Community Resilience Panel:
Communication Standing Committee Meeting

MEETING DATE: November 9, 2015
TIME: 1:45 pm EST to 4:15 pm EST
LOCATION: National Institute of Standards and Technology (NIST), Gaithersburg, MD
ISSUE DATE: December 4, 2015

ATTENDEES:

Attendee	Affiliation
Anthony Benyola (Chair)	CTIA - The Wireless Association
Priya Shrinivasan (Vice Chair)	New York City Department of Information Technology and Telecommunications
Alex Casares	Kaizen Data Security Group
James Castagna	Verizon
Serena Chan	Institute for Defense Analyses
John Contestabile	Johns Hopkins University
Peter S. Cornell	AT&T
Cheryl Giggetts	AECOM
Thomas Goode	ATIS
Ann Goodman	CUNY
Robert Jakubek	U.S. Cellular
Anne La Lena	LeapFrog Solutions
Patricia Longstaff	Syracuse University
Rahul Mehra	Cargill Inc
David Mizzen	Applied Research Associates, Inc.
Steve Poupos	AT&T
Jim Shortal	Cox Communications, Inc.
Catherine Valencia	New Jersey Office of Homeland Security and Preparedness

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NOTES BY: David Mizzen, Applied Research Associates, Inc.

1. Welcome and Introductions

Anthony Benyola led introductions of the participants and reviewed the goals for the meeting.

2. Discussion of first question for report-out: What are the largest gaps and needs within your sector that need to be addressed in resilience planning and guidance products?

The group felt that the largest gap impacting resilience planning was the lack of communication and collaboration between various stakeholder groups (e.g., between service providers and communities). The group felt that with such a diverse set of stakeholders, a responsibilities matrix may be needed so that everyone understands their role in the resilience process. It was explained that a responsibilities matrix

listed the group in the columns and the responsibilities/needs in the rows. There was concern from some participants that this could lead to the blame game. However, many felt that this would be helpful to communities in understanding the various roles of service providers and themselves.

Participants also discussed the need for the Implementation Guidelines that NIST is planning to develop to help communities use the NIST Guide. The group also stated that standards and manuals would likely have many gaps, but that it would be useful to engage stakeholders from those organizations that would be able to identify gaps.

In addition to more collaboration between service providers and communities, participants felt that there was a need for more education and outreach to ensure that their goals were aligned, particularly in the case when hazards strike. Credential prioritization and access to damaged sites was also seen as an important need.

3. **Discussion of the second question for report-out: Identify significant interdependencies and gaps with other sectors that impact resilience.**

The group briefly discussed interdependencies. Participants identified the other infrastructure systems, including power, fuel for generators when power is lost, transportation, water & wastewater, as having interdependencies with the communication sector, noting that many of these sectors also depend on the communications system. It was stated that there are many other important considerations that are interdependent with communications systems, including security, food and shelter, regulatory challenges, and community support. One of the most important points discussed was that telecommunications providers need to work with energy utilities to develop preparedness plans for restoration ahead of time.

4. **Discussion of the third question for report-out: How do we address the needs and gaps we identified?**

The group discussed some of the ongoing NIST efforts and how they could be used as a springboard to address the needs/gaps previously discussed. Participants felt that the NIST Guide needed to be piloted in communities to understand how to make improvements. It was discussed that the NIST Guide will be piloted and that is something that is separate from the Panel, but they could be in tune with to identify lessons learned. The group also felt that collaboration among standing committees would be needed to identify and address opportunities for improving resilience, particularly interdependencies. Moreover, many felt that citizen and stakeholder engagement would help address existing needs and gaps.

5. **Discussion of the fourth question for report-out: Are there others we need to engage to help us address these needs? Others may include SMEs/groups not at the meeting in your sector or SMEs/groups from other sectors.**

Participants wanted to engage communities who will be piloting the NIST Guide to understand what items work well, and identify lessons learned for improvement. Participants felt that this would help them in developing a responsibility matrix, develop training exercises, and allow collaboration with communities. Participants also wanted to engage stakeholders, including standard development

organizations that would assist them in carrying out a deep-dive in what gaps and barriers exist in terms of implementing community resilience.

6. **Discussion of the fifth question for report-out: What are existing codes, standards, guidance, goals, and/or protocol that have been published, or are in-process, in your respective sectors?**

This question was discussed briefly both at the start and end of the meeting. Participants identified existing codes, standards, and guidance documents that need to be reviewed and analyzed as a starting point, including those from the FCC, NRC, FEMA, Project 25, CSRIC III, CTIA, ANSI, IRRR, NEBS, NAB, NENA, ATIS, APCO, the Rockefeller Foundation, and the NIST Cybersecurity Framework.