



Verizon Florida LLC  
2011 Hurricane Season Preparedness  
Workshop – May 4, 2011

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# Overview

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**Verizon Florida overview**

**Emergency Operation Organizational structure**

**Roles and responsibilities**

**2011 Strategy**

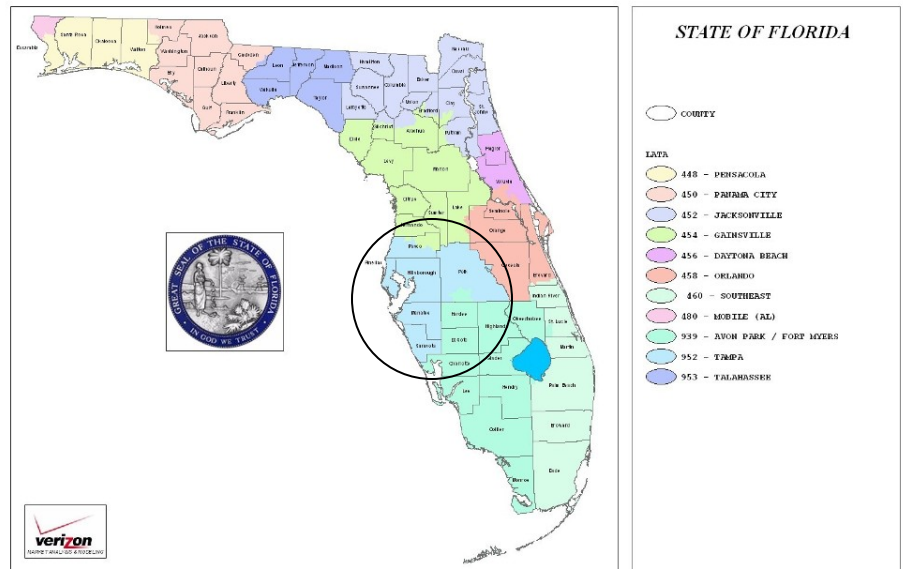
# Verizon Florida Overview

Verizon networks provide data, video, and voice services in West Central Florida

Verizon has coverage in 6 counties

Over 1600 Verizon Florida fleet vehicles

Presence in over 300 buildings



# Verizon Emergency Operation Structure

## Florida EOC

Florida Executive Staff  
Region Resource Management  
Group

## Damage Assessment Group (DAG)

Members from all Florida  
Departmental Groups

## Corporate NECC/EOC

Verizon national liaisons



# Roles and Responsibilities

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## **Florida Operations Center (EOC)**

- Centralized point for information
- Coordinates personnel and resources
- Develops service restoration plan
- Compiles and reports trouble volumes/damage assessments

## **Damage Assessment Group (DAG)**

- Protects outside plant facilities
- Provides damage assessment
- Assists in developing restoral plan

## **Corporate NECC/EOC**

- Provides National Level Support
- Coordinates communications to Senior Leaders

# 2011 Strategy

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## **EOC Relocated to Hardened Building**

- Facility not in evacuation zone and has generator back up
- Food and bedding for emergency team
- Multiple communication methods including NCS Radio

## **Annual Region Emergency Exercise**

- The Region EOC team performs an emergency exercise for Hurricanes
- Participate in Verizon national emergency event exercise

## **Partnership and communications with County Emergency Management Teams**

- Works closely with County EOC planning and working teams
- Provides manpower to staff County EOCs when needed

# 2011 Strategy

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**Site Emergency Action plans in place for each Verizon building/work center**

**Low lying properties identified**

Floodgates installed on lowest locations when storm is close  
Sandbagging of some higher properties if conditions are severe

**Dispatch Centers have critical plans for movement of work and/or employees**

Move entire group to inland office  
Route calls out of affected area

# 2011 Strategy

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## **Pole Hardening**

Verizon ended its 4<sup>th</sup> year of pole inspections in December 2010 with 61,552 poles inspected to date representing 57% of its pole inventory.

Poles that fail inspection are replaced.

## **Material**

Reviewed material used in past storms to establish potential need  
Secured minimum 60-day supply of items identified as critical

Developed plans with suppliers to strategically locate additional shipments in the event of a storm



# 2011 Strategy

## Central Office preventative maintenance

- Annual battery testing
- Monthly generator testing
- Daily preventative maintenance routines

## Inspection and repair to portable fuel tanks



# 2011 Strategy

## Fleet

Relocate vehicles from evacuation areas

Use generator equipped vehicles to power remote sites during power outages

Adding Hybrid Vehicles to Fleet



# Network Advantages

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## **Verizon's all fiber FiOS network eliminates many storm related issues**

Majority of Florida FiOS network underground

Majority of Florida FiOS service drops buried

Passive optical cable not affected by moisture

Fiber cables easier to restore than large pair count copper