



July 2016

INTEROPERABLE COMMUNICATIONS CAPABILITIES ANALYSIS PROGRAM (ICCAP): COORDINATING WITH PUBLIC SAFETY TO IDENTIFY PROGRESS IN EMERGENCY COMMUNICATIONS INTEROPERABILITY

ICCAP builds upon the groundwork laid in 2010 when the Department of Homeland Security Office of Emergency Communications (OEC) worked with public safety to measure the progress made toward interoperability as defined by the 2008 National Emergency Communications Plan (NECP).

To reflect the expanded emergency communications ecosystem identified in the 2014 NECP, the ICCAP will consider the full range of technologies and operational standards to provide a reliable emergency communications capability, which today include: land mobile radio (LMR), commercial broadband, social media, Government Emergency Telecommunications Service/ Wireless Priority Service (GETS/WPS), cellular phone use and other emerging technologies. The ICCAP is a voluntary service offering to gain lessons-learned and best practices that can benefit the entire public safety community. It is not a “scorecard” and no information about a jurisdiction will be made publicly available.

STAKEHOLDER BENEFITS

ICCAP’s results will provide valuable information to better target supporting resources, including:

- Technical Assistance
- Training
- Coordination Support
- Strategic Planning
- Grant Documentation

ICCAP observations and analysis will include:

- Leveraging multi-jurisdictional, multi-discipline planned events (for example, marathons, sporting events, festivals, concerts, etc.) as an opportunity to observe real world use of communications capabilities identified in the 2014 NECP.
- Documenting currently deployed communications technologies and operational techniques, both LMR and other capabilities in the emergency communications ecosystem.
- Identifying and documenting best practices, lessons-learned and gaps between the stated needs of public safety agencies and the current assets.
- Utilizing OEC technical assistance subject matter experts and invited peers.

ICCAP will:

- Identify interoperability best practices, lessons-learned, gaps and leverage technical assistance capabilities to support public safety as they evolve their communications capabilities.
- Utilize recommendations from the 2014 NECP to help drive improvements to emergency communications capabilities within the new emergency communications ecosystem.
- Demonstrate operational emergency communications to help drive improved Statewide Communications Interoperability Plans’ development and implementation.
- Identify nationwide trends and progress from previous observations.

- Build operational knowledge about the expanding role of data and other emergency communications ecosystem capabilities.
- Help public safety plan for the unexpected incident that may occur within a planned event.
- Align OEC technical assistance, tools and programs to the needs of public safety.

ICCAP's objective is to complete:

- Initially, OEC will target the 60 2008 NECP major urban areas:
 - Five to ten pilots by the end of calendar year 2016
 - Up to 60 cities (including the pilots) by June 2017
- Then OEC will, funding permitting, offer this service as a technical assistance offering.

Work products will include:

- After action report for each sponsoring agency's point of contact and Statewide Interoperability Coordinator.
- National report summarizing findings and trends from ICCAP with no local attribution.
- Automated toolkit to assist state, local, tribal and territorial organizations in conducting their own recurring self-assessments.

ICCAP INITIATIVE – 2016

- 2010 NECP focused on only LMR use; the 2016 ICCAP will focus on the interoperability of:
 - LMR
 - Broadband/Digital Communications
 - Priority Services (GETS, WPS)
 - 911, Text-to-911, and Next Generation 911 (NG 911)
 - Social media
 - Alerts and Warning Systems

ICCAP – 2016 SUGGESTED EXAMPLES OF NEW ELEMENTS

- Data applications and networks were used effectively to support operations and augment voice communications.
- Text-to-911 and/or NG 911 capabilities (if available) were promoted and effectively used by the public and operations.
- Alerting and notifications capabilities were employed successfully to send information.
- Social media platforms (such as Twitter, Facebook) were used in a timely manner by operations to communicate information with the public.

PLANNING APPROACH:

- Stakeholder Coordination: SAFECOM and National Council of Statewide Interoperability Coordinators (NCSWIC) Membership;
 - Overview brief to SAFECOM/NCSWIC Conference, April 2016
 - Brief to Major City Chiefs Police Association, May 2016 OEC leadership webinars with SAFECOM/NCSWIC, June 2016

FOR ADDITIONAL INFORMATION

Please contact OEC@dhs.gov or visit www.dhs.gov/oec.