



Homeland
Security

Fact Sheet

August 24, 2007

Contact: DHS Press Office at (202) 282-8010

COMPUTER-AIDED DISPATCH INTEROPERABILITY PROJECT

CAD Interoperability

A computer-aided dispatch (CAD) system is critical for emergency responders to rapidly and effectively respond to emergency situations. Emergency response operations rely on CAD systems to ensure that personnel and resources are efficiently dispatched to the field. Jurisdictions often share personnel and resource information—ensuring that the closest units respond, even if they are across jurisdictional lines. This information sharing practice improves the utilization of units. Unfortunately, many of today's CAD systems are unable to communicate with dispatch systems in neighboring jurisdictions. Enabling CAD systems to exchange information across jurisdictions will improve the rate at which resources are dispatched to the field—reducing response times and saving lives.

Purpose of CADIP

The Office for Interoperability and Compatibility's (OIC) CAD Interoperability Project, or CADIP, will coordinate with emergency response agencies in Silicon Valley, Calif.. Its goal is to identify the challenges, best practices, benefits, and costs associated with linking CAD systems across jurisdictions. The project will identify approaches to linking CAD systems in order to assist local and state agencies as they migrate toward multi-jurisdictional, interoperable CAD systems. In the future, the project will examine other jurisdictions that are pursuing different approaches to link CAD systems.

In a parallel effort, OIC is partnering with the National Capital Region to identify specific requirements for exchanging CAD information, and to develop data standards enabling CAD information exchange. OIC will work with emergency responders nationwide to validate these requirements and CAD standards.

Impact of CADIP

Strengthened CAD system interoperability capabilities can significantly improve a jurisdiction's emergency response operations by reducing response and resource dispatch times. OIC will use the results of the CADIP project to develop the following tools, templates, and guidance documents to assist agencies and jurisdictions improve CAD system interoperability with neighboring regions:

- A toolkit—including a migration checklist and a step-by-step planning template—will help agencies plan for and implement CAD system interoperability.
- Standard operating procedure templates and training curriculum will assist jurisdictions as they transition from single-agency to multi-agency CAD systems.
- Case studies will detail approaches to achieving CAD system interoperability as well as interoperable CAD system benefits, best practices, and lessons learned.
- A guide will summarize existing data standards that can be used to assist CAD system interoperability.

###

The Department of Homeland Security established the Office for Interoperability and Compatibility (OIC) in 2004 to strengthen and integrate interoperability and compatibility efforts in order to improve local, tribal, state, and Federal emergency preparedness and response. Managed by the Science and Technology Directorate's Command, Control and Interoperability Division, OIC is committed to developing technologies and tools—methodologies, templates, models, and educational materials—that effectively meet the critical needs of emergency responders in the field.