

**Report Out Slides
Fort Collins, CO
September 22, 2016**

Communication Committee

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- Fort Collins Community Resilience Team spoke to the committee
 - Talked about the 6-step process
 - Focus was on first 3 steps:
 - Methods and tools
 - Challenges – general and specific to comms sector
 - Next steps
- New America presented resilient community-based wireless networking project in NYC
 - Focused on six Sandy impacted communities and small businesses
 - Discussed one specific case study/project and associated challenges
 - Community launched and managed network
 - Discussion on how to engage communities (e.g., focus on holistic approach to community resilience needs)

Standing Committee Meeting Objective #1

What first steps has the committee taken with the goal of providing products that support the six-steps in the NIST Community Resilience Planning Guide?

- Proactively sought out different stakeholders and viewpoints
 - Focus has been to engage more than communications SMEs
 - Outreach to community representatives, e.g., emergency managers
- Soliciting input on draft Guide Briefs from SMEs outside of committee

What are the gaps that the standing committee has identified as potential areas to contribute additional products to support communities in becoming more resilient?

- Local communities trying to implement the Guide do not understand how to engage the comms sector
 - No existing guidelines on how to engage comms sector
 - Private, national companies
 - ❑ Multiple providers offering varied telecom service (e.g, wireless, wireline, internet, satellite, broadband)
 - ❑ Challenges in coordination due to number of players in the comms space
 - Competitive environment between comms service providers and some municipal telecom networks
 - Limited understanding of expectations
 - Information, data-sharing sensitivities

Gaps Identified - Continued

- There are dependencies on other sectors; need to coordinate with them as well
- How to bring-in more community/local government representatives to committee meetings:
 - Include local government IT experts who procure telecom services
- Need to bring interdependent players together in one place at one time in the emergency planning process
- Identify and remove impediments to resilience (e.g., zoning preventing generators)

Challenges

- Effectively engaging in conversations that promote resilience with decision making bodies and communities by bringing in the right resilience-focused representatives
- Ensuring that community resilience proponents participate in discussions about additional telecom installations that enhance resilience
- Providing SMEs at community level that can engage meaningfully with other sectors (e.g., water, energy)

Standing Committee Meeting Objective #3

How is your committee planning to address the gaps? (i.e., What products are already being developed? What will be developed? What are your next steps?)

- Provide further input to Guide Briefs
- Develop guidelines for engagement
 - Layout what communities need from service providers and what service providers need from communities to be responsive
 - Setting expectations on information sharing
- Outreach to more community stakeholders to participate on committee
- Work on more two-way dialogue between service providers and communities

Identify and develop best practices

- 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.)

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