

Industry and Public Sector Cooperation for Information Sharing



MIST

The Maritime Information

Sharing Taskforce is a two-way process for understanding and communicating the information sharing needs of local, private sector communities. Our goals are to:

- ▶ Create a structure for collaborative problem solving
- ▶ Capture best practices in information sharing
- ▶ Convey unique local issues to national policy makers

The MIST process consists of a series of local events held at individual ports across the United States. Each local event invites industry participants to identify incentives for sharing threat information, investigate ways to streamline government requests, and clarify their needs in sharing threat information. Industry and government participants also explore specific solutions for improving local collaboration.

MIST is centered at the Naval Postgraduate School (NPS) and was established in the fall of 2008. MIST works in collaboration with:

- ▶ DOT-MARAD
- ▶ GMAII
- ▶ NMCO
- ▶ ISE
- ▶ DHS-USCG, CBP, TSA
- ▶ FBI/DOJ
- ▶ DoD-MDA EA, DON & ASD-HD/ASA

Complete reports are available upon request

Delaware Bay

Key Findings

Incentives motivate actions and should be aligned to stakeholder needs. Similar to other ports MIST has visited, Delaware Bay participants stressed operational and financial incentives for information sharing. These incentives include quicker resumption of business after an event, the protection of assets, and fewer costs incurred. In addition, this port values strategic benefits such as improved customer satisfaction and positive public opinion resulting from being seen as environmental stewards. Finally, team spirit and pride in their port were strong motivators for attendees.

Streamlining government requests was seen as a key way to save the private sector money, improve a company's reputation and maintain customer loyalty. Government participants noted how new policies and technologies made their communication difficult. Private sector participants however, identified more effective communication and simpler processes as key areas for improvement.

Threat Information, in order to be useful, needs to be readily accessible and relevant. Participants want easier access

to threat information and need to be able to have some access to classified information. For industry to use information sharing systems they need information that is consistent, actionable and easy to use. When it is not, users get frustrated and question the credibility and usefulness of the information.

Successful local models for information sharing can help other ports learn best practices. Delaware

Bay participants considered the AMSC, four state fusion centers, and private sector associations as useful systems. The AMSC is used as a primary source for information and networking. The fusion centers' are recognized as potential sources for disseminating "all hazards" information. And the Maritime Exchange assists with daily vessel schedules, alerts, statistics and training. When evaluating these models, participants stressed the importance of having broad participation by intermodal partners, methods to encourage consistent attendance, and procedures for sharing of sensitive information.



Participant Recommendations

Information

- ▶ Expand maritime and intermodal information sharing
- ▶ Increase awareness of processes for crew repatriation
- ▶ Identify and document shared resources
- ▶ Advertise training opportunities
- ▶ Improve communication with the trucking industry

Process

- ▶ Address the process for issuing clearances
- ▶ Create a feedback system for keeping industry in touch
- ▶ Support sustainability of information sharing
- ▶ Align federal efforts, especially DVIC and NMIC

Practices

- ▶ Increase consistent attendance of AMSC
- ▶ Increase the number of coordinated exercises
- ▶ Utilize VIPR teams more broadly
- ▶ Create an action plan for moving forward
- ▶ Expand Maritime Familiarization Day