Overview

Verizon Florida overview

Emergency Operation Organizational structure

Roles and responsibilities

2011 Strategy
Verizon Florida Overview

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

Verizon has coverage in 6 counties

Over 1600 Verizon Florida fleet vehicles

Presence in over 300 buildings
Verizon Emergency Operation Structure

Florida EOC
- Florida Executive Staff
- Region Resource Management Group

Damage Assessment Group (DAG)
- Members from all Florida Departmental Groups

Corporate NECC/EOC
- Verizon national liaisons
Roles and Responsibilities

Florida Operations Center (EOC)
- 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

Corporate NECC/EOC
- Provides National Level Support
-Coordinates communications to Senior Leaders
2011 Strategy

EOC Relocated to Hardened Building
Facility not in evacuation zone and has generator back up
Food and bedding for emergency team
Multiple communication methods including NCS Radio

Annual Region Emergency Exercise
The Region EOC team performs an emergency exercise for Hurricanes
Participate in Verizon national emergency event exercise

Partnership and communications with County Emergency Management Teams
Works closely with County EOC planning and working teams
Provides manpower to staff County EOCs when needed
2011 Strategy

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

Low lying properties identified
   - Floodgates installed on lowest locations when storm is close
   - Sandbagging of some higher properties if conditions are severe

Dispatch Centers have critical plans for movement of work and/or employees
   - Move entire group to inland office
   - Route calls out of affected area
2011 Strategy

Pole Hardening
Verizon ended its 4th year of pole inspections in December 2010 with 61,552 poles inspected to date representing 57% of its pole inventory.

Poles that fail inspection are replaced.

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
2011 Strategy

Central Office preventative maintenance
  Annual battery testing
  Monthly generator testing
  Daily preventative maintenance routines

Inspection and repair to portable fuel tanks
2011 Strategy

Fleet

- Relocate vehicles from evacuation areas
- Use generator equipped vehicles to power remote sites during power outages
- Adding Hybrid Vehicles to Fleet
Network Advantages

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