



# CITY OF NAPLES FIRE-RESCUE DEPARTMENT

## MEMORANDUM

DATE: February 06, 2018

TO: FLORIDA PUBLIC SERVICE COMMISSION

FROM: Michael D. Nichols, Deputy Chief Naples Fire-Rescue Department

SUBJECT: Response to Docket No. 20170215-EU

---

The following information was gathered to obtain answers to the questions posed by the Public Service Commission in the memorandum dated Dec. 19, 2017 from Wesley Taylor. Each section of the memorandum was reviewed by members of the City of Naples Staff that dealt directly with the areas of concern. Personnel from Naples Fire-Rescue that worked in the Collier County EOC during Hurricane Irma and were consulted for feedback regarding the Coordination and Communication with Utilities. The Naples Building Department officials were consulted regarding issues concerning Undergrounding of Electric Facilities and the Community Services Department reviewed the questions regarding Vegetation Management. Responses to those questions are submitted below for your consideration.

### **Vegetation Management**

- 1. What policies or practices could facilitate the utility tree trimming and removal of problem trees along public road right of ways or easements?*

Community Services - Heather Shields:

I think FPL does a good job of the trimming of power lines within the City. Our local rep sends us maps as well so we can get the word out to the residents that trimming is scheduled; it is good public out-reach. In terms of removal, we did adopt (June 2017) a new tree ordinance that has a permit component to allow for the request to remove a problem tree.



# CITY OF NAPLES FIRE-RESCUE DEPARTMENT

MEMORANDUM

*2. What policies or practices could facilitate the utility tree trimming and removal of problem trees outside public road right of ways or easements?*

Community Services - Heather Shields:

Within the City, we do not manage anything outside of our “property”. I would say that the best thing to do would be more out-reach and education; especially now while the memories of Hurricane Irma are still fresh.

*3. Describe how coordination with local utilities could be improved with regard to tree trimming, planting, relocating or removing trees.*

Community Services - Heather Shields:

FPL and the City of Naples have a good relationship, with both working toward the common goal. The City is able to reach several FPL staff via email and phone with positive interaction and good coordination to get items addressed.

One item that needs to be more on the front is removal of problem trees. Pruning a tree is not always the best solution and removal request are not always made when first needed.

A few side notes on possible things that could help improve or facilitate the utility tree trimming and removal of problem trees along public road right of ways or easements

1. Meetings to discuss the problem areas
2. Public outreach so residents can understand the problems and how we can best work thought them as a team
3. Maps provided to the City of the FPL grid within the City so that we are sure to plant and maintain “right tree, right place”
4. Partnership to have problem trees removed and replanted. The biggest challenge is usually the financing of a project like this.



# CITY OF NAPLES

## FIRE-RESCUE DEPARTMENT

### MEMORANDUM

#### **Undergrounding of Electric Facilities**

4. *What policies or practices could facilitate the undergrounding of existing overhead electrical facilities?*

Building Department Duane Nusz:

The City of Naples Building Department has a policy which requires electrical service upgrades to be installed with underground feeders to the utility (FPL) point of connection. Additionally, the City of Naples is assisting neighborhoods that are interested in creating special assessment districts to create funding for undergrounding their overhead electrical facilities.

5. *What policies or practices could facilitate undergrounding electric facilities in construction of new electric facilities?*

Building Department Duane Nusz:

The City of Naples Building Department has a policy which requires all electrical services for new construction, both residential and commercial, to be installed with underground feeders to the utility (FPL) point of connection.

6. *Describe how the process used to interact with utilities on projects to underground electric facilities could be improved.*

Building Department Duane Nusz:

The City of Naples Building Department has improved our method of communication with FPL for service connects, reconnects and overhead line issues from Fax Messages to Direct E-mail or Phone Contact with our FPL representatives for quicker response times.



# CITY OF NAPLES FIRE-RESCUE DEPARTMENT

MEMORANDUM

## Coordination and Communication with Utilities

*7. Explain the process to identify and inform FPL of local critical facilities and infrastructure and describe options to improve the process.*

Battalion Chief NFD Pennington:

I do not think we identified to FPL, in advance, of any critical facilities and infrastructure. I would suggest that we look at areas that were of concern during the aftermath of the storm and make a listing of those facilities that were an issue. If they were a problem once, they could potentially re-occur in the future.

Lieutenant NFD Kofsky:

The process in the EOC was that we were able to walk up to their desk and inform them of issues that were arising in the city. Likewise, when we asked them for outage updates, they were able to respond in minutes. The process was fast and extremely efficient on our end. I cannot think of anything to speed the process up or make it better.

At the county EOC, the FPL representatives seemed to use the web EOC for standard updates. If someone had something specific for them, it seemed to be forwarded up their chain and placed most likely in some sort of triage/priority system. Unfortunately, with the course of the storm, most of the out of state support was staged up North, and with such large outages statewide, we were just one of the many communities asking for additional resources. I think that improving our local interaction with FPL, and make sure our communities voices are heard, that process has to be done now, and not when a storm is coming in. FPL more than anyone has a huge demand during those times.

*8. Describe how FPL interact with local emergency operations centers during emergencies and identify opportunities to improve that interaction.*

Battalion Chief NFD Pennington:

FPL had representatives on-duty 24/7 during the course of the storm at the CCEOC. Any issues that came from the City EOC were immediately relayed to the FPL representative. They had immediate contact with their dispatch center and worked to resolve the issue. Two important things that should be stressed: A) making early contact with the FPL representative and start building a relationship. Whomever is assigned to the CCEOC should make early face to face and let the FPL people know where they can be



# CITY OF NAPLES FIRE-RESCUE DEPARTMENT

## MEMORANDUM

reached. B) FPL was overwhelmed with the number of calls for service. So any personnel assigned to the CCEOC needs to keep a list of issues and then follow up with FPL at regular intervals.

Lieutenant NFD Kofsky:

The interaction that we had on the County EOC was efficient and presented no hassle to anyone involved. Both FPL supervisors who were assigned to the desk were extremely helpful and were always able to answer questions and deal with issues that arose when the power was being turned back on.

9. Describe options to address communications with utilities prior to, during and after a storm event.

Battalion Chief NFD Pennington:

I do not see any way to improve on this issue? Whenever the City EOC contacted us at the CCEOC, information was passed directly to FPL. I feel this is the most reliable means to make sure issues have been pass along. Of course, FPL has their own order in which issues are addressed. However, there were always receptive and tried to address any emergency needs by crews in the field. One thing that seemed to work well was giving the FPL crews responding the contact information for the Fire Department units on scene. This helped eliminate the middleman, so to speak. Obviously, this situation can be limited if there is no cellphone service post storm.

Lieutenant NFD Kofsky:

We had options that involved posting incidents and needs on WebEOC. But the best process in my opinion was being able to walk right to their desk and ask them questions and get the answers immediately.