NECP Goal Two Assessment
AZ's Proposed Methodology

Presented to the PSCC
July 20, 2010

Lisa Dee Meyerson
PSIC Manager and
Statewide Interoperability Coordinator

Government Information Technology Agency

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Outline

- Explanation of NECP and its Goals
- Development of AZ Methodology
- Review of Arizona Approach
  - Explanation of Capabilities and Performance Measures
  - Discussion of Proposed Process
- Request for Approval

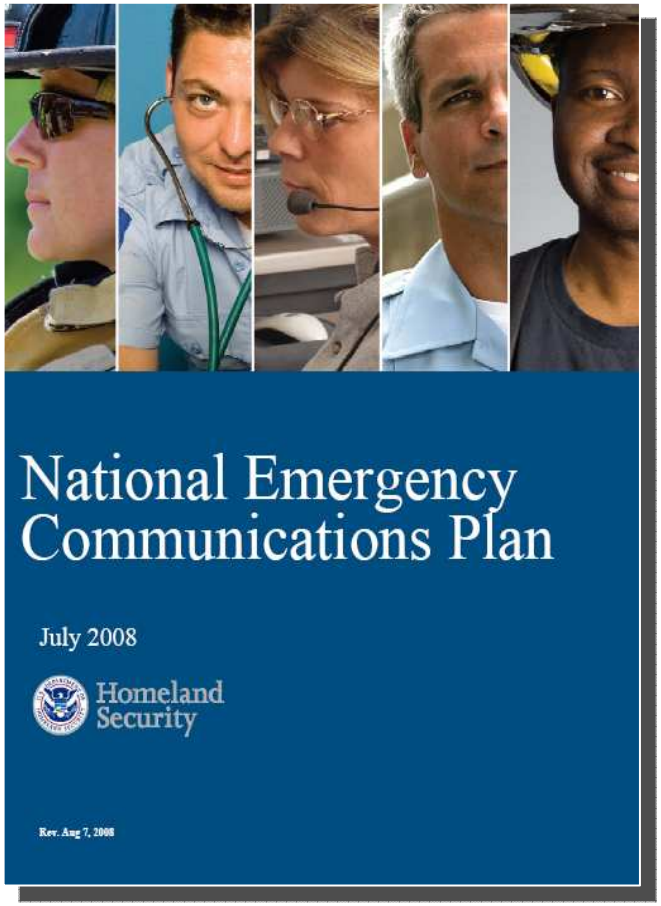
Explanation of NECP and its Goals

- NECP = Strategic National Communications Plan delivered to Congress by Federal Homeland Security in July 2008
- Overarching theme - Emergency response personnel can communicate
  - As needed, on demand, and as authorized
  - At all levels of government
  - Across all disciplines
- Specific timelines were set to demonstrate successful Response Level Emergency Communications:
  - Goal 1 – By 2010 – 90% of UASIs within one hour
  - Goal 2 – By 2011 – 75% of non-UASIs within one hour

Development of AZ Methodology

- Involvement w/Goal One Evaluations (AZ – Mar & Apr; Other States – April to June)
- Discussions with other States and OEC
- Development of Draft Methodology (with AZDOHS input)
- April 13th Statewide NECP Goal Two Meeting – 54 Attendees; Federal OEC Representatives Presentation
- April 21st - PSCC Meeting Presentation
- May 18th - SIEC Meeting Presentation
- RAC Meetings – Invited by AZDOHS to do Presentations
- AESA Annual Meeting – Invited to do Presentation
- Web Site Posting; Distribution to Interested Parties List

Review of AZ Approach

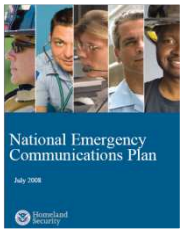


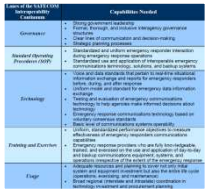
NECP Goal 2

By 2011, 75 percent of **non-UASI** jurisdictions are able to demonstrate ***response-level emergency communications*** within one hour for routine events involving ***multiple jurisdictions and agencies.***

What is Measured?

NECP

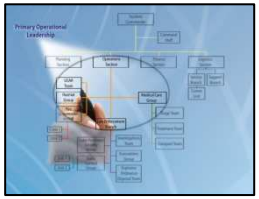




Lines of the SAFECOM Interoperability Continuum	Capabilities Needed
Governance	• Strong government leadership • Top-down, bottom-up, and inclusive interagency governance structures • Clear lines of communication and decision-making • Strategic planning processes
Standard Operating Procedures (SOP)	• Standardized and uniform emergency responder interaction and incident management procedures • Standardized use and application of interoperable emergency communications terminology, solutions, and backup systems
Technology	• Voice and data standards that pertain to real-time situational information exchange and reports for emergency responders and other critical decision makers • Uniform model and standard for emergency data information exchange • Testing and evaluation of emergency communications technology to help agencies make informed decisions about technology • Emergency response communications technology based on voluntary consensus standards • Testing and evaluation of communications systems operability
Training and Exercises	• Uniform, standardized performance objectives to measure effectiveness of emergency responders communications capabilities • Emergency response providers who are fully trained/capable, trained, and exercised on the use and application of day-to-day and backup communications equipment, systems, and technologies in accordance with the SAFECOM Interoperability Continuum
Usage	• Adequate resources and planning to cover not only initial system and equipment investment but also the entire life cycle (operations, exercising, and maintenance) • Strategic planning and coordination, and coordination in technology investment and procurement planning

Capability Data

Foundation



Performance Data

Goals

Capability Measure

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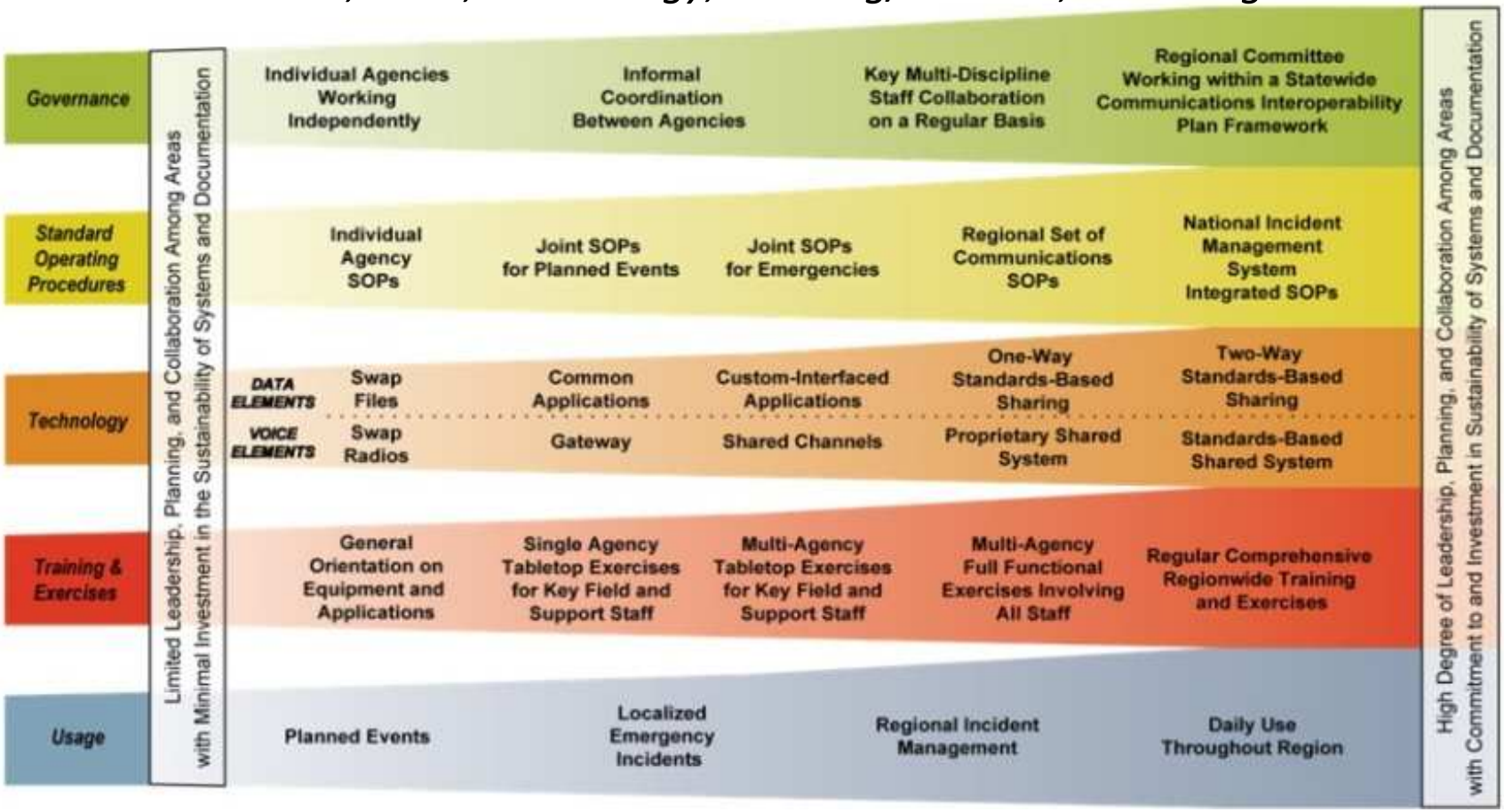
Five Categories:

Governance, SOPs, Technology, Training/Exercise, and Usage



Capability Questions: Governance
Example

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From Capabilities Handout:

	Question	Answer
Early Implementation	County decision-making groups are informal, and do not yet have a strategic plan in place to guide collective communications interoperability goals and funding.	☐
Intermediate Implementation	Some *formal* agreements exist and *informal* agreements are in practice among members of an Urban Area decision making group; County strategic and budget planning processes are beginning to be put in place.	☐
Established Implementation	Formal agreements outline the roles and responsibilities of an County decision making group, which has an agreed upon strategic plan that addresses sustainable funding for collective, regional interoperable communications needs.	☐
Advanced Implementation	County decision making bodies proactively look to expand membership to ensure representation from broad public support disciplines and other levels of government, while updating their agreements and strategic plan on a regular basis.	☐

Proposed AZ Approach: Capabilities

- Capabilities data will be collected as part of the annual Target Capabilities Assessment (TCA) update conducted by the Arizona Department of Homeland Security (AZDOHS)
  - Use of existing structure will reduce burden on local agencies
  - Using 2010 TCA will allow Arizona to get a head start on documenting capabilities
- The PSIC office will extract the county level capabilities data from the communications portion of the TCA
- The PSCC will review and approve the final capabilities reports for inclusion in 2011 SCIP Implementation Report

Proposed Timeline: Capabilities

2010	Apr-May	PSIC solicits comments on proposed assessment methodology
	July	TCA Data Collection
		2010 SCIP Implementation Report documenting the AZ approach submitted to OEC
	September	Final TCA Report Issued
	October	PSIC extracts county level interoperable communications capability data from TCA
	November	OEC publishes final capabilities reporting tool and PSIC determines if additional capabilities need to be documented
2011	Jan-March	Additional capability data collected if needed
	Apr-May	PSCC reviews and approves capability data for inclusion in 2011 SCIP Implementation Report
	July	SCIP Implementation Report including capabilities data submitted to OEC

Performance Measure

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Performance Data:

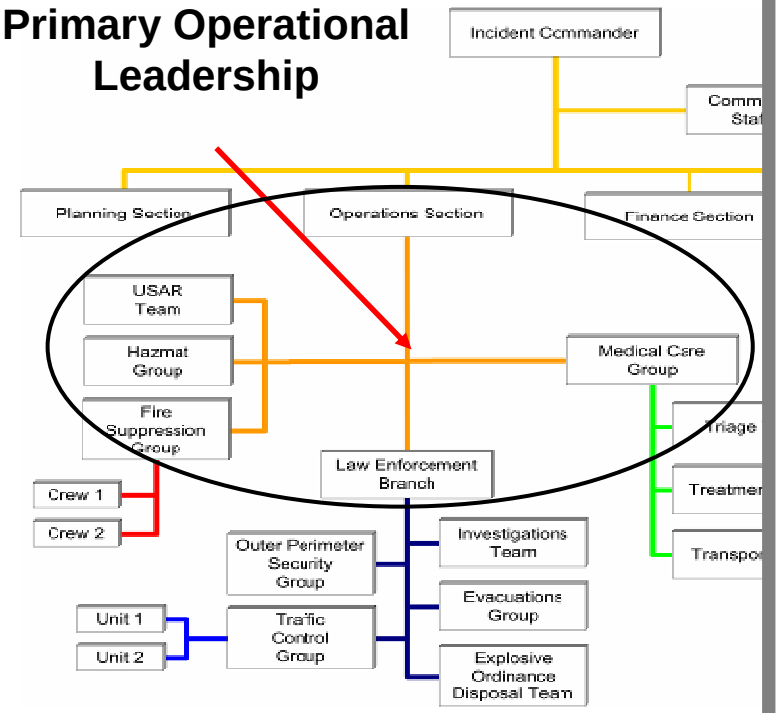
(NECP Goals Criteria)

Operational demonstration of response-level communications

Command-level

Response-level

Primary Operational Leadership

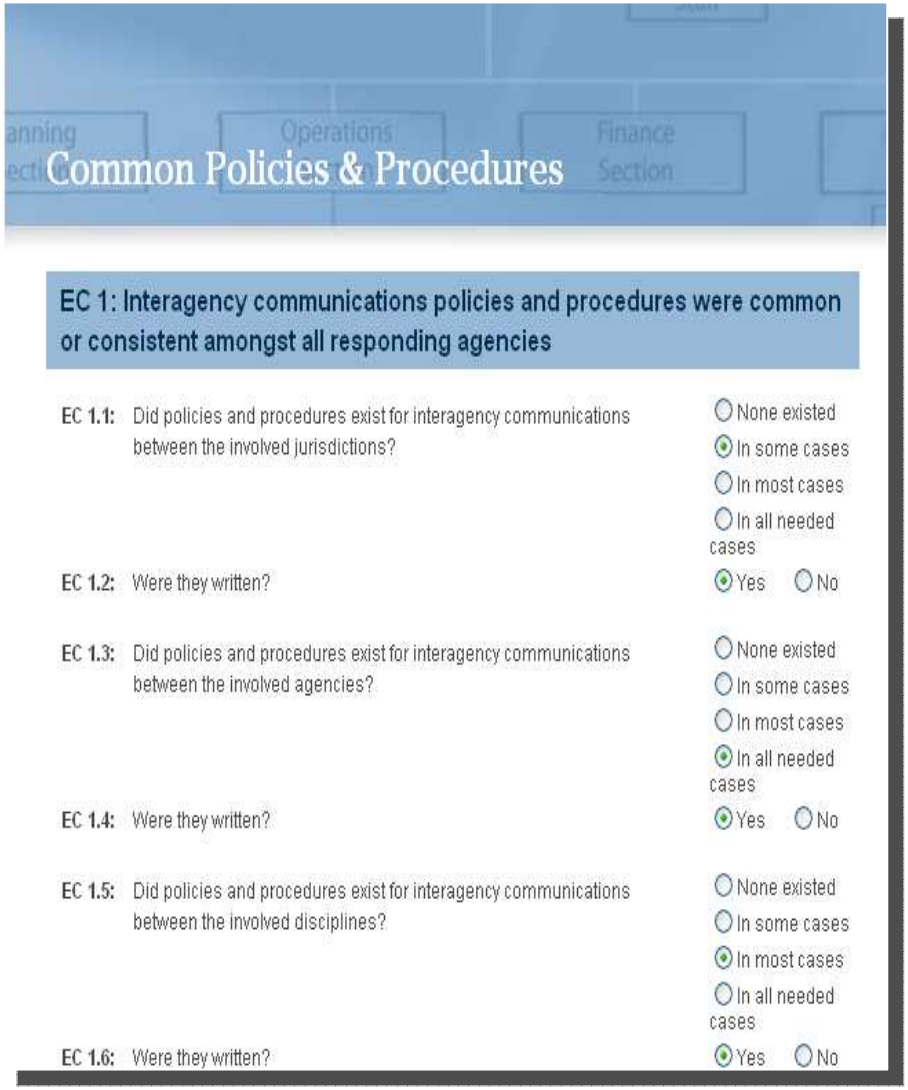


Response Level Emergency Communications

"Capacity of individuals with **<u>Primary Operational Leadership Responsibility</u>** to manage resources and make timely decisions during an incident involving multiple <u>agencies, jurisdictions and disciplines</u> without technical or procedural communications impediments"

Performance Tool

- OEC Developed Online Tool
- Measure outcomes, effects, and usage
- Focus on 3 key areas:
  - Common Policies & Procedures
  - Leadership Roles & Responsibilities
  - Quality and Continuity of Communications



Common Policies & Procedures

EC 1: Interagency communications policies and procedures were common or consistent amongst all responding agencies

EC 1.1:	Did policies and procedures exist for interagency communications between the involved jurisdictions?	○ None existed ◉ In some cases ○ In most cases ○ In all needed cases
EC 1.2:	Were they written?	◉ Yes ○ No
EC 1.3:	Did policies and procedures exist for interagency communications between the involved agencies?	○ None existed ○ In some cases ○ In most cases ◉ In all needed cases
EC 1.4:	Were they written?	◉ Yes ○ No
EC 1.5:	Did policies and procedures exist for interagency communications between the involved disciplines?	○ None existed ○ In some cases ◉ In most cases ○ In all needed cases
EC 1.6:	Were they written?	◉ Yes ○ No

Proposed AZ Approach: Performance

- Performance will be assessed on a county by county basis in Arizona
- Each Non-UASI county will submit 2 or 3 possible planned events or exercises that could be used to assess their performance
- The PSIC Office will review and publish a list of events or exercises to be assessed statewide (one per county)
- A Point of Contact (POC) for each non-UASI county will be designated by the county to coordinate local performance measurement efforts
- The PSIC Office will help counties with pre-planning for the selected events and exercises
- The PSIC Office will observe and/or help with the selected events and exercises
- As part of the after action process, a session will be conducted by the PSIC Office with local staff to complete the OEC performance reporting tool
- PSCC will review and approve final performance reports for inclusion in the 2011 SCIP Implementation Report

Proposed Timeline: Performance

2010	Apr-May	PSIC solicitation of comments on proposed assessment methodology
	July	2010 SCIP Implementation Report documenting the AZ approach submitted to OEC
	September	Non UASI County POCs identified by the counties; Counties submit 2 or 3 possible events or exercises for assessment
	October	PSIC publishes lists of events or exercises to be assessed (one per county)
	November	OEC publishes final performance reporting tool
2010 2011	Nov-May	Non-UASI counties conduct performance assessment and after action sessions with PSIC Office support
2011	Apr-May	PSCC reviews and approves assessments for inclusion in 2011 SCIP Implementation Report
	July	SCIP Implementation Report including performance assessment data submitted to OEC

DISCUSSION

QUESTIONS?

REQUEST FOR APPROVAL