



1919 McKinney Ave., Dallas, TX 75201  
Frontier.com

December 31, 2023

**Via UPS**

Adam Teitzman, Commission Clerk  
Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**REDACTED**

RECEIVED-FPSC  
2024 JAN -3 PM 3:20  
COMMISSION  
CLERK

**Re: Request for Confidential Treatment**  
Docket 20220000-OT; Frontier Florida LLC Emergency Response and Storm Restoration  
Procedures and Protocols

Dear Mr. Teitzman:

In accordance with Rule 25-18.020, Florida Administrative Code, Frontier Florida LLC hereby files an updated Emergency Management Plan. For the reasons set forth below, Frontier Florida LLC requests confidential treatment of the Plan under Rule 25-22.006(4)(a) and is, therefore, filing an original and two redacted copies of it.

The information set forth in the body of the Plan on pages 4, 5, 7-12, 15, 18, 19, 25, 26 is confidential under Fla. Stat. §§366.093(3)(c), as it contains information relating to Frontier's security measures, systems, and procedures, and Fla. Stat. § 119.0725 (2) (b), as it contains information relating to critical infrastructure. The information set forth in the body of the Plan on page 20 is confidential under Fla. Stat. § 366.093(3)(f) because it contains certain employee personnel information.

If you have any questions regarding this matter, please do not hesitate to contact me at 214-724-7719, or by email [judy.geise@ftr.com](mailto:judy.geise@ftr.com).

Sincerely,

A handwritten signature in black ink that reads 'Judy Geise'.

Judy Geise  
Manager, Regulatory  
[judy.geise@ftr.com](mailto:judy.geise@ftr.com)

Enclosures

cc: Penny Buys, [PBuys@PSC.STATE.FL.US](mailto:PBuys@PSC.STATE.FL.US) (cover letter via electronic mail; redacted Plan via UPS)



# Florida Emergency Management Plan

Plan Administrator: PIDGEON, AIMEE (SPCLST, PROJECT MANAGEMENT)

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REDACTED VERSION

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**1. Introduction**

[Redacted]

[Redacted]

[Redacted]

- | [Redacted]
- | [Redacted]
- | [Redacted]

**2. Scope**

[Redacted]

[Redacted]

**3. Assumptions**

[Redacted]

| [Redacted]

| [Redacted]

| [Redacted]

| [Redacted]

## **4. Terms and Definitions**

Business Continuity Operations Team (BCT) - Members of the business units who have overall responsibility to manage all continuity related planning and recovery efforts. These members will participate in ERC activations.

Continuity and Crisis Management Team (CCM) - Within the organization, the team that manages the overall strategic and operational functions of business continuity and crisis management events, procedures, and plans. This team helps manage all ERC activations.

Emergency Response Center (ERC) - The incident command system that supports effective emergency management of all available assets in a preparation, incident response, continuity and/or recovery process. This system follows guidelines set forth by the Federal Emergency Management Agency (FEMA and National Incident Management System (NIMS).

EventCon Checklist - The organizational business unit's checklist of responsibilities as it relates to emergency or continuity events.

Federal Communications Commission (FCC) - An independent agency of the U.S. federal government that regulates communications by radio, television, wire, satellite, and cable across the United States. The FCC maintains jurisdiction over the areas of broadband access, fair competition, radio frequency use, media responsibility, public safety, and homeland security.

Local Exchange Carrier (LEC) - The telephone company which operates within a local area and provides telecommunication services within that area.

Telecommunications Service Priority Program (TSP) - A program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority restoration and installation of vital voice and data circuits or other telecommunications services that may be damaged as a result of a natural or man-made disaster. TSP enables telecommunications carriers to prioritize the restoration, recovery and installation of critical circuits and voice capabilities in the event of a disaster or threat to the security of the United States. It is also the only authorized mechanism for receiving priority provisioning and restoration of NS/EP telecommunications circuits.

**5. Emergency Response Center**

**5.1. General**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**5.2. Communication Processes**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**5.3. Activation Triggers**

[Redacted]

[Redacted]

[Redacted]



**5.4. Roles and Responsibilities**

Roles and Responsibilities of business unit organization during an incident are as follows:

[Redacted content]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**5.5. Command and Control Structure**

[Redacted]

[Redacted]

**5.6. Levels of Incident Response**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**5.7. Command and Control Process**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**5.8. ERC Activation Log**

REGION	STATE	ACTIVATION DATE(S)	EVENT NAME
East	FL	9/23/22 - 9/26/22	Hurricane Hermine
East	FL GA SC	9/24/22 - 10/10/22	Hurricane Ian
East	FL GA NC SC	8/29/23 - 8/31/23	Hurricane Idalia

## **6. Emergency Restoration Priorities**

### **Telecommunications Service Priority (TSP) Program**

The Federal Communications Commission (FCC) established the TSP Program to provide priority treatment of national security and emergency preparedness telecommunications services. Frontier is required to provision and restore services with TSP assignments before non-TSP services. TSP provides for priority treatment for provisioning and restoring voice and data telecommunications service that:

- Serve our national security leadership;
- Support the national security posture and U.S. population warning systems;
- Support public health, safety, and maintenance of law-and-order activities.

Frontier's Emergency Response Center (ERC) focuses efforts on high-priority restoration and repair first, such as Public Service Answering Points, E911 Service, TSP circuits and services, hospitals, government facilities, and similar locations. Many activities to restore critical services can and will occur simultaneously. Should there be a competition for recovery resources, the following order of restoration guidelines will be followed:

1. Communications necessary to manage the event recovery
2. TSP Services
3. Essential Government Services
4. Public Safety Services
5. Network Infrastructure
6. Priorities of Federal, State, and Local governments
7. Other Services

### **6.1. Restoration Priority**

Frontier will dispatch personnel outside normal business hours if necessary to restore TSP services assigned a restoration priority of 1, 2, or 3. Frontier is required to dispatch personnel outside normal business hours to restore TSP services assigned 4 or 5 only when the next business day is more than 24 hours away. Frontier is required to convey the TSP assignment to subcontractors and interconnecting carriers. Frontier is responsible for verifying the restoration priority assigned, ensuring the information is correctly recorded on the service record.

### **6.2. Provisioning Priority**

If Frontier receives more than one Emergency TSP service request from customers, Frontier will provision them in order of receipt. The customer is immediately liable to pay the prime service vendor any authorized costs associated with provisioning the service within a shorter than standard interval.

### **6.3. Disaster Recovery Priority**

When resolving conflicts, the restoration or provisioning of TSP services follows the below sequence:

1. Restore TSP services assigned restoration priority 1.
2. Provision Emergency TSP services assigned provisioning priority E.
3. Restore TSP services assigned restoration priority 2, 2, 4, or 5.
4. Provision TSP services assigned provisioning priority 1, 2, 3, 4, or 5.

#### **Frontier Response / Outside Aid**

Frontier deploys all personnel to recovery efforts following a disaster/storm. If the scope of work exceeds the levels for local personnel, Frontier has procedures to handle priority incidents with relief workers and has the capability to activate mutual aid contracts with vendors to bring in additional staffing to address the disaster.

#### **Support Services**

Frontier will manage any outside aid response in accordance with the policies and procedures outlined in its Relief Worker process. Accommodations and access to equipment and supplies will be handled at the local level by the appropriate Operations Director or Local Manager.

### **6.4. Federal TSP Annual Service Reconciliation**

TSP Reconciliation is upon request by the Department of Homeland Security. This process requires a verification of records that involves comparing Frontier Communication's TSP service information with the TSP Program Office's TSP database and resolving any discrepancies.

### **6.5. E911 Restoration Priority Procedures**

[Redacted]

[Redacted]

## **6.6. Documented Medical or Life-Threatening Condition, Disability, or Elderly Customers**

If a customer is documented as a medical/life-threatening condition customer, Frontier will flag them manually and will prioritize these customers in the dispatch process.

Medical emergencies are allowed in all properties based on local business practice, and in some states, it is tariffed. Customer must provide letter on Doctor's Office letterhead or State Board of Health with the following information:

- State registration number or licensed physician;
- Name and address of seriously ill person;
- Any services beyond local exchange service that may be necessary to reach customer's doctor and, that absences of such services would be a serious risk of inaccessibility of emergency medical assistance; and
- Signature of licensed physician or public health official certifying illness or medical emergency.

### **6.6.1. Medical Emergency Accounts - Overview and Processing**

The purpose of a medical emergency account notation is to signal Plant Service Center of service repairs and outages associated with residential customers that have health conditions requiring minimal interruptions of access to Frontier's services.

**IMPORTANT NOTE:** Medical emergencies are applied to the customer's account for one year from the receipt date of the medical provider's certification.

New York Certification: Frontier runs a semi-annual bill message in June and December informing customers how to seek priority medical emergency status.

#### **Important information about priority medical status**

Customers with a physician-verified health condition, such as a heart condition or asthma, may sign up for Frontier's priority medical emergency status. Customers who submit a completed medical certification will receive priority handling with respect to service installation and repair. Frontier will restore service of customers with priority medical emergency status at all hours, consistent with the medical needs of the customer and personal safety of utility personnel. For further information or to enroll, customers can go to [Medical Emergency Priority Status Overview | Frontier](#) or contact customer service at 1-800-921-8101.

#### **Annual Certification**

A letter/document must be received from the customer's medical provider **annually**, certifying that the medical emergency exists, and that Frontier service is essential to the customer. If the customer would like a copy emailed or mailed to their billing address, the Frontier version of the form can be requested. Staff would visit [The Hub Task - Inquire - Low Income Programs/Offline Mailing \(ftr.com\)](#) for this option. The letter or document must contain the following information:

- Medical provider's state registration or license number (not required in MN) (An authorized user with Power of Attorney is permitted to assist or submit a medical certification by a medical provider).
- Name and address of Frontier customer.



## Florida Emergency Management Plan

- Name, signature of licensed physician or public health official (nurse or physician's assistant) certifying customer illness or medical emergency and date.
- Optional: Any services beyond local exchange service that may be necessary, and that absence of such services would be a serious risk of inaccessibility of emergency medical assistance.
- Customer should be instructed to mail the letter/document to the Frontier correspondence address.

**IMPORTANT NOTE:** If the customer is requesting assistance with a past due account due to a medical condition, the customer must speak with a Collections Agent. Staff are directed to follow the Collections Medical exemption process Collections - Medical Override (MED) Treatment Type (ftr.com).

### **6.6.2. Services for Customers with Disabilities**

#### **Call Procedure:**

- Hearing or speech impaired customers, using either a Telecommunications Device for the Deaf (TDD) or a computer keyboard can call the Frontier Customer Center Disabilities (FCCD) number 1-877-462-6606.
- Customers can also dial 711 to be connected with a Telecommunications Relay Services Communication Assistant. Hearing person will give communication assistant calling number, called number and type of call. Communication Assistant will complete the call and will act as a translator from TDD to voice and voice to TDD for the duration of the call.

#### **Access Availability:**

- Dual Party Relay Service (DPRS) will give the hearing and/or speech impaired telephone user communication comparable to that of the hearing/voice telephone user. Service is available 24 hours a day / 7 days a week.
- Types of calls provided: DPRS shall only complete intrastate calls. Calls may be placed person-to-person and station-to-station.
- Types of calls handled by DPRS include:
  - o Non-coin sent paid
  - o Third Party
  - o AT&T Card or other telephone credit card
  - o Collect
  - o Call Limitations
- Types of calls not handled by DPRS include:
  - o 976 calls
  - o DIAL-IT 900 service
  - o Weather and other recorded announcements
- DPRS will make every effort to handle calls to 911 and other emergency calls. This service is offered to our customers at no extra cost. Calls will be billed according to the rate period in existence at the time the call is placed.

#### **Certification:**

- Customer must be certified in writing as hearing or speech impaired by licensed physician, otolaryngologist, speech-language pathologist, audiologist, or authorized representative of official **'State'** agency as having hearing or speech disability. Pre-existing conditions establishing the impairment of hearing or speech, such as those which qualify a person with a disability for Social Security benefits on the basis of total hearing

impairment, or for use of facilities of an agency for persons with hearing or speech impairment can also be used.

**6.6.3. Medical Expedites - Elderly Attribute**

[Redacted]

[Redacted]

### **6.7. VIP (Emergency) Organizations Hazardous Conditions Repair Process**

Public Safety, Law Enforcement, and other emergency organizations require a quick, efficient avenue to report trouble to Frontier Communications. VIP organizations are defined as emergency and safety agencies which may report trouble requiring immediate resolution, such as a pole or cable down in the road. Emergency organizations have been advised to call the established numbers for hazardous conditions repair. Examples of these organizations include:

- Police Departments and other law enforcement agencies
- Fire Departments
- Public Utilities
- Local Managers



### **6.8. Public Reporting of Hazardous Conditions**

The public can make a report to Frontier at any time during a disaster if damage is identified. To report damages to poles, downed wires/cable, or other hazardous conditions, the public can dial 1-877-486-5667. For other customer service reported outages, the public can dial 1-855-981-4544.

To report 911 service issues, the public can dial 1-877-245-3511.

## **7. State Requirements**

Frontier establishes and implements procedures regarding the construction, operation, and maintenance of its network, which are intended to minimize service failures, including but not limited to cable cuts, sudden increases in traffic, employee absences, fires, severe storms, and floods and which are intended to maintain, to the extent practical and reasonable, continuous operation of its service in the event of commercial power loss (except where such power is provided by the consumer).

### **7.1. Commission Contacts**

[REDACTED]

[REDACTED]

**Judy Geise**

[REDACTED]

AL, FL, IA, IL, IN, MI, MN, MS, NE, NM, OH, TN, TX, UT, WI, WV

## **7.2. Specific State Requirements**

This section breaks down those states in which regulatory requirements are documented and compliance is required. Plans will be distributed to each state on an annual basis, or as required by regulatory.

### **7.2.1. Florida**

Rule 25-18.020

#### **7.2.1.1. Plan Content Requirements**

##### **Rule 25-18.020 (5) Emergency Response and Storm Restoration Procedures and Protocols.**

Each communications services provider must provide a copy of its emergency response and storm restoration procedures and protocols to the Division of Engineering.

(a) The procedures and protocols must include the following:

1. A description of the communications services provider's procedures and protocols for communicating with federal, state, and local emergency operations officials; ***Refer to Section 5.2 Communication Process***
2. A description of how the public can contact the communication services provider to report issues with its poles, such as broken poles, downed overhead facilities, or obstructed vegetation; and ***Refer to Section 6.8 Public Reporting of Hazardous Conditions***
3. A description of the communication service provider's procedures to repair and replace damaged poles and overhead facilities, including protocols for coordinating with public utilities, through emergency response and storm restoration efforts.

A ***Hurricane Preparedness and Response Plan*** includes the following elements:

- storm monitoring,
- emergency governance,
- standard operating procedures for emergencies,
- business unit preparedness plans,
- asset preparation,
- asset inventory,
- contractor and vendor lists,
- recovery/restoration efforts, and
- plan testing.

**7.2.1.2. Commission Filing Requirements**

**Rule 25-18.020 (5)**

(b) If the communications services provider makes changes to its emergency response and storm restoration procedures and protocols, the communications service provider must file the updated emergency response and storm restoration procedures and protocols with the Division of Engineering within 30 days of the change.

(c) Every three calendar years, each communications service provider must notify the Division of Engineering in writing that it has reviewed its emergency response and storm restoration procedures and protocols.

**7.2.1.3. Damaged Pole and Overhead Facilities Repair and Replacement Procedures**

Following a storm event, Frontier will conduct a facilities damage assessment and will work in conjunction with other pole owners, electric utilities, and/or third party attachers to determine the appropriate entity to lead the repair or replacement of infrastructure and the order of preference for repairing aerial facilities. If Frontier owns a damaged pole with no electric utility facilities on it, Frontier will replace the pole and reattach its serial facilities. Once completed, Frontier will notify other attachers that they are permitted to move their cables to the new pole. If Frontier owns a damaged pole that also has electric utility facilities attached, or if Frontier has aerial facilities on a damaged pole that it does not own, Frontier will wait for notification from the electric utility that the pole has been replaced and Frontier is permitted to reattach its aerial facilities. In a major storm event impacting electric utility-owned poles, the electric utility will coordinate replacement and broadly notify impacted attachers once rebuilding is completed in a designated area. Upon notification, Frontier will proceed with reattaching to the electric utility poles throughout the area.



**8. Training and Exercises**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**9. Review and Revision Process**



# Florida Emergency Management Plan

## A. Appendix Associated Relationships

Florida Emergency Management Plan

DHS - FL CI

Type: Government/Municipality Agency

Description:

Street Address:

Main Number: +1 813-227-2362

General Email:

City:

Main Fax:

State/Province:

Main Contact:

Country: United States

Web Address:

Region:

**(DHS - FL CI) Gagnon, Ollie**

**Business Information**

Business Email: [Ovila.gagnon@hq.dhs.gov](mailto:Ovila.gagnon@hq.dhs.gov)

Business Phone: +1 (813) 227-2362

**Personal Information**

This record has no Personal Information

Duke Energy - Florida

Type: Public Utility Partner Agency

Description:

Street Address:

Main Number: +1 9545578135

General Email:

City:

Main Fax:

State/Province:

Main Contact:

Country: United States

Web Address: <https://outagemap.duke-energy.com/fl/default.html>

Region:

FL - Florida Power & Light

Type: Public Utility Partner Agency

Description:

Street Address: 1303 17th St W

Main Number: +1 9417214848

General Email:

City: Palmetto

Main Fax:

State/Province: FL

Main Contact:

Country: United States

Web Address:

Region:

**(FL - Florida Power & Light) Dorsett, Jennifer**

**Business Information**

Business Email: [jennifer.dorsett@fpl.com](mailto:jennifer.dorsett@fpl.com)

Business Phone: +1 (305) 775-8164

**Personal Information**

This record has no Personal Information

FL - Hillsborough County OEM

Type: Emergency Management Agency

Description:

Street Address: 9450 E Columbus Dr

Main Number: +1 8132363800

General Email:

City: Tampa

Main Fax:

State/Province: FL

Main Contact:

Country: United States

Web Address: <https://www.hillsboroughcounty.org/residents/public-safety/emergency-management>

Region:

# Florida Emergency Management Plan

<p><b>(FL - Hillsborough County OEM) Dudley, Timothy</b></p> <p><b>Business Information</b>                  Business Email: dudleyt@hillsboroughcounty.org                  Business Phone: +1 (813) 272-6600</p> <p><b>Personal Information</b>                  This record has no Personal Information</p>	<p><b>(FL - Hillsborough County OEM) Tabaras, Rob</b></p> <p><b>Business Information</b>                  Business Email: tabaresr@hillsboroughcounty.org                  Business Phone: +1 (813) 539-2394</p> <p><b>Personal Information</b>                  This record has no Personal Information</p>
--	--

FL - Hillsborough County Sheriff's Office -Type: Government/Municipality Agency  
 Communications  
 Description: 911  
 Street Address: \_\_\_\_\_ Main Number: \_\_\_\_\_  
 \_\_\_\_\_ General Email: \_\_\_\_\_  
 City: \_\_\_\_\_ Main Fax: \_\_\_\_\_  
 State/Province: \_\_\_\_\_ Main Contact: \_\_\_\_\_  
 Country: United States Web Address: \_\_\_\_\_  
 Region: \_\_\_\_\_

<p><b>(FL - Hillsborough County Sheriff's Office - Communications) Herron, Brad</b></p> <p><b>Business Information</b>                  Business Email: jherron@hcsco.tampa.fl.us</p> <p><b>Personal Information</b>                  This record has no Personal Information</p>
---

FL - Manatee County OEM Type: Emergency Management Agency  
 Description: \_\_\_\_\_  
 Street Address: 2101 47th Ter E Main Number: +1 9417493500x3501  
 \_\_\_\_\_ General Email: \_\_\_\_\_  
 City: Bradenton Main Fax: \_\_\_\_\_  
 State/Province: FL Main Contact: \_\_\_\_\_  
 Country: United States Web Address: <http://www.mymanatee.org/home/government/departments/public-safety/emergency-management.html>  
 Region: \_\_\_\_\_

<p><b>(FL - Manatee County OEM) Giddens, Jeremy</b></p> <p><b>Business Information</b>                  Business Email: jeremy.giddens@mymanatee.org                  Business Phone: +1 (941) 749-3500</p> <p><b>Personal Information</b>                  This record has no Personal Information</p>	<p><b>(FL - Manatee County OEM) Litschauer, Steve</b></p> <p><b>Business Information</b>                  Business Email: steve.litschauer@mymanatee.org                  Business Phone: +1 (941) 749-3500</p> <p><b>Personal Information</b>                  This record has no Personal Information</p>
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FL - Pasco County OEM Type: Emergency Management Agency  
 Description: \_\_\_\_\_  
 Street Address: 8744 Government Dr Bldg A. Main Number: +1 7278478137  
 \_\_\_\_\_ General Email: \_\_\_\_\_  
 City: New Port Richey Main Fax: \_\_\_\_\_  
 State/Province: FL Main Contact: \_\_\_\_\_  
 Country: United States Web Address: <http://www.pascocountyfl.net/Index.aspx?NID=365>  
 Region: \_\_\_\_\_

<b>(FL - Pasco County OEM) Fossa, Andrew</b>	<b>(FL - Pasco County OEM) Smith, Steven</b>
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# Florida Emergency Management Plan

<b>Business Information</b> Business Email: afossa@pascocountyfl.net Business Phone: +1 (727) 847-8137 <b>Personal Information</b> This record has no Personal Information	<b>Business Information</b> Business Email: sesmith@pascocountyfl.net <b>Personal Information</b> This record has no Personal Information
--	--

FL - Pinellas County OEM  
Description:  
Street Address: 10750 Ulmerton Rd  
Bldg 1  
City: Largo  
State/Province: FL  
Country: United States  
Region:

Type: Emergency Management Agency  
Main Number: +1 7274643811  
General Email:  
Main Fax:  
Main Contact:  
Web Address: <http://www.pinellascounty.org/emergency/>

<b>(FL - Pinellas County OEM) Borries, Joe</b> <b>Business Information</b> Business Email: jborries@pinellas.gov <b>Personal Information</b> This record has no Personal Information	<b>(FL - Pinellas County OEM) Perkins, Cathie</b> <b>Business Information</b> Business Email: ema@pinellas.gov Business Phone: +1 (727) 464-3800 <b>Personal Information</b> This record has no Personal Information
--	---

FL - Polk County OEM  
Description:  
Street Address: 1890 Jim Keene Blvd  
City: Winter Haven  
State/Province: FL  
Country: United States  
Region:

Type: Emergency Management Agency  
Main Number: +1 8635345600  
General Email:  
Main Fax:  
Main Contact:  
Web Address: <http://www.polk-county.net/boccsite/Departments/Emergency-Management/>

<b>(FL - Polk County OEM) Abernathy, Bill</b> <b>Business Information</b> Business Email: billyabernathy@polk-county.net <b>Personal Information</b> This record has no Personal Information	<b>(FL - Polk County OEM) Womble, Paul</b> <b>Business Information</b> Business Email: paulwomble@polk-county.net Business Phone: +1 (863) 298-7000 <b>Personal Information</b> This record has no Personal Information
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FL - Sarasota County OEM  
Description:  
Street Address:  
City:  
State/Province:  
Country: United States  
Region:

Type: Emergency Management Agency  
Main Number: +1 9418615000  
General Email:  
Main Fax:  
Main Contact:  
Web Address: <https://www.scgov.net/AllHazards/Pages/default.aspx>

<b>(FL - Sarasota County OEM) McCrane, Ed</b> <b>Business Information</b> Business Email: emccrane@scgov.net Business Phone: +1 (941) 861-5495 <b>Personal Information</b>	<b>(FL - Sarasota County OEM) Rhodes, Bill</b> <b>Business Information</b> Business Email: brhodes@scgov.net Business Phone: +1 (941) 861-5495 <b>Personal Information</b>
--	--

# Florida Emergency Management Plan

This record has no Personal Information	This record has no Personal Information
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Florida Division of Emergency Management Description: Street Address: 2555 Shumard Oak Blvd ESF 2 City: Tallahassee State/Province: FL Country: United States  Region:	Type: Government/Municipality Agency  Main Number: +1 850-922-6437  General Email: Main Fax: Main Contact: Web Address: <a href="http://www.floridadisaster.org/index.asp">http://www.floridadisaster.org/index.asp</a>
---	--

**(Florida Division of Emergency Management)**  
**McBride, Danette**  
**Business Information**  
Business Phone: +1 (850) 922-6437  
**Personal Information**  
This record has no Personal Information

Florida Public Service Commission Description: Street Address: 2540 Shumard Oak Blvd Gerald Gunter Building City: Tallahassee State/Province: FL Country: United States  Region:	Type: Government/Municipality Agency  Main Number: +1 800-342-3552  General Email: Main Fax: +1 800-511-0809 Main Contact: Web Address: <a href="http://www.psc.state.fl.us">http://www.psc.state.fl.us</a>
--	--

**(Florida Public Service Commission) Soete,**  
**Ashley C**  
**Business Information**  
Business Phone: +1 (800) 342-3552  
Business Fax: +1 (800) 511-0809  
**Personal Information**  
This record has no Personal Information



# Florida Emergency Management Plan

Plan Administrator: PIDGEON, AIMEE (SPCLST, PROJECT MANAGEMENT)

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**1. Introduction**

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- | [Redacted]

**2. Scope**

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[Redacted]

**3. Assumptions**

[Redacted]

| [Redacted]

| [Redacted]

| [Redacted]

| [Redacted]

#### **4. Terms and Definitions**

Business Continuity Operations Team (BCT) - Members of the business units who have overall responsibility to manage all continuity related planning and recovery efforts. These members will participate in ERC activations.

Continuity and Crisis Management Team (CCM) - Within the organization, the team that manages the overall strategic and operational functions of business continuity and crisis management events, procedures, and plans. This team helps manage all ERC activations.

Emergency Response Center (ERC) - The incident command system that supports effective emergency management of all available assets in a preparation, incident response, continuity and/or recovery process. This system follows guidelines set forth by the Federal Emergency Management Agency (FEMA and National Incident Management System (NIMS).

EventCon Checklist - The organizational business unit's checklist of responsibilities as it relates to emergency or continuity events.

Federal Communications Commission (FCC) - An independent agency of the U.S. federal government that regulates communications by radio, television, wire, satellite, and cable across the United States. The FCC maintains jurisdiction over the areas of broadband access, fair competition, radio frequency use, media responsibility, public safety, and homeland security.

Local Exchange Carrier (LEC) - The telephone company which operates within a local area and provides telecommunication services within that area.

Telecommunications Service Priority Program (TSP) - A program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority restoration and installation of vital voice and data circuits or other telecommunications services that may be damaged as a result of a natural or man-made disaster. TSP enables telecommunications carriers to prioritize the restoration, recovery and installation of critical circuits and voice capabilities in the event of a disaster or threat to the security of the United States. It is also the only authorized mechanism for receiving priority provisioning and restoration of NS/EP telecommunications circuits.

**5. Emergency Response Center**

**5.1. General**

[Redacted]

[Redacted]

- | [Redacted]

[Redacted]

- | [Redacted]

**5.2. Communication Processes**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**5.3. Activation Triggers**

[Redacted]

[Redacted]

[Redacted]

**5.4. Roles and Responsibilities**

**Roles and Responsibilities of business unit organization during an incident are as follows:**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**5.5. Command and Control Structure**

[Redacted]

[Redacted]

**5.6. Levels of Incident Response**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



**5.7. Command and Control Process**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**5.8. ERC Activation Log**

REGION	STATE	ACTIVATION DATE(S)	EVENT NAME
East	FL	9/23/22 - 9/26/22	Hurricane Hermine
East	FL GA SC	9/24/22 - 10/10/22	Hurricane Ian
East	FL GA NC SC	8/29/23 - 8/31/23	Hurricane Idalia

## **6. Emergency Restoration Priorities**

### **Telecommunications Service Priority (TSP) Program**

The Federal Communications Commission (FCC) established the TSP Program to provide priority treatment of national security and emergency preparedness telecommunications services. Frontier is required to provision and restore services with TSP assignments before non-TSP services. TSP provides for priority treatment for provisioning and restoring voice and data telecommunications service that:

- Serve our national security leadership;
- Support the national security posture and U.S. population warning systems;
- Support public health, safety, and maintenance of law-and-order activities.

Frontier's Emergency Response Center (ERC) focuses efforts on high-priority restoration and repair first, such as Public Service Answering Points, E911 Service, TSP circuits and services, hospitals, government facilities, and similar locations. Many activities to restore critical services can and will occur simultaneously. Should there be a competition for recovery resources, the following order of restoration guidelines will be followed:

1. Communications necessary to manage the event recovery
2. TSP Services
3. Essential Government Services
4. Public Safety Services
5. Network Infrastructure
6. Priorities of Federal, State, and Local governments
7. Other Services

### **6.1. Restoration Priority**

Frontier will dispatch personnel outside normal business hours if necessary to restore TSP services assigned a restoration priority of 1, 2, or 3. Frontier is required to dispatch personnel outside normal business hours to restore TSP services assigned 4 or 5 only when the next business day is more than 24 hours away. Frontier is required to convey the TSP assignment to subcontractors and interconnecting carriers. Frontier is responsible for verifying the restoration priority assigned, ensuring the information is correctly recorded on the service record.

### **6.2. Provisioning Priority**

If Frontier receives more than one Emergency TSP service request from customers, Frontier will provision them in order of receipt. The customer is immediately liable to pay the prime service vendor any authorized costs associated with provisioning the service within a shorter than standard interval.

### **6.3. Disaster Recovery Priority**

When resolving conflicts, the restoration or provisioning of TSP services follows the below sequence:

1. Restore TSP services assigned restoration priority 1.
2. Provision Emergency TSP services assigned provisioning priority E.
3. Restore TSP services assigned restoration priority 2, 2, 4, or 5.
4. Provision TSP services assigned provisioning priority 1, 2, 3, 4, or 5.

#### **Frontier Response / Outside Aid**

Frontier deploys all personnel to recovery efforts following a disaster/storm. If the scope of work exceeds the levels for local personnel, Frontier has procedures to handle priority incidents with relief workers and has the capability to activate mutual aid contracts with vendors to bring in additional staffing to address the disaster.

#### **Support Services**

Frontier will manage any outside aid response in accordance with the policies and procedures outlined in its Relief Worker process. Accommodations and access to equipment and supplies will be handled at the local level by the appropriate Operations Director or Local Manager.

### **6.4. Federal TSP Annual Service Reconciliation**

TSP Reconciliation is upon request by the Department of Homeland Security. This process requires a verification of records that involves comparing Frontier Communication's TSP service information with the TSP Program Office's TSP database and resolving any discrepancies.

### **6.5. E911 Restoration Priority Procedures**

[Redacted]

[Redacted]

## **6.6. Documented Medical or Life-Threatening Condition, Disability, or Elderly Customers**

If a customer is documented as a medical/life-threatening condition customer, Frontier will flag them manually and will prioritize these customers in the dispatch process.

Medical emergencies are allowed in all properties based on local business practice, and in some states, it is tariffed. Customer must provide letter on Doctor's Office letterhead or State Board of Health with the following information:

- State registration number or licensed physician;
- Name and address of seriously ill person;
- Any services beyond local exchange service that may be necessary to reach customer's doctor and, that absences of such services would be a serious risk of inaccessibility of emergency medical assistance; and
- Signature of licensed physician or public health official certifying illness or medical emergency.

### **6.6.1. Medical Emergency Accounts - Overview and Processing**

The purpose of a medical emergency account notation is to signal Plant Service Center of service repairs and outages associated with residential customers that have health conditions requiring minimal interruptions of access to Frontier's services.

**IMPORTANT NOTE:** Medical emergencies are applied to the customer's account for one year from the receipt date of the medical provider's certification.

New York Certification: Frontier runs a semi-annual bill message in June and December informing customers how to seek priority medical emergency status.

#### **Important information about priority medical status**

Customers with a physician-verified health condition, such as a heart condition or asthma, may sign up for Frontier's priority medical emergency status. Customers who submit a completed medical certification will receive priority handling with respect to service installation and repair. Frontier will restore service of customers with priority medical emergency status at all hours, consistent with the medical needs of the customer and personal safety of utility personnel. For further information or to enroll, customers can go to [Medical Emergency Priority Status Overview | Frontier](#) or contact customer service at 1-800-921-8101.

#### **Annual Certification**

A letter/document must be received from the customer's medical provider **annually**, certifying that the medical emergency exists, and that Frontier service is essential to the customer. If the customer would like a copy emailed or mailed to their billing address, the Frontier version of the form can be requested. Staff would visit [The Hub Task - Inquire - Low Income Programs/Offline Mailing \(ftr.com\)](#) for this option. The letter or document must contain the following information:

- Medical provider's state registration or license number (not required in MN) (An authorized user with Power of Attorney is permitted to assist or submit a medical certification by a medical provider).
- Name and address of Frontier customer.

## Florida Emergency Management Plan

- Name, signature of licensed physician or public health official (nurse or physician's assistant) certifying customer illness or medical emergency and date.
- Optional: Any services beyond local exchange service that may be necessary, and that absence of such services would be a serious risk of inaccessibility of emergency medical assistance.
- Customer should be instructed to mail the letter/document to the Frontier correspondence address.

**IMPORTANT NOTE:** If the customer is requesting assistance with a past due account due to a medical condition, the customer must speak with a Collections Agent. Staff are directed to follow the Collections Medical exemption process Collections - Medical Override (MED) Treatment Type (ftr.com).

### **6.6.2. Services for Customers with Disabilities**

#### **Call Procedure:**

- Hearing or speech impaired customers, using either a Telecommunications Device for the Deaf (TDD) or a computer keyboard can call the Frontier Customer Center Disabilities (FCCD) number 1-877-462-6606.
- Customers can also dial 711 to be connected with a Telecommunications Relay Services Communication Assistant. Hearing person will give communication assistant calling number, called number and type of call. Communication Assistant will complete the call and will act as a translator from TDD to voice and voice to TDD for the duration of the call.

#### **Access Availability:**

- Dual Party Relay Service (DPRS) will give the hearing and/or speech impaired telephone user communication comparable to that of the hearing/voice telephone user. Service is available 24 hours a day / 7 days a week.
- Types of calls provided: DPRS shall only complete intrastate calls. Calls may be placed person-to-person and station-to-station.
- Types of calls handled by DPRS include:
  - o Non-coin sent paid
  - o Third Party
  - o AT&T Card or other telephone credit card
  - o Collect
  - o Call Limitations
- Types of calls not handled by DPRS include:
  - o 976 calls
  - o DIAL-IT 900 service
  - o Weather and other recorded announcements
- DPRS will make every effort to handle calls to 911 and other emergency calls. This service is offered to our customers at no extra cost. Calls will be billed according to the rate period in existence at the time the call is placed.

#### **Certification:**

- Customer must be certified in writing as hearing or speech impaired by licensed physician, otolaryngologist, speech-language pathologist, audiologist, or authorized representative of official '**State**' agency as having hearing or speech disability. Pre-existing conditions establishing the impairment of hearing or speech, such as those which qualify a person with a disability for Social Security benefits on the basis of total hearing

impairment, or for use of facilities of an agency for persons with hearing or speech impairment can also be used.

**6.6.3. Medical Expedites - Elderly Attribute**

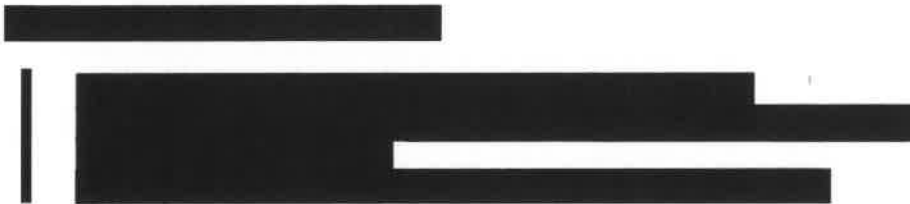
[Redacted]

[Redacted]

### **6.7. VIP (Emergency) Organizations Hazardous Conditions Repair Process**

Public Safety, Law Enforcement, and other emergency organizations require a quick, efficient avenue to report trouble to Frontier Communications. VIP organizations are defined as emergency and safety agencies which may report trouble requiring immediate resolution, such as a pole or cable down in the road. Emergency organizations have been advised to call the established numbers for hazardous conditions repair. Examples of these organizations include:

- Police Departments and other law enforcement agencies
- Fire Departments
- Public Utilities
- Local Managers



### **6.8. Public Reporting of Hazardous Conditions**

The public can make a report to Frontier at any time during a disaster if damage is identified. To report damages to poles, downed wires/cable, or other hazardous conditions, the public can dial 1-877-486-5667. For other customer service reported outages, the public can dial 1-855-981-4544.

To report 911 service issues, the public can dial 1-877-245-3511.



## **7. State Requirements**

Frontier establishes and implements procedures regarding the construction, operation, and maintenance of its network, which are intended to minimize service failures, including but not limited to cable cuts, sudden increases in traffic, employee absences, fires, severe storms, and floods and which are intended to maintain, to the extent practical and reasonable, continuous operation of its service in the event of commercial power loss (except where such power is provided by the consumer).

### **7.1. Commission Contacts**

[REDACTED]

[REDACTED]

**Judy Geise**

[REDACTED]

AL, FL, IA, IL, IN, MI, MN, MS, NE, NM, OH, TN, TX, UT, WI, WV

## **7.2. Specific State Requirements**

This section breaks down those states in which regulatory requirements are documented and compliance is required. Plans will be distributed to each state on an annual basis, or as required by regulatory.

**7.2.1. Florida**

Rule 25-18.020

**7.2.1.1. Plan Content Requirements**

**Rule 25-18.020 (5) Emergency Response and Storm Restoration Procedures and Protocols.**

Each communications services provider must provide a copy of its emergency response and storm restoration procedures and protocols to the Division of Engineering.

(a) The procedures and protocols must include the following:

1. A description of the communications services provider's procedures and protocols for communicating with federal, state, and local emergency operations officials; ***Refer to Section 5.2 Communication Process***
2. A description of how the public can contact the communication services provider to report issues with its poles, such as broken poles, downed overhead facilities, or obstructed vegetation; and ***Refer to Section 6.8 Public Reporting of Hazardous Conditions***
3. A description of the communication service provider's procedures to repair and replace damaged poles and overhead facilities, including protocols for coordinating with public utilities, through emergency response and storm restoration efforts.

A ***Hurricane Preparedness and Response Plan*** includes the following elements:

- storm monitoring,
- emergency governance,
- standard operating procedures for emergencies,
- business unit preparedness plans,
- asset preparation,
- asset inventory,
- contractor and vendor lists,
- recovery/restoration efforts, and
- plan testing.

**7.2.1.2. Commission Filing Requirements**

**Rule 25-18.020 (5)**

(b) If the communications services provider makes changes to its emergency response and storm restoration procedures and protocols, the communications service provider must file the updated emergency response and storm restoration procedures and protocols with the Division of Engineering within 30 days of the change.

(c) Every three calendar years, each communications service provider must notify the Division of Engineering in writing that it has reviewed its emergency response and storm restoration procedures and protocols.

**7.2.1.3. Damaged Pole and Overhead Facilities Repair and Replacement Procedures**

Following a storm event, Frontier will conduct a facilities damage assessment and will work in conjunction with other pole owners, electric utilities, and/or third party attachers to determine the appropriate entity to lead the repair or replacement of infrastructure and the order of preference for repairing aerial facilities. If Frontier owns a damaged pole with no electric utility facilities on it, Frontier will replace the pole and reattach its aerial facilities. Once completed, Frontier will notify other attachers that they are permitted to move their cables to the new pole. If Frontier owns a damaged pole that also has electric utility facilities attached, or if Frontier has aerial facilities on a damaged pole that it does not own, Frontier will wait for notification from the electric utility that the pole has been replaced and Frontier is permitted to reattach its aerial facilities. In a major storm event impacting electric utility-owned poles, the electric utility will coordinate replacement and broadly notify impacted attachers once rebuilding is completed in a designated area. Upon notification, Frontier will proceed with reattaching to the electric utility poles throughout the area.

**8. Training and Exercises**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**9. Review and Revision Process**



**A. Appendix Associated Relationships**

Florida Emergency Management Plan

DHS - FL CI	Type: Government/Municipality Agency
Description:	
Street Address:	Main Number: +1 813-227-2362
	General Email:
City:	Main Fax:
State/Province:	Main Contact:
Country: United States	Web Address:
Region:	

**(DHS - FL CI) Gagnon, Ollie**  
**Business Information**  
Business Email: Ovila.gagnon@hq.dhs.gov  
Business Phone: +1 (813) 227-2362  
**Personal Information**  
This record has no Personal Information

Duke Energy - Florida	Type: Public Utility Partner Agency
Description:	
Street Address:	Main Number: +1 9545578135
	General Email:
City:	Main Fax:
State/Province:	Main Contact:
Country: United States	Web Address: <a href="https://outagemap.duke-energy.com/fl/default.html">https://outagemap.duke-energy.com/fl/default.html</a>
Region:	

FL - Florida Power & Light	Type: Public Utility Partner Agency
Description:	
Street Address: 1303 17th St W	Main Number: +1 9417214848
	General Email:
City: Palmetto	Main Fax:
State/Province: FL	Main Contact:
Country: United States	Web Address:
Region:	

**(FL - Florida Power & Light) Dorsett, Jennifer**  
**Business Information**  
Business Email: jennifer.dorsett@fpl.com  
Business Phone: +1 (305) 775-8164  
**Personal Information**  
This record has no Personal Information

FL - Hillsborough County OEM	Type: Emergency Management Agency
Description:	
Street Address: 9450 E Columbus Dr	Main Number: +1 8132363800
	General Email:
City: Tampa	Main Fax:
State/Province: FL	Main Contact:
Country: United States	Web Address: <a href="https://www.hillsboroughcounty.org/residents/public-safety/emergency-management">https://www.hillsboroughcounty.org/residents/public-safety/emergency-management</a>
Region:	



# Florida Emergency Management Plan

<p><b>(FL - Hillsborough County OEM) Dudley, Timothy</b></p> <p><b><u>Business Information</u></b>                  Business Email: dudleyt@hillsboroughcounty.org                  Business Phone: +1 (813) 272-6600</p> <p><b><u>Personal Information</u></b>                  This record has no Personal Information</p>	<p><b>(FL - Hillsborough County OEM) Tabaras, Rob</b></p> <p><b><u>Business Information</u></b>                  Business Email: tabares@hillsboroughcounty.org                  Business Phone: +1 (813) 539-2394</p> <p><b><u>Personal Information</u></b>                  This record has no Personal Information</p>
--	---

FL - Hillsborough County Sheriff's Office -Type: Government/Municipality Agency  
 Communications  
 Description: 911  
 Street Address: \_\_\_\_\_ Main Number: \_\_\_\_\_  
 \_\_\_\_\_ General Email: \_\_\_\_\_  
 City: \_\_\_\_\_ Main Fax: \_\_\_\_\_  
 State/Province: \_\_\_\_\_ Main Contact: \_\_\_\_\_  
 Country: United States Web Address: \_\_\_\_\_  
 Region: \_\_\_\_\_

<p><b>(FL - Hillsborough County Sheriff's Office - Communications) Herron, Brad</b></p> <p><b><u>Business Information</u></b>                  Business Email: jherron@hcsotampa.fl.us</p> <p><b><u>Personal Information</u></b>                  This record has no Personal Information</p>
---

FL - Manatee County OEM Type: Emergency Management Agency  
 Description: \_\_\_\_\_  
 Street Address: 2101 47th Ter E Main Number: +1 9417493500x3501  
 \_\_\_\_\_ General Email: \_\_\_\_\_  
 City: Bradenton Main Fax: \_\_\_\_\_  
 State/Province: FL Main Contact: \_\_\_\_\_  
 Country: United States Web Address: <http://www.myanatee.org/home/government/departments/public-safety/emergency-management.html>  
 Region: \_\_\_\_\_

<p><b>(FL - Manatee County OEM) Giddens, Jeremy</b></p> <p><b><u>Business Information</u></b>                  Business Email: jeremy.giddens@mymanatee.org                  Business Phone: +1 (941) 749-3500</p> <p><b><u>Personal Information</u></b>                  This record has no Personal Information</p>	<p><b>(FL - Manatee County OEM) Litschauer, Steve</b></p> <p><b><u>Business Information</u></b>                  Business Email: steve.litschauer@mymanatee.org                  Business Phone: +1 (941) 749-3500</p> <p><b><u>Personal Information</u></b>                  This record has no Personal Information</p>
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FL - Pasco County OEM Type: Emergency Management Agency  
 Description: \_\_\_\_\_  
 Street Address: 8744 Government Dr Main Number: +1 7278478137  
 Bldg A General Email: \_\_\_\_\_  
 City: New Port Richey Main Fax: \_\_\_\_\_  
 State/Province: FL Main Contact: \_\_\_\_\_  
 Country: United States Web Address: <http://www.pascocountyfl.net/Index.aspx?NID=365>  
 Region: \_\_\_\_\_

<b>(FL - Pasco County OEM) Fossa, Andrew</b>	<b>(FL - Pasco County OEM) Smith, Steven</b>
--	--

Florida Emergency Management Plan

<p><b><u>Business Information</u></b>          Business Email: afossa@pascocountyfl.net          Business Phone: +1 (727) 847-8137  <b><u>Personal Information</u></b>          This record has no Personal Information</p>	<p><b><u>Business Information</u></b>          Business Email: sesmith@pascocountyfl.net  <b><u>Personal Information</u></b>          This record has no Personal Information</p>
---	---

<p>FL - Pinellas County OEM          Description:          Street Address: 10750 Ulmerton Rd          Bldg 1          City: Largo          State/Province: FL          Country: United States          Region:</p>	<p>Type: Emergency Management Agency          Main Number: +1 7274643811          General Email:          Main Fax:          Main Contact:          Web Address: <a href="http://www.pinellascounty.org/emergency/">http://www.pinellascounty.org/emergency/</a></p>
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<p><b>(FL - Pinellas County OEM) Borries, Joe</b>  <b><u>Business Information</u></b>          Business Email: jborries@pinellas.gov  <b><u>Personal Information</u></b>          This record has no Personal Information</p>	<p><b>(FL - Pinellas County OEM) Perkins, Cathie</b>  <b><u>Business Information</u></b>          Business Email: ema@pinellas.gov          Business Phone: +1 (727) 464-3800  <b><u>Personal Information</u></b>          This record has no Personal Information</p>
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<p>FL - Polk County OEM          Description:          Street Address: 1890 Jim Keene Blvd          City: Winter Haven          State/Province: FL          Country: United States          Region:</p>	<p>Type: Emergency Management Agency          Main Number: +1 8635345600          General Email:          Main Fax:          Main Contact:          Web Address: <a href="http://www.polk-county.net/boccsite/Departments/Emergency-Management/">http://www.polk-county.net/boccsite/Departments/Emergency-Management/</a></p>
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<p><b>(FL - Polk County OEM) Abernathy, Bill</b>  <b><u>Business Information</u></b>          Business Email: billyabernathy@polk-county.net  <b><u>Personal Information</u></b>          This record has no Personal Information</p>	<p><b>(FL - Polk County OEM) Womble, Paul</b>  <b><u>Business Information</u></b>          Business Email: paulwomble@polk-county.net          Business Phone: +1 (863) 298-7000  <b><u>Personal Information</u></b>          This record has no Personal Information</p>
---	---

<p>FL - Sarasota County OEM          Description:          Street Address:          City:          State/Province:          Country: United States          Region:</p>	<p>Type: Emergency Management Agency          Main Number: +1 9418615000          General Email:          Main Fax:          Main Contact:          Web Address: <a href="https://www.scgov.net/AllHazards/Pages/default.aspx">https://www.scgov.net/AllHazards/Pages/default.aspx</a></p>
---	--

<p><b>(FL - Sarasota County OEM) McCrane, Ed</b>  <b><u>Business Information</u></b>          Business Email: emccrane@scgov.net          Business Phone: +1 (941) 861-5495  <b><u>Personal Information</u></b></p>	<p><b>(FL - Sarasota County OEM) Rhodes, Bill</b>  <b><u>Business Information</u></b>          Business Email: brhodes@scgov.net          Business Phone: +1 (941) 861-5495  <b><u>Personal Information</u></b></p>
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# Florida Emergency Management Plan

This record has no Personal Information	This record has no Personal Information
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Florida Division of Emergency Management

Type: Government/Municipality Agency

Description:

Street Address: 2555 Shumard Oak Blvd Main Number: +1 850-922-6437

ESF 2

General Email:

City: Tallahassee

Main Fax:

State/Province: FL

Main Contact:

Country: United States

Web Address: <http://www.floridadisaster.org/index.asp>

Region:

**(Florida Division of Emergency Management)**

**McBride, Danette**

**Business Information**

Business Phone: +1 (850) 922-6437

**Personal Information**

This record has no Personal Information

Florida Public Service Commission

Type: Government/Municipality Agency

Description:

Street Address: 2540 Shumard Oak Blvd Main Number: +1 800-342-3552

Gerald Gunter Building

General Email:

City: Tallahassee

Main Fax: +1 800-511-0809

State/Province: FL

Main Contact:

Country: United States

Web Address: <http://www.psc.state.fl.us>

Region:

**(Florida Public Service Commission) Soete,**

**Ashley C**

**Business Information**

Business Phone: +1 (800) 342-3552

Business Fax: +1 (800) 511-0809

**Personal Information**

This record has no Personal Information