



**State of Florida**  
**Public Service Commission**  
**INTERNAL AFFAIRS AGENDA**

Tuesday – June 3, 2025

Following Hearing in Docket No. 20240155-EI  
Room 148 – Betty Easley Conference Center

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1. Overview of 2025 Hurricane Preparedness Staff Workshop (Attachment 1)
2. Florida Division of Emergency Management, Concept of Operations Briefing Amy Godsey, Deputy Bureau Chief of Response, Operations Chief, Chief State Meteorologist (Attachment 2)
3. Legislative Update
4. General Counsel's Report
5. Executive Director's report
  - a. EOC Staffing
6. Other Matters

BB/aml

OUTSIDE PERSONS WISHING TO ADDRESS THE COMMISSION ON  
ANY OF THE AGENDAED ITEMS SHOULD CONTACT THE  
OFFICE OF THE EXECUTIVE DIRECTOR AT (850) 413-6463.





# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** May 27, 2025

**TO:** Braulio L. Baez, Executive Director

**FROM:** Penelope D. Buys, Engineering Specialist IV, Division of Engineering *PB TB*

**RE:** Overview of the 2025 Hurricane Preparedness Staff Workshop

**Critical Information:** Please place on the June 3, 2025, Internal Affairs  
**Briefing Only**

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On May 13, 2025, the Florida Public Service Commission (Commission) staff held the Hurricane Preparedness workshop. Florida Power & Light Company (FPL), Duke Energy Florida, LLC (DEF), Tampa Electric Company (TECO), Florida Public Utilities Company (FPUC), City of Tallahassee (COT), and the Florida Electric Cooperatives Association, Inc. (FECA) each made presentations about their hurricane preparedness processes and answered questions from staff.<sup>1</sup> A representative from the communications industry, Consolidated Communications of Florida Company (Consolidated) was also invited to present; however, was unable to attend. At the conclusion of the presentations, the Office of Public Counsel (OPC) provided comments. Presentation materials and the video of the workshop are available at [floridapsc.com](http://floridapsc.com).

Specific topics discussed during the meeting included: vegetation management, pole inspections, storm preparedness, customer communications, and lessons learned. A summary of the topics discussed and OPC's comments are provided below. In addition, staff has included information from the annual Joint Use Pole Inspection and Maintenance Reports, submitted by communications providers, regarding pole inspections and vegetation management.

## **Vegetation Management**

Vegetation management activities in and around distribution and transmission facilities include trimming, mowing of rights-of-way, application of herbicides, and inspections. All of the utilities have established vegetation trim cycles based on conditions specific to their respective distribution and transmission systems. In addition to their regular trim cycles, many of the utilities perform mid-cycle trimming or hot spot trimming before the peak of storm season and throughout the year. Table 1 provides a summary of the miles trimmed by the utilities in 2024, which are consistent with the utilities' established vegetation trim cycles.

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<sup>1</sup> The presentations are available on the Commission's website:  
<https://www.floridapsc.com/hurricane-preparation-workshops>

**Table 1: Miles of Overhead and Ground Trimming for 2024**

<b>Utility</b>	<b>Distribution Miles Trimmed</b>	<b>Transmission Miles Trimmed</b>
FPL	18,348	9,416
DEF	4,006	682
TECO	1,833	525
FPUC	151	2
COT	1,117 <sup>1</sup>	

Source: Utilities 2025 hurricane preparedness presentations.

Note: Some values include both cycle miles and hot spot trimming.

<sup>1</sup> COT referenced its 2025 Standards of Construction Report for the actual miles trimmed. However, the transmission miles were not provided.

Note: FECA did not include miles trimmed in its presentation since the presentation was for all members combined.

### **Pole Inspections**

Similar to vegetation management, all of the utilities have established pole inspection cycles for their distribution and transmission facilities. Based on the utilities' current inspection cycles, distribution poles and transmission poles/structures are inspected at least once every eight years. The timing and type of inspection (visual, strength and loading, or ground line) is dependent on the structure or pole being inspected. Table 2 provides the number of poles inspected by each utility in 2024.

**Table 2: Overhead Facilities Inspections for 2024**

<b>Utility</b>	<b>Distribution Poles Inspected</b>	<b>Transmission Poles/Structures Inspected</b>
FPL	183,010	83,573
DEF	90,328	11,655
TECO	36,789	125
FPUC	3,480 <sup>1</sup>	
COT	53,316 <sup>2</sup>	
FECA	6,137 <sup>3</sup>	

Source: Utilities 2025 hurricane preparedness presentations.

Note: Some values include both wooden and concrete poles.

<sup>1</sup> FPUC numbers include both distribution and transmission

<sup>2</sup> COT referenced its 2025 Standards of Construction Report for the actual poles inspected. The report indicated that in 2020 COT inspected its entire distribution system.

<sup>3</sup> As an example, FECA provided numbers from Peace River Electric Cooperative, Inc.

## **Storm Preparedness**

All of the presenting utilities have storm preparedness plans in place. The utilities check and verify material/equipment inventories and conduct storm drills prior to storm season. The storm drills include ongoing refresher training for current employees and training for new employees. The utilities also coordinate with the local and state Emergency Operation Centers and many participate in the annual hurricane exercise conducted by the Florida Division of Emergency Management. The utilities also have mutual aid agreements with other utilities in place.

## **Customer Communications**

As part of each utility's storm preparedness activities, the utilities communicate with their customers before, during, and after a storm event. Customer outreach before a storm event includes meetings, presentations, notification on websites, social media, radio and television ads, and brochures. During a storm event, the utilities provide information on their websites, and through social media platforms and text messages such as up-to-date outage maps, estimated restoration times, or the status of crews dispatched for repairs. After a storm event, some utilities provide response kiosks in the hardest hit areas so customers can communicate face-to-face with utility representatives.

## **Lessons Learned**

This past year Florida has been impacted by three hurricanes (Debby, Helene, and Milton) and two weather events (Winter Storm Enzo and the May 10 Tornados). Some of the lessons learned from these past storm events are listed below.

- National strain on resources after multiple storms hit within days of each other
- Weather challenges before and after the hurricanes (tornadoes before, dry air causing salt contamination after)
- Storm surge impacts on underground equipment
- Continue to invest in technology

## **OPC Comments**

OPC stated that over the years it has noticed improvement from the utilities in all areas, including communication, training, and coordination. OPC pointed out that when customers reached out for help, the help was there. In addition, OPC noted that when crews are released from restoration efforts, they are usually released to other utilities in the state that still need help with restoration, which benefits customers. OPC also pointed out that the utilities are mitigating the costs of the restoration efforts.

## **Joint Use Pole Inspection and Maintenance Report**

Pursuant to Rule 25-18.020, Florida Administrative Code, AT&T Florida (AT&T), CenturyLink of Florida, Inc. (Lumen), Consolidated, and Frontier Florida, LLC (Frontier) are to provide annual reports to the Commission regarding their pole inspections and vegetation management. Table 3 provides the number of poles inspected and vegetation miles trimmed in 2023.<sup>2</sup>

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<sup>2</sup> The Annual reports are due by June 1 of each year. The 2024 report, which provides the 2023 data, is the most current data we have at this time.

**Table 3: Number of Poles Inspected and Vegetation Miles Trimmed in 2023**

Utility	Poles Inspected	Miles Trimmed
AT&T	18,959	115
Lumen	4,346	235
Consolidated	8	53
Frontier	1,504	4,296 <sup>1</sup>

Source: Companies 2024 Pole Inspection and Maintenance Reports

<sup>1</sup> Frontier listed miles inspected

## Summary

Preparation is key to successful restoration following a hurricane event. Hurricane preparation is a year-round effort that includes many activities. Throughout the year, the utilities maintain their systems by trimming vegetation and inspecting their structures. The utilities also harden their systems by implementing storm protection plan projects, including undergrounding facilities.

Prior to hurricane season the utilities participate in hurricane exercises and drills in order to prepare for potential storm events. In addition, the utilities verify that internal resources, such as equipment, and external resources, such as mutual aid agreements, are at the ready. The utilities also continue to improve communication efforts with their customers before, during, and after storm events in various ways including the use of text and social media.

cc: Office of the General Counsel (M. Helton)  
Deputy Executive Director, Technical (M. Futrell)  
Deputy Executive Director, Administrative (A. Lynn)





**FLORIDA DIVISION OF  
EMERGENCY  
MANAGEMENT**



# **State Emergency Operations Center**

## **Concept of Operations Briefing**





# Florida Division of Emergency Management

## Mission

*Coordinate, Collaborate, and Communicate with stakeholders for a resilient Florida.*

## Vision

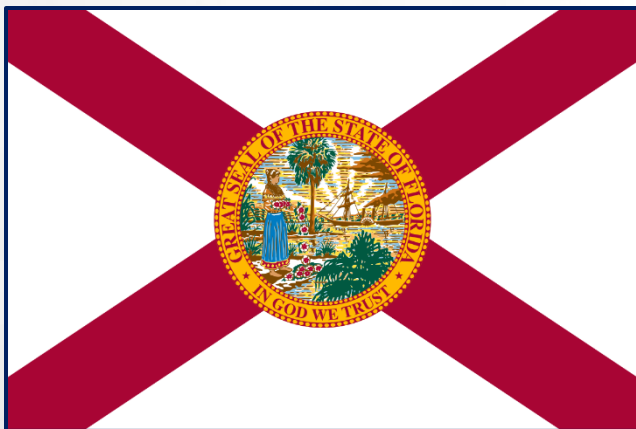
*“Leading the Profession in building Safer Communities”*



# Florida Statute Chapter 252

FROM THE OFFICE OF  
GOVERNOR  
RON DESANTIS

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- Authorizes the creation of a state emergency management agency to be known as the “Division of Emergency Management.”
- Charges the Division with implementing programs whose goals are to avoid or reduce the impacts of natural and man-made disasters



# Natural and Technological Hazards

## Natural Hazards

- Tropical Cyclones
- Tornadoes
- Floods
- Drought / Wildfires
- Sinkholes / Erosion
- Severe Thunderstorms
- Severe Heat and Cold
- Pandemics
- Seismic Events
- Tsunamis
- Space Weather
- Agricultural Disease/ Damage

## Technological Hazards

- Terrorism (WMD)
- Mass Migration
- Radiological (REP)
- Biological Incidents
- Hazardous Materials
- Special Events (2020 Super Bowl, RNC)
- Civil Disturbances
- Transportation Accidents
- Active Shooter Situations
- Cyber Incidents

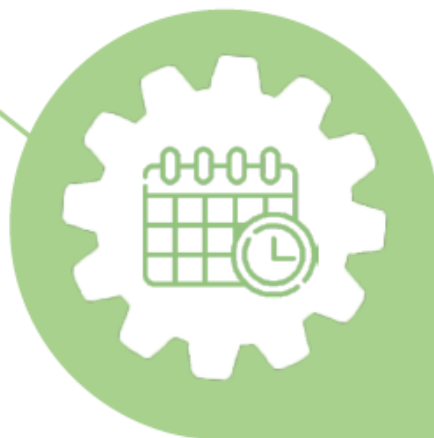


# 2024 Disaster Response Statistics

**365**

## CALENDAR DAYS ACTIVATED

365 days with more  
than one event



**18** OUT OF **23**

## HAZARDS

identified in Florida's State  
Hazard Mitigation Plan  
were actualized in 2024



**59**

**CALENDAR DAYS**  
under a federal disaster  
declaration



**10**

## ACTIVATION EVENTS

January Severe Weather  
Haiti Humanitarian Relief  
May Severe Weather Event  
South FL Flooding | OVS | OLS  
Hurricane Debby | Hurricane Helene  
Hurricane Milton | Hurricane Idalia  
2024 Election Night





# Disaster Risk Reduction in Florida

## FDEM

- State agency within the Executive Office of the Governor
- Headed by the Director of Emergency Management
- Oversees the day-to-day, or “Blue Sky” activities of disaster risk reduction through training, planning, exercises, grant programs, and inter-agency initiatives.
- Manages and maintains the State Emergency Response Team

## SERT

- Inter-agency organization authorized by law for the purpose of responding to, recovering from, mitigating against, and preparing for disasters.
- Headed by a State Coordinating Officer, an individual appointed during a State of Emergency to have emergency powers of the governor (usually FDEM Director).
- Consists of disaster risk reduction elements of all state agencies and non-profit partners in Florida.



# Emergency Coordinating Officers

**They are the “Subject Matter Experts” and backbone of the ESF Structure**

**Assigned in accordance with Chapter 252, FS**

**ECOs need to be empowered to:**

- Represent their Agency Head and Agency
- Make critical decisions and act independently in the SEOC
- Address assigned missions and tasks from the SCO and SERT Command
- Commit agency resources including financial resources under the Executive Order to fulfill requests





# Emergency Support Functions

- ESF 1** Transportation (DOT)
- ESF 2** Communications (DMS)
- ESF 3** Public Works (DEP)
- ESF 4** Fire Fighting (DFS)
- ESF 5** Info and Planning (DEM)
- ESF 6** Mass Care (DCF)
- ESF 7** Resource Support (DMS)





# Emergency Support Functions



- ESF 8** Health and Medical (DOH)
- ESF 9** Search and Rescue (DFS)
- ESF 10** Hazardous Materials (DEP)
- ESF 11** Food and Water (FDACS)
- ESF 12** Energy: Power (PSC)
- ESF 13** Military Support (DMA)
- ESF 14** Public Information (EOG)





# Emergency Support Functions

- ESF 15**      Volunteers and Donations (VolFL)
- ESF 16**      Law Enforcement (FDLE)
- ESF 17**      Animal Protection & Agriculture (FDACS)
- ESF 18**      Business and Economic Stabilization (COM)
- ESF 19**      Emergency Fuels (DEM)
- ESF 20**      Cybersecurity (FLDS)





# Local Ownership

**All disasters start and end at the LOCAL level.**

*State and Federal officials should be ready to provide support and resources when local agencies are overwhelmed.*



# SERT Activation Levels

## Level 3: Monitoring

- Normal, day-to-day operations (situational awareness)

## Level 2: Activation of SERT

- Individual ESF's notified and staffed according to the needs of the event

## Level 1: Full-Scale Activation

- All ESFs present with 24-hour operations, as needed



# SEOC Core Functions

The SEOC, as the focal point during emergencies for all state operational matters, plans, monitors, assesses and guides the execution of Governor's decisions while maintaining and promoting situational awareness by all mission partners.

State EOC mission essential functions:



Information  
Collection,  
Analysis and  
Dissemination



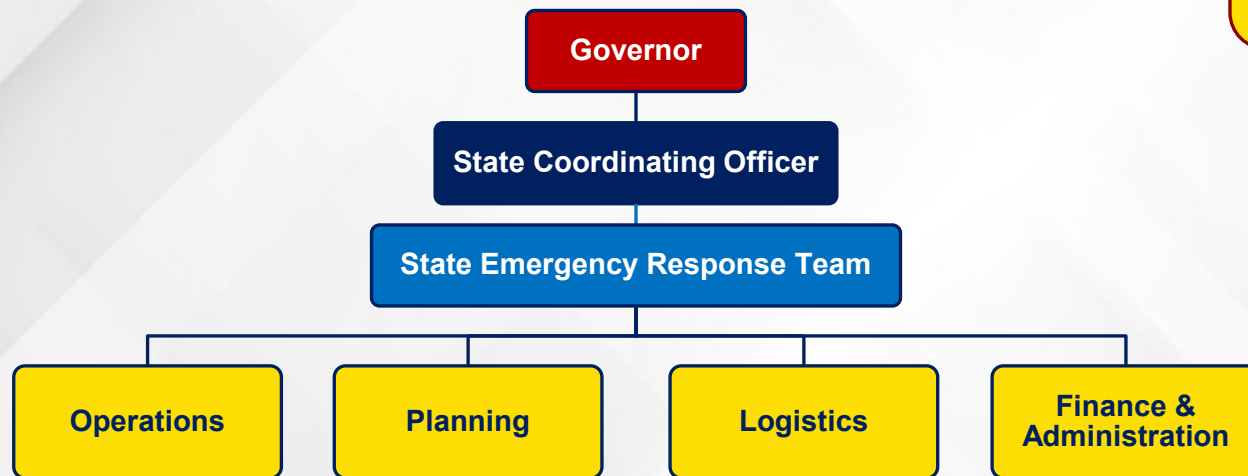
Maintain and  
Promote  
Situational  
Awareness



Resource  
Tracking /  
Mission  
Management



# SERT Organization



## Follows Incident Command System (ICS) and Unity of Command

- Divided into Sections and Branches
- The Governor has ultimate authority in all disasters, per state statute
- May delegate the authority to a State Coordinating Officer
- The SERT Chief oversees the SERT





# Operations Section

**Coordinates response activities during an incident or event.**

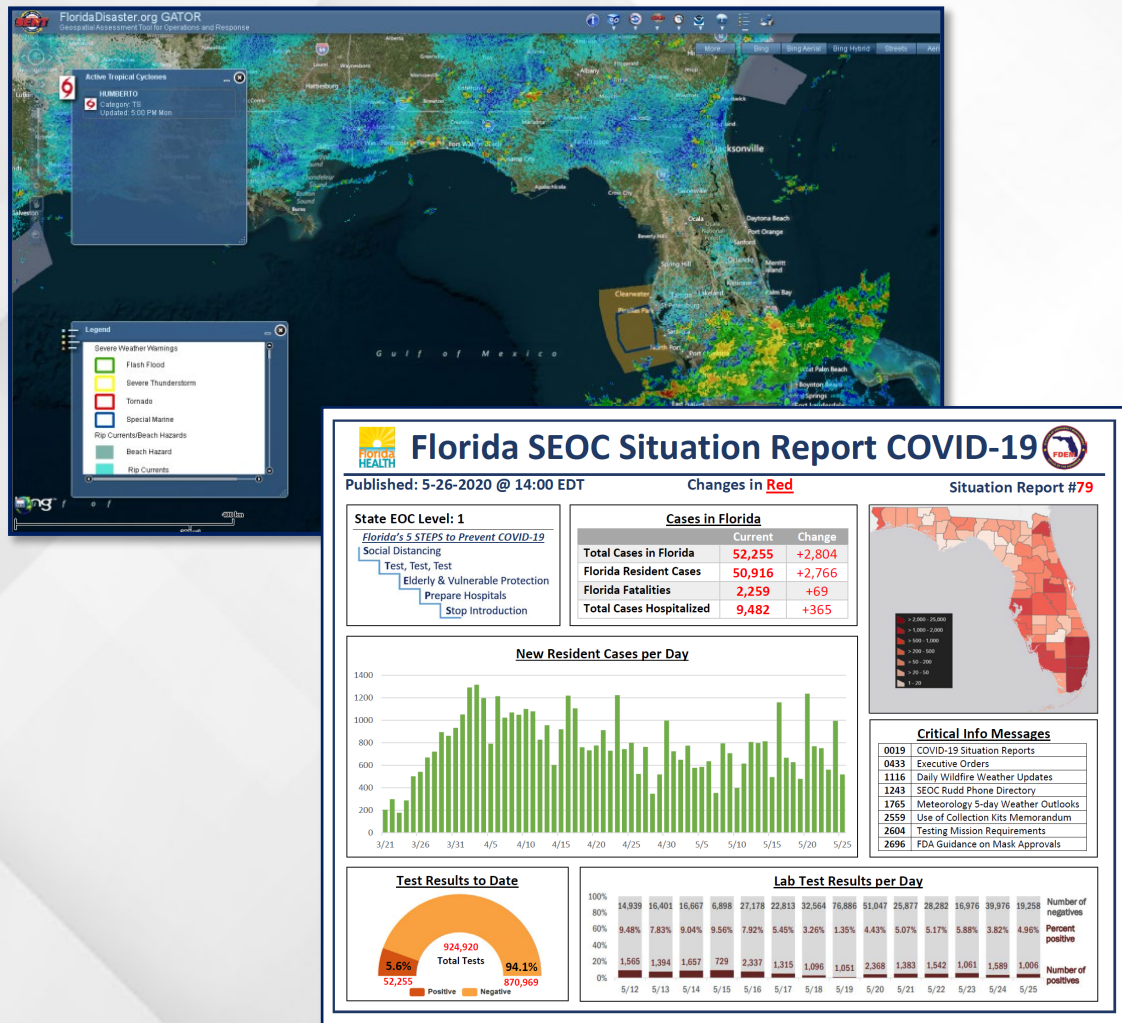
**Comprised of the following Branches:**

- Emergency Services
- Human Services
- Infrastructure
- Air Operations
- Field Operations
- Operations Support





# Planning Section



Provides the SERT with timely and accurate intelligence and analysis via:

- Incident Action Plan
- Situation Reports
- Critical Lifeline Reporting

Comprised of:

- Technological Services Branch (GIS, IT Support)
- Meteorology Support Unit
- ESF 5 – Information Planning





# Logistics Section

**Coordinates logistical support for response at state and local levels, as requested.**

**Comprised of:**

- **Mutual Aid Branch**
  - SMAA
  - EMAC
- **Vendor Services**
- **Logistics Support Branch**
  - State Logistics Response Center
  - Logistics Staging Areas (LSAs)
  - Points of Distributions (PODs)
  - Base Camps







# Finance Section

**Ensures the proper fiscal management of SERT response via:**

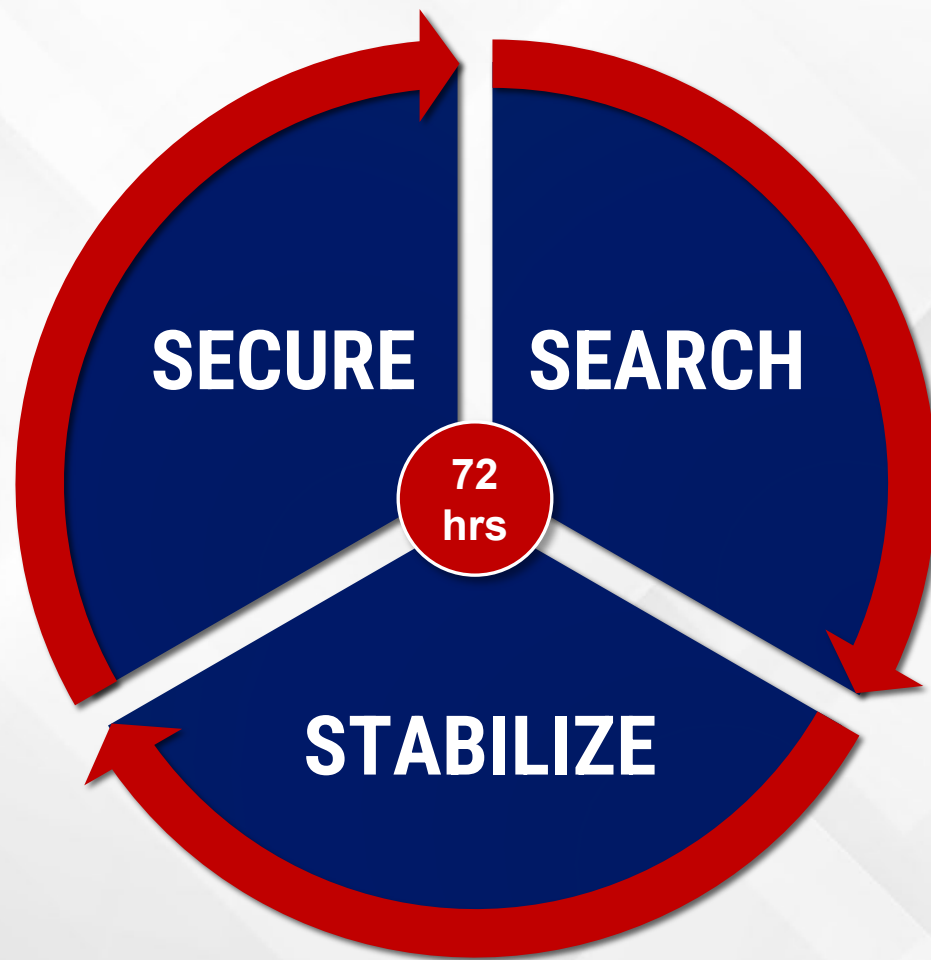
- Budgets and agency coordination
- Personnel and logistics support
- Reporting and record keeping



***A critical function in all disasters***



# Priorities for the First 72 Hours





# Standing Orders

- 1. Establish Communication with Impacted Areas**
- 2. Search and Rescue / Security**
- 3. Meet Basic Human Needs**
  1. Medical
  2. Water
  3. Food
  4. Shelter
  5. Emergency Fuel
  6. Ice (as necessary)
- 4. Restore Critical Infrastructure**
- 5. Open Schools / Local Businesses**
- 6. Begin the Recovery**

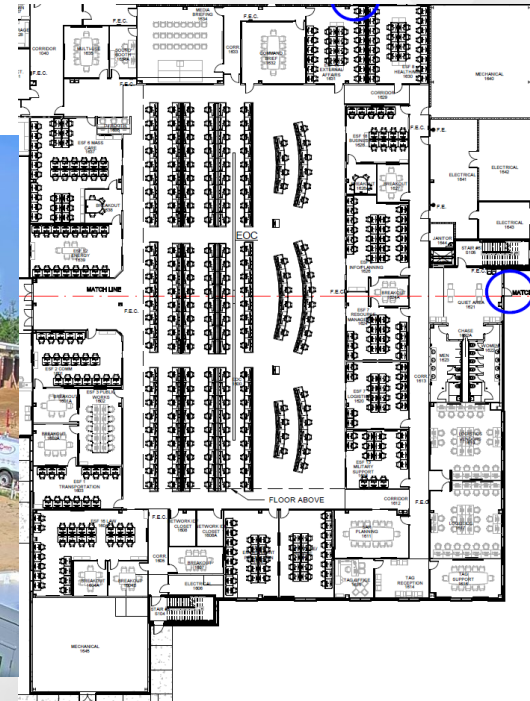






# NEW STATE EMERGENCY OPERATIONS CENTER

- A new State Emergency Operations Center is being constructed in the Southwood Office Complex.
- Built on 40 acres, the 208,400 square foot facility will accommodate Division staff and partners in a two-story building, constructed to withstand windspeeds of up to 200 mph (Category 5 hurricane), and include upgraded technology that streamlines processes and allows Division employees to continue day-to-day operations while also actively responding to a disaster.
- Will include designated spaces for all twenty Emergency Support Functions, media, emergency management partners, law enforcement, Executive Office and Legislative members and staff. This will allow the Division and other support agencies to accommodate enough staff members to respond to a disaster quickly and effectively.
- The EOC will be equipped with cutting-edge technology, enabling faster response times and more efficient communication.
- Completion of permanent power to the site is scheduled for 09/15/25
- Substantial completion is scheduled for 04/16/26







# FLORIDA CENTRAL OPERATIONS & COORDINATION OFFICE

- The Florida Division of Emergency Management (FDEM) is proud to announce the opening of a new, state-of-the-art warehouse and emergency operations facility in Auburndale, Florida.
- **FLCOCO**—short for *Florida Central Operation and Coordination Offices*—will officially begin operations on **August 1, 2025**.
- Represents a major investment in Florida's emergency preparedness and response capabilities, enabling faster, effective support to communities before, during, and after disasters.
- 421,800 sqft of warehouse plus office space / movement coordination workspace

## Integrated Emergency Operations Center (EOC)

Real-time coordination capabilities and multi-agency workspaces

## High-capacity climate-controlled storage

For critical supplies, medical equipment, and emergency rations

## Backup power generation and redundant communications systems

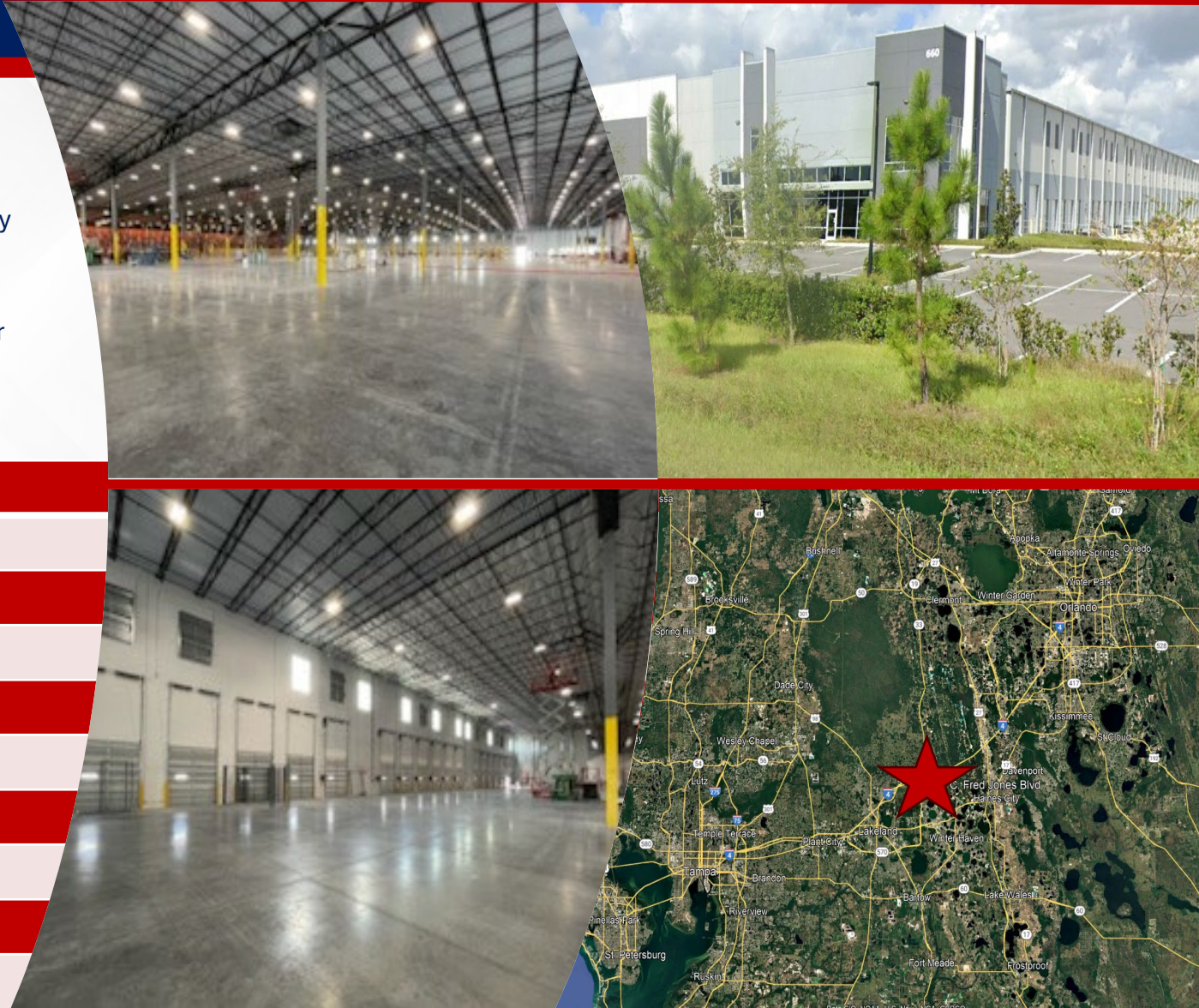
Ensures uninterrupted operations during emergencies

## Automated inventory management system

Real-time tracking for rapid deployment and replenishment

## Fleet maintenance and staging areas

Supports rapid deployment of response vehicles and mobile assets





# Florida Division of Emergency Management

[www.floridadisaster.org](http://www.floridadisaster.org)

