

MINUTES

ADVISORY COMMITTEE ON ARLINGTON NATIONAL CEMETERY (ACANC)

REMEMBER AND EXPLORE SUBCOMMITTEE MEETING

January 23, 2017

ARLINGTON NATIONAL CEMETERY (ANC), ARLINGTON, VA

1. DESIGNATED FEDERAL OFFICER'S REMARKS: Ms. Renea Yates, Designated Federal Officer (DFO) for the Advisory Committee on Arlington National Cemetery (ACANC), opened the January 2017 Remember and Explore Subcommittee Meeting. Ms. Yates noted that present in person were Major Shannon Way, ANC Strategic Planner and Mr. Timothy Keating, Alternate Designated Federal Officer, ACANC. Ms. Yates stated for the record that the Subcommittee meeting is pursuant to the National Defense Authorization Act of 2012, codified in 10 U.S.C. § 4723. The Subcommittee operates under authority and provisions of the Federal Advisory Committee Act of 1972, 5 U.S.C. Appendix 2, and 41 Code of Federal Regulation 102-3.50(d). The DFO, nominated by ANC Executive Director and appointed by the Secretary of the Army, is provided by ANC. Additionally, ANC provides administrative support to the Subcommittee.

Ms. Yates reminded Subcommittee members not to conduct any formal business by deliberating on any substantive matters which are before the Committee as a whole for vote. Additionally, the Subcommittee will report to the Committee any recommendations or information relevant as a result of the day's work. She also noted that the meeting was open to the public and reminded the attending public that they were not allowed to present questions from the floor or speak to any issue under discussion by the Subcommittee without permission of the Chair. She noted that any member of the public was eligible to file a written statement with the Subcommittee in accordance with the published Federal Register notice provided in the binder at the entrance of the meeting room. Ms. Yates also noted that the proceedings were being recorded in written form, and that minutes of the meeting will be prepared.

The meeting was called to order at 1300.

2. ROLL CALL: Ms. Yates noted a quorum for the record with the following members in attendance:

Secretary of the Army Nominees: Mr. Russell Davis (Chair), Ms. Rose Duval, Mr. Mark Farley, Mr. Ronald Fetherson, Ms. Debra Fix, and Mr. Robert Hess.

Secretary of the American Battle Monuments nominee: Mr. Chet Edwards.

The following member was not present: Ms. Ryan Manion.

3. **CHAIRMAN'S OPENING REMARKS:** Mr. Russell Davis, Chairman opened by welcoming all members, thanking them for their service, and sharing his thoughts regarding the extremely important issues before the Subcommittee.

4. **PRIOR MEETING MINUTES:** The DFO announced that the minutes from the 24 October 2016 Remember and Explore Subcommittee meeting were available for review in the members' binders.

5. **ANC NOTABLE GRAVESITES:** During the 24 October 2016 meeting, the Subcommittee requested information about ANC Notable Graves. Dr. Steve Carney, ANC Historian, briefed the ongoing usability study which places emphasis on user intuitiveness and ease of navigability. He then updated the members on an ANC website redesign plan which will standardize and streamline content for ease of navigation based on usability study findings. Historical information and data will be displayed chronologically using a new "timeline" feature. A "Notable Graves" section will be organized alphabetically with the capability for collating specific groups. The Explorer application update will allow website information changes to be tailored appropriately for display on the mobile application and ANC kiosks. The end state of the redesign will allow more flexibility for content managers to highlight groups, enable users to conduct self-guided tours through the Explorer application, and provide clarity regarding the history of ANC and those interred here.

Discussion / Comments. The DFO reminded the members that while data is dynamic and data mining capability is good, digital data availability is relatively thin since a lot of old data was not available for digitization efforts. Migration of data is the first step in the process to produce a suite of applications in a single site to present articulate and intuitive data.

Identifying an individual or a group in multiple categories is possible, the challenge is to determine each and every category into which an individual or group should be placed. Additionally, everyone interred at ANC can be considered "notable", thus the challenge is further complicated by identifying those individuals or groups that would be considered uniquely notable. To that end, ANC is working toward user capability to request (on the App or website) designation for a Notable Grave. The ANC Notable Graves Board will review those suggestions, vet any potential notoriety, and decide whether to add the individual to the database. The onus is on the requestor to provide an adequate justification.

6. **VA FAMILY SATISFACTION SURVEYS:** During the 24 October 2016 meeting, the Subcommittee requested information about the process the VA uses to assess family experience / satisfaction and whether there were any procedures ANC might adopt. Mr. Steve Smith, ANC Public Affairs, presented a briefing to address the subcommittee concerns. Regarding the current VA process to collect data, he noted that the National Cemetery Administration (NCA) sends a form that families fill out and return by mail. The American Customer Satisfaction Index (ACSI) is used to measure family satisfaction. Of the 131,620 interments in FY16, 2,980 forms were sent to families with a return of 847 completed surveys. In contrast, ANC uses ForeSee to

collect and analyze survey data. These analytics can be cross-referenced with ISS and ANC Case Management systems. Comparatively, during a similar time period as the VA survey, ANC conducted 9,075 interments and received 2,941 completed surveys. While the VA and ANC Satisfaction Index are similar numerically, the electronic and combined data aspects of ForeSee metrics provide a more accurate depiction using faster data collection and analysis with increased opportunities to analyze correlations to improve ANC customer service. He noted that the VA (NCA) is essentially where ANC was before moving to the current survey process which allows immediate access to data with more utility. It was noted that 90 days after a service at ANC an email is sent to families requesting feedback.

7. AMPHITHEATER REPAIR UPDATE: Col Peloquin, ANC Engineering, updated the Subcommittee with new information since the briefing during the last meeting. He noted that the focus of upgrades and repairs is not only external and internal structural repairs, but also addresses the Americans with Disabilities Act accessibility challenges. He briefed that ANC is working with the Army Corps of Engineers Seattle in developing a scope of work this year to support planning and design for next year. The current challenges include a single elevator which allows only 2 wheelchairs at a time, requires a dedicated operator, and only provides access to the Plaza level. A further challenge to supporting ADA accessibility is that the Amphitheater Reception Building is comprised of eight levels (including the roof level). There are four levels (including a Future Display level) with 61 total steps at various points above the Plaza level and three levels with 37 steps at various points below the Plaza level. He stated that renovation planning was moving into the design charrette process.

Discussion / Comments. With growing numbers of people living longer, overcoming these challenges is important to ensure that ANC is accessible to as many as possible. Also, while meeting the challenges of accessibility is important to an older generation and to those with disabilities, there are also many veterans today are are Wounded Warriors that should always be considered.

8. MEETING ADJOURNED. The Chair then called for any other business. The DFO noted that in the next meeting, the Subcommittee should expect to hear a presentation regarding a commemorative monument request from the National Army Security Agency Association. Mr. Edwards then made a motion to adjourn, Ms. Fix seconded. All members voted in favor.

1430 Meeting Adjourned.



RUSSELL DAVIS
Chairman



**Remember and Explore Subcommittee
Advisory Committee on Arlington National Cemetery
Arlington National Cemetery Welcome Center
Arlington, Virginia 22211-5003
23 January 2017**

SIGN IN

/Phone

Name	Affiliation
Dave Kammen	ANC
Karl Sondermann	ANC
Steve Carner,	ANC
Chris Warren	ANC
ABHJIT KALAVAPUDI	ANC
Jill Gaspar	ANC
Lauren Hunt	ANC
CSL Mike Pelugin	ANC
Travis Bonham	ANC