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

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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
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
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