

TRANSCRIPT OF PROCEEDINGS

IN THE MATTER OF:)
)
COMMUNICATIONS SECURITY,)
RELIABILITY AND INTEROPERABILITY)
COUNCIL)

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FEDERAL COMMUNICATIONS COMMISSION

IN THE MATTER OF:)
)
 COMMUNICATIONS SECURITY,)
 RELIABILITY AND INTEROPERABILITY)
 COUNCIL)

Commission Meeting room
 FCC Building
 445 12th Street, S.W.
 Washington, D.C.

Monday,
 March 22, 2010

The parties met, pursuant to the notice, at
 9:00 a.m.

BEFORE: CHRIS FISHER/BILL SMITH
 Co-Chairs

ATTENDEES:

CHRIS FISCHER, CSRIC Co-Chair
 BILL SMITH, CSRIC Co-Chair
 JEFF GOLDTHORP, CSRIC Designated Federal Officer
 JAMIE BARNETT, PSHSB
 JENNIFER MANNER, PSHSB-FCC
 MARCELLUS ALEXANDER, National Association of
 Broadcasters
 TOPPER SHUTT, WUSA9(CBS)
 PHIL METLIN, WTTG FOX 5
 JIM HANDLY, WRC NBC 4
 MIKE MOSS, WTPO 103.5
 FRANK SURACI, National Communications System
 BRIAN FONTES, NENA
 WILLIAM BROWNLOW, AASH&TO
 DAMON PENN, FEMA
 INGRID CAPLES, USDHHS
 JOHN LAWSON, Ion Media Networks
 JOHN MORRIS, Center for Democracy and Management
 LAURIE FLAHERTY, Department of Transportation
 LISE HAMLIN, HLA
 PATRICK ROBERTS, Florida Association of
 Broadcasters

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ATTENDEES: (Continued)

WILLIAM SMITH, AT&T
WILLIAM PALLOP, Web Center National Public
Safety
MIKE ALAGNA, Motorola Global Government Affairs
GARY TORETTI, AT&T
CRAIG FROST, Verizon Wireless
STACEY HARTMAN, Quest

1 P R O C E E D I N G S

2 (9:00 a.m.)

3 MS. FISCHER: I would like to welcome you to
4 the Communications Security, Reliability, and
5 Interoperability Council meeting, Monday, March 22,
6 2010, to call this meeting and ask for opening remarks
7 from Jeff Goldthorp.

8 MR. GOLDTHORP: Thanks, Chris, and welcome
9 everybody today to our second meeting of the CSRIC.
10 Can anyone remember how I closed the first meeting, my
11 closing remarks from the first meeting?

12 I think what I said was we had a snow
13 storm --

14 MR. BARNETT: Is this a test?

15 MR. GOLDTHORP: It is not a test, I promise.
16 We had actually had a very mild snow event the
17 previous week --

18 (Laughter.)

19 MS. GOLDTHORP: When I say mild, it was
20 really mild, okay. It was barely a few inches but for
21 us it was actually what has been called an event, and
22 of course in the months that have passed since the
23 first meeting we've had two much more serious snow
24 events; one that you'll hear about today in some
25 detail, but I think it's safe to say that from now on

1 out I'll refrain from any further meteorology and your
2 confidence in my forecasting skills are probably very
3 low right now, but I'll try to do better. So thank
4 you for your abiding with me.

5 Before you today is the agenda for the
6 meeting, for today's meeting, as well as some
7 materials that we will be covering, not all of them
8 but some of them from today's meeting. Everything
9 that we cover in today's meeting -- presentations,
10 deliverables and so forth -- will be available on the
11 website, and I want to welcome not only those who are
12 here in the room, and thank you for making the trip
13 out here to D.C., but also to those joining on the
14 webcast. Thanks for joining us today and spending
15 time with us.

16 I'd like to convene the meeting now, turn it
17 over to Bill Smith, so we can get started. Bill.

18 MR. SMITH: Thanks, Jeff. I would also add
19 that we have about a dozen members who are joining us
20 by phone today, so if everyone that's presenting can
21 try and speak clearly and make sure your microphone is
22 on, I think that will help the people that are on the
23 phone.

24 We have a pretty exciting meeting today. I
25 think we have our first official deliverable from

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1 Working Group 4A. It's not ready quite for vote but
2 it is a pretty complete document. We have several
3 presentations today. The first is an overview of the
4 Commission's National Broadband Plan. That will be
5 presented by Jennifer Manner, the Deputy Chief of
6 Public Safety and Homeland Security Bureau here at the
7 FCC.

8 Then Marcellus Alexander, with the NAB, and
9 a number of representatives from D.C. Dallas -- I'm
10 sorry, D.C. area. I left snow in Dallas yesterday,
11 believe it or not, so that was a little strange, so
12 please don't give any more predictions on the weather
13 in Dallas. But the representatives from the local TV
14 stations will talk about how they handled the events
15 and the challenges and so forth, and I think most of
16 us that operate networks in the area had several
17 challenges as well, to make sure that we had power, et
18 cetera, to keep our networks functioning.

19 And then Frank Suraci with the National
20 Communications System at DHS will talk about their
21 work on the next generation network priority services.
22 So those will be three very rich presentations that
23 we will have.

24 Then we will go into the working group
25 readouts. And as I mentioned, we will have a

1 presentation of Working Group 4A that's pretty much
2 ready for vote, and then we will go through the other
3 working groups to see the status of their work.

4 So with that, let me, as kind of a
5 housekeeping item, remind you, if you would, to
6 silence your phones and I'll turn the meeting over to
7 Jamie Barnett for opening comments as well. Jamie.

8 MR. BARNETT: Bill, thank you. Thank you so
9 much, and to you and Chris, thank you for all the work
10 that you and each member of the CSRIC is doing. On
11 behalf of Chairman Genachowski and the Commissioners,
12 I want to thank each of you for attending this second
13 meeting of the Communications Security, Reliability,
14 and Interoperability Council, and for all the work
15 that's going on. I am excited about it. It's
16 absolutely crucial to us.

17 These past few months have been extremely
18 busy for us at the Commission, and I'm sure maybe
19 you've heard something about that. As you know, last
20 week the Commission delivered its National Broadband
21 Plan, a copy of which I have brought with me, and
22 believe me, the weight of this one document does not
23 really speak very much about the volumes of work
24 that's gone into and the amount of time. We are very
25 proud of it.

1 This plan sets forth an ambitious agenda for
2 connecting all corners of the nation while
3 transforming our economy and really our society with
4 the communications network of the future, a robust,
5 affordable broadband network.

6 The plan also includes an aggressive action
7 plan to enhance the safety of the American people by
8 recommending the several initiatives to address public
9 safety, interoperability, cyber security and critical
10 communications and infrastructure reliability. Next
11 generation 9-1-1, the next generation of learning, and
12 Jennifer Manner, as Bill mentioned, our Deputy Chief
13 in the Public Safety and Homeland Security Bureau,
14 really spearheaded the drafting the public safety
15 section of the plan, and she will be here to provide
16 to you more insight into that.

17 She will tell you that Chapter 16 of the
18 plan is the most interesting. We're looking for the
19 Pulitzer Prize on that.

20 Many of us also face challenges with the
21 weather over the past few months, as Bill mentioned,
22 and Jeff as well, here in Washington, D.C. as well as
23 other parts of the country. We experienced snowstorms
24 of historical portions. The snowstorm shut down the
25 federal government and other state and local agencies,

1 public transportation systems, schools and businesses.
2 Through it all the broadcast stations continued to
3 operate, providing critical news and other information
4 to the public, and we will hear a report today
5 regarding the continuity of operations of broadcasters
6 valiantly really in the D.C. metro area, and I am
7 excited about that presentation.

8 I also look forward to hearing the
9 presentation that Bill mentioned. Frank is going to
10 be, here from the National Communications System, NCS,
11 regarding NCS's work on next generation priority
12 services. The work of NCS should be very helpful in
13 providing insights for the working group, Working
14 Group 7, which is producing recommendations for
15 consideration on priority access services in a
16 broadband environment.

17 Finally, I look forward to hearing reports
18 from the various working groups on their progress to
19 date. I especially look forward to hearing the report
20 and recommendations from Working Group 4A regarding E-
21 9-1-1, best practices and standards, and I want to
22 thank the members and leadership of this working group
23 for getting their work accomplished on such a tight
24 timeline, including snow.

25 I want to thank everybody who has

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1 volunteered their time and energy from their already
2 busy schedules to serve on the various working groups,
3 the tasks, the developing the recommendations for
4 consideration, and I particularly want to express my
5 gratitude of those who have agreed to co-chair these
6 working groups. This is a challenging and time-
7 consuming work, and your expertise and leadership on
8 the various issues that CSRIC has been asked to
9 address is both critical and appreciated.

10 And finally, I want to thank Jeff Goldthorp
11 and Jean Ann Collins, Jane Kelly, Chantel Virgil for
12 their work with the CSRIC. The staff work that we
13 have to have is essentially essential to this, and I
14 want to express my appreciation to all those in the
15 bureau who have volunteered to assist the informal
16 working groups. Your hard work and dedication to this
17 important task is greatly appreciated.

18 So once again, thank you, and I'm looking
19 forward to today.

20 MS. FISCHER: Thank you for your opening
21 remarks, and now we would like to introduce Jennifer
22 Manner who is Deputy Chief of the Public Safety
23 Homeland Security Bureau with the FCC, who will be
24 providing an overview of the Commission's National
25 Broadband Plan. Jennifer.

1 MS. MANNER: Thank you very much, Chris and
2 thank you very much for inviting me to join you here
3 today to walk you through Chapter 16, as Jamie said,
4 the best chapter, in my opinion at least, of the
5 National Broadband Plan. And before I start I want to
6 thank probably almost all of you because I think I've
7 seen comments from most of you or have had you
8 participate in us developing our recommendations for
9 the plan, whether it was through filing comments to
10 one of our many public notices, whether it was to
11 participating in one of the three forums we held, the
12 first one being focused on general public safety
13 broadband, the second on cyber security issues and
14 critical infrastructure issues, and the third being on
15 the public safety broadband network. We really
16 appreciate the time and effort that everyone in this
17 room and everyone in the community has put into making
18 sure that the plan is a success.

19 So with that let me walk you through the plan,
20 and what I would do, which is probably the easiest way
21 and I'll do this throughout the presentation, is to
22 break it into different sections because really it's
23 fairly segmented.

24 The first issue we addressed was the public
25 safety broadband network, the second is issues

1 concerning cyber security and critical communications
2 and infrastructure, and the third is what I would
3 call more of consumer issues, or how does public
4 safety and consumer, American consumers communicate to
5 one another, and that covers next generation 9-1-1,
6 and next generation alerting issues. So let me start
7 with the public safety broadband network.

8 So there is really three buckets as well in
9 this recommendation. This was a very critical
10 recommendation. As many of you know, the Commission
11 did try previously to create a public -- to enable a
12 public safety broadband network, and that was an
13 unsuccessful effort, and we wanted to make sure that
14 we developed a plan that would work to ensure that the
15 network was truly nationwide and truly interoperable
16 and also something that Jamie tasked us with very
17 early on, to make sure it was both economically and
18 technically feasible, and we believe we did that with
19 this plan.

20 So if you break it into three areas, I would
21 say the first bucket is in administrative framework,
22 the second being interoperability, and the third being
23 funding; each of them very critically important.

24 So in terms of the administrative framework,
25 the framework we've developed is a framework that

1 encourages incentive-based partnership. So what that
2 mean is public safety has the option of how they want
3 to build out their nationwide network. They can do it
4 with a commercial carrier such as an AT&T, Verizon, T-
5 Mobil, most likely to be a licensee in the 700
6 megahertz band. They could choose to pursue this with
7 a systems integrator or other contractor, or they
8 could just decide they want to build up a network
9 themselves.

10 In terms of the framework we developed, it
11 was one where we wanted to ensure that public safety
12 had a lot of choice, and did not end up in an island
13 of technology, meaning that they were able to leverage
14 commercial technologies as fully as possible.

15 So one of the first things we looked at was,
16 and this is an important issue, is what to do with the
17 D-block, and as many of you know a number of public
18 safety entities have said that the D-block should be
19 reallocated to public safety, and we looked very
20 carefully at this issue, and one of the things we
21 determined was if we had reallocated the spectrum,
22 that was in the same band channel class and the same
23 class that equipment is manufactured for the LTE
24 standard, that it was likely if you reallocated it
25 that there wouldn't be commercial technology developed

1 in that band for a public safety to utilize, so that
2 was an important consideration.

3 And so one of the things we wanted to do was
4 to ensure that public safety would have cost-effective
5 equipment available to it, so we required the D-block,
6 we recommend that the D-block licensee be required to
7 develop a certain number of devices that will see both
8 the D-block spectrum and also the public safety
9 broadband spectrum.

10 In addition, we have recommended that the
11 public safety license and the D-block licensee should
12 have to use the same technology, most likely LTE. We
13 have also recommended that there be priority access in
14 roaming not just across the D-block but across the
15 whole 700 megahertz spectrum band, and the reason for
16 that was we wanted to ensure that in times when the
17 public safety network is not available, whether it's
18 because of an emergency or some other reasons, that
19 there is additional capacity for public safety to use
20 and an additional network, so increased reliability
21 and resiliency available. So that was another
22 important factor.

23 We also recommended that that be available
24 at reasonable rates. It's not that the carriers
25 shouldn't be compensated, but that those rates should

1 be the sorts of rates that the carriers charge their
2 best customers, so what we all a reasonable rate, and
3 that will be subject to a rulemaking proceeding.

4 So those are the primary areas on the
5 administrative regulatory framework.

6 The second area we thought was critical was
7 to ensure there would be interoperability, and we were
8 concerned that if operators were able to build out
9 their networks separately without a unified approach
10 you would never achieve nationwide interoperability.
11 So we've recommended the creation of something called
12 an Emergency Response Interoperability Center or ERIC,
13 and that will be housed here at the FCC as part of the
14 Public Safety and Homeland Security Bureau, and it
15 will be charged with creating an interoperability
16 framework for the network operators to follow.

17 The third piece, which we also thought was
18 very, very critical, was funding. It was very clear
19 to us that large portions of the country probably
20 would not be able to afford build-out in a timely
21 manner to ensure that they area able to catch the
22 technology wave of the build out of these networks to
23 ensure that they were really interoperable and
24 nationwide.

25 So we have recommended two buckets of

1 funding. The first is one to cover capital expenses,
2 and that's a \$6.5 billion over a 10-year period and
3 that would give us an 89 percent population coverage,
4 and I can answer any questions folks have about that
5 in more detail, and the second bucket is operating
6 expenses, which basically covers the operations of the
7 network and that would be over a 10-year period with a
8 review cycle incorporated into it, and at year 10 when
9 the network is fully built out that funding would
10 equal \$1.3 billion a year, so the total funding
11 recommended is between 12 and 16 billion dollars. So
12 that's the public safety broadband network.

13 The second bucket that is of equal
14 importance is an area that we haven't been that active
15 in, and an area that you are very much focused on, and
16 that's cyber security and critical infrastructure
17 protection, and let me take those in two separate
18 sections.

19 The first is cyber security. I think the
20 most overarching or broadest recommendation is a
21 roadmap recommendation that we made. Recognizing that
22 the FCC has not been overly active in this area, one
23 of the recommendations was that the FCC issue a
24 roadmap and identify the five critical areas that it
25 should be focused on in cyber security and develop a

1 roadmap over the next two years to address those
2 areas, so that's recommendation number one.

3 We then looked to what gaps are missing, and
4 the record showed fairly clearly that there is an
5 information gap on the status of networks and cyber
6 security protection, so things that we might do in
7 traditional telecommunications networks, like outage
8 reporting, don't exist today in the cyber security
9 world. So we recommended that an inquiry proceeding
10 be looked at whether an outage reporting requirement
11 should be imposed or how it should be imposed, if it
12 should be imposed at all on broadband service
13 providers.

14 And similarly, many of you are familiar with
15 DRS. We have also recommended that CSRIC, Cyber
16 Security Information Reporting System be established
17 as well.

18 And finally, one of the areas your
19 predecessor group, ENRIC, had developed a lot of beset
20 practices, I believe over 200 best practices, and it's
21 not very clear how those are being implemented or if
22 there is a better way to ensure they're implemented,
23 so we have recommended the issuance of a NOI, an
24 inquiry proceeding to look at how -- sorry, to look at
25 incentive-based programs for improving cyber security,

1 things like a voluntary cyber certification regime, or
2 if you meet certain of the ENRIC best practices you
3 get the FCC good housekeeping seal of approval. So
4 that's or CSRIC piece.

5 The next is critical communications
6 infrastructure, and this was another area where we
7 haven't been very active in the past, so what we've
8 recommended is a couple of inquiry proceedings to look
9 at network preparedness and network reliability
10 issues, so you will see those being issued in the near
11 future by the FCC, and another area that this
12 committee may be interested in is also WPS, and that
13 being extended to broadband networks. So that's that
14 bucket of items.

15 The last buck of items is what I call how
16 does public safety and consumers better communicate
17 with one another and we broke that into two areas:
18 next generation 9-1-1, and next generation alerting.

19 The next generation 9-1-1 area was very
20 interesting and it actually took us some time to come
21 up with a way forward, mostly because the record
22 demonstrated that PSAPS generally have very little
23 access to broadband service today, and how do you
24 extend that. Unfortunately, there was very limited
25 information on what that would cost to improve in the

1 record.

2 So what we've done is made a recommendation
3 that NTSA, so Laurie Flaherty is here, should prepare
4 a report that identifies what funding requirements are
5 required in order to improve broadband access to PSAPS
6 for next generation 9-1-1, and that be used as a basis
7 for funding by Congress in the future.

8 Similarly, there was evidence in the record
9 that there was a lot of disparate regulations, whether
10 on the federal, state or local level, regarding 9-1-1
11 that might hinder deployment of 9-1-1 nationally. So
12 one of our recommendation is that Congress should
13 consider the enactment of a federal framework to
14 address these issues and to better coordinate them.
15 And the third area is a series of FCC proceedings to
16 look at next generation 9-1-1, including things like
17 location accuracy.

18 The last bucket that we looked at was next
19 generation alerting, and we do have some
20 recommendations in terms of improving coordination
21 among federal agencies, but also starting here at the
22 FCC a proceeding on next generation alerting issues.

23 So that's a very brief overview of the
24 public safety portion of the broadband plan, and I'm
25 happy to answer any questions.

1 (Pause.)

2 MS. FISCHER: I guess not. Thank you so
3 very much.

4 (Applause.)

5 MR. SMITH: Next I would like to move to the
6 next presentation which is Marcellus Alexander,
7 Executive Vice President with the National Association
8 of Broadcasters who will introduce several other
9 representatives from the local D.C. media, so
10 Marcellus, the floor is yours.

11 MR. ALEXANDER: Thank you. As my colleagues
12 join me on the stage, let me say good morning, and to
13 Co-Chair Smith and Fischer, thank you for the
14 opportunity to address the CSRIC.

15 As we all know certainly too well, the
16 blizzard of 2010 set a new record as the snowiest in
17 our region's history. It created all types of
18 challenges for D.C. and metro area residents,
19 visitors, and local radio and television stations that
20 take the responsibility of informing the public at all
21 times and particularly during times of emergency.

22 Power lines were down, thousands were
23 without power. The federal government, schools and
24 businesses across the region were closed for an
25 unprecedented number of days. People needed reliable

1 and in some case life-saving information. While
2 broadcasters across the country respond routinely to
3 all types of emergencies, we will focus today on how
4 broadcasters in the D.C. market helped keep residents
5 safe and informed; how their preparedness, system
6 redundancies, and operational planning keep them on
7 the air serving a population that is seeking
8 information.

9 All the televised coverage was, of course,
10 close captioned, and radio was a critical source of
11 information for many who lost power. We look forward
12 to working with the FCC and Congress to ensure that
13 broadcasting remains an efficient and effective part
14 of the communications ecosystem going forward. As you
15 will see in a moment, broadcasters have a unique and
16 trusted for the public in times of emergency. We hope
17 that in the future the FCC and Congress will continue
18 to recognize the unique role that broadcasting plays
19 in America's lives, especially, especially in terms of
20 an emergency, and how we cooperate with the local
21 level first responders, such as Fire Chief Dennis
22 Rubins who will be addressing you via satellite in a
23 few minutes.

24 But joining me here today to discuss the
25 ways that broadcasters remain ready and serve their

1 communities during the storm are four professionals
2 who were on the front line. Each will speak for about
3 two minutes, two minutes, about different aspects of
4 what stations did to serve area residents. Following
5 all of them we will open it up for questions.

6 But before I introduce them let me first
7 direct your attention to the video monitors for a
8 quick recap of some of the blizzard coverage that was
9 provided.

10 (Video Presentation of Blizzard.)

11 MR. ALEXANDER: So to add additional
12 perspective and depth -- no pun intended -- our four
13 colleagues who I mentioned were on the front lines and
14 they will go in this order in terms of their
15 presentation. We will begin with Topper Shutt who his
16 the chief meteorologist at WUSA9, that's the CBS
17 affiliate here in two. He will be followed by Phil
18 Metlin, Vice President, News and News Director for the
19 FOX station in town, WTTG. He is joined by Jeff
20 Andrew, the station's chief engineer and Jeff is --

21 MR. ANDREW: Right here.

22 MR. ALEXANDER: Jeff, right there, great.
23 If there are technical questions that come up, he will
24 be able to answer those. Followed by Jim Handly, news
25 anchor WRC NBC 4, and Mike Moss, battling clean-up,

1 morning radio, morning anchor for Radio Station WTOP
2 here in town. So in that order, we'll start with
3 Topper.

4 MR. SHUTT: I didn't sleep much the first 14
5 days of February. It was unprecedented. Good
6 morning. Thank you for letting us talk to you today
7 and share some of the events and coverage that was
8 just phenomenal. Now I'm a weather geek, as some of
9 you know, if you don't know, I am. I'm mostly kind of
10 a history buff, and to put this in perspective the
11 records we were breaking in terms of snowfall was set
12 back in the winter of 1898-1899, and that was the
13 winter when ice flowed into the Gulf of Mexico from
14 the Mississippi. So that's the kind of record-setting
15 winter we had.

16 We are not going to see that for quite
17 sometimes. I try to instill that in my children. I
18 said, take some pictures, look at this, this is cool
19 stuff.

20 We received between about 30 and 52 inches
21 of snow, depending on where you were, in four days,
22 and our job was simply to protect life and property.
23 And we use the latest technology to do this, and you
24 saw a lot of video there with snow on the ground, but
25 what we also did was given warning ahead of the storm.

1 Once it's snowing anybody can tell you it's snowing.

2 So that snowstorm was on our seven-day seven days
3 out. Did we know it was a blizzard seven days out?

4 No, but the viewers knew something was coming.

5 And as we got closer to it, it got bigger
6 and bigger and bigger, and we were more confident
7 saying, okay, this is going to be historical. So by
8 doing that we were able to tell our viewers and our
9 web users, hey, get your prescriptions filled now.
10 Check on the elderly. Here is some things you need
11 for the home in case you're without power for three to
12 five days. Here is some things you need in the car in
13 case you have to go out during the storm.\

14 And we detailed when to go out. Hey, it's
15 safe to go out until X hour, try to get your errands
16 done by then. We weren't trying to scare anybody. We
17 were just trying to get folks through the storm and
18 keep them prepared.

19 Simple things like mark a fire hydrant.
20 Sounds goofy but when you have 50 inches of snow you
21 can't find them. So we said mark them. If there is a
22 fire in your neighborhood, you can direct the fire
23 department to it.

24 Now, of course, during the storm when you
25 saw all the crazy video there, we kept the information

1 coming. I think on average we added about 80 hours of
2 expanded coverage in that four-day period and we're
3 talking about February 5-6 storm, and February 9-10
4 storm. Those were the back-to-back ones. The
5 December blizzard is a distant memory. Who knew?

6 We told people again during the storm safety
7 tips such a dig out your heat pump. They don't work
8 if it's covered with snow, surrounded by snow. Dig
9 out your intake and outtake exhaust from your
10 furnaces, it can be dangerous and they don't work.
11 Dig out your dryer vents. They can cause fires, and
12 when you have this much snow oftentimes the dryer vent
13 is maybe two-three feet off the ground, it's a factor.
14 Is it normally a factor here? No. It was this year.

15 We talked about space heaters. If you have
16 to use a space heater, don't leave it unattended. So
17 again it's about public safety, protecting life and
18 property. If your power goes out, here is how you use
19 your generator. Make sure it's ventilated. Goofy
20 things, hey, I know there is 50 inches on the roof but
21 don't go on the roof and shovel it. Stay off the
22 roof. Check on the elderly before, during and after
23 the storm.

24 So we disseminated this information on all
25 of our platforms, but we received e-mails subsequently

1 after the storm saying, hey, my cable went out. I got
2 you over the air. Hey, my broadband went out. I got
3 you over the air, so you were with me the whole time,
4 and I felt less isolated. It sort of became a
5 community event. People really came together from
6 neighborhoods, to towns, to I think the entire metro
7 area, quite frankly. I think everyone rallied
8 together pretty well. We weathered the storm pretty
9 well.

10 Our heart levels were unbelievable which
11 means folks were watching. They seemed to like what
12 we were doing. We got Face Book messages, e-mails,
13 texts, that, hey, we love your courage, keep it going,
14 good stuff. And I've got to tell you some info on the
15 web about two days before the storm, then during the
16 storm was crazy, crazy information. I don't know
17 where some of these forecasts were coming from. One
18 forecast was rain. You've got to be kidding me.

19 So it comes down to protecting property,
20 life and property, but also being a trusted source,
21 having the technology to interpret in this case
22 weather data, and warn people ahead of the storm and
23 during the storm and after the storm. After the storm
24 the snow piles were so high, I went on the air and
25 took a picture on the way in. I said, they are so

1 high now if you come out of a neighborhood, you can
2 get hit because you can't see around the piles of
3 snow; just stuff like that.

4 So we kept it going during the storm, and of
5 course after the storm, and we were a trusted source,
6 all of us behind me, a trusted source, because that's
7 really what it is. We give our viewers choice,
8 accurate information using the latest technology from
9 Doppler to Skype on all platforms and that led to
10 public safety. Thank you.

11 (Applause.)

12 MR. ALEXANDER: Okay, before Phil comes up
13 I'm going to introduce a little low-tech device to
14 make sure we respect your time.

15 MR. SHUTT: I didn't hear the bell.

16 MR. ALEXANDER: You didn't hear the bell.
17 So Phil Metlin, VP of news for WTTG FOX is up next,
18 and again we understand the limits of time so there is
19 a chime that will go off as they approach the two-
20 minute spot, so come on up.

21 MR. METLIN: Okay, I have to read fast.

22 Hello, everyone. Thank you very much for
23 welcoming us here this morning. Topper said it very,
24 very well. It was an amazing time. If you live in
25 Washington, you know full well it was an amazing time.

1 Prior to my job here in Washington, I lived in
2 Florida for 10 years, and I covered hurricanes for 10
3 years, and this was a hurricane. No mistake, this was
4 a hurricane. So let me read my remarks, please,
5 quickly.

6 Oh, by the way, this is my colleague Jeff
7 Andrew, our chief engineer, who kept us on the air,
8 and that too was an amazing thing when you think about
9 50 inches of snow on your equipment, just keeping it
10 going.

11 During the December storm and then again in
12 February we had as many as 150 news and engineering
13 professionals working in shifts of 12 hours on and 12
14 hours off for days at a time. The logistics of
15 running this kind of operation, just the basics of
16 feeding our folks, housing our folks, and moving crews
17 around, in the maelstrom it was quite a feat, and it
18 required people going up and beyond what was normally
19 asked of them, and I'm happy to say everyone, everyone
20 stepped up, even our General Manger Duffy Dwyer, took
21 a four-wheel drove out and picked people up and
22 ferried them around to make sure this operation kept
23 going.

24 We provided more than 70 hours of snow
25 coverage during those February storms. On one of

1 those days we were on the air for more than 18 hours,
2 all programming was canceled except for the snow
3 coverage. We were in constant contact with the public
4 officials, with Metro, D.C. Maryland and Virginia
5 Departments of Transportation, power companies,
6 hospitals. This was a dangerous situation, December
7 and February; very dangerous situations. We could not
8 believe people were out driving around in this but
9 they were.

10 The roads were impassable, public
11 transportation nearly paralyzed, thousand and
12 thousands of people without power. People looked to
13 us for the most up-to-date information. When are the
14 plows coming? When are my lights coming back on?
15 When hospitals needed four-wheel drive people, they
16 called us, we put the word out. We were always
17 reminding people to make sure their neighbors were
18 okay, especially the elderly, especially the frail.
19 That was a constant banging of the drum. We were
20 constantly updating the weather, of course, and all
21 the closings and the road conditions and outages and
22 bringing real time communications from all of the
23 different public officials who were contributing to
24 getting through this.

25 It was quite a process determining where and

1 how to put everybody but eventually we just took our
2 big trucks, parked them throughout D.C., Virginia and
3 Maryland, and used them as mobil newsrooms because
4 once that snow was on the ground there was no moving
5 those trucks. People were living out of those trucks.

6 But one other thing that happened in the
7 storm that you really need to be aware of. It was a
8 new day in broadcasting and on the web. People took
9 cameras, hooked them up to their computers, stuck them
10 out the window, and basically did live shots for us.
11 So instead of having six live shots throughout our
12 area we had hundreds of live shots stretching from
13 West Virginia to the shore, from Frederick to
14 Fredericksburg. It was unbelievable. People were
15 contributing like never before, and this was happening
16 also with Tweaks and with e-mails and sending us
17 pictures and videos. It was incredible.

18 Listen, I've been in this business 30 years.
19 I've never seen anything quite like this, of
20 everything coming together in terms of social
21 networking for an emergency, and this you must keep in
22 mind. It's in its infancy. This is just starting out,
23 so where this is going is very interesting. When you
24 can take a cell phone and do a live shot rolling down
25 the road, where is all this going?

1 Well, one thing where it's going is people
2 are going to know more about what's going in in the
3 communities and it's a very, very powerful tool and a
4 good thing.

5 Oh, okay, my time is up. Thank you all. I'm
6 very happy to be here.

7 (Applause.)

8 MR. ALEXANDER: The power of the bell.

9 Up next is Jim Handly, NBC 4. Jim, come on
10 up.

11 MR. HANDLY: Good morning. For NBC 4 our
12 job actually began days before the blizzards blowed
13 in -- blew in we should say. We had a logistical plan
14 in place and we executed it. We prepositioned our
15 reporters and photographers in our largest populated
16 areas, from Prince George's to Montgomery to Fairfax
17 in fixed live locations. Beyond that we fanned out to
18 feed in, we had mobil, smaller crews to feed in live
19 shots as well using portable microwave technology.

20 For viewers, NBC 4 and the rest of the local
21 broadcast stations were the eyes and ears out there.
22 It was too dangerous, if not impossible, to get
23 around. If they didn't believe us, we had pictures to
24 prove it and the countless interviews too with those
25 calling the shots in charge of our public safety.

1 We provided wall-to-wall coverage. From top
2 to bottom, it was all hands on deck that day -- those
3 days we should say, over a course of about five or six
4 days.

5 For me, round one was eight hours on the air
6 straight, round two, six hours, give or take some
7 bathroom breaks in there, but we stayed on the air.
8 My role was really to ask the questions and get the
9 answers for viewers of our leaders and our first
10 responders out there. Again, preplanning paid off
11 because in advance of the storm our assignment desk
12 had been in touch with all of the agency chiefs to get
13 their cell phone contact information, so we knew how
14 to reach them, we knew where they would be when these
15 storms struck.

16 So when the storms were at their peak we
17 were in constant contact with everyone. Again, it was
18 Metro, it was the airports authority, our local
19 mayors, our governors giving us the big picture of
20 where they were focusing their resources, what people
21 needed to do. When emergencies were declared or
22 lifted, people turn to television and radio first.
23 That's how they found out about it.

24 Our producers patched us in with the
25 president of PEPCO on the hour the first day. He was

1 giving us the latest outage numbers, where the big
2 trouble spots were, who was coming on backline, what
3 were the challenges for their crews. Many had to
4 stand down or shelter in place during the storm.

5 Of course, most of our viewers wanted to
6 know about the roads, when they could leave, what they
7 looked like, and our network of traffic cameras, live
8 cameras showed them the progress or lack of progress
9 and which roads were closed and impassable out there.

10 V-DOT and D-DOT and Maryland Highway
11 Administration officials kept viewers informed about
12 snow removal, when they were coming to the side
13 streets, when they were going to hit certain
14 neighborhoods, and who would have to wait. We were
15 really the pipeline for critical information out
16 there, to get that information out to people in their
17 homes who were stuck.

18 We put out pleas for four-wheel drives from
19 individual hospitals. We put the phone numbers up on
20 the screen, also numbers for essential employees who
21 had to be at work, and we passed along emergency
22 numbers beyond 9-1-1, places where people could call
23 in their jurisdiction.

24 Finally, our crews kept the pictures coming,
25 the sound coming from the field around the clock,

1 nonstop. Some reporters were outfitted with the small
2 portable microwave units transmitting signals back.
3 When wind conditions, the white-out conditions or when
4 winds really kicked up and proved too much for
5 conventional live shots, we used phone air cards,
6 that's how we got the early video from that Dulles
7 hangar collapse you may recall. That came in first
8 and it came in fast.

9 Our cameras really provided a window, a
10 window into pictures and places that our viewers
11 barely recognized both those big days. Viewership, as
12 you can imagine, was enormous. I think our ratings
13 over certain periods were up 100 - 200 percent in the
14 afternoon.

15 This was a captive audience. We had them.
16 They were hungry for information, they were hungry for
17 live video, and for many the local broadcast stations
18 played a vital, critical role in getting them through
19 some very trying days for many, for most I should say,
20 it was their first and only source. Thank you.

21 (Applause.)

22 MR. ALEXANDER: Thank you, Jim. And as I
23 mentioned, battling cleanup from morning anchor at WTOG
24 radio is Mike Moss.

25 MR. MOSS: I'm the short guy, got to move

1 the microphone.

2 One of the nice things about being with you
3 today is I didn't have to get up at three o'clock in
4 the morning, which I ordinarily do, so I feel like
5 wide awake, so get ready.

6 Maybe last year you'll remember some of the
7 comments that the President made regarding
8 Washingtonians how they handled bad weather. Weather
9 wheenies we became known around the country as being.
10 Well, this year you know what the President called
11 this storm? Snowmagadden, which is not just
12 broadcasters who have defined this in terms of the
13 context of the historic nature of this storm. The
14 President, everyone recognizes what happened here. It
15 was unlike anything we had ever seen before. The
16 federal government was closed for four and a half
17 days. That has never happened before, and
18 broadcasters, I am proud to be one, responded. We
19 were the ones who left our families. We were the ones
20 who provided information, and we did it gladly.

21 WTOP broadcast alive for emergency
22 information 24/7. We always do that. We dropped
23 \$140,000 worth of commercials to dedicate our
24 broadcast to providing residents the critical
25 information they needed. We read countless snow

1 closings, detailed treacherous road conditions, and
2 provided weather updates from our partner, Albritten
3 ABC 7. We spent over \$50,000 putting up WTOP staffers
4 in hotels, paying for their meals, and overtime
5 expenses, but that's nothing new to WTOP. We made the
6 same commercial sacrifices to provide breaking
7 coverage of Hurricane Isabel, which you may remember
8 with its terrible power outages, and the attacks of
9 9/11, I think you will remember that, and the
10 frightening sniper and anthrax scares that chilled
11 Washington a few years back.

12 For well over 100,000 people during this
13 blizzard who lost their power, WTOP was a lifeline.
14 That's not me saying that. That's thousands of
15 letters and e-mails that we received from people who
16 described us as being their lifeline. That is why I
17 am proud.

18 WTOP Is the primary station for the
19 Emergency Alert System. From our newsroom, we place
20 emergency announcements on every radio and television
21 station, and cable system in town, tornadoes, and yes,
22 this region does get tornadoes, fatal ones we've had
23 in the past few years. They move at 60 miles an hour.
24 Getting that information on every station and every
25 cable system is a case where moments matter, and we

1 pride ourselves on the speed at which we handle
2 tornado warnings, flash flood warnings and amber
3 alerts. It is life saving information.

4 Through EM-NEF, WTOP is linked to all of the
5 areas, emergency operation centers, and FEMA, FMEA is
6 also heartening our Wheaton transmitter site, which
7 includes our emergency broadcast facility. That will
8 accommodate 60 days of emergency generator fuel, MREs
9 for the staff, and more.

10 Twenty-four hours a day, seven days a week
11 there is an editor in charge of the WTOP newsroom.
12 Every WTOP editor is empowered to drop everything,
13 including all commercials, to get vital public safety
14 information on the air and on line immediately. At
15 WTOP and our parent corporation, Bonneville, and our
16 partners at Albritten, we walk the walk and talk the
17 talk, every minute of every day.

18 Please do not burden us with bureaucratic
19 reporting requirements that will only get in the way
20 of our doing our jobs and having reporters provide
21 information in life-saving situations. Thank you.

22 (Applause.)

23 MR. ALEXANDER: Thank you, Mike. And just
24 before we open up for questions, we have a quick video
25 from D.C. Fire Chief Dennis Rubins, if we could roll

1 the video.

2 (Video presentation.)

3 MR. ALEXANDER: And thank you, Fire Chief
4 Rubins.

5 At this point my colleagues will answer any
6 questions that you might have. John?

7 MR. SMITH: John.

8 MR. LAWSON: I am John Lawson, I'm with Ion
9 Media Networks. Thank you, Marcellus, and colleagues
10 for that great presentation. I would just like to
11 point out that there was another historic element
12 about this storm. It was the first one that was
13 televised on mobil DTV. We now have eight stations in
14 the air in Washington, D.C., with a mobil signal using
15 their existing spectrum, and by day two of no power I
16 recall two memorable things.

17 One, we checked on our 87-year-old neighbor.
18 She said she was going to be fine. She said she was
19 going to sleep in her fur, and we were hungry for
20 video. We were not literally hungry, but we were
21 hungry for video, as Jim Handly said, and I remembered
22 I've got an LG cell phone with a mobile DTV
23 capability. Pulled it out the antenna and we had
24 mobile DTV. We saw the storm televised from an area
25 where we have trouble getting regular over-the-air

1 digital television. So mobil DTV has tremendous
2 applications for extending the emergency system.

3 MR. SMITH: Other questions? Yes?

4 MS. HAMLIN: Over here in the corner. My
5 name is Lisa Hamlin. I from Hearing Loss Association
6 of America, and I wanted to say up front for all of
7 you we had captioning for people who are deaf and hard
8 of hearing for the whole time, and I really, really
9 appreciate that. For people in this area in
10 particular, there is a large segment of people who
11 cannot get information without having captions. So
12 that was fabulous.

13 I also wanted to emphasize that the visual
14 displays -- when you had safety tips, for example,
15 they were visually displayed usually, and I tend to
16 flip around the channels so I saw most of your
17 channels and they were terrific.

18 But I have to say one caveat which is that
19 sometimes the captions were over top of important
20 information like what was closed, and I think you're
21 going to have to really pay attention to that because
22 not only is it against FCC rules, but it really does
23 help us to be able to -- and I know that it's
24 difficult because there is a lot of information now on
25 these screens, but if you can look at that, that would

1 be really helpful.

2 And I would have to say one thing about the
3 radio too, is that some day soon I hope we're going to
4 get captioned radio. It's in the works. But in the
5 meantime for people who are deaf or hard of hearing
6 things like mobil TV is not going to help us until the
7 TVs that are mobil are equipped with captions too. So
8 all these things you have to be aware that we need
9 backups for people who are deaf or hard of hearing,
10 but again, from what I saw your coverage was fabulous
11 and captioned almost all of the time I saw it. Thank
12 you.

13 MR. ALEXANDER: Thank you for the comments
14 and we will take it into consideration, those
15 suggestions.

16 MR. SMITH: Any other questions?

17 MR. ALEXANDER: First of all, Commissioner
18 McDowell, I didn't see you when you walked in. Hello.
19 And thank you for inviting us to present to you.
20 Thank you very much.

21 MR. SMITH: Thank you.

22 (Applause.)

23 MR. SMITH: You know, the thing that I take
24 away from this and it does make us proud, I think,
25 makes me proud and I am sure all of you, we do work in

1 a communications industry, whether it's in voice
2 services, wire line, wireless or broadcasts, and in my
3 31 years in this industry now the one thing I notice
4 every time whether it's a hurricane, snowstorms, you
5 name it, earthquakes around the world, unfortunately
6 in the recent months, the one thing people need more
7 than anything is the ability to communicate with one
8 another, and so I think whether it's getting
9 information off the air or as was pointed out, this is
10 one of the first events that we have seen this
11 incredible video delivered over the wireless data
12 networks, and when you think about that going from
13 kind of the casual user to emergency responders with
14 ability to capture video firsthand, get assistance, it
15 shows how important what all of us do is and
16 particularly in times of emergency. So with that,
17 thank you very much for that interesting presentation.

18 The next item I would like to officially
19 recognize Commissioner McDowell and welcome him for
20 being with us today, and with that I'll turn it over
21 to my co-chair for the next introduction.

22 MS. FISCHER: As a Seattleite I promise I
23 will never complain about the rain again.

24 (Laughter.)

25 MS. FISHER: Our next presentation is by Mr.

1 Frank Suraci. He is with the National Communication
2 system at DHS and is the program manager for GETS and
3 WPS. He will be speaking to us today about their work
4 on next gen. network priority services. Mr. Suraci.

5 MR. SURACI: Well, good morning. Thank you
6 for inviting me here to share the plans that the NCS
7 has for the next generation network priority services.

8 In the way of background, there is a
9 National Security Telecommunications Advisory
10 Committee that meets once a year with the President,
11 and early on they provide a report that says published
12 switch network circuit base is going to be
13 transitioning to a packet IP base network, and we
14 should, you know, plan accordingly.

15 So the White House set up a convergence
16 working group in which the FCC was a member, and over
17 a period of a year and a half they addressed four
18 areas: technology, security, policy, and legal or
19 regulatory issues, and they put out three reports and
20 they listed what they felt that our next generation
21 requirements or recommendations would be for priority
22 services.

23 So I'll quickly run through the NCS mission
24 emergencies, some of our planning for the priority
25 services and some of the things we've done on

1 standards and prototyping, and kind of where we are
2 today.

3 I guess, as you can see here, the mission of
4 the NCS is to assist with providing national security
5 emergency preparedness communications for the federal
6 government under all conditions. So to that end, in
7 the square in the middle, back in the mid-nineties we
8 originated the Government Emergency Telecommunication
9 Service, and that's like a credit card, calling card-
10 based service. Over 85 percent of the access lines in
11 the country have priority in the software in the local
12 switches, and we use the long-haul back part network
13 with AT&T and Verizon and Sprint.

14 On 9/11, it was over 10,000 calls made into
15 and out of the Washington, D.C. and New York area, and
16 it was 18,000 calls worldwide, GETS calls. Over 95
17 percent of those calls were completed.

18 Following 9/11, we were asked to then
19 proceed to implement a priorities -- wireless priority
20 service so the FCC did issue a report and order that
21 set up the rules for a priority access service, and we
22 in turn provided priority across the network so we
23 called that wireless priority service.

24 So during congestion there is this --
25 emergency congestion in all parts of the network, so

1 on the wireless side we have wireless priority
2 capability, all the major wireless service providers
3 nationwide and some regional carriers.

4 The proven process that we get with GETS and
5 NWPS is what we've been using with the NGN priority
6 services where we take the customer requirements and
7 look at existing standards, and what we do is really
8 have a standard-based approach for providing priority
9 on the public switch network. For an architecture, we
10 use the IP multimedia subsystem, the IMS, it's kind of
11 our architecture, and we've been working with
12 industry. We have about 40 companies that participate
13 jointly with the government in defining the priority
14 capabilities for the IP network, so we're in this area
15 of industry requirements is what we're referring to
16 those as, and then we proceed on with acquiring
17 service.

18 From this conversions working report, these
19 are the functional requirements or recommendations the
20 White House provided, you know, voice band service in
21 support of presidential communications,
22 interoperability with other government networks,
23 survivability under a wide range of manmade or natural
24 disasters, international connectivity, provide access
25 and egress to international carriers, ubiquitous

1 nationwide coverage; and then enhanced priority
2 treatment, provide priority over other traffic,
3 anonymity for certain users so their location wouldn't
4 be disclosed; and more importantly for the NGN
5 networks, the secured networks to guard against
6 corruption and unauthorized access; restorability and
7 that we generally work under the TSP program, the
8 telecommunications service priority; mobility whether
9 you have a PCS or cellular or satellite, then they
10 call for broadband service for video imaging, web
11 access, scalable band width to support various band
12 width requirements; and then the public switch network
13 for affordability; and the reliability and
14 availability should be available with high confidence.

15 So we took the next generation network into
16 two parts: the overall IMF core and worked with
17 industry to come up with the priority capabilities for
18 the core, and that's in a document that's approaching
19 about an inch thick. And then we've been working the
20 access technology shown across the bottom, the wire
21 line, the cable, and then the wireless and WiMAX and
22 satellite.

23 So I guess the key thing with GETS we had to
24 have a way of marking emergency calls, and we did that
25 with SS7 with a calling party parameter, mark the call

1 and then provided a priority level which was one above
2 the normal public. So on the IP side, the Engineering
3 Task Force came up with a SIP resource priority header
4 to mark a packet that says this is an emergency
5 packet, and also priority level.

6 So we finished the IMS core work in December
7 of 2007. That took about a year, and at that point we
8 addressed voice only, and we're planning to go back
9 and address the broadband capabilities. To get from
10 the circuit-based network to the IP network, we need a
11 gateway so we put together the SIP resource priority
12 header requirements which is really now an ADIS
13 standard for providing a way of transitioning the
14 emergency calls from the circuit-based network to the
15 IP network, and so going across that gateway in either
16 direction they retain their identification.

17 And then the access networks, those are all
18 in the final draft stages and we hope to finish it by
19 the end of this month, and it will be available in the
20 April timeframe.

21 So what that does for us it allows us then
22 to having the requirements defined for the various
23 capabilities that allows us to then get an idea of the
24 cost estimate for providing these capabilities.

25 In other areas, we have participated in

1 industry response or prototyping, say the global
2 multi-service forum has interoperability events. The
3 one about a year ago it was about two weeks of testing
4 between the U.S. and Europe and Asia, and we
5 participated and provided priority voice calls,
6 priority video calls, tested various authentication
7 techniques and demonstrated the anonymity capability.

8 We also participated in a Verizon
9 interoperability forum lab to be able to demonstrate
10 that we could get priority on the 800 calls, which is
11 a hard thing to do on today's GETS capability.

12 Sprint had a lab demonstration of their IMS
13 core last year, and at the NCS we have a lab and
14 experimental test environment where we have a number
15 of the soft switches and routers and session border
16 controls, and we actually use that lab to be one of
17 the U.S. sites for the global interoperability testing
18 that took place about a year ago.

19 Then for security, I won't go through all of
20 these, but much more significant problem with the IP
21 networks than we had with the circuit-based, so these
22 are areas where we are currently analyzing and there
23 will be some prototyping later on this summer.

24 And in the standards, this is an idea of
25 different standard bodies that we participate in in

1 order to get priority capabilities, you know, as part
2 of the standards so we have a standards-base approach
3 as we roll out these capabilities.

4 One of your items as far as
5 interoperability, we do interoperate with the Defense
6 Switch Network, the Diplomatic Telecommunication
7 Communication Service, and GSA's FTS or networks, and
8 we recently now have interoperability -- Canada has a
9 WPS capability and we interoperability with Canada for
10 WPS.

11 Here is kind of a network diagram and you
12 can see possibly in the green where the folks that use
13 the GSA's FTS can make emergency calls that will
14 transition over to the public switch network and
15 receive priority treatment, and similar with the
16 defense switch network, and with the Diplomatic
17 Telecommunication Service, and you can see in red we
18 are now just starting -- beginning this year where we
19 now have a capability in AT&T's network to process IP
20 calls, GETS calls.

21 As far as interoperability with Canada, the
22 NCS signed a letter of understanding with Canada about
23 a year and a half ago with working through the State
24 Department, and now when wireless priority service
25 that are on the GSM or BAT team mobility, or T-Mobil

1 when they were roam into Canada they will receive
2 priority treatment on Roger's wireless throughout
3 Canada, and similarly the folks that have wireless
4 priority service in Canada will get priority treatment
5 when they roam into the United States.

6 This capability was just tested during the
7 exercise goal which was leading up to the Olympics
8 back in November, so it's been deployed nationwide in
9 Canada.

10 So, in summary, the NCS has worked with
11 industry, vendors and service providers to define
12 these priority capabilities, so we are now in a
13 position to get a better idea of what it's going to
14 cost and work with Congress for funding, and we've
15 been participating, both the NCS and industry, with
16 the various standards bodies to have these
17 capabilities made into part of the standards,

18 Again, we participated in various
19 interoperability events and prototyping of priority
20 capabilities, and finally, we've funded some vendors
21 in say providing the priority capabilities through a
22 gateway, which is in use today where emergency calls
23 can go back and forth between either of the two
24 technologies, and now we are starting to have some
25 initial role out of BOIP calls on an IP network.

1 So that concludes my briefing. Are there
2 any questions?

3 MS. FISCHER: Thank you very much.

4 MR. SURACI: Thank you very much.

5 MS. FISCHER: We appreciate it. Thank you.

6 (Applause.)

7 MR. SMITH: Okay, next we will start going
8 into the working group reports, and I think the first
9 one is probably somewhat unprecedented in my
10 experience with previous CSRICs in that we've got a
11 report that's nearly final in six months, so that's an
12 incredibly accelerated schedule. I would like to
13 introduce Brian Fontes, CEO of National Emergency
14 Numbers Association, for presentation of this
15 deliverable.

16 MR. FONTES: Thank you. I'm just going to
17 make the presentation from the desk here. I don't
18 know if Dan or Jeff can find me. If not, I'll go up
19 to the podium. There we go.

20 First off, I would just like to recognize
21 Working Group 4A members who are here, if you could
22 please stand up or raise your hand. There are a few in
23 the audience. The rest are recovering actually.

24 (Laughter.)

25 This is a report for Working Group 4A whose

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1 subject is best practices for reliable and enhanced
2 9-1-1. The basis for our work is Section 101 of the
3 New and Emerging Technologies 9-1-1 Improvement Act.
4 Say that three times real fast.

5 Anyway the NET 9-1-1 Act requires that the
6 FCC develop several best practices related to the
7 implementation of 9-1-1 and E 9-1-1 service for IP-
8 enabled voice providers commonly known as VOIP
9 providers.

10 Working Group 4A investigated and evaluated
11 currently available 9-1-1 and E 9-1-1-related VOIP
12 standards and best practices for completeness and
13 identified any gaps, including challenges related to
14 the implementation of such standards by VOIP providers
15 within the 9-1-1 system. We researched and found
16 relevant standards and best practices within a number
17 of different documents: those provided by NENA, the
18 Alliance for Telecommunication Industry Solutions, the
19 Internet Engineering Task Force, and the FCC's own
20 Network Reliability and Interoperability Council.

21 This report compiles the existing industry
22 standards and best practices in the United States.
23 This report also recommends to CSRIC how to resolve
24 any incomplete work and gaps identified and
25 recommended by Working Group 4A, and to be delivered

1 to the appropriate working groups that will continue
2 on.

3 The scope of this report is limited to the
4 standards and beset practices related to the
5 implementation of 9-1-1 and E 9-1-1 service for fixed
6 and pneumatic VOIP services in the United States.

7 It is also important to note what this
8 report does not cover. This report does not address
9 any issues related to the implementation of 9-1-1 and
10 E 9-1-1 for mobil VOIP services and applications. The
11 working group recognizes that mobil VOIP services and
12 applications are becoming increasingly available and
13 9-1-1 capabilities for such services must be
14 addressed. However, the working group determined that
15 mobil VOIP services were beyond the scope of this
16 report because currently there are no FCC 9-1-1 and E
17 9-1-1 requirements concerning mobil VOIP services.

18 The working group also determined that any
19 standards of best practices related to the internal
20 functions of 9-1-1 system service providers
21 responsible for completing 9-1-1 calls originated by
22 VOIP provider are beyond the scope of this report.

23 As mentioned earlier, the catalyst for this
24 work was done by Working Group 4A was the language
25 included in the federal legislation directing the FCC

1 to develop several best practices.

2 Section 101 of the NET Improvement Act
3 requires the FCC to develop several best practices
4 related to the implementation of IP enabled VOIP
5 service providers. The statute reads, and I'm just
6 going to give you a brief summary of what it says,
7 Section 8, development of standards.

8 "The Commission shall work cooperative with
9 public safety organizations, industry participants,
10 and the E 9-1-1 Implementation Coordination Office to
11 develop best practices that promote consistency, where
12 appropriate, including procedures for," and identifies
13 six areas.

14 Defining coverage areas for public safety
15 answering points; number two, defining diversity work
16 requirements for delivery of IP enable 9-1-1 and
17 enhance 9-1-1 calls; three, call handling in the event
18 of call overflow or network outages; four, public
19 safety answering point certification and testing
20 requirements; five, validation procedures for
21 inputting and updating location information in
22 relevant databases; and six, format for delivering
23 address information to public safety answering points.

24 The report addresses each one of these
25 elements and you will find them beginning at 5.1, 5.2,

1 5.3, corresponding to these six elements.

2 It is important to also note that the
3 appendix of this report addresses additional gaps
4 identified that are unrelated to the six items that
5 are identified in the legislation, and some of these
6 were actually provided by a committee member who has
7 gained real world practical experience when dealing
8 with 9-1-1 and VOIP services.

9 Each of these issues were then examined on
10 the basis of standards in existence, best practices,
11 related documentation, gaps and recommendations. This
12 document is focused essentially on what is occurring
13 here in the United States. It does not take a look at
14 what may or may not be happening elsewhere in the
15 world.

16 I want to thank those who participated in
17 Working Group 4A. By the time we actually got
18 organized and the time we were able to schedule phone
19 calls between snowstorms, state furloughs,
20 international travel by some of the members, and other
21 obligations we had approximately two months to pull
22 this document together. I particularly want to thank
23 Peter Musgrove, Co-Chair of Working Group 4A, and Tom
24 Breen who played a master editor in pulling this
25 document together, as well as Donna Penna who has

1 provided valuable information from implementation
2 perspectives in California, and of course, I want to
3 thank Patrick Halley and my staff for his assistance
4 for during the compilation of this report.

5 Now, in true FCC fashion, Jeff, and I'll
6 defer to the Chairman and Chairwoman of this
7 committee, we request editorial privileges, primarily
8 to clean up some of the grammatical, and there is a
9 word actually missing in the document if you found it,
10 and that's our report to you. Thank you very much.

11 MR. SMITH: Any questions or comments?

12 MR. MORRIS: Hi. Just asking kind of a
13 process question. If other members of CSRIC were not
14 able to service on Working Group 4A have comments,
15 questions or concerns about the text and a couple of
16 points of clarifications that we might suggest, this
17 is the first report we've seen from the working group.
18 What's the process both for this working group report
19 and in the future for feedback and interaction between
20 the CSRIC and the report, and the working group?

21 MR. GOLDTHORP: Thanks, John. Let me try
22 and answer that.

23 This report is a little bit different than
24 the other ones you will be getting because you're
25 getting it so soon. You got the report so soon before

1 the meeting so you really didn't have much time to
2 review the report, much less submit comments on it.
3 Normally, in addition to our time in this meeting to
4 talk about the report and amongst ourselves, there
5 would be some time for us to receive the kind of
6 feedback you're describing.

7 We didn't have that this time, and that's
8 one of the reasons we're not voting on this report
9 today. So what I would suggest is that if you do have
10 comments like that you can either send them to me and
11 I'll get them to the co-chairs of 4A, we'll get them
12 to Brian and Peter directly, either one is fine. But
13 do it quickly, okay, within the next -- I'll say
14 within the next two weeks or so, two weeks from now,
15 it's Monday, so two weeks from now if we can get all
16 the comments in we'll get them over and get them in.

17 We're not going to be voting on this until
18 the next CSRIC meeting so we have time.

19 MR. MORRIS: That's right. Thanks very
20 much.

21 MR. SMITH: Yes, Brian.

22 MR. FONTES: I also want to thank -- C Co-
23 Chair with Linda Flaherty in Working Group 4B, who is
24 going to, unfortunately, have to deal with a lot of
25 the gaps that is presented here and questions that

1 some of you may have as we move through the
2 development of 4B.

3 MS. FLAHERTY: We.

4 MR. FONTES: We look forward to this, don't
5 we?

6 (Laughter.)

7 MR. SMITH: Nice try, Brian.

8 Another question?

9 MR. PALLOP: Bill Pallop from Web Center
10 National Public Safety, California Communications.

11 I would like to thank you for the work you
12 have done on this, it's yeomen work, and it sets the
13 standard that we all need or better. Thank you.

14 MR. FONTES: Thank you, Bill.

15 MR. SMITH: Any other questions or comments?

16 All right, I'll hand it off to my Co-Chair
17 to go through the rest of the working group reports.

18 MS. FISCHER: We will begin this morning
19 with Working Group 1A, which is the public safety
20 consolidation, best practices and recommendations.
21 Presenter Michael Alagna, Director, Homeland Security,
22 Strategic Initiatives and Policy, Motorola Global
23 Government Affairs.

24 MR. ALAGNA: Good morning. Thank you.

25 I'm here to update on Working Group 1A,

1 which is public safety consolidation, best practices
2 and recommendations.

3 By way of introduction and just give you an
4 idea of the scoping of the group, public safety radio
5 communications and communications dispatch centers
6 historically have been built for single agencies and
7 their own uses. Systems were designed to meet unique
8 local requirements, and often this led to
9 interoperability issues and compatibility, inefficient
10 use of what are scarce resources, oftentimes higher
11 cost, needs for specialized equipment and procedures,
12 really little opportunity to benefit from economies of
13 scale.

14 The clear trend over the last 20 years,
15 however, is towards consolidation with radio networks
16 developed to cover counties, regions, and even states,
17 and communications and dispatch centers have been
18 implemented across agencies and jurisdictions.

19 There are, however, numerous challenges with
20 this consolidation process around operational issues,
21 governance, funding, and technical perspectives. This
22 working group will define these challenges and develop
23 recommended best practices for overcoming for your
24 consideration, and a key issue that we're analyzing is
25 this idea of transition of the user community from

1 system operator to system user.

2 I'm here briefing on behalf of my Co-Chair
3 Martha Carter from Louisiana, and here is a listing of
4 the members of the group, 34 members, a large
5 contingent from the public safety community, eight
6 from industry, and we have two from the federal
7 government. What we're finding is many of the subject
8 matter experts that we need to analyze this issue are
9 actually members of our working group, so that's
10 proving to be quite helpful.

11 Just a quick update on some current events.
12 We had a kickoff meeting in February and we
13 overviewed the CSRIC mission, the members of this
14 body, some of the other working groups that have been
15 formed, and specifically focused on the mission o f
16 our working group 1A.

17 We quickly agreed that we needed to divide
18 the work. We've broken it down into three subgroups,
19 around governance, technology, and lastly, standard
20 operating procedures, and we also felt there needed to
21 be an overview, a management group that would take a
22 look at the integration of these multiple groups for
23 the writing assignments. Members were asked to
24 quickly affiliate with one or multiple of these three
25 subgroups and they have done that. That's been

1 completed. So we've formed up the three groups that
2 are going to move forward.

3 The next step was to have these subject
4 matter experts do a quick assessment of what are the
5 top issues relative to the mission of consolidation.
6 We are beginning to prioritize these issues and
7 identify some of the complexities around this
8 consolidation issue, and moving quickly towards
9 recommendations.

10 We've made available quite a few
11 organizational tools such as data sharing, so we have
12 a secure way to conduct these meetings, along with web
13 meeting tools as well as conference capability. Much
14 of this activity is virtual, so we are moving out
15 pretty quickly.

16 During the first meeting we introduced a
17 timeline. We have a six-month timeframe to work with
18 so we are quickly managing too some deliverables here
19 in the near future, so we're looking for our first
20 draft of the subgroup findings and recommendations in
21 the May timeframe, and I can show you a more detailed
22 schedule here later, with a first draft due in July,
23 and we're expecting to have final recommendations for
24 the committee's consideration in the August timeframe.

25 Once the three subgroups were formed up they

1 have actually started to rollout their separate
2 activities and they are trying to get subject matter
3 experts to brief them, so they have quickly detailed
4 those folks that they need to to get to pretty quickly
5 to get some of these ideas out and in the open and
6 resolved, and they are already setting forth their
7 work schedules over the next couple of months.

8 Here is just a graphic of how we've
9 organized the work under governance, technology, and
10 SOPs. Under the governance section we're looking at,
11 you know, leadership models, what are the
12 decisionmaking groups that will help facilitate these
13 consolidation issues, some of the agreements that may
14 need to be in place, funding issues, as well as
15 strategic planning.

16 Under the technology group we're looking at
17 system functionality and performance, interoperability
18 issues as well as continuity of communications, and
19 under standard operating procedures and the training
20 and exercise and usage category concerns around
21 policies, practices, procedures, training, exercises,
22 the idea of users being familiar with these
23 applications and how frequently they are used.

24 Here is our notional schedule that we
25 briefed at our kickoff meeting. We have already

1 completed the issue scoping and work breakdown. We've
2 staffed up these subgroups and they have each
3 conducted kickoff meetings. They continue to work
4 towards the schedule for subgroup briefings and
5 discussion leading to the issue identification and
6 prioritization.

7 In the May timeframe, we should have some
8 early indications of some of the key issues and
9 recommendations with a first draft of that due in May,
10 a first draft of our report due in the July timeframe
11 with final report recommendations tentatively slated
12 for August if that meets the committee's schedule,
13 hopefully. We need to hear back from this group if
14 that's acceptable.

15 That concludes my briefing. I'm happy to
16 take any questions.

17 MS. FISCHER: Any questions for Mike?

18 Okay, hearing none, thank you, Mike.

19 Our next group is Working Group 2A, which is
20 the cyber security best practices, Presenter Ed
21 Amaroso who is Senior VP and Chief Security Officer at
22 AT&T, and Scott Hatfield, Chief Technology Officer
23 with Cox Communications, and it's my understanding you
24 are both on the bridge.

25 MR. TORETTI: Actually, this is Gary

1 Toretta. Neither Ed nor Scott could make it today,
2 and I will represent them. I am from AT&T, and our
3 group is just getting started.

4 We've got our kickoff meeting scheduled for
5 this Friday, March 26, with the group. Our charter is
6 to really assess the cyber security beset practices
7 for all the segments of the communication and public
8 safety communities, and specifically we're looking at
9 the high growth areas, the high risk areas for
10 telecom, and initially we set up some focus areas from
11 the wireless perspective, that being the hand-helds,
12 the radio access networks, transport network fabric.
13 We're looking at the AP services from a voice-over IP,
14 content on demand such as TV, video, gaming, high-
15 speed broadband, security in the cloud, application in
16 the cloud type services. Networks, we're looking at
17 the borders, the routers and the switches, the
18 backbone networks; people, both from a customer and
19 employee standpoint for awareness, spam, social
20 engineering, identity management, and then legacy
21 services such as SS7 call agent, cross connect
22 gateways and so forth.

23 Our horizontals across those verticals are
24 really looking at the vulnerability, management, the
25 patching, the scanning, the assessments, and the

1 incident response overall.

2 We've got 27 members within the working
3 group. They have been contacted, and our plans are
4 from this week's meeting that we will be having is to
5 review the ENRIC No. 7 reports and best practices that
6 came out from the prior teams; take a look at this
7 approach from a focus standpoint as I mentioned, the
8 verticals and the horizontals, and really start
9 breaking down the subgroups into a structure that we
10 can then have the individuals go off in those
11 structures and start working, and add any missing
12 elements that might need to be added to this group
13 overall, and that's it.

14 MS. FISCHER: Okay, thank you. Any
15 questions? Okay, thank you very much for your update.

16 Working Group 2B, which is media security
17 and reliability, counsel, best practices update. Our
18 presenter is Robert Ross, Senior VP, East Coast
19 Operations with CBS Broadcasting.

20 MR. ROSS: Good morning. Hello. There is
21 it. Audio is always the toughest thing being a
22 broadcaster.

23 I chose to update the MSRC best practices
24 and recommendations. We have had one meeting so far
25 of our own. Those best practices were arranged around

1 broadcast television, radio, cable and DBS. We have
2 got representatives of each of those organizations on
3 the group, handed out a few work assignments, and have
4 started on it. There will be some updating necessary;
5 things like IP television, a few other things that
6 show up that didn't exist when we did our first
7 recommendations, and those need to be added, and we've
8 found a few other items that we're going to have to
9 add to be updated.

10 Hopefully, we will meet once a month, and
11 we've already got feedback from the radio group, and a
12 number of recommended changes as the technology has
13 certainly changed over the last few years. And we're
14 looking forward to having some recommendations later
15 this year here for the CSRIC council. Thank you.

16 MS. FISCHER: Okay, thank you. Any
17 questions before we move to the next presenter?

18 Okay, our next presenter will be for Working
19 Group 4B, which is transition to next gen. 9-1-1. Our
20 presenter is Laurie Flaherty, Program Analyst, USDOT,
21 National Highway Traffic Safety Administration, and
22 the National 9-1-1 Office. Laurie, if you could raise
23 your hand so the cameras can find you. Thank you.

24 MS. FLAHERTY: Thank you. I believe we have
25 one slide just to help people. This will not be a

1 long report, but it might be helpful anyway.

2 First of all, thank you to all folks who
3 have volunteered to be a part of this group on behalf
4 of my Co-Chair and myself. There are 45 of us that
5 are part of this group. At this point we have had two
6 conference calls of the entire group and then two
7 conference calls of a smaller group who volunteered to
8 outline the activities of 4B moving forward.

9 Our focus is the transition to next
10 generation 9-1-1, and the group decided to outline its
11 work as it was laid out in the NAT Improvement Act and
12 the description of the work groups, and there were
13 half a dozen or so people that volunteered to develop
14 that outline. On the basis of that outline we will
15 now divide ourselves and the work to be done by this
16 group.

17 You can see there the four subtopics that
18 were agreed upon by the group are technology issues
19 related to NG 9-1-1; systems and operation issues
20 relating to NG 9-1-1; funding; and access issues.

21 The next steps for this group will be to
22 self-select to one of four subgroups. We will then,
23 you know, give those groups their marching orders in
24 terms of moving forward with their work. We will also
25 select subgroup leaders who volunteer for that

1 service.

2 Our clock started when 4A delivered their
3 report, so we wanted to make sure we're organized and
4 ready to hit the ground running, and I am happy that
5 we're there.

6 That is our report. If there are any
7 questions, I would be happy to have Brian answer them.

8 (Laughter.)

9 MS. FISCHER: Mr. Smith.

10 MR. SMITH: Just one comment. I noticed it
11 in the 4A report. There is kind of an exclusion to
12 look at VOIP on wireless or mobil networks. You know,
13 I realize it's kind of an emerging area, but it seems
14 to me like given the nature of what we're trying to
15 accomplish here and how quickly those things move that
16 it would be appropriate for 4B to at least kind of --
17 for lack of a better term -- take a stab at what the
18 issues are there. Perhaps we can't, perhaps the state
19 of the art is not mature enough to present definitive
20 conclusions, but it seems to me like at least we need
21 to start thinking about that because the proliferation
22 of VOIP clients on smart handsets can spread like wild
23 fire and I think it would be inappropriate for that to
24 get well ahead of this work, so that's my opinion.
25 You know, I would certainly welcome others on this

1 subject, but I would ask you to consider that.

2 MS. FLAHERTY: Absolutely.

3 MR. FONTES: I think that's critically
4 important, particularly as you look at all the VOIP
5 applications that are coming on to yours and others'
6 networks, and some of these applications specifically
7 state they are not used for emergency purposes, and
8 will have a screen pop up that says do not use for
9 emergency purposes. So it's important information to
10 get out there nonetheless and to explore it to see
11 what is happening. Others are working on trying to
12 develop default solutions, et cetera, if the
13 application doesn't provide service. So there is a
14 lot of work that needs to be done on that, and it's so
15 preliminary.

16 MR. SMITH: And I think just like the early
17 days of wire line VOIP many consumers really didn't
18 understand the subtleties, and while the disclaimers,
19 you know, may give some people comfort, I think we
20 have to look at average consumers' behavior, and again
21 I'm not suggesting that we have all the answers at
22 this stage, but it seems to me like we would be remiss
23 to address next generation 9-1-1 services and leave
24 that one outside the scope.

25 MR. FONTES: No question.

1 MS. FISCHER: Okay, any other questions for
2 Laurie? Thank you for your report.

3 Working Group 4C, technical options for
4 enhanced 9-1-1 location accuracy. Our presenter is
5 Craig Frost, Executive Director, Engineering Support,
6 Regulation and Compliance with Verizon Wireless.
7 Craig.

8 MR. FROST: Good morning. I don't have a
9 slide so this will be a brief update.

10 Steve Wisley and I are co-chairing this
11 working group together. We began meeting in early
12 March. We've had two full group working sessions. We
13 are planning to have bi-monthly sessions of the full
14 group, and we've also split off two subgroups to focus
15 in on identifying services that today have a location
16 component for E 9-1-1 and a subgroup to focus in on
17 currently available location technologies, ongoing
18 standards work, and any gaps in terms of location
19 availability for any of the services that the other
20 subgroup is working on.

21 As we move forward we will get into more of
22 the implications of those approaches, and in terms of
23 security, in terms of device compliance, et cetera, as
24 the charter lays out in the working group, and that's
25 all we have.

1 MS. FISCHER: Okay, Questions for Craig?
2 Hearing none, thank you very much for your report.

3 Working Group 5A, common alerting protocol
4 introduction. Our presenters are Damon Penn,
5 Assistant Administrator, National Continuity Programs,
6 FEMA, and Pat Roberts, President of the Florida
7 Association of Broadcasters. Mr. Penn, could you
8 raise our -- there you are. Okay. Good morning.

9 MR. PENN: Good morning. Thanks.

10 Our subcommittee is -- our working group,
11 rather, is getting off to a good start. We've got 19
12 members. We had our first meeting last week and it
13 was very productive. We discussed the integration of
14 mobil digital television as one of our topics, and we
15 also discussed reaching citizens with disabilities,
16 and determined that that group is much larger than we
17 thought it is, and the impact that they have on common
18 local protocols is much larger than we thought. So we
19 really deem that as a special needs community, and
20 we're going to spend considerable amount of time
21 working those type issues because it goes much further
22 than people with hearing or visual disabilities but
23 also several special needs groups that will also come
24 into play.

25 We discussed the working and the development

1 of our primary entry point stations, and talked about
2 the progress over the next 18 months where we will
3 double that capacity, and also talked about cap
4 standards in general and how just having a standard
5 doesn't necessarily mean that you have compliance and
6 you have compatibility.

7 So from that we've determined that we really
8 need to break our committee down into two sub working
9 groups, one on policy and procedures, and one that's
10 gong to focus on technical specification and work
11 those kinds of things.

12 We also decided to do some of our committee
13 work by social media, and we have a social media site
14 that Pat and I are both dinosaurs so we're going to
15 both try to figure out how to work and how to use, and
16 now I even know what "wicki" means and how that whole
17 piece comes together. So Pat?

18 MR. ROBERTS: I think that that pretty much
19 covers it. The only thing besides mobil TV is I think
20 we'll want to look at the FCC and the moving forward
21 on the FM chip as well in the cell phones because it's
22 very hard -- and the cell guys are coming on board,
23 but you can't deliver ES message to everybody unless
24 you have got the terrestrial broadcast ability, and so
25 both of the FM chip, which most of you who don't know,

1 it's in almost all the phones around the world except
2 the United States that operates under a closed system
3 versus an open system. So hopefully we will make
4 progress there, and then we've got mobil TV coming
5 online, so we'll look at those.

6 Special needs, I would add is that word was
7 changed in Florida after the '04-05 hurricanes, and
8 that's when we figured out that people that need
9 emergency communication, emergency messages are not
10 just disabled. There are people that may economically
11 not be able to get out of their town or relocate. It
12 may be elderly. There are a variety of people that
13 might not fall under the tradition term of disability,
14 so we're kind of recommending to broaden that special
15 needs to cover everyone that we need to take care of
16 in the time of a disaster.

17 MS. FISCHER: Okay, thank you.

18 Any questions for the Co-Chairs of this work
19 group? Hearing none, thank you very much.

20 Work Group 6 is best practice
21 implementation. Our presenter is Stacey Hartman,
22 Director of Public Policy with Quest.

23 MS. HARTMAN: Great. Good morning,
24 everyone.

25 Being from Colorado, I was a little out of

1 place this morning when I woke up and there was
2 sunshine, trees were flowering and the green grass was
3 growing, and then I saw snow pictures here and I feel
4 a lot more at home and better able to present, so
5 thank you for that.

6 As was just introduce, I'm one of the Co-
7 Chairs with Steve Malphrus, who is down in front, for
8 Working Group 6, which is best practice
9 implementation.

10 Slide No. 2 that's being displayed is just a
11 description of Working Group 6. For those that aren't
12 familiar, we are looking at best practices and
13 determining which ones are the vital ones across the
14 industry segments, documenting those as well as
15 developing recommendations to determine how to really
16 measure the implementation of them.

17 Slide 3 is a list of the participants. As
18 you can see, we're a wide and diverse group. We have
19 26 members from 20 organizations. Really great depth
20 of experience, we're looking forward to and have
21 started initiating some work together.

22 Slide, I guess it's 4, is our objectives and
23 deliverables, and here, as I talked to a minute ago,
24 we have our work cut out for us. There are over 800
25 best practices that exist today that we'll be taking a

1 look at and identifying what subset of those best
2 practices again are the most vital to the
3 communication industry segments.

4 We will document what those key best
5 practices are as our first deliverable, and as our
6 second one, determining how the industry can actually
7 measure the implementation of these best practices.
8 Any best practice gaps that we identify we will
9 certainly pass onto those of you in your different
10 various working groups for your consideration.

11 Slide 5 is a snapshot of our work place.
12 We've met on several occasions already as of the full
13 subgroup as well as the subteam co-chair leads. We've
14 identified four subteams being the physical security,
15 E 9-1-1, network reliability, disaster
16 emergency/business continuity, and cyber security. We
17 have identified co-chairs for each of these teams as
18 well today we will be meeting face to face to start
19 diving into the criteria for classifying the current
20 best practices.

21 Each of our subteams has been assigned
22 approximately 200 best practices to look at, some are
23 a little bit less, some are a little bit higher, and
24 these teams then will document which ones are vital
25 across the industry segments, and then we'll get back

1 together as a full working group to determine and
2 develop our final documentation on the first
3 deliverable.

4 The second piece part will be developing our
5 recommendations about how we can actually measure how
6 these best practices are implemented across all of our
7 networks.

8 Slide 6 is a snapshot of our project
9 timeline. We had our kickoff on March 4th. We've had
10 several meetings since. As well again we're meeting
11 face to face today. Timeframe-wise we have about six
12 months put together for our first deliverable and
13 about six months for the second deliverable. The end
14 of the charter report is the conclusion of our working
15 group.

16 And then we are planning on having full
17 working group meetings on a monthly basis as well as a
18 subteam leader with the co-chair meeting once a month,
19 and then our subteam leads are in the process of
20 developing their schedule with their particular teams.

21 So, questions?

22 MS. FISCHER: Laurie?

23 MS. FLAHERTY: Just one question. It
24 appears as though on the slide the group has focused
25 on technical issues, and I'm wondering if there has

1 been any discussion of operational or systems or
2 administrative governance institutional kind of
3 issues?

4 MS. HARTMAN: We will certainly get into all
5 of those realms, so up front right now what we have
6 done is, with John Healey's help, separated out the
7 best practices into the groupings with the least
8 overlap so that we can have kind of a focused effort
9 on our teams where to look at these issues, but
10 certainly that is part of the realm that we will look
11 into and what fits with those.

12 MS. FLAHERTY: Particularly since our group,
13 there is some overlap there, we'd be happy to
14 coordinate with you as we both move forward.

15 MS. HARTMAN: I'm sure I can speak for Steve
16 and I both, we welcome any help we can have.

17 MS. FISCHER: Any other questions for
18 Stacey?

19 MS. HARTMAN: Thank you.

20 MS. FISCHER: Okay, thank you.

21 Working Group 7 is pandemic planning,
22 priority service requirements. Our presenter is
23 Ingrid Caples, Technology Officer, Office of
24 Preparedness and Emergency Operations, U.S. Department
25 of Health and Human Services.

1 MS. CAPLES: Hello, and today I'm going to
2 be giving you just a very brief update.

3 The Co-Chair on this group that I'm working
4 with is Jerry White from Sprint, and we've had several
5 just planning conversations and so forth. We will be
6 having our kickoff meeting next week with our team.
7 We are looking to, of course, identify basically a
8 work plan to address the issues that have been
9 assigned by the task, which is to look at various
10 issues, including the service levels, how to measure
11 them, the cost of implementing the priority services,
12 and of course how to implement the strategies.

13 As you saw earlier from the NCS
14 presentation, we will, of course, be able to leverage
15 that, and so that's -- I'll get with Frank on that and
16 hopefully we will incorporate that into our task and
17 our deliverables.

18 And with that, that's pretty much all I
19 have.

20 MS. FISCHER: Okay, questions? Okay,
21 hearing none, thank you.

22 Our last work group report-out is Work Group
23 No. 8, ISP network protection practices. It's my
24 understanding it will be John Morris, General Counsel,
25 Center for Democracy and Technology. Thank you.

1 MS. MORRIS: Dick, unless you want to go
2 first, shall I? Okay, great.

3 So our working group is in colloquial terms
4 focused on BOT nets, focused on beset practices for
5 ISPs to identify when computers the users are using
6 have been compromised and are being used in spam,
7 network attacks, and other problems. So basically
8 looking both at kind of the questions surrounding how
9 does one have ISPs identify compromised computer and
10 then perhaps the even harder question is what are the
11 best practices for actually interacting with the
12 consumers to try to remediate and address the
13 compromised computers.

14 So we've had our first initial working group
15 meeting. We have about 22 members so far. We are
16 setting up bi-weekly conference calls, and an online
17 "wicki" space to collaborate and exchange documents.

18 You know, we have a fairly aggressive
19 timetable which we need to do to meet the 12-month
20 timetable that we're facing here. Our first 60 days
21 or our next 60 days are focused on data gathering,
22 both gathering data about our current practices,
23 current ISP practices just to see the diversity of
24 practices out there, but then also gathering ideas and
25 brainstorming about possible new practices.

1 We are planning a full day face-to-face
2 meeting in June to really hash out what other ideas
3 and what gaps there are in the current practices, and
4 what new ideas, what new areas we need to come up with
5 on new recommendations.

6 Once we have really kind of refined our
7 initial ideas we will then be working with
8 stakeholders like NANOG and other different levels of
9 providers and operators to really kind of vent and get
10 feedback on our ideas, and then move to finalize our
11 report. Anything else? That's it.

12 MS. FISCHER: Okay, thank you.

13 Any questions for Mr. Morris? Okay, thank
14 you.

15 Certainly good reports, very ambitious
16 schedules and we certainly look forward to your work
17 product in the coming months. With that, back to
18 Bill.

19 MR SMITH: Thank you. I think this is kind
20 of an opportunity for us to wrap up, and I would say
21 on behalf of Chris and myself I'd like to thank each
22 and everyone of you for a very productive meeting.

23 You know, as I look at what we're doing
24 here, particularly some of the most interesting areas,
25 applying tradition learning to new areas such as VOIP

1 and other things, I think we continue to learn every
2 day that IP networks for all their power and ease,
3 some of the things that make them so powerful and
4 simple also make them very vulnerable at times.

5 So I think, Laurie, you made a great comment
6 about looking at the operational procedures as well as
7 the technology. I think we have to look at that in
8 all these pieces of work.

9 So I'd like to thank all the working groups.
10 As I said, we have actually had a deliverable today
11 which I think is very unprecedented in many respects
12 to have outputs so quickly, but it's evident that each
13 of the working groups has put a lot of time and energy
14 already into this work effort, so we appreciate that.

15 I'd like to thank Jeff, Admiral Barnett and
16 everyone at the FCC for all of their support, and I
17 would say that our next meeting will probably be in
18 the June timeframe or so, and we'll be coordinating
19 those dates. So with that let me turn the meeting
20 back to Jeff.

21 MR. GOLDTHORP: Thank you, Bill, and let me
22 also add my thanks to Working Group 4A for getting
23 that work done so quickly. And it is true, to my
24 recollection I don't remember anything getting done
25 that fast. There is a lot of other things that are

1 going to get done quick as well, six-month timeframes,
2 nine-month, one-year timeframe, so we have a lot of
3 work to do and I'm encouraged by how much vigor and
4 energy people are approaching the task with. So this
5 is an exciting process, and thank you all again for
6 coming here to D.C.

7 There is one thing that I forecasted in
8 December that turned out to be true, and I said when
9 we meet again spring will be upon us, and if any of
10 you were here in the D.C. area last weekend, you know
11 that at least it's starting to show its face. So I
12 say welcome to that, and farewell to all of you and
13 have safe journeys.

14 (Whereupon, at 10:52 a.m., the meeting in
15 the above-entitled matter was concluded.)

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REPORTER'S CERTIFICATE

DOCKET NO.: --
CASE TITLE: CSRIC
HEARING DATE: March 22, 2010
LOCATION: Washington, D.C.

I hereby certify that the proceedings and evidence are contained fully and accurately on the tapes and notes reported by me at the hearing in the above case before the Federal Communications Commission.

Date: March 22, 2010

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