

ORIGINAL



David M. Christian
Vice President
Regulatory Affairs Florida

November 21, 2005

106 E. College Ave
Tallahassee, Florida 32301
Telephone 850-224-3963
Fax 850-222-2912
david.christian@verizon.com

Ms. Blanca S. Bayo, Director
Division of Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC
NOV 21 PM 2:01
COMMISSION
CLERK

undocketed

Re: Focused Utility Pole & Vegetation Management Review
November 2005 – February 2006

Dear Ms. Bayo:

Attached are Verizon Florida Inc.'s (Verizon) responses to the above-referenced audit. Verizon considers certain attachments to the responses to be proprietary and requests appropriate treatment thereof pursuant to Section 364.183(1), Florida Statutes and Rule 25-22.006(5). A sealed envelope containing the confidential documents is attached. Due to the nature and volume of the documents, no redacted copies have been provided. Verizon understands the information must be kept confidential until returned to the Company.

Verizon is committed to providing quality, dependable service to our customers and proactively addresses any network infrastructure issues, including poles, that may become service affecting. Responses to this data request demonstrate that Verizon's approach of integrating pole inspection and maintenance into the daily work activities of its employees has proven to be effective and successful. All Verizon employees are committed to maintaining high service standards.

CMP 1 Frank App has been designated as Verizon's liaison to your audit staff and can be reached at
COM 813-483-2521. If you require additional information, please do not hesitate to contact me.

CTR — Sincerely,

ECR —
GCL 1

OPC — David M. Christian
Vice President-Regulatory Affairs Florida

RCA —
SCR — Attachments

SGA c: Tripp Coston (w/attachments)

SEC 1

OTH 1 *com records*

DOCUMENT NUMBER-DATE

11152 NOV 21 05

FPSC-COMMISSION CLERK

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

Instruction:

- ◆ Please provide the name and relevant contact information of one employee responsible for each document request item so that, if necessary, that person can be contacted to elaborate, clarify or provide additional information.
- ◆ If any responses involve information previously provided to Commission staff, please cite the information or document, which staff member it was provided to, and the date the data was previously provided.
- ◆ Please label each response with corresponding request and item number.
- ◆ Please number all pages of responses if possible. (e.g. Page 1 of 26)

A. General

1. a. Provide a current organizational box chart of the Verizon Florida work units responsible for utility pole inspection and maintenance efforts.

Response:

Attachment No. 1 provides a high level view of the Verizon Outside Plant Engineering, Construction, and Customer Operations groups responsible for engineering, inspection, and maintenance of poles. All of the employees in these three groups ensure that Verizon's network, including poles, meets or exceeds applicable operational and safety standards.

Employees in the Construction and Operations groups are required to inspect poles as part of their normal daily work activity. Any employee performing work that involves climbing a pole or leaning a ladder against a strand must first inspect the pole for soundness and report it if defective. There are a total of 1,642 employees in the Construction and Customer Operations groups in Florida; 559 are in the Construction group and 1,083 are in Customer Operations. Outside Plant Engineering has a total of 97 employees involved in the pole inspection, design, and management and support activity in Florida. Outside Plant Engineers conduct visual pole inspections during the preparation of proposed aerial construction projects. There are 59 Outside Plant Engineers in the Florida Region.

- b. Provide a current organizational box chart of the work units responsible for Verizon Florida's vegetation inspection and management efforts.

Response:

See response to question No. 1.a.

Vegetation encroachment issues are reported in a business-as-usual manner and trimming or removal is done on an as needed basis.

c. Please describe any reorganization or other major organizational changes in these Verizon Florida work units during the period 2002-2005.

Response:

There have not been any reorganization or other organizational changes in Verizon Florida work units during the period 2002-2005 that impact the effectiveness of inspection and maintenance issues for poles and vegetation.

2. Provide the number of employees involved in Verizon Florida's utility pole maintenance program for each year 2002-2005, separating management and non-management employees for each organization. Please provide this information, to the extent available, broken down by job title or function (e.g. construction specialist, repair lineman).

Response:

See the organizational charts in Attachment No. 1. Although organizational charts are not available for previous years, the total number of employees involved in business-as-usual outside work has not changed significantly. Of the 1,642 total employees in Construction and Customer Operations, 163 are management and 1,479 are non-management. Non-management employees can be broken down further into 984 repairmen, 448 splicers, and 47 linemen. Verizon maintains a flexible workforce and workers from any of the three non-management classifications can be pulled to help out one of the other classifications. Of the 97 employees in Outside Plant Engineering, 66 are management and 31 are non-management.

3. a. Please provide a list of any internal audits, external audits, or external studies conducted by or for the company during the period 2002-2005 regarding utility pole inspection, management, and maintenance. Please include the audit report or study date, title of the audit, a brief audit topic description and name of the performing auditor(s).

Response:

In 2002, Verizon contracted with ATCO Communications to perform an audit of Verizon owned poles in five exchanges. Auditors physically visited each pole identified in Verizon's records and conducted a field survey that included a visual inspection for obvious physical, clearance, or safety issues. Verizon's pole records were updated to reflect information obtained during the 2002 pole survey. A small percentage (0.3%) of the 17,910 poles audited was determined to be defective and the poles were replaced. Confidential Attachment No. 2 contains a summary of the audit results and the items that the vendor was contracted to survey.

b. Please provide a list of any internal audits, external audits, or external studies conducted by or for the company during the period 2002-2005 regarding service reliability and service quality. Please include the audit report or study date, title of the audit, brief audit topic description and name of the performing auditor(s).

Response:

Verizon Florida has conducted at least 36 internal audits related to service reliability and service quality and they are listed in Attachment No. 3. Administrative audits include schedules, time sheets, attendance records, safety documentation, productivity reports, trouble clearing, home dispatch records, major tool records, customer signature forms, documented soft wraps and customer call back logs. Technician audits include customer communication, station protection/terminals, bonding and grounding, buried service, aerial drop wire, station wire and jacks, transmission measurements, cross connects billing, time reporting, and records accuracy. Outside plant construction and FTTP (Fiber to the Premises) reviews include inspecting the applicable aerial/buried/underground cable placement, pole placement, pole attachments, associated hardware, strand, anchors and guys, tension and sag, cross connect boxes fiber distribution hubs, cable depth, pedestal placement, manhole racking, manhole sealing, manhole placement, handhold placement, bonding and grounding, splicing, and acceptance testing for compliance with Verizon practices.

In addition to Verizon initiated audits, the Florida Public Service Commission (FPSC) conducts annual service quality audits or evaluations. FPSC evaluations performed from 2002 to 2005 include:

2002: September 9 - October 4

2003: January 20 - November 21

2004: No routine audit performed in 2004

2005: February 21 – March 18

c. Please provide any risk analysis studies or evaluations performed by management over the period 2002-2005 for purposes of identifying internal audit coverage needs and adequacy of internal controls.

Response:

Verizon's management team analyzes risk on a day-to-day basis, and thus it is impossible to list all such analyses or evaluations. Therefore, Verizon interprets this request to be limited to risk analysis studies relating to hurricane damage to network facilities (including poles), since this is Staff's stated concern and the issue that prompted this management audit. Verizon has developed and maintains a comprehensive emergency preparedness and restoration plan that addresses all aspects of business operations during an emergency situation. The plan is designed to provide a centralized point of control and direction prior to, during, and after an emergency condition. Verizon's plan has been activated multiple times over the last several hurricane seasons and has proven to be an effective and efficient "command and control" approach to restoring service. Confidential Attachment No. 4 is a copy of Verizon's 2005 Emergency Preparedness Plan.

4. a. Please list and provide the number of joint use agreements with other utilities allowing Verizon Florida to attach its equipment to the other company's utility poles.

Response:

Joint Use Agreements (7 Companies):

Power Companies:

1. City of Bartow
2. City of Lakeland
3. Florida Power and Light
4. Progress Energy (Florida Power Corp)
5. Tampa Electric Company (TECO)
6. Peace River
7. Withlacoochee River Electric Cooperative

b. Please provide a copy of each of the agreements.

Response:

See Confidential Attachment Nos. 5a through 5g.

5. a. Please list and provide the number of joint use agreements where Verizon Florida has agreed to allow another company to attach its equipment on Verizon's utility poles.

Response:

Joint Use Agreements (16 Companies):

Power Companies (7 Companies):

1. City of Bartow
2. City of Lakeland
3. Florida Power and Light
4. Progress Energy (Florida Power Corp)
5. Tampa Electric Company (TECO)
6. Peace River
7. Withlacoochee River Electric Cooperative

CATV (3 Companies):

8. Bright House (Same Language in Time Warner and TCI contracts)
9. Comcast
10. Knology

CLEC (6 Companies):

11. Adelphia Business Solutions
12. Bell South
13. AT&T Local
14. FPL Fibernet
15. Tapco
16. KMC

- b. Please provide a copy of each of the agreements.

Response:

See Confidential Attachment Nos. 5a through 5p.

6. Please provide the number of poles which Verizon Florida owns, separated by class and type.

Response:

Verizon owns 107,863 poles in Florida. See Confidential Attachment No. 6 for class and type.

7. Please provide the number of poles on which Verizon Florida leases usage.

Response:

Verizon leases space on 381,928 poles in Florida under joint use agreements.

8. a. Please provide the average age of poles which Verizon Florida owns.

Response:

Verizon is working to obtain this data and will provide it when available. It is important to note that the age of a pole is not the sole determining factor Verizon uses to determine whether a pole needs to be replaced. Environmental conditions can impact the rate at which a pole will deteriorate over time. Poles that Verizon determines to be defective are replaced regardless of age.

b. Please provide the average [age] of the poles on which Verizon Florida leases space from other utility providers.

Response:

Verizon does not have this data since the poles are not Verizon-owned.

B. Pole Inspection Programs

9. List and describe company inspection activities, efforts and programs for inspecting poles during the period 2002-2005.

Response:

See responses to question Nos. 1 through 3.

10. Provide current copies of the company's policies and procedures that relate to inspection efforts and activities. These inspection activities may include any or all of the following: routine scheduled inspection to determine condition and/or maintenance needs, targeted inspections required under specific triggering circumstances, inspections conducted on an as-needed basis or as part of other work activities.

Response:

Confidential Attachment No. 7 covers safeguards to be taken before climbing poles or placing ladders on poles. This practice covers pole failure, pole strength, visual examination of a pole, methods of pole testing, and procedures for reporting unsafe poles.

11. Provide a description of pole inspection objectives, measurements and results, by year and operating district, for the period 2002-2005.

Response:

See response to question No. 1. Verizon does not set specific pole inspection objectives because pole inspection and maintenance are addressed through normal daily work activities.

12. Provide budgeted and actual expenditures for poles inspection activities, efforts and programs, by year and by district, during the period 2002-2005.

Response:

See Confidential Attachment No. 8 for expenditures for 2005 year-to-date. Verizon is working to obtain data for prior years and will provide the information when it is available.

13. Describe any portions of the pole inspection efforts and activities outsourced or completed by contractors during the period 2002-2005. Please provide copies of any current contracts for outsourcing.

Response:

See response to question 3a for a description of the audit outsourced to ATCO Communications in 2002. Also, Confidential Attachment No. 9 is a

current contract for outsourcing that is representative of the contracts Verizon signs with its vendors.

14. Describe any changes in the company's approach to pole inspection activities, efforts or funding during the period 2002-2005.

Response:

Verizon issued a companywide position statement on 6/13/05 addressing remedial pole work. Since 2000, Verizon has opposed and restricted remedial pole work on Verizon owned poles on the ground that there is no conclusive evidence that such work prolongs the life of the poles. This policy applies to all current and future joint-use or shared pole agreements. Poles not meeting minimum structural standards are replaced rather than repaired.

15. Please describe how the company evaluates and monitors any pole inspections and maintenance work outsourced to contractors.

Response:

Verizon's agreements with its contractors provide performance expectations, audits and reports, plant rules, service quality measurements, and many other items that hold a contractor to high standards. Please see Confidential Attachment 9 for contract language.

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

ATTACHMENT 1

ORGANIZATIONAL CHARTS

Southeast Market Area Construction Organization Chart

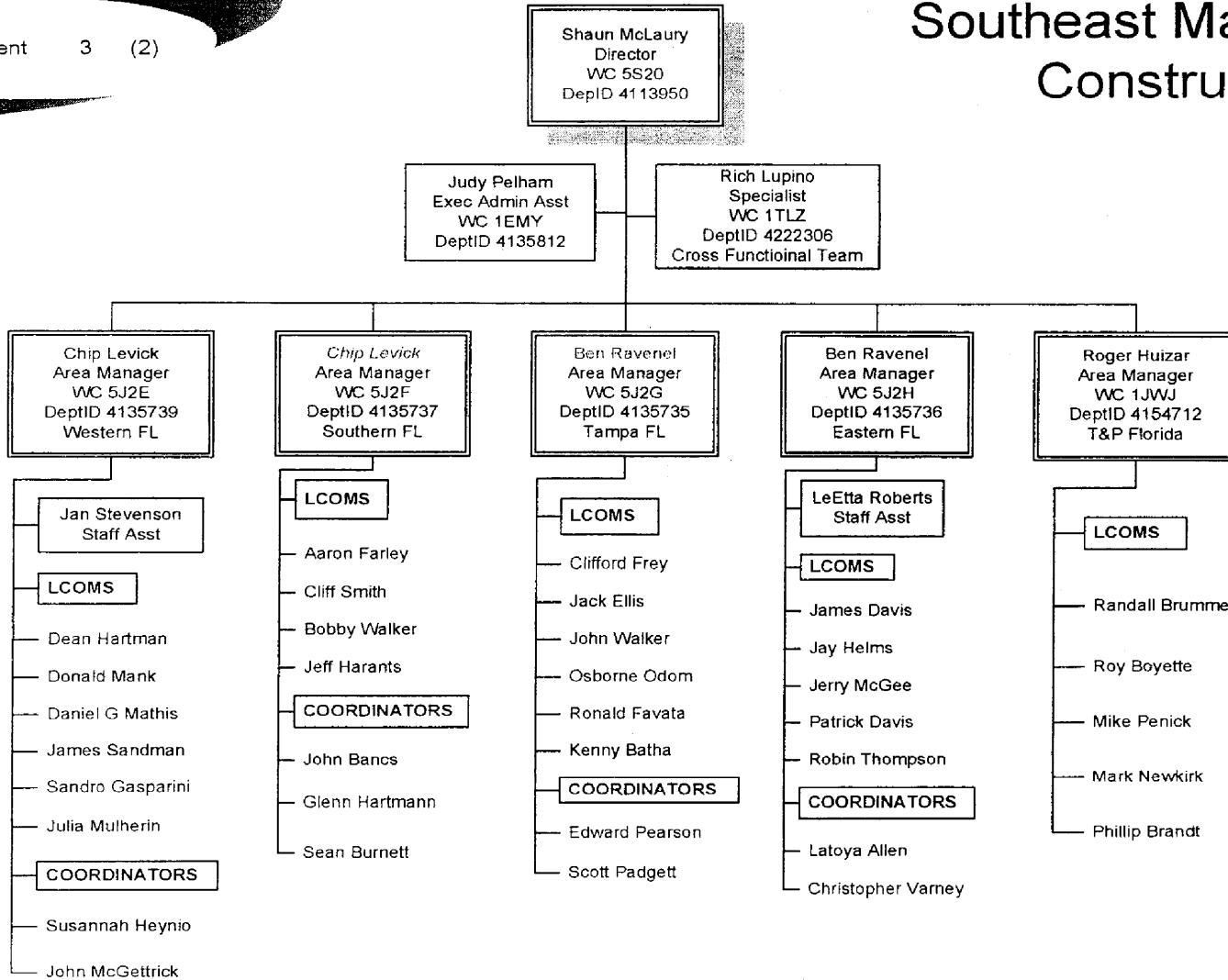
Management	74 (77)
Associates	567 (586)

As of October 22, 2005

BUDGET

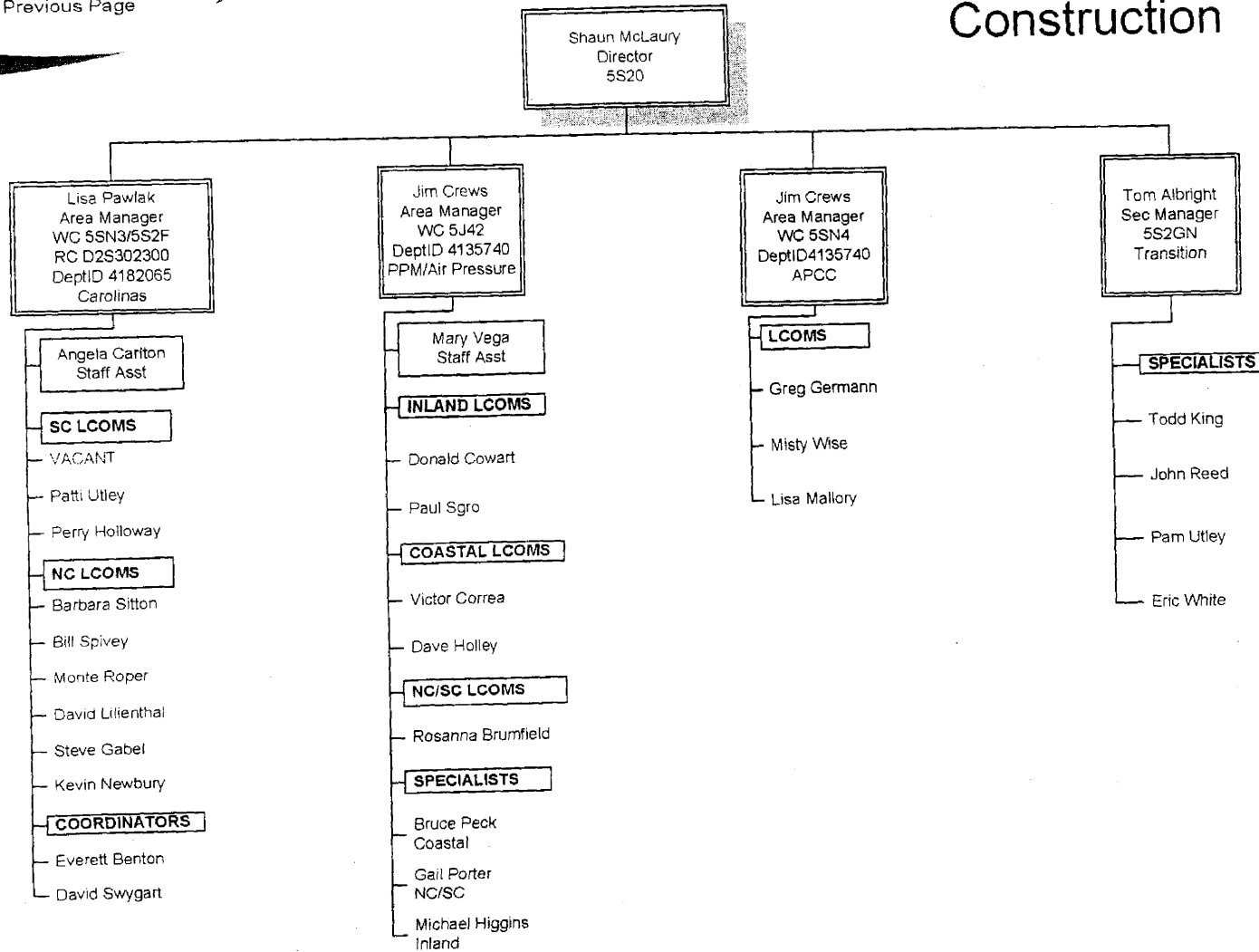
End of Year Budgeted
Numbers are in the
parentheses.

Southeast Market Area Construction



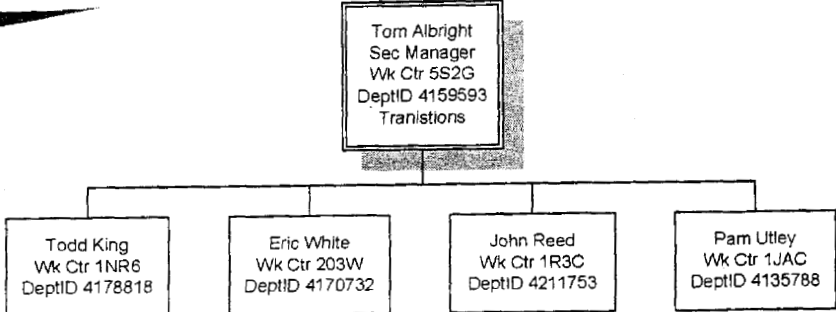
See Previous Page

Southeast Market Area Construction



Management 5 (5)

SE Construction Transition Group



Management 6 (6)
 Associates 79 (82)

SE Construction T & P FL

(pg 1 of 1)

Roger Huizar
 Area Manager
 1JWJ
 DeptID 4154712
 T&P FL

Randall Brummett
 LCOM
 Wk Ctr 12HV
 DeptID 4135779
 Western

SPLICERS 20 (20)

- Abrahams, Ian
- Baker, Curtis
- Christensen, Kenneth
- Hague, Robert
- Hughes, Dayton
- Keaton, Robert
- Keirnan, Ted
- Manning, Joseph
- Nelle, Michael
- Nelle, Steven
- Ohling, Shawn
- Pendlan, Ronnie
- Richards, Gary
- Schuring, William
- Snelling, Larry
- Spade, Charles
- Thomas, Bryan
- Varner, Michael
- Wille, Michael
- Wilson, Christopher

Roy Boyette
 LCOM
 Wk Ctr 1265
 DeptID 4135760
 Southern

SPLICERS 17 (17)

- Bancs, Edwin
- Barnwell, Tom
- Buckelew, Roy
- Ferris, George
- Gillis, Randy
- Grubbs, Robert
- Kuhn, Todd
- Phebus, Garry
- Rann, Gene
- Rowe, Douglas
- Schmeizer, Mike
- Spivey, Charlisie
- Staley, Harvey
- Stevens, Ronald
- Summers, Paul
- Tison, Donald
- White, Steven

Mike Penick
 LCOM
 Wk Ctr 12E9
 DeptID 4135770
 South Tampa

SPLICERS 16 (16)

- Bennett, Vince
- Berry, Chris
- Brown, Allen
- Diaz, John
- Elliot, Gerry
- Funkhouser, William
- Hall, Michael
- Harris, James
- Hoffman, Adam
- Jones, Denis
- Merriett, Gary
- Sapp, Shane
- Steifflug, Robert
- Stevens, Anthony
- Thayer, Dale
- Tucker, Gary

Mark Newkirk
 LCOM
 Wk Ctr 123P
 DeptID 4135758
 North Tampa

SPLICERS 18 (18)

- Boromei, David
- Campbell, Michael
- Card, Roy
- Haker, Lawrence
- Houchins III, John
- Houchins IV, John
- Husty, Henry
- Jahnigen, Gary
- Jones, Daniel
- Pruitt, Tom
- Purvis, Cory
- Russell, Ben
- Rutkowski, James
- Sharpe, John
- Sinclair, Victoria
- Tozian, Gary
- Villar, Kenny
- Young, Robert

Phillip Brandt
 LCOM
 Wk Ctr 1EMZ
 DeptID 4135738
 Eastern

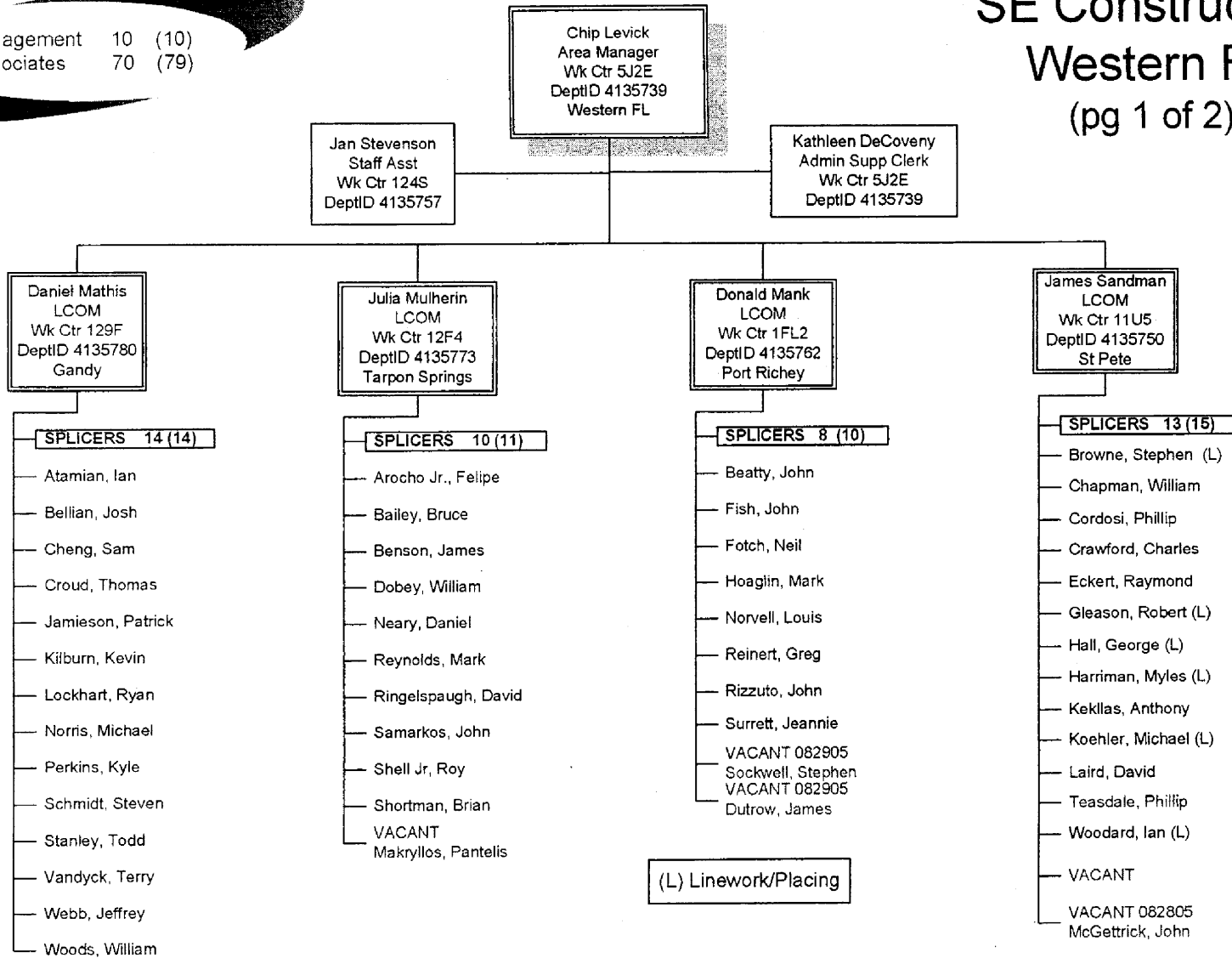
SPLICERS 9 (11)

- Brady, Michael
- Brooks, Shawn
- Claxton, Doug
- Deffiore, Trent
- Emerson, Brett
- McConnell, John
 retires 102905
- Rutledge, Robert
- Scott, Randall
- Stauffer, David
- Willard, J W
- Stephens, Sherman
- Whiddon, Rusty
- VACANT
- Falcone, John

4

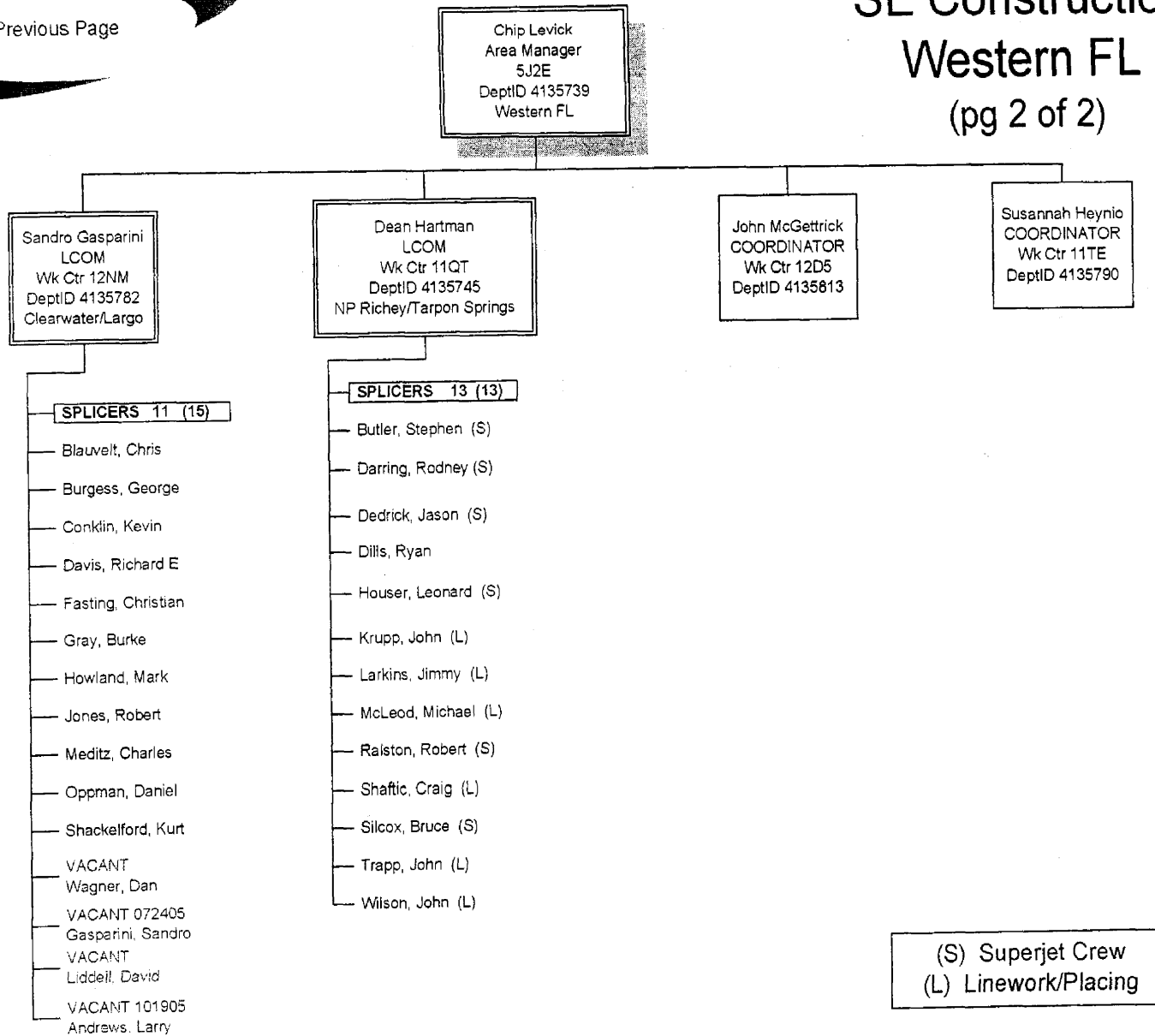
Management 10 (10)
 Associates 70 (79)

SE Construction Western FL (pg 1 of 2)



See Previous Page

SE Construction Western FL (pg 2 of 2)



Management 7 (7)
 Associates 63 (58)

Chip Levick
 Area Manager
 Wk Ctr 5J2F
 DeptID 4135737
 Southern FL

Cynthia Hockett
 Admin Supp Clerk
 Wk Ctr 5J2F

SE Construction Southern FL

Bobby Walker
 LCOM
 Wk Ctr 12BZ
 DeptID 4135769
 Sarasota S

Aaron Farley
 LCOM
 Wk Ctr 11R1
 DeptID 4135747
 Sarasota N

Cliff Smith (fBA)
 LCOM
 Wk Ctr 11T4
 DeptID 4135748
 Venice

Jeff Harants
 LCOM
 Wk Ctr 11PC
 DeptID 4135778
 Bradenton

Glenn Hartmann
 COORDINATOR
 Wk Ctr 121N
 DeptID 4135774

John Bancs
 COORDINATOR
 Wk Ctr 11X7
 DeptID 4135791

Sean Burnett
 COORDINATOR
 Wk Ctr 1E7M
 DeptID 4135746

SPLICERS 11 (11)

- Collier, Larry
- Collins, Anthony
- Emrich, Chris
- Marks, Mark
- Niedermeier, Eric
- Praeter, William
- Randolph, Brian
- Raynes, George
- Riley, Steven
- Wacha, James
- Wagner, Robert

LINEMEN 13 (13)

- Abele, George
 - Gardner, Ron
 - Giles, Roy
 - Haas, Allen
 - Hammond, Robert
 - Kennedy, Richard
 - Normandin Jr, George
 - Rawls, James
 - Readinger, John
 - Roberts, Robert
 - Smith, Andrew
 - Troyer, Dan
 - Wallace, David
- SPLICERS 11 (8)**
- Gallegos, Hernando
 - Harlow, Jason
 - Hartman, Ronald
 - Kaelin, Jonathan
 - Kruzel, Robert
 - Labounty, Timothy
 - Langman, Chri
 - Rodriguez, Delvis
 - Villanueva, Carlos
 - Ward, Ronnie
 - Weisenborn, Kevin

SPLICERS 14 (12)

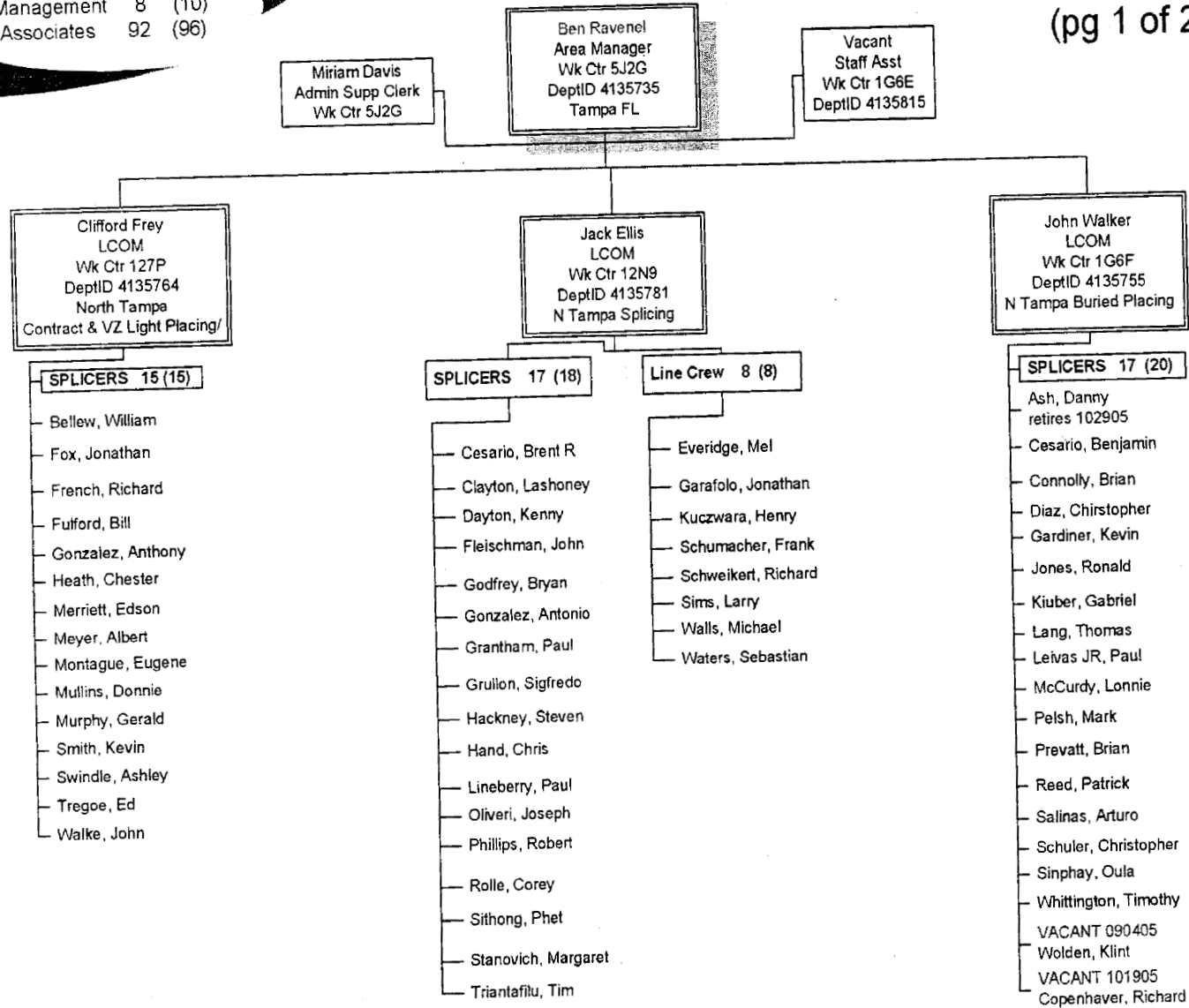
- Bilbrey, Michael
- Fernandez, Manuel
- Flick, Greg
- Graham, Michael
- Hendry, Phillip
- Leavitt, Eric
- McDonald, Robert
- Muniz, Jamie
- Rapuano, John
- Rispoli, Keith
- Riviere, Jacques
- Singh, Hans
- Wilkinson, Scott
- Wood, Sammy L
- Guerra, Juan (MLOA)

SPLICERS 13 (13)

- Boerner, Brian
- Bowen, Steve
- Burgess, James
- Ford, Jason
- Harvey, Joe
- Hawkins, Dale
- Keiper, Jonathan
- Mayo, Mike
- McMillan, Richard
- Reid, John
- Rouse, Kyle
- Swett, Robert
- Velez, Martin

SE Construction Tampa FL (pg 1 of 2)

Management 8 (10)
Associates 92 (96)

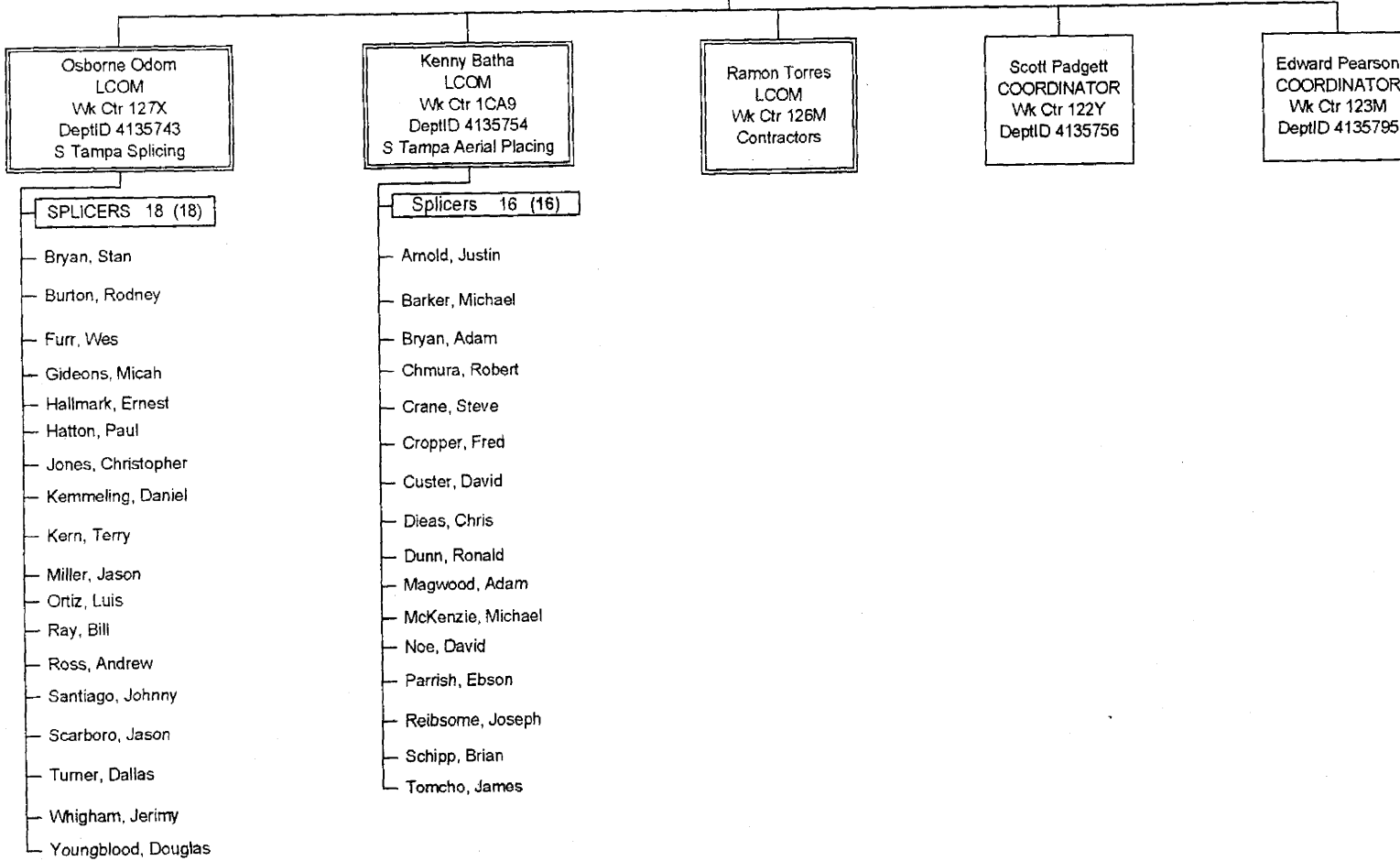


See Previous Page

SE Construction Tampa FL

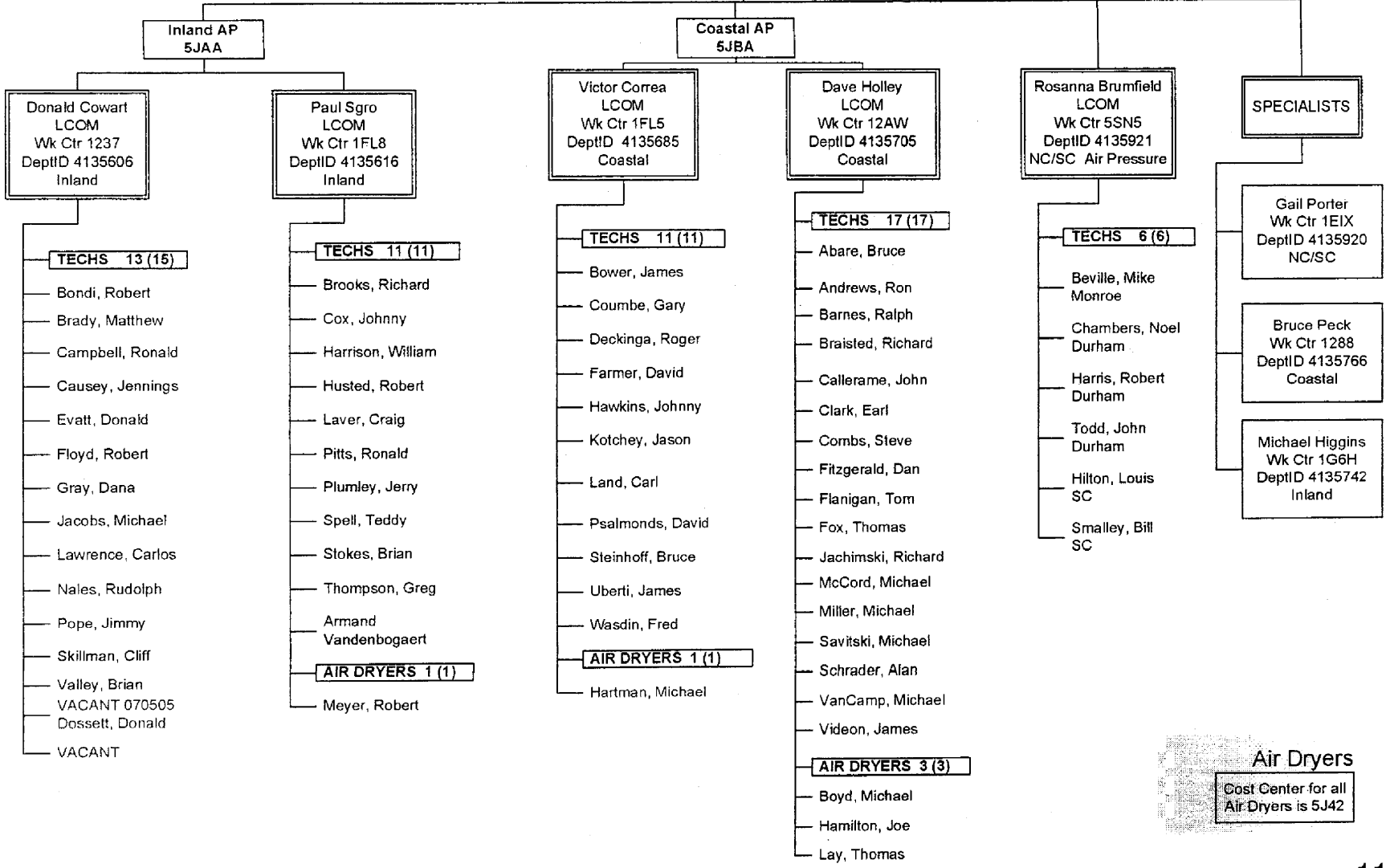
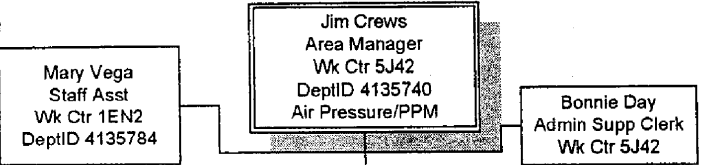
(pg 2 of 2)

Ben Ravenel
Area Manager
5J2G
Tampa FL



SE Construction Air Pressure/PPM

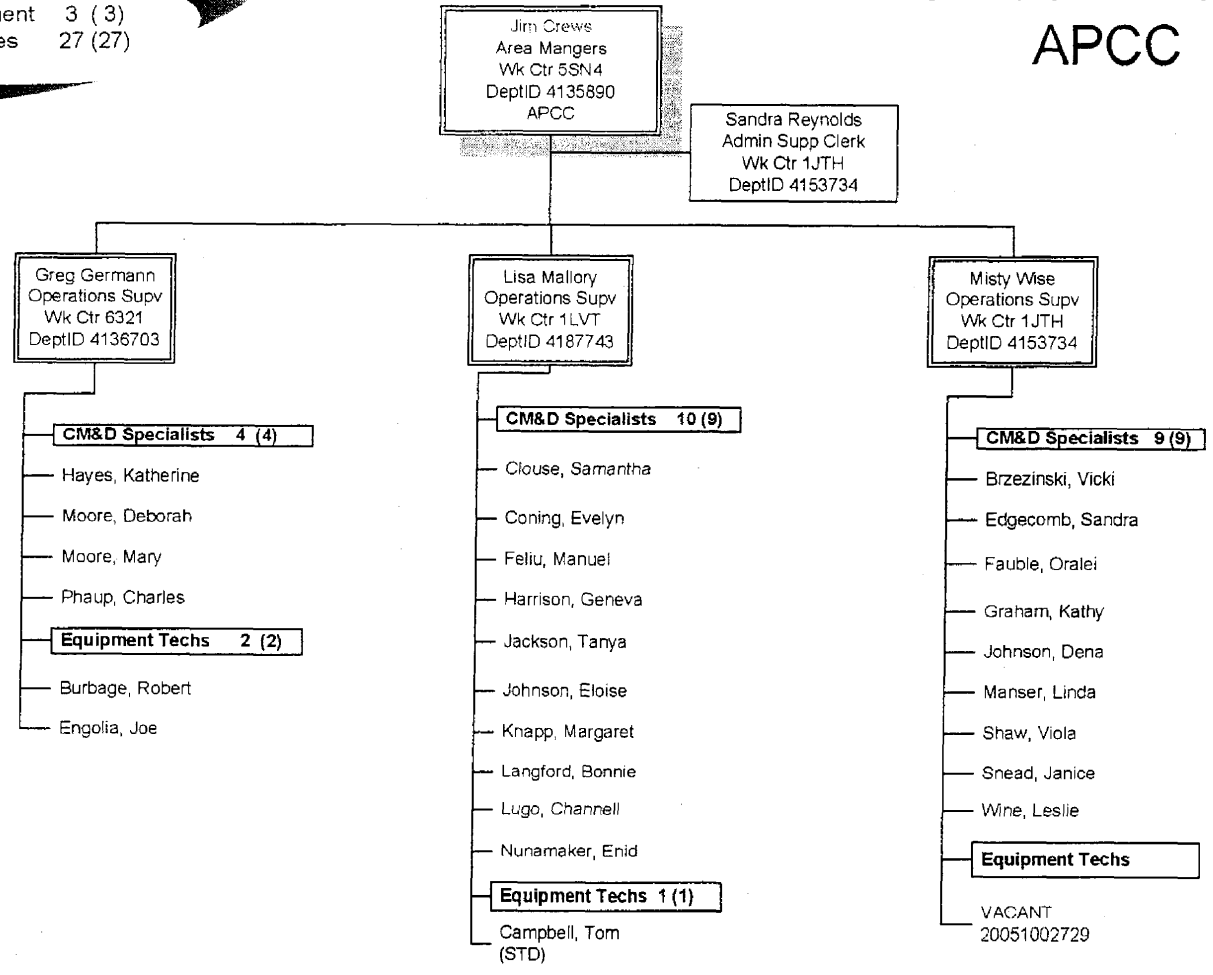
Management 10 (10)
Associates 64 (66)



Air Dryers
Cost Center for all
Air Dryers is 5J42

Management 3 (3)
 Associates 27 (27)

SE Construction APCC



12

Inland Division Customer Operations Organization Chart

Management	60	(64)
Associates	636	(638)

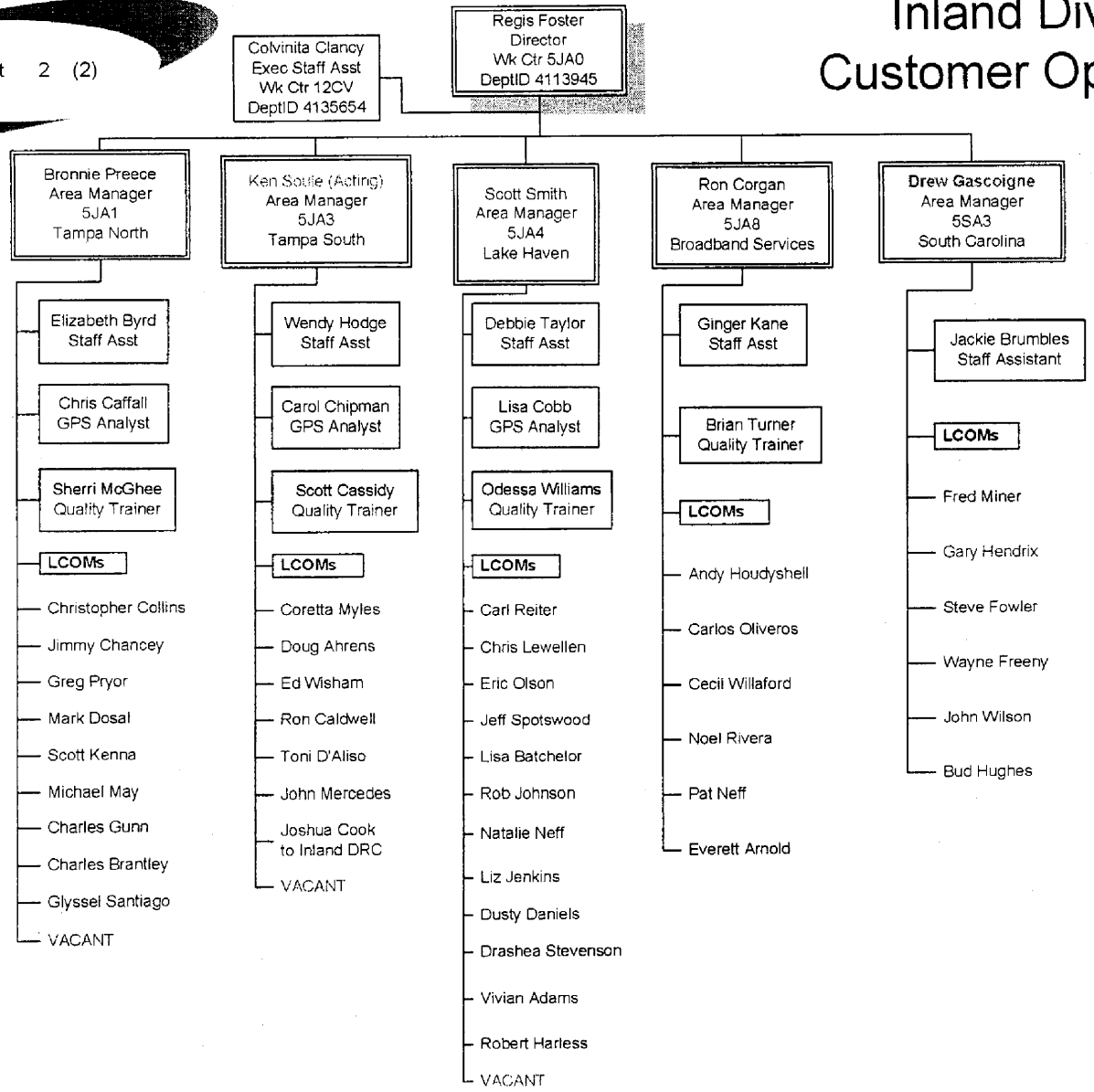
As of October 22, 2005

BUDGET

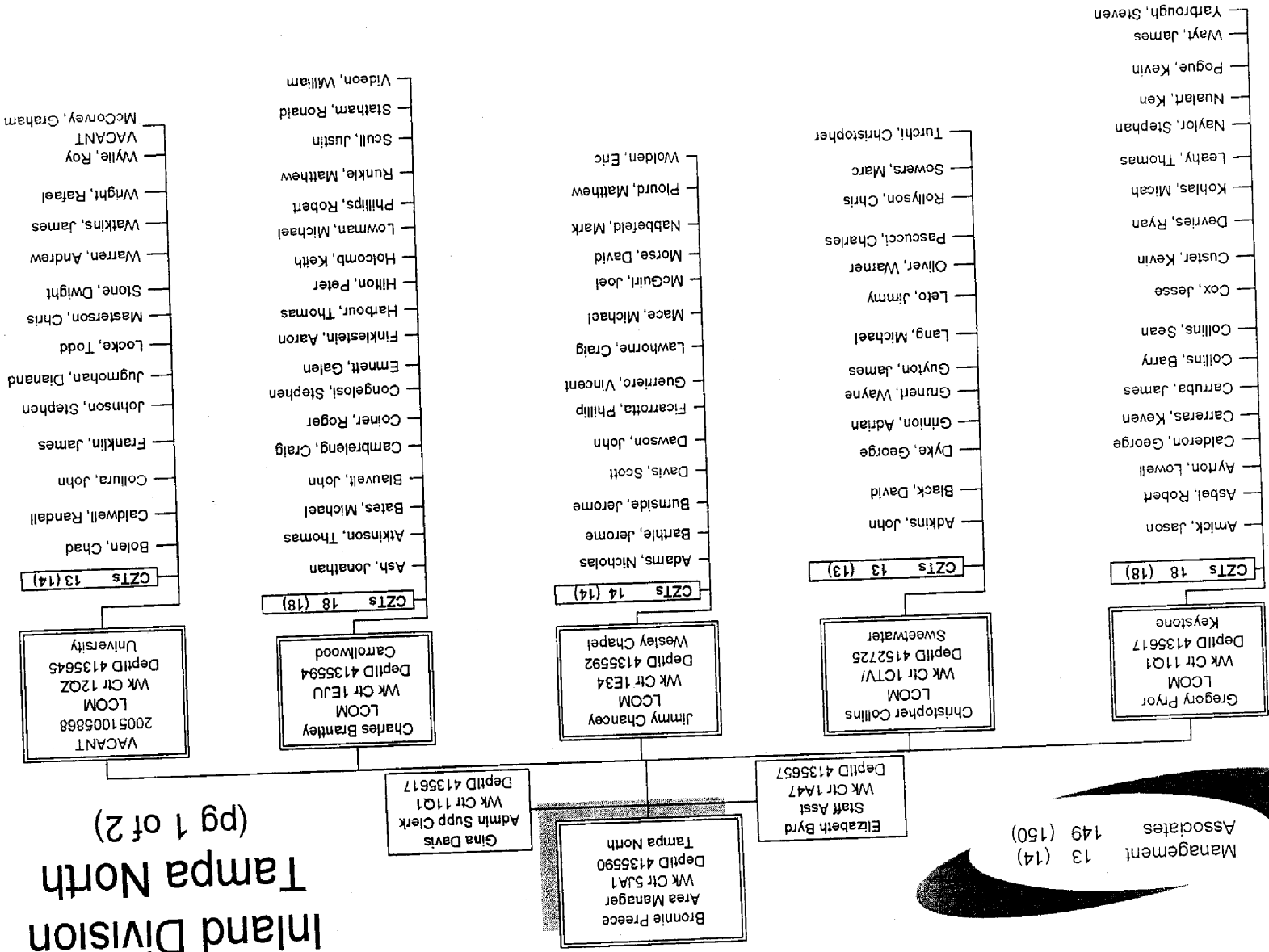
End of Year Budgeted
Numbers are in the
parentheses.

Inland Division Customer Operations

Management 2 (2)

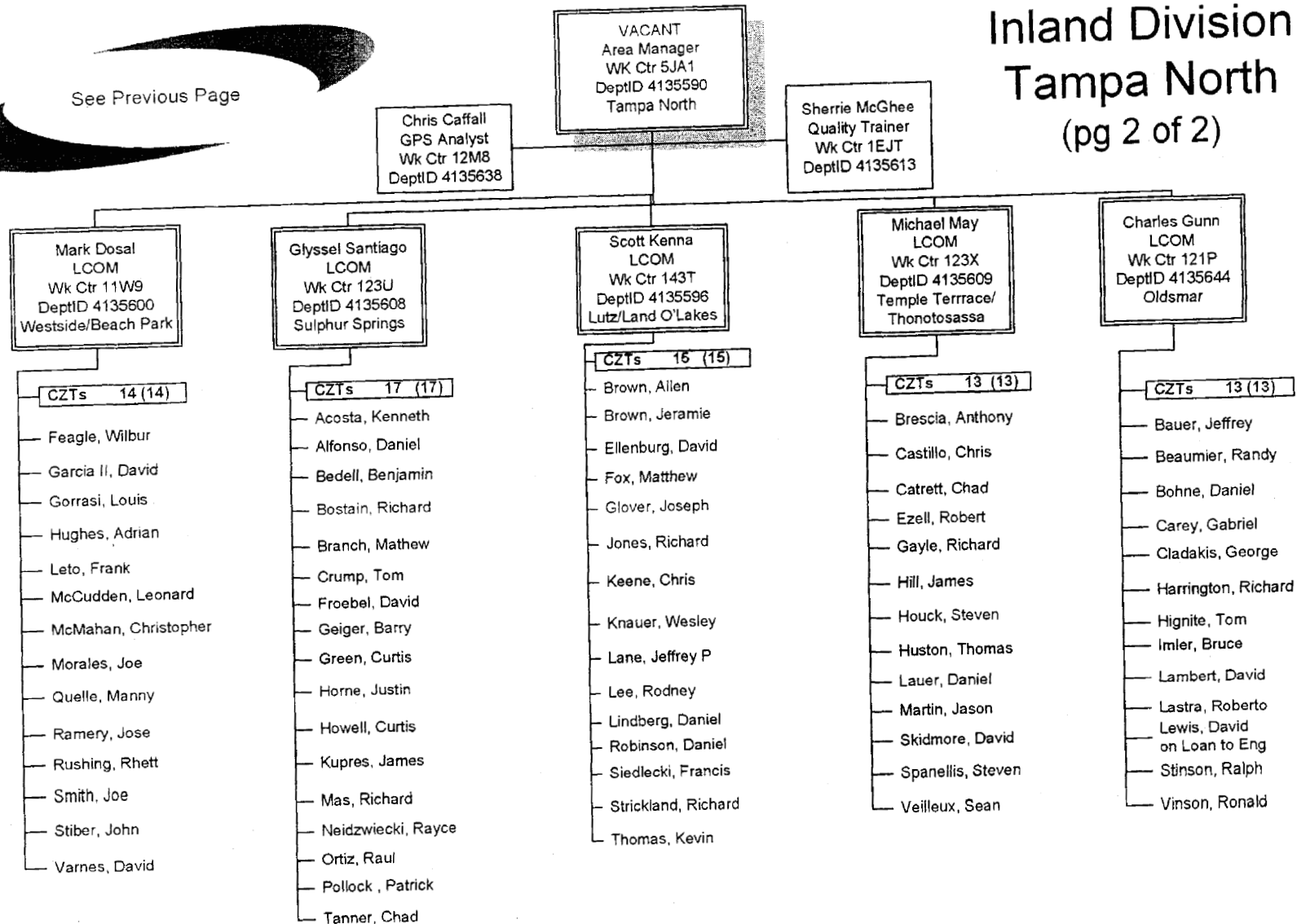


Inland Division Tampa North (pg 1 of 2)



See Previous Page

Inland Division Tampa North (pg 2 of 2)



Inland Division Tampa South

(pg 1 of 2)

Management 12 (12)
Associates 118 (131)

Kenneth Soule (Acting)
Area Manager
Wk Ctr 5JA3
DeptID 4135587
Tampa South

Wendy Hodge
Staff Asst
Wk Ctr 12DO
DeptID 4135653

Connie Smith
Admin Supp Clerk
Wk Ctr 5JA3

John Mercedes
LCOM
Wk Ctr 1CIU
DeptID 4135619
Walcraft/MacDill

CZTs 12 (17)

- Carr, Richard
- Chamberlin, Dan
- Davis, Shane
- Garcia, Manuel
- Hooten, Thomas
- Moore, Richard
- Rangel, Peter
- Sheppard, Robert
- Smith, Robert
- Tackitt, Brian
- West, Phillip
- Zaimovic, Damir
- VACANT 070505
Suggs, William
- VACANT
- Miles, Michael
- Sprovach, William
- VACANT
- 20051002750 (2)

20051007288
Josh Cook to DRC
LCOM
Wk Ctr 1CHM
DeptID 4135621
Brandon

CZTs 17 (16)

- Andrews, Sidney
- Cooper, Quincy
- Davis, Glenn
- Debolt, Shari
- Gill, Donald
- Haney, Jacob
- Hanssen, Paul
- Huska, Keith
- Laney, Charles
- Lantz, George
- Lochin, Clyde
- McNair, Eric
- Prince, Kenneth
- Rothenbush, Daniel
- Sanken, Joe
- Smith, Kimberly
- Weatherspoon, Charles

Ed Wisham
LCOM
Wk Ctr 12Y3
DeptID 4135605
Ruskin/Wimouma

CZTs 16 (20)

- Adams, John
- Brigman, Richard
- Carpenter, Justin
- Covey, Shawn
- Fiske, Glen
- Florer, Ed
- Hill, Joel
- Lapniewski, Frank
- Newsome, Mark
- Purtell, Steven
- Rocha, Chet
- Rosebrough, Mark
- Schwier, John
- Stanaland, Richard
- Tindel, Kenneth
- White, David
- VACANT 080105 (4)
- Boyette, Mike
- Clark, Timothy
- Green, Gary
- Hamrick, Troy

Ron Caldwell
LCOM
Wk Ctr 120A
DeptID 4135629
Hyde Park

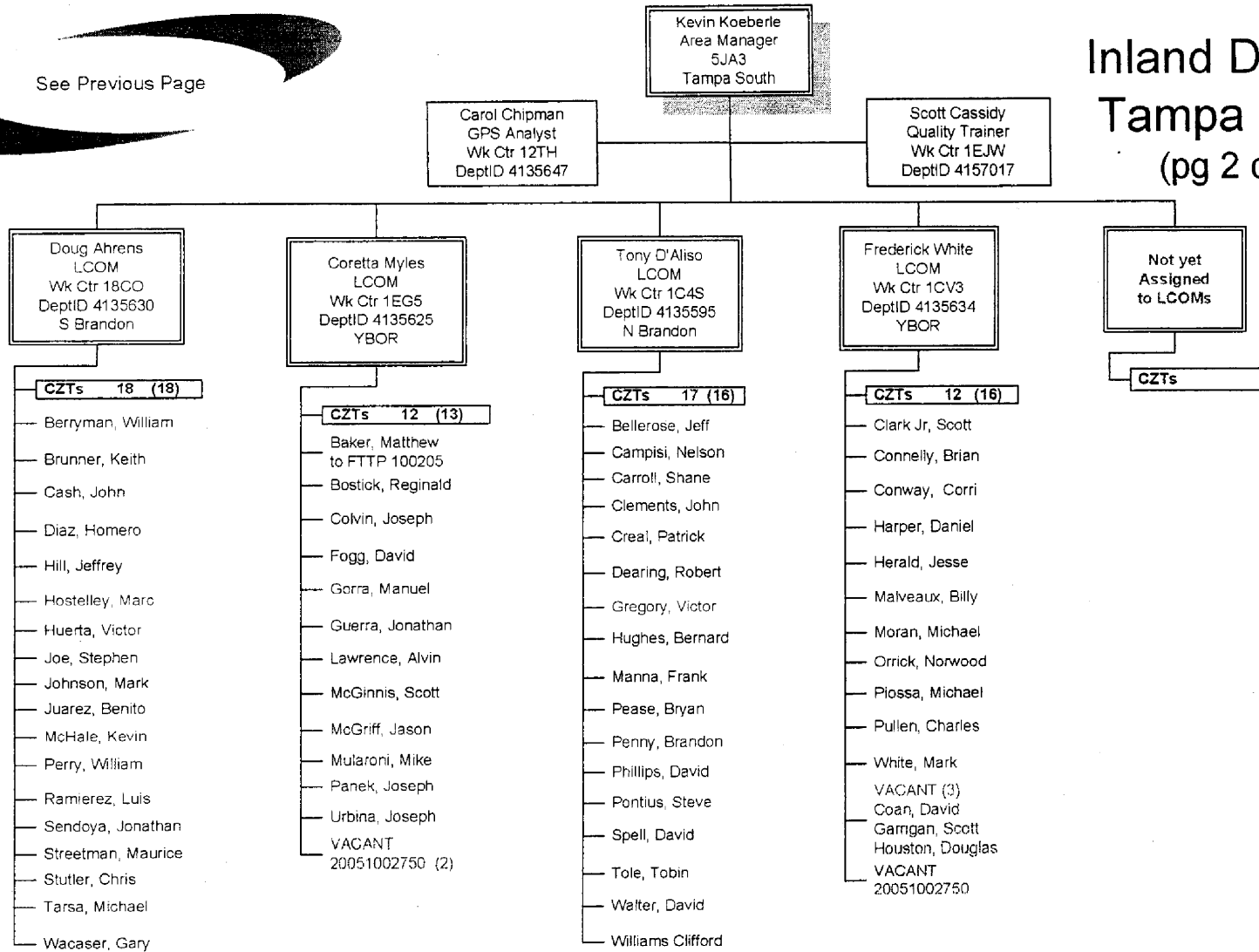
CZTs 14 (14)

- Brescia, Brandon
- Bruckner, Gary
- Crowe, Tracy
- Franklin, David
- Gomez, Mark
- Hadfield, William
- Luciene, John
- Medina, Michael
- Moncada, Frank
- Palardis, Charles
- Rumbaugh, Douglas
- Tessier, Raymond
- Torres, Jorge
- Watkins, Bruce

20051002427 - 9 CZT IIs

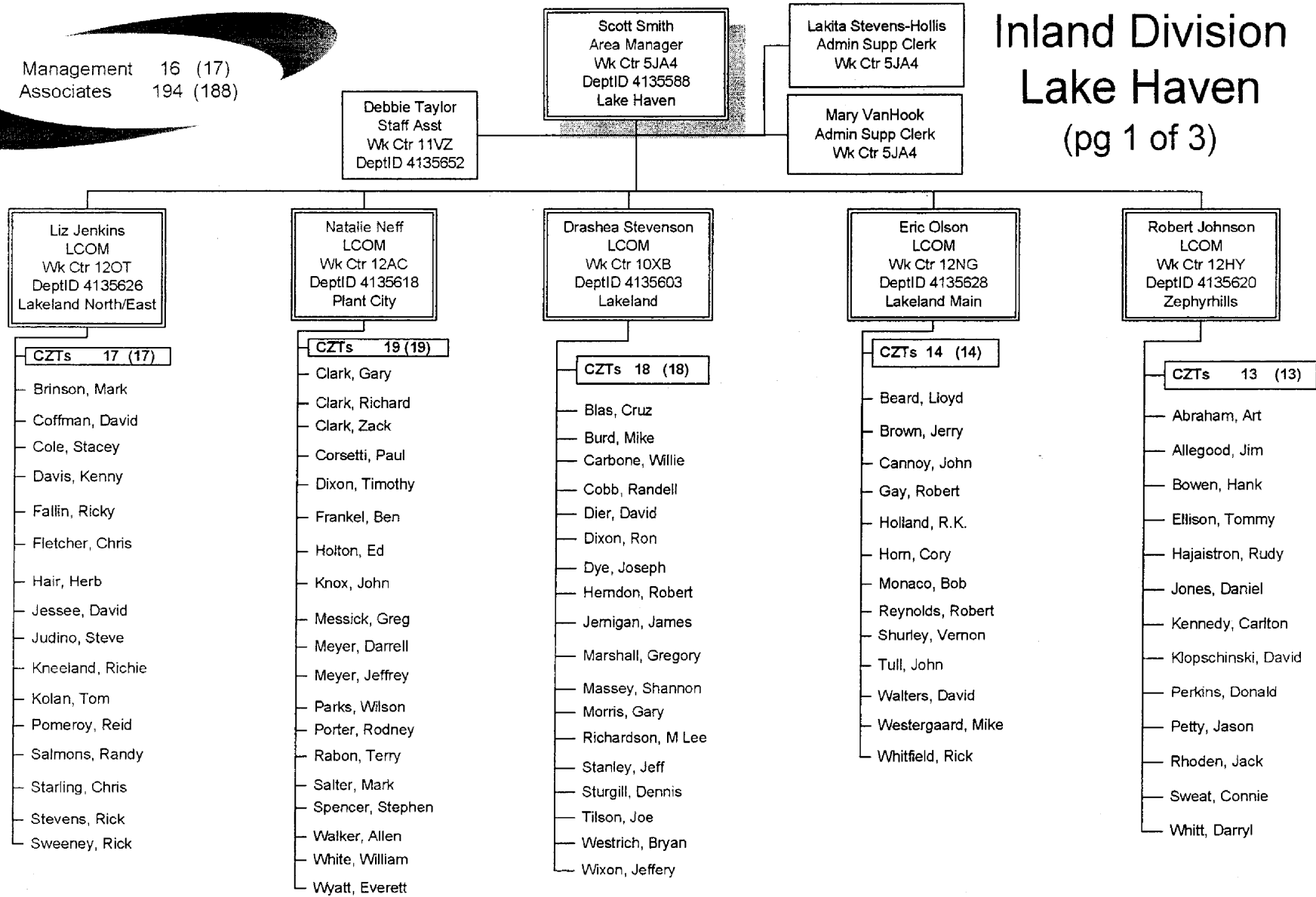
See Previous Page

Inland Division Tampa South (pg 2 of 2)



Management 16 (17)
 Associates 194 (188)

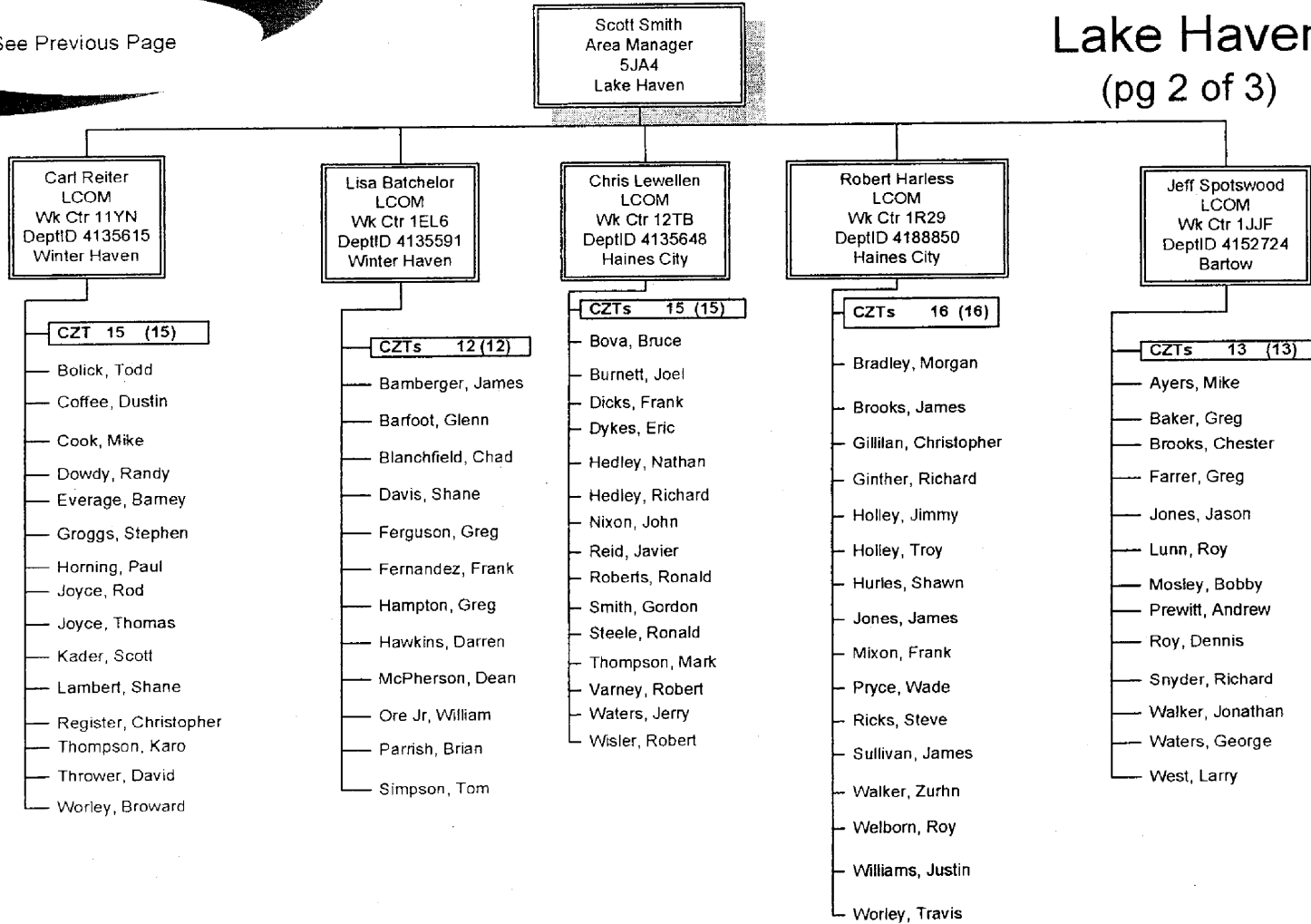
Inland Division Lake Haven (pg 1 of 3)



61

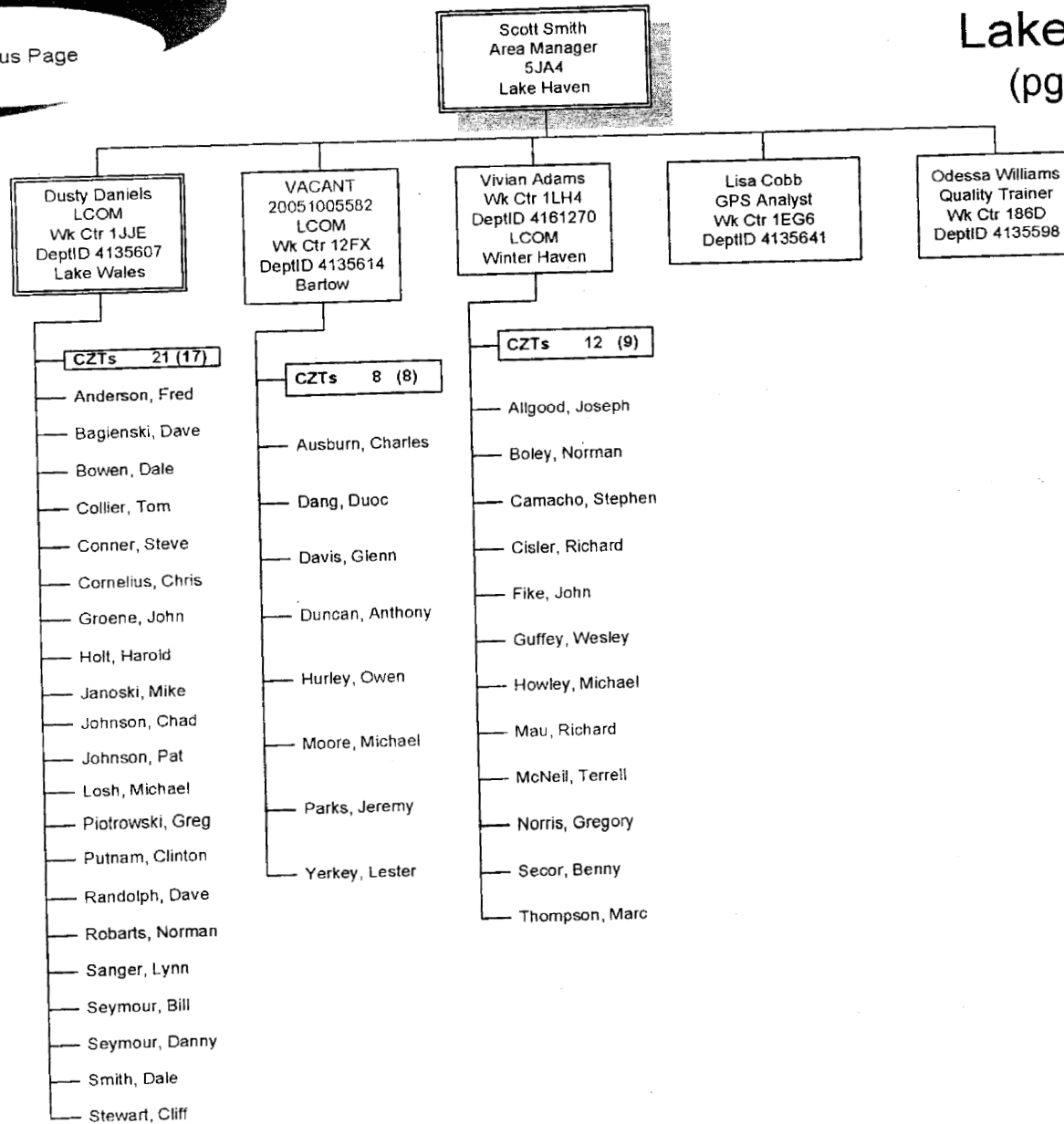
See Previous Page

Inland Division Lake Haven (pg 2 of 3)



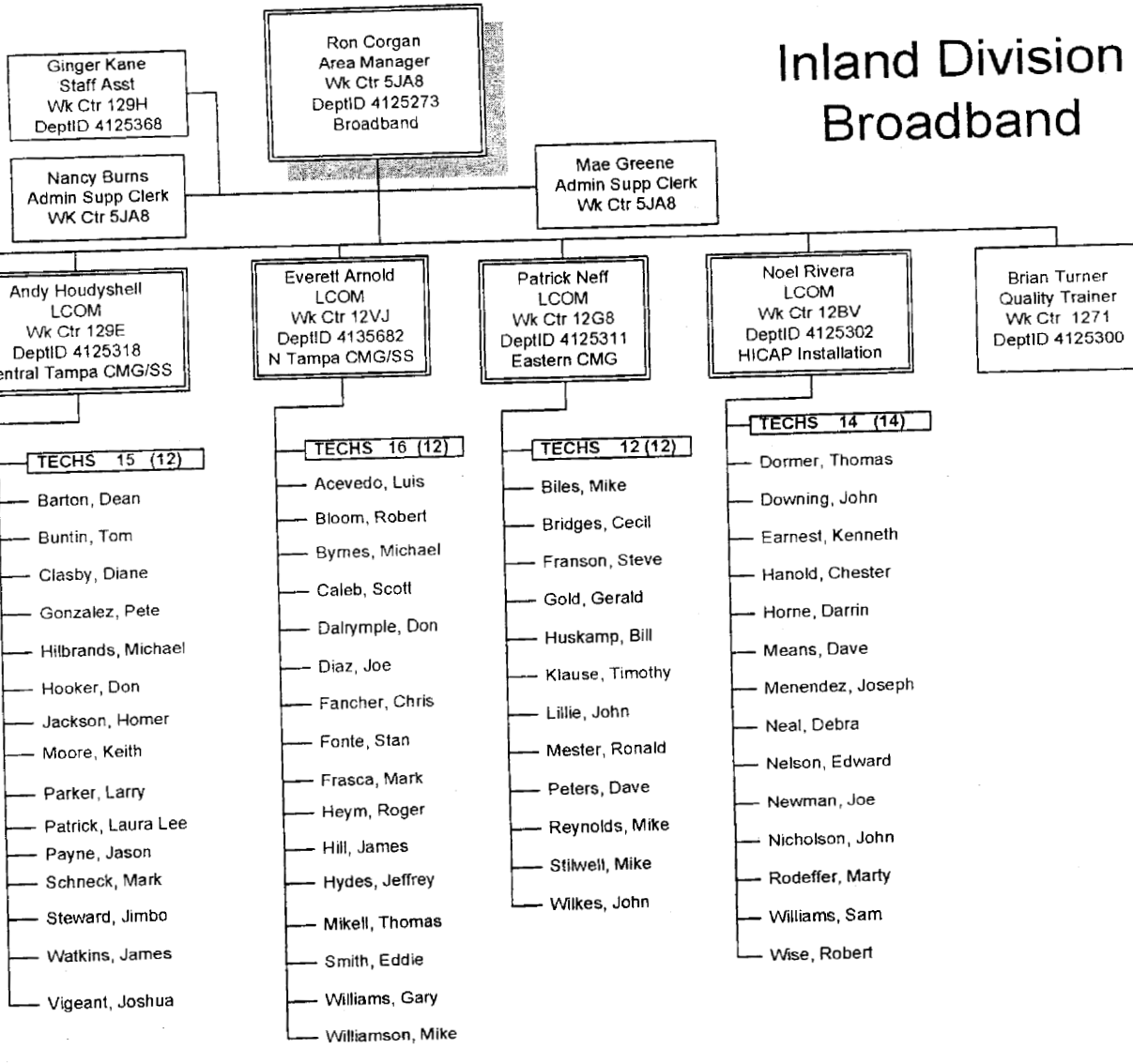
Inland Division Lake Haven (pg 3 of 3)

See Previous Page



Inland Division Broadband

Management 9 (9)
 Associates 79 (79)
 Replace Contr 6 (8)
 Tot Assoc 85 (87)



Coastal Division Customer Operations Organization Chart

Management	65	(65)
Associates	600	(603)

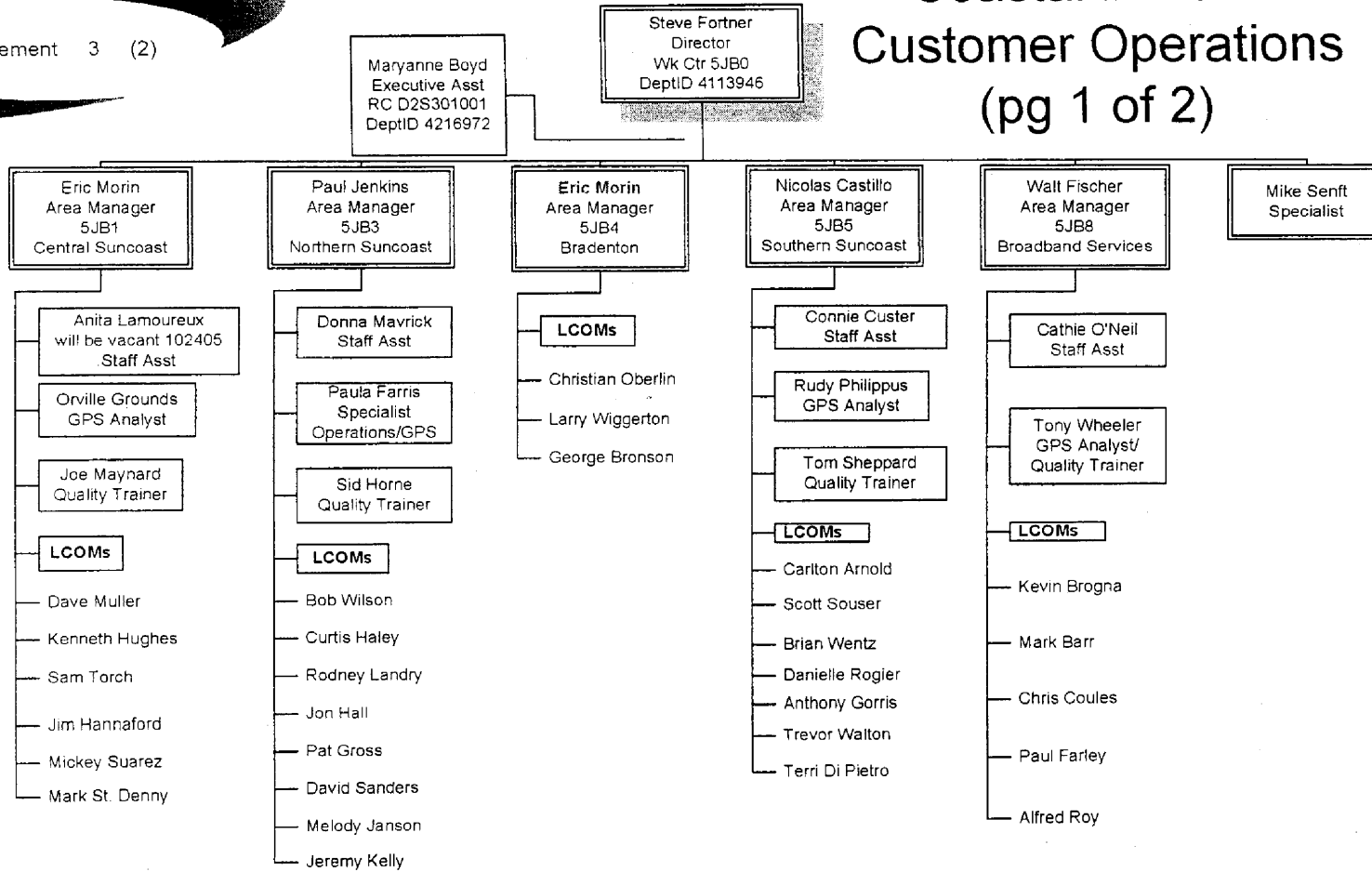
As of October 22, 2005

BUDGET

End of Year Budgeted
Numbers are in the
parentheses.

Management 3 (2)

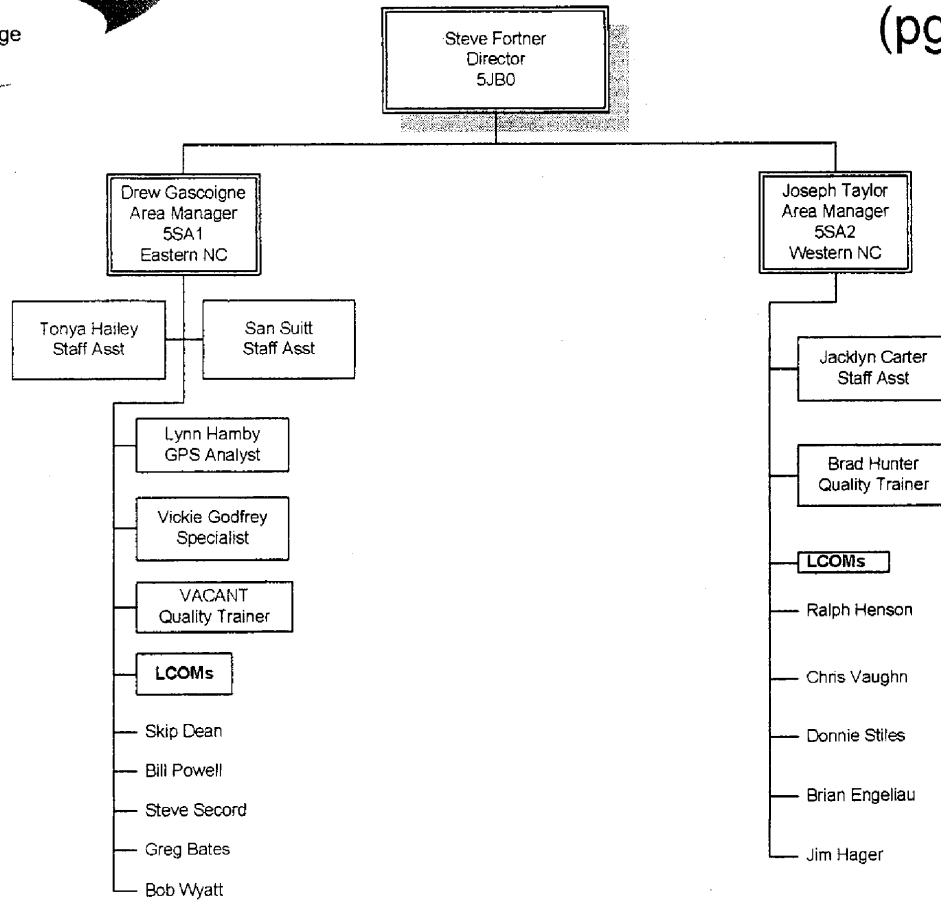
Coastal Division Customer Operations (pg 1 of 2)



10

Coastal Division Customer Operations (pg 2 of 2)

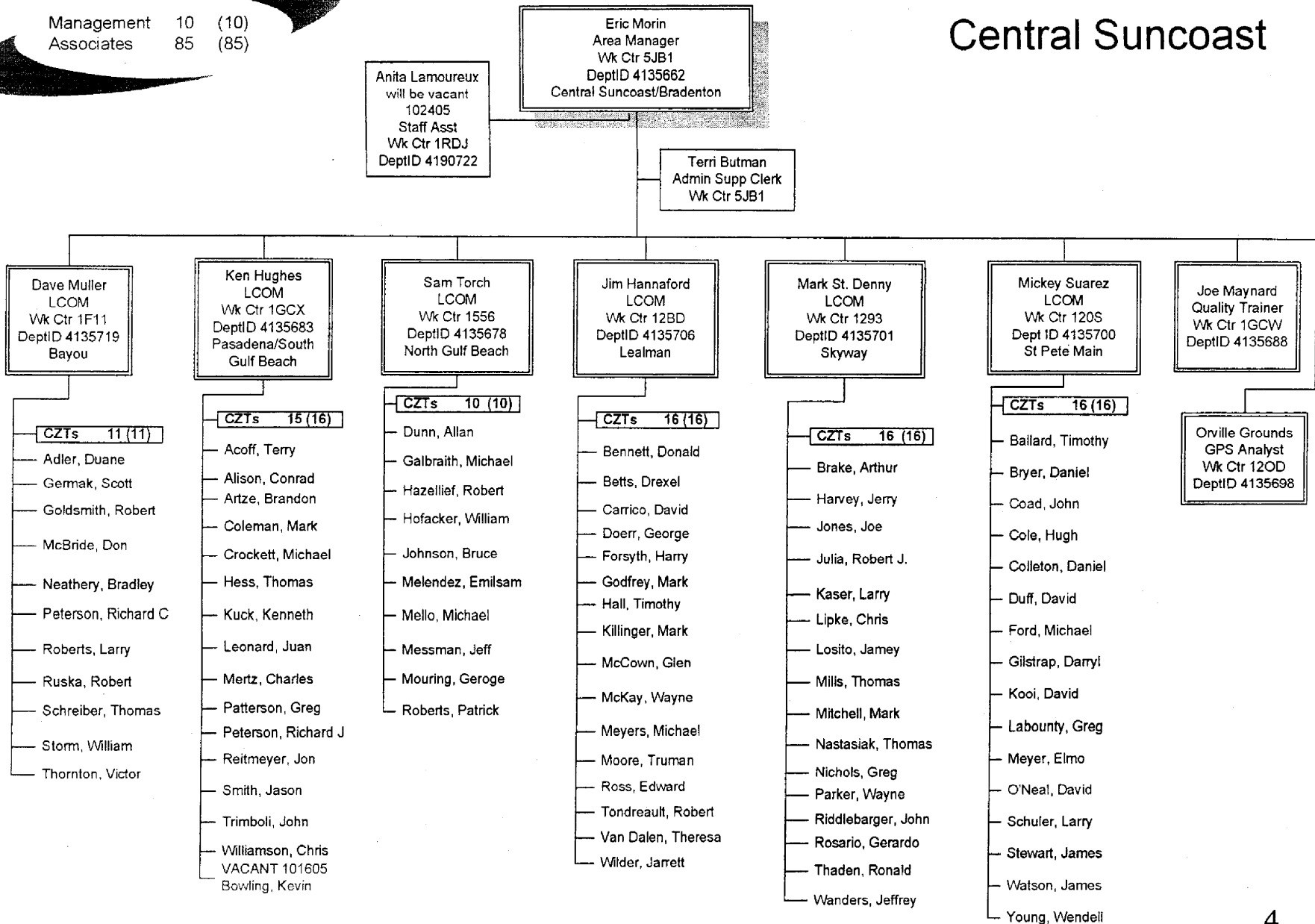
See Previous Page



25

Coastal Division Central Suncoast

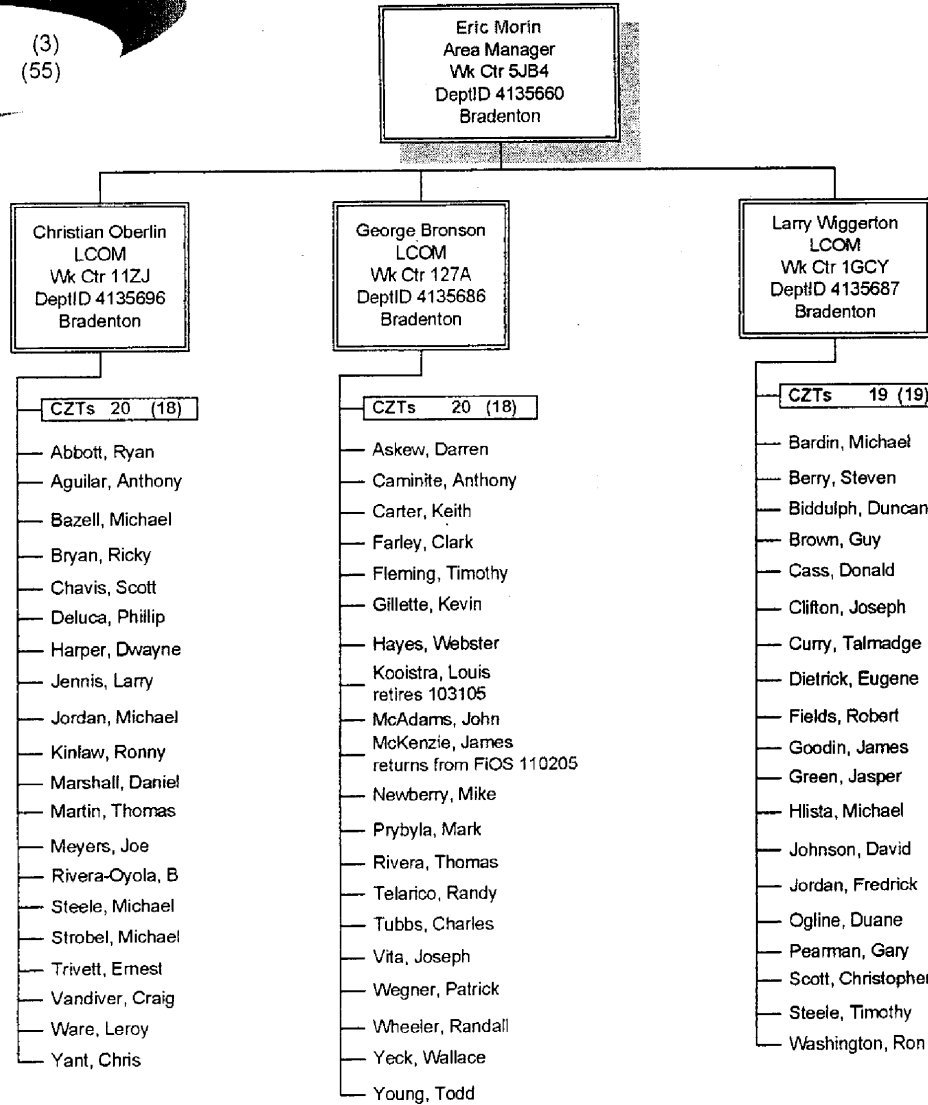
Management 10 (10)
Associates 85 (85)



98

Management 3 (3)
 Associates 59 (55)

Coastal Division Bradenton

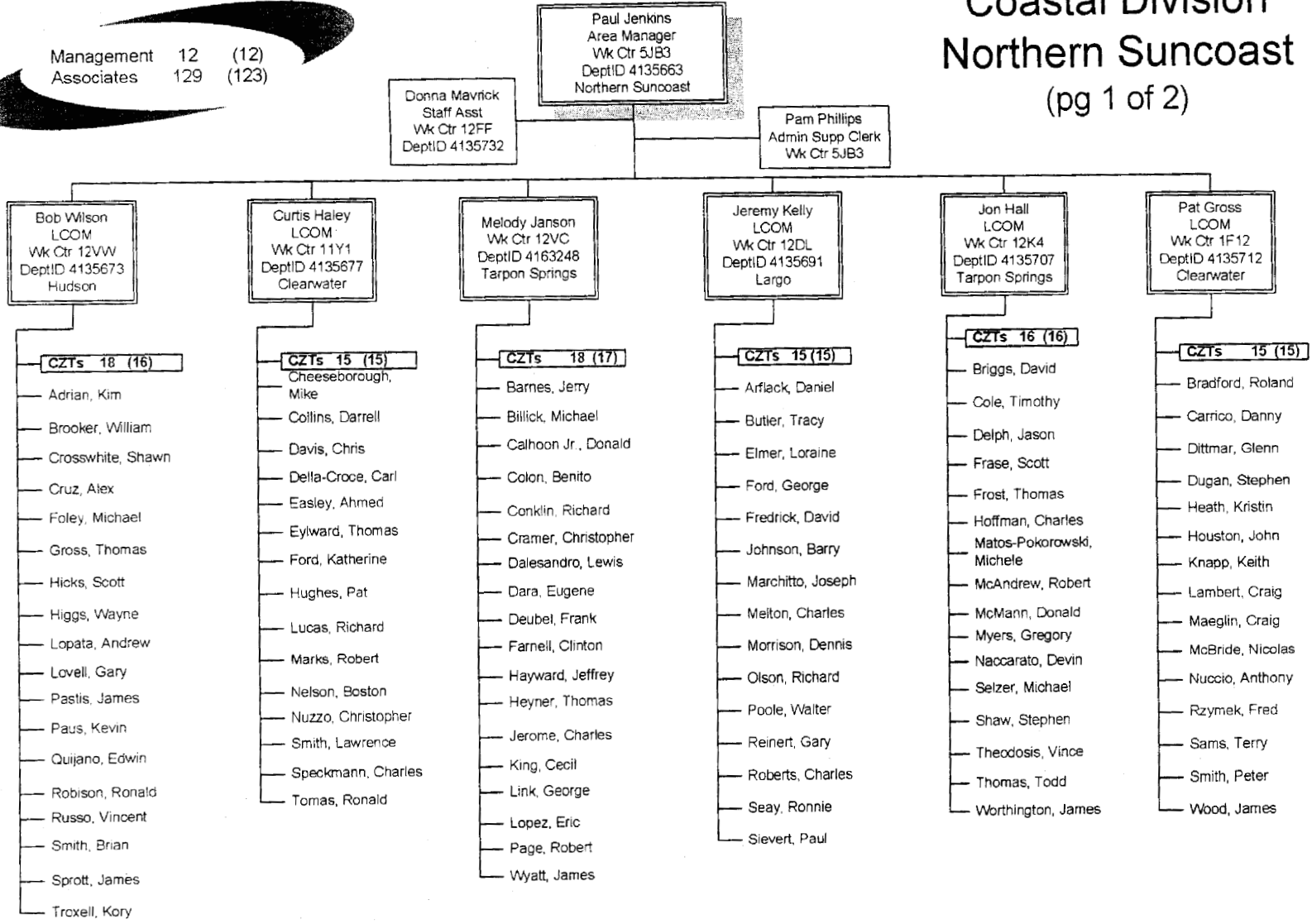


27

Coastal Division Northern Suncoast

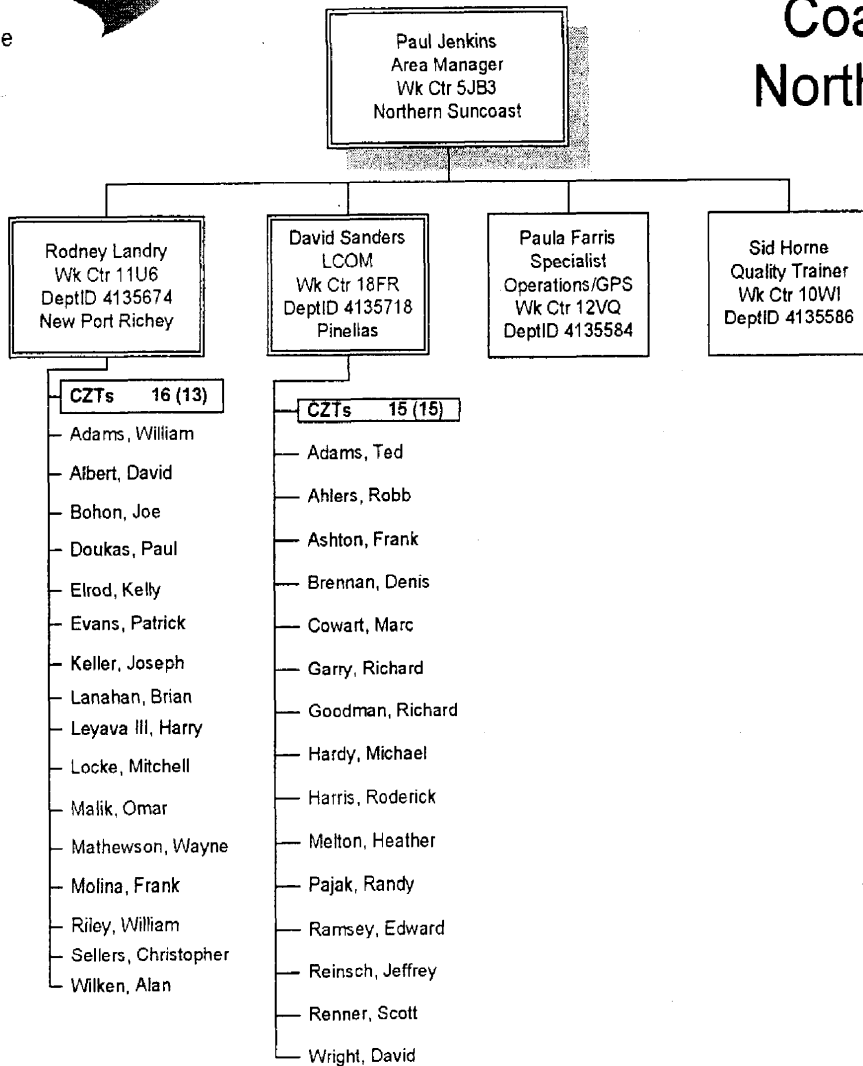
(pg 1 of 2)

Management 12 (12)
Associates 129 (123)



See Previous Page

Coastal Division Northern Suncoast (pg 2 of 2)

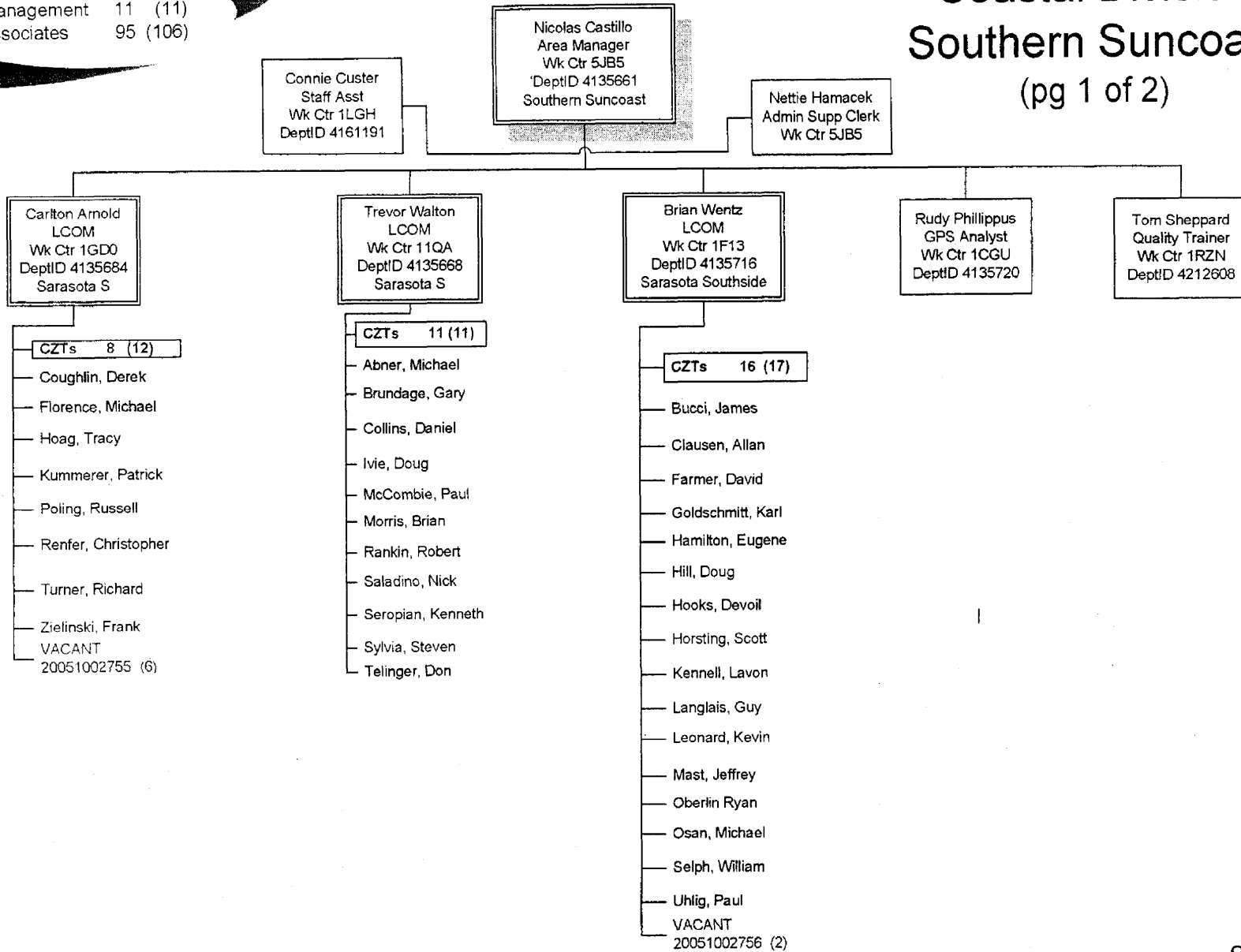


68

Management 11 (11)
 Associates 95 (106)

Coastal Division Southern Suncoast

(pg 1 of 2)



08

Coastal Division Southern Suncoast (pg 2 of 2)

See Previous Page

Nicolas Castillo
Area Manager
5JB5
Southern Suncoast

Anthony Goris
LCOM
Wk Ctr 124T
DeptID 4135679
Sarasota N

- CZTs 13 (13)**
- Cebulski, Timothy
 - Compton, Shawn
 - Daniel, John
 - Gordon, Hugo
 - Gray, George
 - Hill, James
 - Howard, Corey
 - Mains, Michael
 - Overholt, Emerson
 - Purcell, Michael
 - Roundtree, Lakisha
 - Walden, Claud
 - Williams, John

Scott Souser
LCOM
Wk Ctr 12VO
DeptID 4135672
Venice

- CZTs 16 (22)**
- Aleshire, Tim
 - Allen, Charles
 - Bailie, Douglas
 - Costello, Victor
 - Dunham, Bart
 - Gaines, William
 - Greene, Daniel
 - Hand, Rick
 - Kinlaw, Steven
 - Kirk, Brannon
 - McGrath, Jeffrey
 - Powell, Timothy
 - Riley, Dale
 - Rodriguez, Timothy
 - Sheats, Matthew
 - Yodonise, Anthony
 - VACANT 090405
20051002757 (6)

Danielle Rogier
LCOM
Wk Ctr 12DA
DeptID 4135689
Venice

- CZTs 14 (14)**
- Baker, Brock
 - Crawford, Brendan
 - Davis, William
 - Farrell, David
 - Henderson, Sean
 - Kozel, Steven
 - Lutterloah, Eric
 - Olesh Jr, John
 - Phero, Edward
 - Ringelspaugh, Robert
 - Teixeira, Peter
 - Tenk, Paul
 - Welch, Richard
 - Wilson, Robert

Terri DePietro
LCOM
Wk Ctr 12DB
DeptID 4135690
Venice

- CZTs 15 (16)**
- Chamley, George
 - Cudar, Gerald
 - Donoghue, Matthew
 - Exline, Richard
 - Gordon, David
 - Highfield, Greg
 - MacDonald, Richard
 - Manning, Christopher
 - Maugeri, Vinny
 - Metzger, Brian
 - Noland, Robert
 - Sauerbrey, Robert
 - Swanson, Scott
 - Terrizzi, Timothy
 - Vleck, Raymond

Techs not
Assigned
to LCOMS

Coastal Division Broadband Services

Management 8 (8)
 Associates 70 (70)
 Replace Contr 4 (5)
 Tot Assoc 74 (75)

Walt Fischer
 Area Manager
 Wk Ctr 5JB8
 DeptID 4125268
 Special Services

Cathie O'Neil
 Staff Asst
 Wk Ctr 12J2
 DeptID 4125369

Donna Powers
 Admin Supp Clerk
 Wk Ctr 5JB8

Debbie Howell
 Admin Supp Clerk
 Wk Ctr 5JB8

Alfred Roy
 LCOM
 Wk Ctr 11YJ
 DeptID 4125291
 Southern Suncoast

Kevin Brogna
 LCOM
 Wk Ctr 121Y
 DeptID 4125296
 Southern Suncoast

Chris Coules
 LCOM
 Wk Ctr 1CIW
 DeptID 4156173
 Central Suncoast

Mark Barr
 LCOM
 Wk Ctr 120U
 DeptID 4158211
 Northern Suncoast

Paul Farley
 LCOM
 Wk Ctr 12B7
 DeptID 4125317
 Central Suncoast

Tony Wheeler
 GPS Analyst/
 Quality Trainer
 Wk Ctr 11X1
 DeptID 4125288

BZTs 11 (11)

- Apathy, Laszlo
- Avery, Gail
- Flores, Lionel
- Link, Robert
- Munoz, Felipe
- Robinson, James
- Sampson, Cathy
- Smith, Michael
- Varna, Robert
- Wallace, Russell
- Ziglar, Rick

BZTs 16 (16)

- Brantlinger, Terry
- Edwards, Rodney
- Exner, Steven
- Frederick, Emmett
- Gaver, Alan
- Herrera, Steve
- Lamberti, Jack
- Locklear, Ernest
- Martin, Shane
- McFarland, Terry
- Meranda, Dennis
- Salaway, John
- Taylor, Bobby
- Tillett, Michael
- Trotter, John
- Walker, Charles

BZTs 12 (11)

- Austin, Jim
- Bowling, Kevin
- Butman, Steve
- Call, Jerry
- Conrad, Paul
- Gattshall, Jim
- Germak, Bryan
- Langenhan, Robert
- Liddell, David
- Lojewski, Scott
- Nicoulin, Keith
- Voeller, David

BZTs 11 (12)

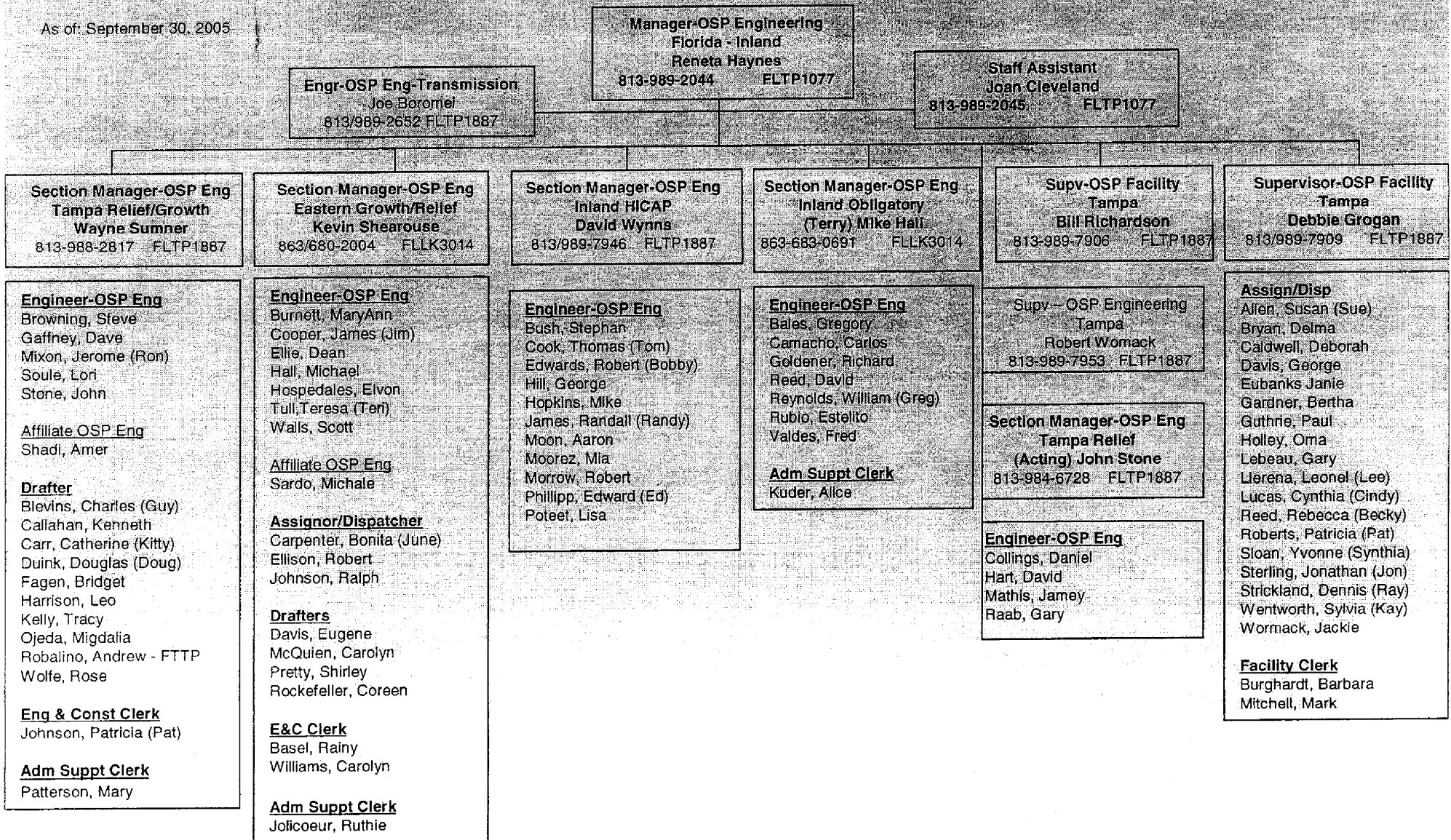
- Bogart, David
- Brown, Kevin
- Davis, Carl
- Elston, Alan
- Hall, Glenn
- Hollyfield, Andy
- Knapp, Carl
- Lindsay, Susan
- Millheim, Bernie
- O'Neal, John
- Scarborough, Tony
VACANT 101605
- Williams, Rick

BZTs 22 (18)

- Beyer, David
- Black, Henry
- Brown, King
- Chamberlin, Bill
- Frick, Thomas
- Hevel, Bryan
- Hourdas, George
- Jackson, Alan
- Kaiser, Lawrence
- Kirby, Dennis
- Larkin, Ron
- Lockhart, Michael
- Makryllos, Pete
- McKenna, Daniel
- Orndorff, Nick
- Polychronis, John
- Reeger, Al
- Rodgers, Eddie
- Vick, Dale
- Weigel, Gerald
- White, Don
- Wilson, Shane

Florida

As of: September 30, 2005



33

Florida

As of: September 30, 2005

**Manager-OSP Engineering
Florida - Coastal**
Tim Dunnigan
727-562-1170 FLCW5033

Staff Assistant
Mary LeRoy
727-562-1171 FLCW5033

**Section Manager-OSP Eng
Lower Coast - Growth & Oblig**
Gary Carter
941/906-6707 FLSS4113

**Section Manager-OSP Eng
Lower Coast Relief**
Matt Dowell
941/952-5616 FLSS4113

**Section Manager-OSP Eng
Upper Coast Relief**
Sandy Lopez
727/562-1100 FLCW5033

**Section Manager-OSP Eng
Upper coast-Growth & Oblig**
Karen Rogers
727/562-1101 FLCW5034

**Supv-OSP Facility
Coastal Service & Work**
Gary Moscato
727/465-2000 FLCW5033

Engineer-OSP Eng
Brooks, Larry
Frankford, Maria
Lesmerises, Joe
Moore, Maureen

Affiliate Eng
Alva, Alan

Adm Support Clerk
Trowbridge, Dee

Engineer-OSP Eng
Carrera, Steve
Frankford, Rick
Locke, Mike
Wayne, Mike

Assignor/Dispatcher
Copeland, Marian
Couchois, Laurie
Kmack, Diane
Kooistra, Patti
Mann, Judy
Reid, Patti

Adm Support Clerk
Dierrich, Valerie

Engineer-OSP Eng
Cash, Bob
Epperhart, Rick
Hughes, Linda
Waidley, Terry

Affiliate Eng
Salgado, Zuyin
Usma, Steve

Drafter
Gibson, Christine
Gilliam, Dan
Hunt, Nancy
Watson, Karaan (Phyllis)

Adm Support Clerk
Sherman, Denise

Engineer-OSP Eng
Acevedo, Diego
Clark, Michael
Fish, Scott
Hutton, Denise
Jackson, Mark
Kierzek, Joseph
Nelson, J.D. (Joseph)
Ojeda, Raul

Drafter
Haas, David
Haas, Robin
Krzan, Laurie
Langenhan, Debbie
Mixon, Ruth

Assignor/Dispatcher
Ackerson, Kathy
Black, Elizabeth
Caldwell, James
Campbell, Shirley
Claburn, Suzy
Dimaculangan, Rose
Fontaine, Helen
Gray, Tom
Hoeh, Dan
Holland, Mann
Lee, Cindy
Long, Eva
Miller, Rick
Paus, Janet
Treskovich, Mary
Walker, Robert
Wheeler, Shirley

Adm Suppt Clk-DOR
Rogers, Charlene

**Supervisor Ntwk
Engineering**
John Plott
941/906-6742 FLSS4113

Drafters
Basinger, William
Cline, Judy
Haun, Amy
Kessler, Carol
Rapuano, Nancy
Weaver, Ann (Elizabeth)

AE

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

CONFIDENTIAL ATTACHMENT NO. 2

TAMPA POLE SURVEY SUMMARY

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

ATTACHMENT 3

**QUALITY ASSURANCE OPERATIONAL REVIEW SUMMARY
2002 THROUGH 2005**

Quality Assurance Operational Review Summary for 2002 through 2005

Audit Date	Audit Title	Audit Topic Description	Name of the performing auditor(s)
Aug-02	Administrative and Technical QAOR (*) (**)	Review local manager's performance of admin functions and field inspection of technician's work	Bret Reelfs Alex Hunter
Nov-02	Administrative and Technical QAOR	Review local manager's performance of admin functions and field inspection of technician's work	Bret Reelfs Alex Hunter Bruce Weeks Bob Arrison
Apr-03	Administrative QAOR	Review local manager's performance of admin functions	Alex Hunter Linda Huskamp
May-03	Administrative QAOR	Review local manager's performance of admin functions	Bob Arrison Alex Hunter Linda Huskamp Bret Reelfs
Sep-03	Technical QAOR	Field inspection of technician's work	Alex Hunter
Oct-03	Technical QAOR	Field inspection of technician's work	Alex Hunter
Nov-03	Technical QAOR	Field inspection of technician's work	Alex Hunter
Dec-03	Technical QAOR	Field inspection of technician's work	Alex Hunter
Jan-04	Technical QAOR	Field inspection of technician's work	Alex Hunter
Feb-04	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter Matt Dickins Adolfo Torres-Gonzalez Drashea Stevenson Bob Wilson Debbie Sutherland Mark St Denny
Apr-04	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter Sherri McGhee Tony D'Aliso Norman Moore Curtis Haley Mickey Suarez Gerard Wuenschel
May-04	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter Sherri McGhee Scott Cassidy Jon Hall Chris Lewellen Jim Hannaford Gerard Wuenschel
Jun-04	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter John Pobzeznik Ron Caldwell Rob Johnson Toby Sanders

			Larry Wiggerton
			Gerard Wuenschel
Jul-04	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter
			Adolfo Torres-Gonzalez
			Chris Oberlin
			Matt Dickins
			Mickey Suarez
			Dusty Daniels
			Rod Landry
Nov-04	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter
			John Pobzeznik
			Chris D'Aliso
			Eric Olsen
			Curtis Haley
			Mickey Suarez
			Scott Souser
Nov-04	Administrative QAOR	Review local manager's performance of admin functions	Bret Reelfs
			Alex Hunter
Dec-04	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter
			Jim Chancey
			Doug Ahrens
			Lisa Batchelor
			Sid Horne
			Jim Hannaford
			Brian Wentz
Dec-04	Administrative QAOR	Review local manager's performance of admin functions	Bret Reelfs
			Alex Hunter
Jul-05	FIOS Technical QAOR Blitz	Field inspection of technician's work	Bret Reelfs
			Alex Hunter
			Orlando Plaza
			Mike Dassatti
			Darrell Wilson
Aug-05	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter
			Josh Cook
			Sherry McGhee
			Sid Horne
			Liz Jenkins
			Tom Sheppard
			Jim Hannaford
Oct-05	Technical QAOR Blitz	Field inspection of technician's work	Alex Hunter
			Charles Gunn
			Doug Ahrens
			Natalie Neff
			Curtis Haley
			Jim Hannaford
			Tom Sheppard
	Administrative & Technical QAOR (*)		
	Administrative & Technical QAOR (**)	** District level Administrative audit includes: Schedules, Time Sheets, Attendance records, Safety documentation, Productivity reports, Trouble Clearing, Home Dispatch records, Major Tool records, Customer Signature forms, Documented Soft Wraps, Customer Call Back logs.	

Apr-03	OSP Construction***	OSP construction field review	Tom Albright
Apr-03	OSP Construction	OSP construction field review	Tom Albright
May-03	OSP Construction	OSP construction field review	Tom Albright
May-03	OSP Construction	OSP construction field review	Tom Albright
May-04	FTTP Review****	FTTP field review	Tom Albright
May-04	OSP Construction	OSP construction field review	Tom Albright
Jun-04	OSP Construction	OSP construction field review	Tom Albright
Jun-04	OSP Construction	OSP construction field review	Tom Albright
Jul-04	FTTP Review	FTTP field review	Tom Albright
Feb-05	FTTP Review	FTTP field review	Nat'l Support Team
Apr-05	OSP Construction	OSP construction field review	Tom Albright
Jul-05	OSP Construction	OSP construction field review	Tom Albright
Jul-05	FTTP Review	FTTP field review	David Nail
Aug-05	OSP Construction	OSP construction field review	Tom Albright
Oct-05	FTTP Review	FTTP field review	David Nail
	OSP Construction QAOR (***)	***All OSP construction reviews consist of, but are not limited to, inspecting the applicable aerial/buried/underground cable placement, pole placement, pole attachments, associated hardware, strand, anchors and guys, tension and sag, cross connect boxes, cable depth, pedestal placement, manhole racking, manhole sealing, manhole placement, bonding and grounding, splicing, and acceptance testing for compliance to Verizon packages.	
	FTTP Review QAOR (****)	****All FTTP reviews consist of, but are not limited to, inspecting the applicable aerial/buried/underground cable placement, pole placement, pole attachments, associated hardware, strand, anchors and guys, tension and sag, fiber distribution hubs, cable depth, pedestal placement, manhole racking, manhole sealing, manhole placement, handhold placement, bonding and grounding, splicing, and acceptance testing for compliance to Verizon packages.	

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

CONFIDENTIAL ATTACHMENT NO. 4

**VERIZON 2005 SOUTHEAST MARKET AREA DCC
EMERGENCY PREPAREDNESS PLAN**

**ENTIRE DOCUMENT CONSISTING OF 115 PAGES IS
CONFIDENTIAL**

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

CONFIDENTIAL ATTACHMENT NOS. 5a-5p

**VERIZON JOINT USE AGREEMENTS WITH
CITY OF BARTOW
CITY OF LAKE LAND
FLORIDA POWER & LIGHT
PROGRESS ENERGY (FLORIDA POWER CORP.)
TAMPA ELECTRIC
PEACE RIVER ELECTRIC COOPERATIVE
WITHLACOOCHEE RIVER ELECTRIC COOPERATIVE
BRIGHT HOUSE
COMCAST
KNOLOGY
ADELPHIA BUSINESS SOLUTIONS
BELLSOUTH
AT&T LOCAL
FPL FIBERNET
TAPCO
KMS**

ALL DOCUMENTS ARE CONFIDENTIAL

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

CONFIDENTIAL ATTACHMENT NO. 6

VERIZON OWNED POLES

ENTIRE DOCUMENT CONSISTING OF 2 PAGES IS CONFIDENTIAL

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

CONFIDENTIAL ATTACHMENT NO. 7

**VERIZON PRACTICE NO. 603-060-010
SAFEGUARDS TO BE TAKEN BEFORE CLIMBING POLES OR
PLACING LADDERS ON POLES**

ENTIRE DOCUMENT CONSISTING OF 9 PAGES IS CONFIDENTIAL

	2005 Budget	2005 Actuals
Total Expense Spent on Network	\$XXXXXX	\$XXXXXX
Total Expense Pole Lines Exp/Towers Exp		\$XXXX

Pole Lines Expense/Towers Expense

This account includes the cost of relocating guys, crossarms, cable or wire in connection with such work. These accounts include costs of repairs, moves and changes, rent, training, and minor purchases not included in retirement unit list. Moves and changes are defined as the rearranging and changing the type or location of plant in service. The retention of the plant in an in-service status assumes an uninterrupted move. If the move is interrupted, capitalization accounting applies. The cost of topping poles and cutting off and pulling butts shall be charged to the reserve.

This account includes the cost of receiving training on this type of plant. It also includes operating leases, rents and other non-repair items.

Repairs are defined as the physical maintenance of plant to prevent or overcome deterioration and malfunctioning. It may involve servicing or replacement. Repair replacement applies to items less than a retirement unit. If a complete retirement unit is replaced, the activity requires capitalization accounting.

This account also includes repairing material for reuse and restoration of plant from casualty events, except for the replacement of retirement units which are accounted for as capitalization activity.

This account includes the cost of tree trimming when performed to maintain existing pole line routes. Tree trimming, when initially clearing pole line route for placement of poles, is to be included in cost of construction.

Verizon Florida Inc.'s Responses to
Bureau of Performance Analysis
Focused Utility Pole & Vegetation Management Review
November 2005 - February 2006

DOCUMENT REQUEST 1

CONFIDENTIAL ATTACHMENT NO. 9

VERIZON/VENDOR OUTSOURCING AGREEMENT

ENTIRE DOCUMENT CONSISTING OF 96 PAGES IS CONFIDENTIAL