

**Community Resilience Panel:
Communication Standing Committee Meeting**

MEETING DATE: January 5, 2017
TIME: 1:00 p.m. – 2:00 p.m. EST
ISSUE DATE: February 3, 2017

ATTENDEES:

Attendee	Affiliation
Kathryn Condello (Chair)	CenturyLink
Priya Shrinivasan (Vice-Chair)	NYC Department of Information Technology and Telecommunications
Jim Walker-Pontius (Secretary)	US Cellular
Greta Bynum	New America
Paul Diamond	CenturyLink
Laurie Gebhart	Verizon Wireless
David Mizzen	Applied Research Associates, Inc.
Steve Poupos	AT&T
Jeff Wirtzfield	CenturyLink

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NOTES BY: David Mizzen, Applied Research Associates

1. Welcome and Introductions

Kathryn Condello (Chair) welcomed participants and thanked them for attending. She introduced the participants and committee leadership (herself as the new Chair and Priya Shrinivasan continuing as Vice-Chair). She asked David Mizzen to take notes for this meeting and requested volunteers to serve as Committee Secretary going forward. Jim Walker-Pontius volunteered to take on that role.

Kathryn stated she spoke to Steve Cauffman at NIST about his goals for the Panel in 2017. During that call, he stated he would like to see the Resilience Knowledge Base (RKB) active and have the Panel begin filling the RKB with useful resources for community resilience. Additionally, Mr. Cauffman told Kathryn he would like to increase collaboration with communities.

2. Status of Leadership Elections

Kathryn asked David to provide an update on the Panel leadership election process. David told the committee that since Kathryn was a Panel member nominated to be Chair of the committee, she would take that role on January 1, 2017.

3. Update on NIST Community Resilience Fellows Activities

Steve Poupos, NIST Community Resilience Fellow, offered an update on the Fellows' work. He reminded the committee that the Fellows began by assisting ARA and NIST in completing the Guide, which was published in October 2015. The Fellows then provided a webinar to the Panel in December 2015 on the Guide.

Since then, Steve and the other Fellows have been mainly developing Guide Briefs to support the Guide and supply more information to users on how to implement the six-step process. Steve thanked the committee for input on the Guide Brief he developed, which was published in December 2016 (<http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.1190GB-6.pdf>), and stated he would continue to support the Panel's efforts in 2017.

4. Review of September 2016 Meeting and Path Forward

Priya reviewed the report-out slides from the September 2016 meeting in Fort Collins, CO (https://crpanel.nist.gov/wp-content/uploads/2016/12/Comms_Report_Out_Slides_Sept22nd.pdf). She focused on the last two slides, which answered the question: "How is your committee planning to address the gaps? (i.e., What products are being developed? What will be developed? What are your next steps?)"

The responses are summarized below:

- Provide further input to Guide Briefs
- Develop guidelines for engagement
 - Layout community needs from service providers and service provider needs from communities to be responsive
 - Set expectations on information sharing
- Outreach to more community stakeholders to participate on committee
- Work on more two-way dialogue between service providers and communities
- Develop criteria for evaluation and inclusion in RKB:
 - Review FCC-TAC reports for recommendations that would be useful for communities to implement.
 - Review work from CSRIC workgroups
 - Propose appropriate best practice recommendations for community adoption (from FCC-TAC, CSRIC, etc.)

Kathryn stated that one comment she hears from communities is, "How do I find the service providers?" It is relatively easy to contact service provider representatives at the corporate level, but more difficult to contact local service provider representatives. Kathryn felt this would be a good gap for the committee to address by developing a guidance document for communities. The committee agreed this effort would be worthwhile.

Kathryn asked the committee how best to concentrate its efforts to fill the Resilience Knowledge Base. The committee discussed reviewing CSRIC best practices and changing them such that they can be applied to communities rather than service providers (e.g., replace "service providers should" with "communities should").

Laurie felt that a best practice would be to work through Offices of Emergency Management (OEMs) who service providers interact with frequently. She also noted that local service providers can be difficult

for communities to contact because there is a lot of mobility of the people in those roles (i.e., contact info changes frequently). On the other hand, corporate level contacts are more stable and, thus, the OEM would tend to reach out to them.

Jim talked about the effectiveness of SafeGuard Iowa, a collection of state and local stakeholders that focus on disaster recovery. Some other states and counties also have similar disaster recovery organizations.

Priya reminded the committee that the Fort Collins, CO Emergency Manager who attended the September meeting was not sure who he should contact regarding telecommunications following a hazard event. Thus, she feels it would be useful to reach out to OEMs and see what they know about communication between service providers and communities.

The committee agreed that developing a document that addresses how communities can contact their local service providers would be useful and noted it would be important to frame questions correctly for communities to ask service providers.

5. Future Meetings

Kathryn and Priya told the committee that they would like to have calls at least once per month. Before the March 9-10th Panel meeting in Miami, they wanted to have 1-2 more calls. Therefore, they indicated that a call every 3 weeks may be a good target. They discussed times that worked for the committee members. Most agreed that Thursdays at 1 pm ET would work for them to attend a meeting.

6. Adjournment

There was no other business and the meeting adjourned at approximately 2 pm EST.