



Verizon Florida LLC  
2012 Hurricane Season Preparedness  
Workshop – May 9, 2012

Shaun McLaury  
Emergency Operations Support Manager

# Overview

---

**Verizon Florida overview**

**Emergency Operation Organizational structure**

**2012 Strategy**

**Summary**

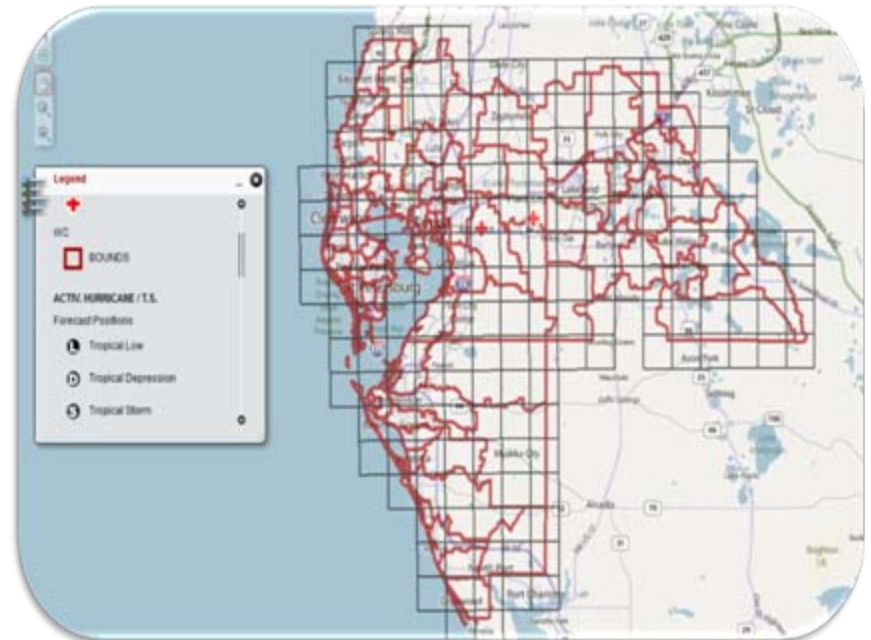
# Verizon Florida Overview

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

Verizon has coverage in 6 counties

Over 1700 Verizon Florida fleet vehicles

Presence in over 300 buildings



# Verizon Emergency Operation Structure

---

## **Florida Region Control Center (RCC)**

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

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

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

## **National Emergency Coordinating Center (NECC)**

- National Incident Management and Coordination
- Executive Level Incident Reporting
- Disaster Recovery Resource Deployment

# 2012 Strategy

---

## **Storm Hardening**

Verizon continues its pole replacement program in 2012

3,000+ poles funded for replacement

Decreasing dependency on aerial facilities

Removal of Digital Loop Carrier units

## **Material**

Reviewed material used in past storms to establish potential need

Secured minimum 60-day supply of items identified as critical

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

# 2012 Strategy

---

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

Majority of Florida FiOS network underground

Majority of Florida FiOS service drops buried

Passive optical cable not affected by moisture

Fiber cables easier to restore than large pair count copper

# 2012 Strategy

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

## All Installation and Repair Employees put on SmartPhones

- Enhanced flexibility to quickly allocate resources
- Quicker feed of information from field to RCC
- New damage reporting site for real time information

IPACD improvements allow Dispatch Centers to be set up anywhere with Broadband connectivity



Florida EOC - JOSHUA COOK  
[Enter New Issue](#)  
[Update Issues](#)  
[Reports](#)  
[Log out](#)  
[Grip Website](#)

**Incident Address**

District: SELECT

Grid #

House#

Street

City

Zip

**VERIFY ADDRESS**

**Pole Information**

Pole#

# of poles

Size 25

Priority 1 - Emergency Safety

Road blocked YES

**Spans**

Span length 100-200

Priority 1 - Emergency Safety

Road blocked YES

# of spans

Size of cable 25

**Drops**

Type of service BUSINESS

Name if known

Priority 1 - Safety

Is power

# 2012 Strategy

---

## **Annual Emergency Exercises**

Participated in Verizon national emergency event exercise early in May  
Region RCC team local hurricane exercise scheduled for late May

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

Work closely with County EOC planning and working teams  
Provide manpower to staff County EOCs when activated  
Participate in County Hurricane exercises in May and June

## **MERIT Team Exercise**

Major Emergency Response Incident Team  
Exercise and re-certification held in Temple Terrace in March  
Invited Hillsborough County Hazmat and others to observe



# 2012 Strategy

## MERIT Team

Specialized Vehicles

Hazmat Protective gear

Extensive training and certification

All equipment can be shipped commercial air

Rapid Deployment



# 2012 Strategy

## MERIT Team in Action

Building entry and investigations

Florida sites familiarity

Introduced team to local  
emergency responders

Exchanged ideas on potential  
responses required after a major  
hurricane or other event



# Summary

---

**Continuing to invest in pole replacements**

**Lessening dependency on aerial facilities**

**Lessening dependency on digital loop carrier**

**Implementing better damage assessment and communication methods**

**Practicing quick network restoration and recovery**