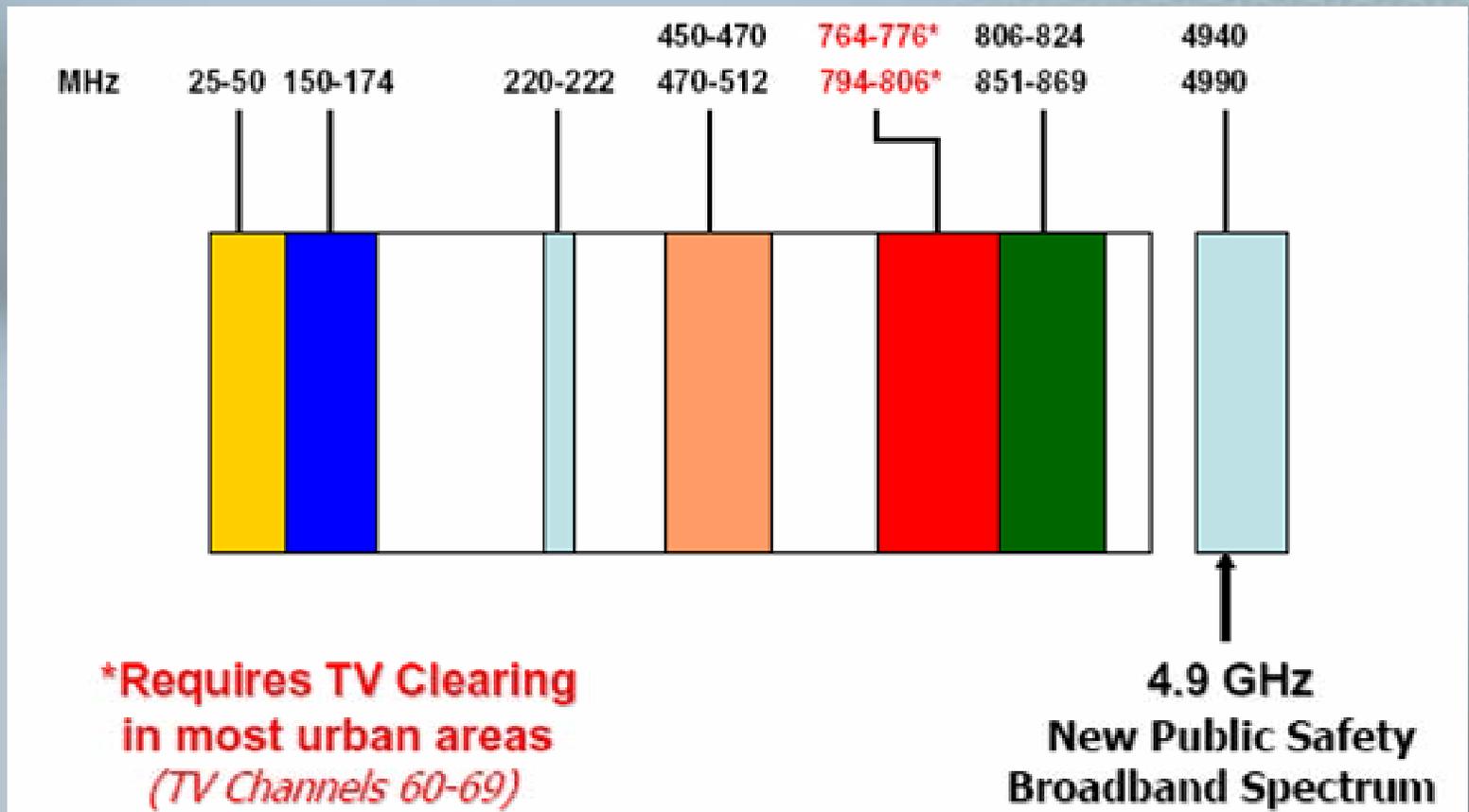
Technical planning
has often been
faulted ...

... but operational
planning is the
key

NTFI #5

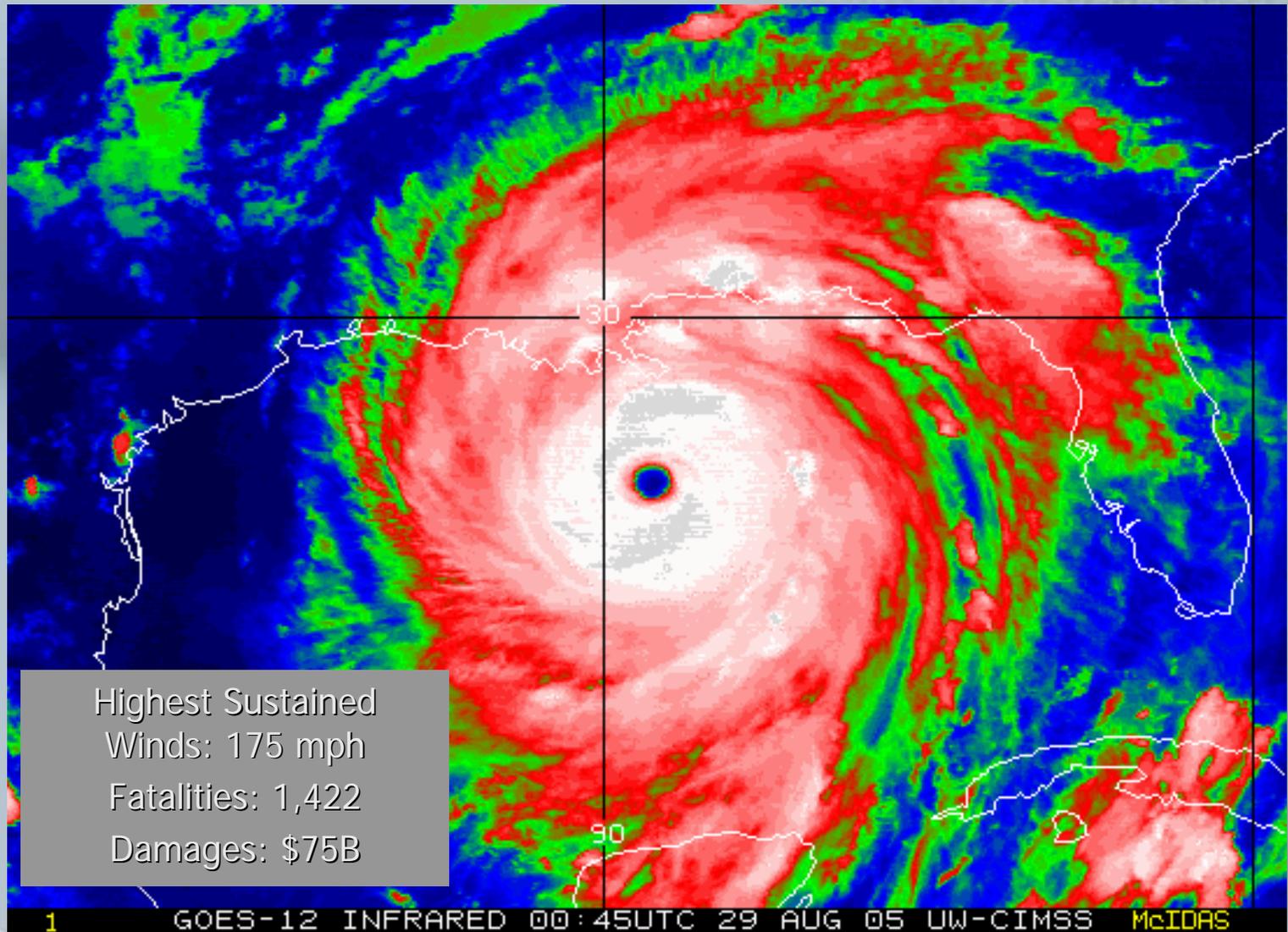
Limited and Fragmented Radio Spectrum

What's the Issue?



Hurricane Katrina

What's the Issue?



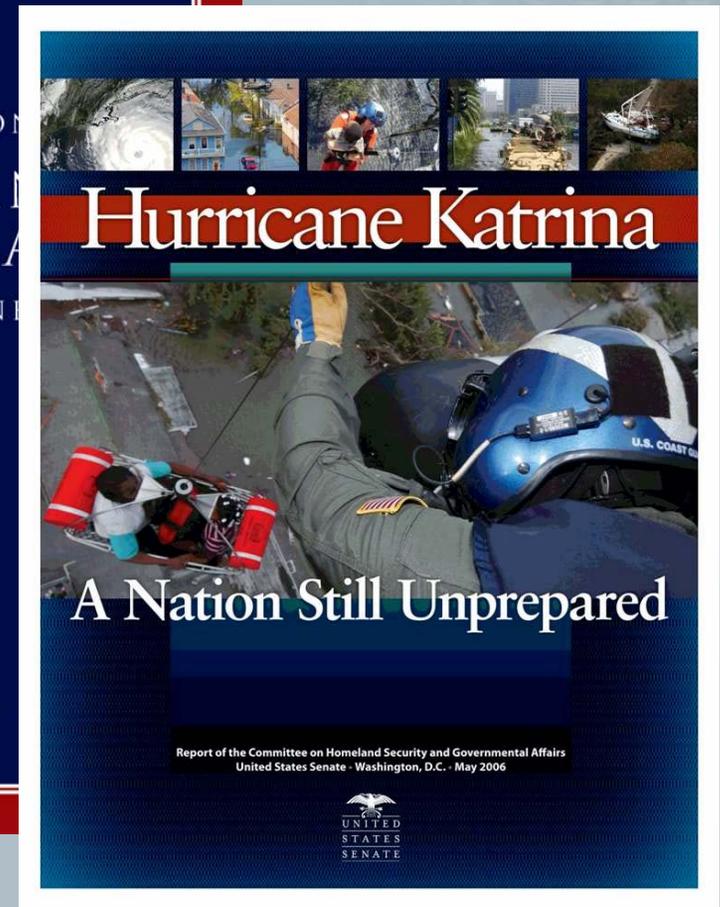
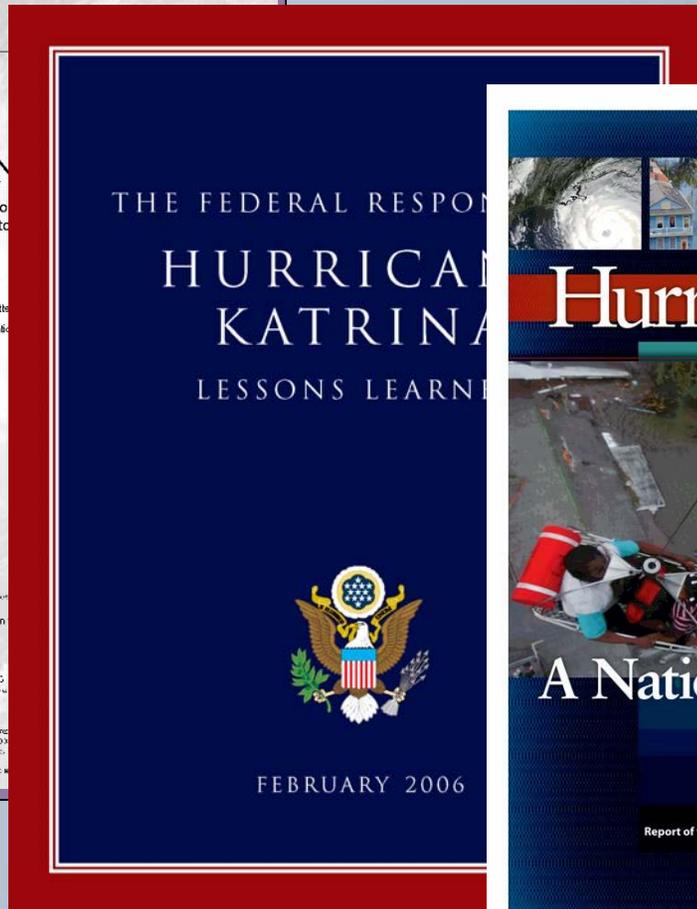
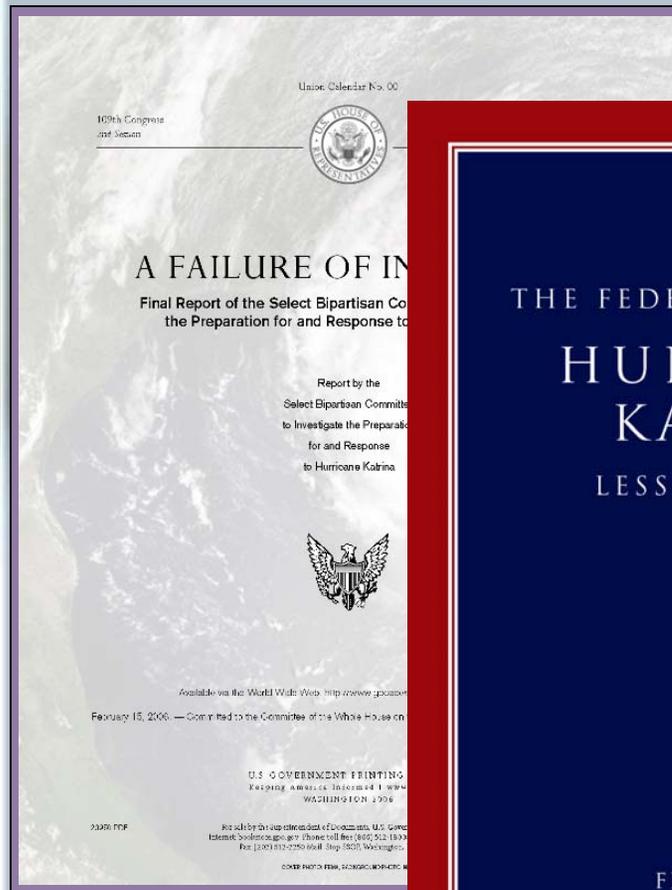
Highest Sustained
Winds: 175 mph
Fatalities: 1,422
Damages: \$75B

1

GOES-12 INFRARED 00:45UTC 29 AUG 05 UW-CIMSS McIDAS

Hurricane Katrina: Investigations

What's the Issue?



Katrina: House Report

What's the Issue?



"Our mandate was clear: gather facts about the preparation for and response to Katrina, at all levels of government."

"Investigate aggressively, follow the facts wherever they may lead, and find out what went right and what went wrong."

"Ask why coordination and information sharing between local, state, and federal governments was so dismal."

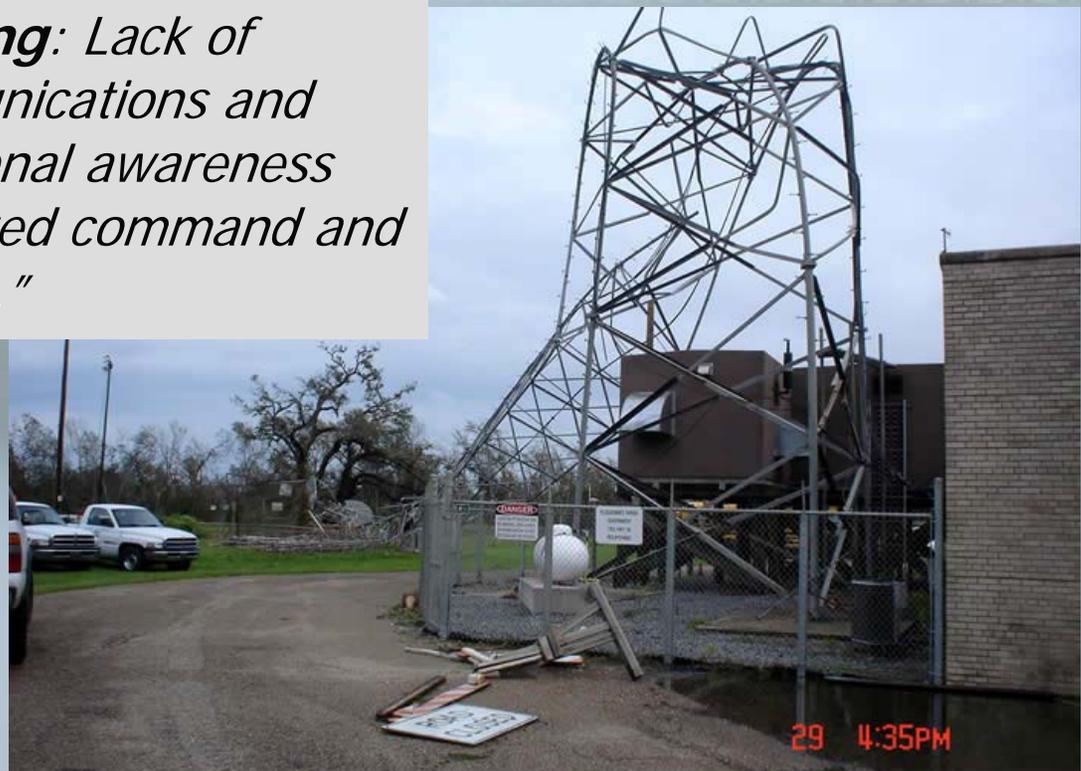
Katrina: House Report



What's the Issue?



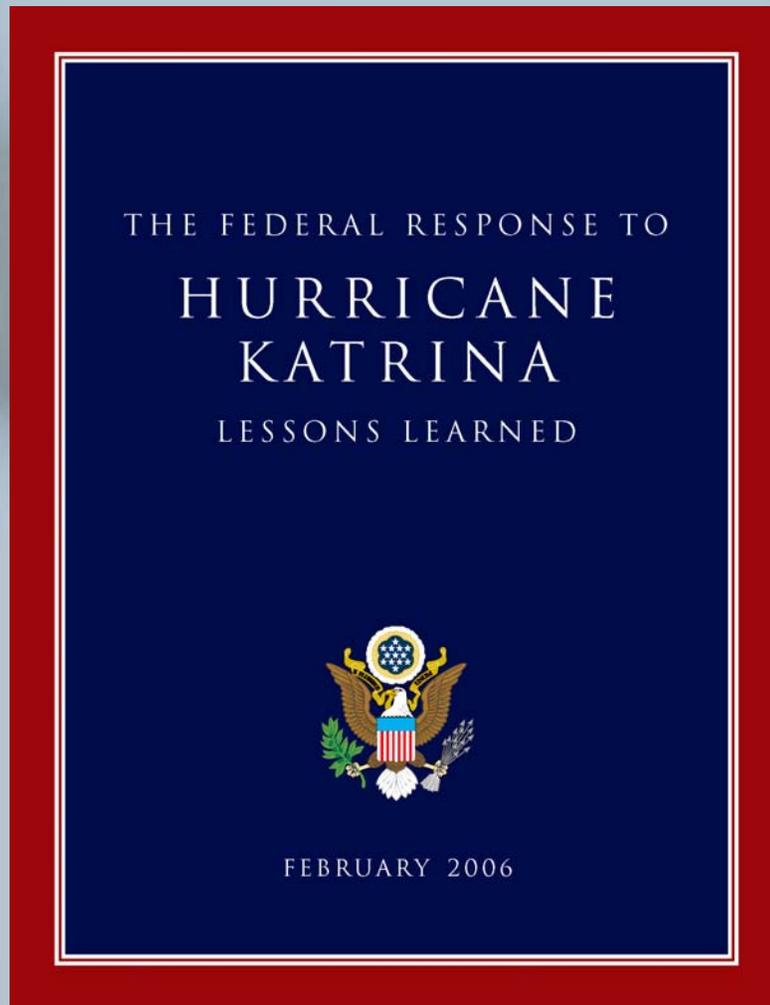
"Finding: Lack of communications and situational awareness paralyzed command and control."



"Communications between DOD and DHS, and in particularly FEMA, during the immediate week after landfall, reflect a lack of information sharing, near panic, and problems with process."

Katrina: White House Report

What's the Issue?

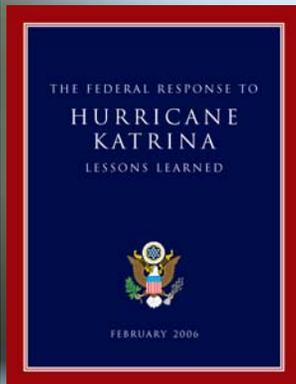


Critical Challenge: Communications

*"[C]ommunications challenges across the Gulf Coast region in Hurricane Katrina's wake were **more a problem of basic operability than one of equipment or system interoperability.***

- p. 55

Katrina: White House Report



*Although Federal, State, and local agencies had communications plans and assets in place, these **plans and assets were neither sufficient nor adequately integrated** to respond effectively to the disaster."*

- p. 55

What's the Issue?

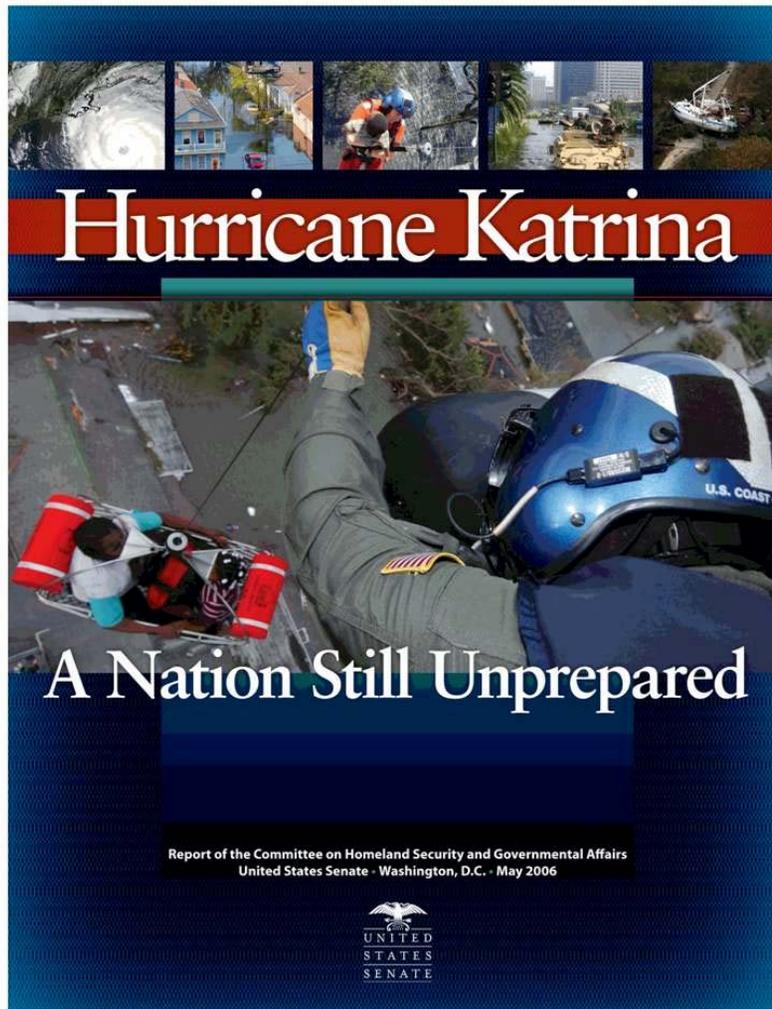


*This inability to connect multiple communications plans and architectures **clearly impeded coordination and communication at the Federal, State, and local levels.***

- p. 56

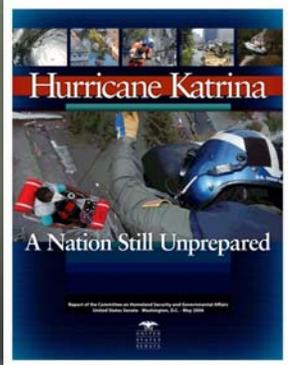
Katrina: Senate Report

What's the Issue?



"Though much attention had been paid to addressing communications shortfalls, efforts to address interoperability – as well as simply operability – were inadequate. There was little advance preparation regarding how responders would operate in an area with no power and where virtually all forms of pre-existing communications were destroyed." - p. 16

Katrina: Senate Report



*"The inability of government officials and first responders to communicate during a response to an emergency, results in the loss of lives during terrorist attacks, natural disasters, and every-day operations. The **problems of operability and interoperability of communications were a central part of the failures** in the governments' response to Hurricane Katrina."*

- p. 18-1

What's the Issue?

