

May 19, 2009

Agenda Item No. 2B1

Memorandum



Date: May 14, 2009

To: Honorable Chairman Dennis C. Moss
and Members, Board of County Commissioners

CLERK OF THE BOARD

2009 MAY 14 PM 2:43

From: Carlos Alvarez
Mayor

CLERK, CIRCUIT & COUNTY COURTS
DADE COUNTY, FLA.
#1

Subject: Mayoral Appointment - Department of Emergency Management Director

Pursuant to the authority vested in me under the provisions of Section 2.02C and D of the Miami-Dade County Home Rule Charter, I hereby appoint Mr. Curtis Sommerhoff to the position of Director of the Department of Emergency Management (DEM) effective May 14, 2009. This appointment is pursuant to a national search that yielded a total of 122 applicants, of which 26 were deemed qualified.

Mr. Sommerhoff is a seasoned County administrator with more than 15 years of management experience, eight of those years in the Emergency Management field. He has been serving as the Interim Director of DEM since February 2009. His creativity, communication and team building skills have confirmed that he is adept in handling high stress situations by making critical decisions using sound judgment. In addition, as the former Assistant Director of Operations, Mr. Sommerhoff has had hands-on experience directly overseeing the Public Safety Branch and Operations Section of the department during the extremely active 2004 and 2005 hurricane seasons. Recently, he has stepped up to the plate as the Interim Director coordinating the flow of information for the recent outbreak of the H1N1 Virus and organizing the County's hurricane preparedness initiative for the upcoming 2009 hurricane season. He is a certified Florida Professional Emergency Manager (FPEM) with the Florida Emergency Preparedness Association. Mr. Sommerhoff holds a Bachelor's Degree in Public Administration from Barry University.

Furthermore, I am pleased to announce the appointment of Mr. Jonathan Lord as the Deputy Director of DEM. Mr. Lord has over nine years of experience in emergency management and emergency services administration. He has been serving as the Assistant Director of Administration for DEM since 2008. Mr. Lord is a certified FPEM, with a progressive background in planning and coordination with multiple personnel and agencies on a local, regional and federal level. In addition, he has extensive experience in fiscal planning and management. Mr. Lord holds a Bachelor's of Science from Drexel University.

Please join me in congratulating Mr. Sommerhoff and Mr. Lord. They make a great team, and I am confident that they will do an excellent job in leading this vital public safety function. I have attached their resumes and Mr. Sommerhoff's charge memorandum from the County Manager for your reference.

Attachments

- c: Honorable Joseph P. Farina, Chief Judge, Eleventh Judicial Circuit of Florida
- Honorable Katherine Fernandez-Rundle, State Attorney
- Honorable Pedro J. Garcia, Property Appraiser
- Honorable Carlos J. Martinez, Public Defender
- Honorable Harvey Ruvin, Clerk, Circuit and County Courts
- George M. Burgess, County Manager

R. A. Cuevas, Jr., County Attorney
Denis Morales, Chief of Staff, Office of the Mayor
County Executive Office Staff
Department Directors
Dr. Eneida Roldan, President and Chief Operating Officer, Public Health Trust
Robert Meyers, Executive Director, Commission on Ethics and Public Trust
Christopher Mazzella, Inspector General
Charles Anderson, Commission Auditor

DATE: May 14, 2009

TO: Curtis Sommerhoff, Director
Department of Emergency Management

FROM: George M. Burgess
County Manager 

SUBJECT: FY 2009/10 Charge Memorandum – Department of Emergency Management

Since your appointment as the interim Director of the Department of Emergency Management (DEM) in February, you have demonstrated capable management and innovative thinking. You have taken a strong leadership role in this position and have excelled in many ways. I encourage you to continue tackling the little things that matter, while focusing on the big picture and what emergency management means to this community.

Specifically, over the next fiscal year you should focus on the following key objectives in the management of your department:

Emergency Preparedness-Ensure county-wide comprehensive emergency preparedness efforts to heighten the County's state of emergency readiness; to include, public education, all-hazards emergency planning, special needs coordination, GIS mapping, medical facility planning and special event planning (i.e., comprehensive emergency management planning, hurricane planning, mass migration planning, hazardous materials planning, Turkey Point Nuclear Power Plant planning, etc).

Disaster Recovery and Mitigation-Serve as the County's coordination point for federal disaster relief and recovery programs. Following a declared emergency, provide leadership in the recovery of County disaster funds, promote individual assistance programs and assist FEMA and state recovery teams. Promote disaster resistant mitigation programs such as flood management, windstorm protection, and debris management.. Maintain accessibility to disaster recovery critical resources.

Emergency Management Training & Exercises-Coordinate emergency training, simulations and exercises necessary to prepare first responders, municipalities County departments and partners to carry out their identified roles and responsibilities outlined in the County Comprehensive Emergency Management Plan and applicable municipal emergency plans. Take a leadership role in developing and conducting county-wide training and exercises to test emergency plans and procedures (i.e., NIMS, EOC Operations, FEMA Training Courses, Hazardous Materials, Radiation/Nuclear, etc.).

Disaster Assistance Employee Program-Manage and fully implement all components of the Disaster Assistance Employee (DAE) program, ensuring there is an administrative manager in DEM to execute all aspects of the program across county departments and in cooperation with partner agencies. Manage the County's Citizen Corps Council program; work with county departments and partner agencies to implement and coordinate CERT, Medical Reserve Corps, VOAD, Neighborhood Watch and other community-based elements of the County's program. Work with departments to ensure adequate training is provided to those staff that have been identified as DAE's. Work with Departments to update Continuity of Operations Plans (COOP) annually and streamline how plans are submitted.

Emergency Management Leadership-Assist County departments, partner agencies and municipalities by providing emergency management vision, enhancements and subject matter expertise; assist in

departmental/municipal plan implementation; encourage and assist County departments and partner agencies to apply for disaster mitigation and homeland security grants. Provide suggestions on emergency management legislation that will enhance the DEM&HS program.

Emergency Notification & Alerting-Review existing Miami-Dade Alert emergency notification system contract and program for improved opportunities. Work with partner County agencies to ensure that we maximize and centralize communication with our residents, governmental agencies, volunteers and municipalities.

Emergency Coordination-Ensure operational readiness of the County's Emergency Operations Center (EOC); in the event of EOC activation, manage county-wide emergency operations as necessary to prepare for, respond to and quickly recover from major emergency events. As necessary, respond to the scene of emergencies to assist first responders, residents, partner agencies and municipalities.

Emergency Education-Facilitate public education and community outreach programs to increase awareness on emergency preparedness initiatives to promote family emergency planning, business continuity of operations, and disaster resistance and recovery. Work with County's Government Information Center, public information officers from County Departments and the County Executive Office to improve our message related to emergency preparedness before, during and following emergency events.

Homeland Security-Continue to work closely with the County Executive Office and all homeland security partners on homeland security matters; legislative priorities, Urban Areas Security Initiative (UASI) programs and domestic preparedness grant funding. Coordinate with the Miami-Dade Police Department and federal and state partners to better ensure effective domestic security initiatives are established to protect the residents, visitors and businesses within Miami-Dade County.

Emergency Management Partnerships- Continue to enhance and build emergency management partnerships and implement mutual aid agreements with municipalities, neighboring counties, state and federal agencies, military, volunteers, private sector partners and residents; such as mass care, special needs and other health and human services programs.

Emergency Management Strategic Planning- Develop a business plan, within the context of the Active Strategy system, with measurable objectives and performance criteria for all hazards planning, mitigation, recovery and emergency operations. Update department scorecard on a periodic basis in order for County Management to evaluate the DEM program.

I want to commend you for your service to this County for the last 20 years. I am confident that you will achieve much in the coming year and look forward to continuing to work with you.

- c: Honorable Carlos Alvarez, Mayor
Denis Morales, Chief of Staff, Office of the Mayor
Alina Tejeda Hudak, Assistant County Manager

Curtis S. Sommerhoff, FPEM
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Coral Springs, Florida 33071
305-468-5425 Work – 786-863-9350 Cell - 954-688-5890 Home
csomm@miamidade.gov

PROFESSIONAL PROFILE

- Over 20 years of experience in the public sector have resulted in excellent qualifications in management, communications, planning and team building
- 10 years of experience managing personnel/operations and maintenance budgets; purchasing equipment and supplies; establishing maintenance agreements
- United States Marine Corps combat veteran. Squad Leader, Second Marine Expeditionary Force, Eighth Tank Battalion, TOW Company, Operation Desert Shield and Desert Storm.
- Certified Florida Professional Emergency Manager (FPEM) since 2002
- Miami-Dade Emergency Operations Center (EOC) Operations Section Chief for 8 Presidentially Declared and/or Major Disaster Declarations (Hurricanes Charley, Frances, Jeanne, Katrina, Wilma and Tropical Storms Ernesto, Rita and Fay)
- Miami-Dade EOC Public Safety Branch Director for Attack on America (9/11) and Free Trade Area of the Americas Activations
- Responsible for the leadership and operations of Miami-Dade 311
- 311 Call Center Manager - implemented Work Force Management, Call Recording, Reverse 311 systems and Customer Service Request (CSR) system upgrades
- Developed a formal emergency management system and framework for the Seminole Tribe of Florida to enhance the Tribe's ability to prepare, mitigate, respond to and recover from disasters
- Seminole Tribe of Florida Emergency Manager – responsible for the development of Tribal Comprehensive Emergency Management, Public Assistance Administration, and Hazard Mitigation plans
- Radiological Emergency Preparedness (REP) Coordinator – completed 8 federally evaluated medical scenario and REP functional exercises
- Developed Miami-Dade County's REP Plan, trained 400 responders annually, maintained response equipment, and created public information tools to educate county citizens and the public
- Chaired the Turkey Point Nuclear Plant Task Force
- Received the Manager's Grand Award through the Employee's Suggestion Program (ESP) for "Hurricane Preparedness Training for Employees"
- Managed and developed the Water & Sewer Communications Center Automation Project, improving the effectiveness and efficiency of staff engaged in handling emergency work orders, customer service requests and radio communications
- Extensive experience in formulating departmental policies and procedures in Miami-Dade County

EXPERIENCE

Department of Emergency Management & Homeland Security

3/2009 – Present - Interim Director

- Administer and direct the development, maintenance and revision of the County's Comprehensive Emergency Management Plan
- Monitor and advise the Mayor and County Manager of any threats, emergencies or disasters that pose life safety risks to residents
- Direct subordinate supervisors in the emergency management and disaster preparedness activities of planning, mitigation, response and recovery to natural and technological disasters
- Coordinate with governmental, civic and health officials, volunteer agencies, and other organizations to enhance the County's ability to prepare for and rapidly recover from disasters
- Procure and maintain supplies and resources, institute training programs, public information and education programs, and manage exercises that test emergency operations plans
- Maintain a comprehensive Continuity of Operations Planning (COOP) program to ensure essential services are maintained during emergencies and disasters

- Function as the County's Shelter Manager and enhance the disaster evacuation and sheltering capabilities of the County
- Ensure compliance and training of County agencies and staff in the National Incident Management System
- Define, formulate and implement departmental policies, strategies and objectives that support the department's business planning objectives and County's Strategic Plan
- Make decisions regarding hiring, disciplining and promoting subordinates; reviews performance reports prepared by subordinates and rates employee performance

Department of Emergency Management & Homeland Security

11/08 – 3/2009 - Assistant Director

- Planned and directed staff engaged in programmatic activities relative to the Watch Center, EOC Readiness, GIS and Health & Human Services Branch programs
- Responsible for ensuring Emergency Operations Center (EOC) operational readiness by maintaining a well equipped and staffed EOC
- Defined, formulated and implemented departmental operations policies, strategies and objectives
- Reviewed after action reports from exercises and activations and established corrective action plans
- Identified gaps and investigated unsatisfactory results in work product
- Developed business plan goals and objectives consistent with the County's Strategic Plan
- Lead in Emergency Management Accreditation Program (EMAP), Sterling Challenge and internal business review initiatives
- Served in identified EOC role as the Operations Section Chief and as DEM&HS Director on Call in the Response Officer Program
- Represented the department at meetings with elected officials, municipal, state, and federal governmental agencies, civic and business officials, volunteer organizations, and other provider entities to discuss, interpret, and explain departmental policies and objectives
- Made recommendations regarding hiring, discipline and promotion of subordinates; authorized leave and overtime; evaluated and rated employee performance

Department of Emergency Management & Homeland Security

6/08 – 11/2009 - Health & Human Services Branch Manager

- Managed staff responsible for the Special Needs, Emergency Evacuation Assistance, Health Services, and Community Outreach Programs
- Served as lead for all emergency management mass casualty, mass fatality and National Disaster Medical System (NDMS) planning activities
- Provided planning leadership to ensure Miami-Dade County is prepared to manage major events such as transportation emergencies, structural collapse, DMOT/DMAT activations, and significant medical emergencies
- Set strategic planning objectives for branch staff and worked to ensure all program areas met required goals
- Prioritized tasks and made assignments following exercises and EOC activations after-action meetings
- Collaborated with private, state, and federal government agencies to develop and execute emergency plans
- Provided planning & programmatic leadership to ensure mass care and related plans are maintained, updated and coordinated through assigned staff
- Provided management oversight to the Ambulance Compliance program; ensuring ambulance billings, correspondence, databases and contracts were effectively managed
- Served as Acting Assistant Director-Operations from August to November 2008

Government Information Center

6/07 – 6/2008 - 311 Answer Center Manager

- Planned, assigned and reviewed the work of subordinate supervisors and staff of a multi-jurisdictional call center engaged in evaluating and responding to requests for information and assistance from citizens and representatives of other public and private agencies
- Worked directly with City of Miami, Public Works, Animal Services, Team Metro, Tax Collector, Building Department, Property Appraiser, Solid Waste Management, Sexual Predator, and Building Code Compliance to improve call handling and customer service

- Responsible for infrastructure changes within the call center environment – worked with ETSD to establish policy and procedure for server usage
- Developed and implemented 311 change management processes for support of new technology
- Responsible for the development and support of planning and coordination of 311 emergency response activities including staff contact and manpower scheduling
- Served as the onsite liaison to the Emergency Operations Center in the absence of the Information Coordinator, assists the Information Coordinator in coordinating the flow of emergency information with the Public Information Officer and the Operations and Planning Section during major events
- Evaluated the call center operations and services and assessed their effectiveness in meeting the needs of the public; directed the development of plans for future services; monitored technological development related to the improvement of the call center
- Coordinated with other county departments and with senior county executives to assure the provision of services and information provided from other county departments are accurate before it is disseminated to the public
- Supervised the annual budget preparation and administration of the call center's fiscal activities; attended department budget meetings to justify proposed expenditures
- Made decisions regarding hiring, discipline and promotion of subordinates; reviewed performance reports prepared by subordinates and rated employee performance; exercised authority for personnel actions consistent with collective bargaining agreements, county personnel rules and all other applicable rules and regulations

Seminole Tribe of Florida - Office of Emergency Management

5/06 - 5/2007 – Emergency Manager

- Planned, organized and directed the activities of the Tribe's Office of Emergency Management
- Responsible for the development and maintenance of an emergency management framework that supported preparedness, mitigation, response, and recovery activities across all Tribal lands throughout South and Southwest Florida, and included the Tampa and Hollywood Hard Rock Hotel & Casinos
- Planning initiatives included the oversight and development of the Tribal Comprehensive Emergency Management Plan (CEMP), Public Assistance Administration and Hazard Mitigation plans
- Facilitated meetings with public safety departments and collected information for the development of special event operational plans
- Administered training and workshops to Tribal departments for the development of Continuity of Operations Plans (COOP)
- Conducted vulnerability assessments using the Homeland Security Capabilities Assessment Model (HLS-CAM) to identify planning gaps and physical security improvement needs
- Developed policies, procedures and priorities to meet business plan objectives
- Conducted public meetings to educate the community on preparedness and the Tribe's emergency management program
- Functioned as Planning Section Manager and Deputy Incident Commander during emergency operations center (EOC) activations

Miami-Dade Office of Emergency Management

8/01 – 5/2006 - Planning & Preparedness Bureau Manager

- Managed staff responsible for the CEMP, Training & Exercise, Hazardous Materials Response/Evacuation, and Health & Medical Programs
- Coordinated and managed all activities required of the Radiological Emergency Preparedness (REP) Program
- Set strategic planning objectives for bureau staff and worked to ensure all program areas met required goals
- Prioritized tasks and made assignments following exercises and EOC activations after-action meetings
- Collaborated with private, state, and federal government agencies to develop and execute emergency plans
- Chaired the Turkey Point Nuclear Power Plant Task Force
- Functioned as Operations Manager during EOC activations to coordinate the recovery and response efforts of county departments, municipalities, and non-government organizations

Miami-Dade Office of Emergency Management

4/01 – 8/2001 - Radiological Emergency Preparedness Coordinator

- Developed and maintained the REP Plan for the Turkey Point Nuclear Power Plant
- Trained 400 emergency responders annually on the Miami-Dade County REP Plan and radiological protection principles
- Coordinated annual Federal Emergency Management Agency (FEMA) evaluated exercises and drills designed to measure the effectiveness of plans, procedures and training
- Maintained equipment, including operational checks, calibrations and procurement
- Developed public information tools to educate county citizens and visitors
- Provided technical assistance to response organizations regarding emergency response procedures and training programs
- Functioned as Public Safety Branch Supervisor and Operations Section Manager during EOC activations

Miami-Dade Water & Sewer Department

8/94 – 4/2001 - Communication Center Supervisor

- Supervised, managed, planned, assigned and reviewed the work of twenty (20) staff members engaged in receiving and dispatching emergency water and sewer work orders, operating computer terminals and monitoring a telemetering system in a twenty-four hour emergency call center
- Managed a personnel, operations & maintenance budget, purchased equipment, supplies, and established maintenance service agreements
- Conducted hiring, training, twenty-four hour scheduling, and performance reviewing of staff
- Developed procedural and training manuals to improve staff efficiency in handling daily operations, as well as, complex complaints and emergency incidents
- Reviewed Automatic Call Distributor (ACD) reports and compiled daily, weekly and monthly reports to identify trends in call volume, performance of call takers and needed staffing during peak hours
- Improved average handle time of call takers by implementing system and procedural improvements, while significantly reducing abandoned calls
- Established the 4- 10 hour workday and overlapping shifts to address operational needs while understaffed
- Worked with colleagues to develop process improvements within the department in the areas of Customer Complaint Resolution, Sewer Call Outs, and Safety Training Center
- Managed Communications Center Automation Project. Oversaw the procurement and installation of microcomputers, digital playback units, analog voice recorders, paging software and dispatch consoles
- Telephone System Administrator for Private Branch Exchange (PBX). Coordinated all telephone system maintenance and upgrades
- Project manager for the installation of two PBXs. Coordinated with multiple contractors to install cabling, hardware, software and provide employee training
- EOC representative for Water & Sewer at County EOC during activations
- Notified federal, state, and local government regulatory agencies of domestic wastewater discharges to ground surfaces and water bodies. Maintained reporting records and coordinated with County Health Department to facilitate beach closures as necessary

Miami-Dade Water & Sewer Department

4/89 – 8/1994 - Communications Center Specialist 2

- Operated in an emergency call center receiving and routing water and sewer calls of a critical nature to appropriate staff
- Authorized the connection of new services for customers after hours, on weekends and holidays
- Monitored and operated a Supervisory Control and Data Acquisition (SCADA) system connected to 400 sewer pumping stations countywide
- Directed callers to other county service organizations such as the Switchboard of Miami, Miami-Dade Fire Alarm Office, Public Works and South Florida Water Management District
- Called for emergency locations of other utility providers, (such as FPL, Bellsouth, City Gas), so emergency work could be conducted
- Prepared telephone and complaint statistical records and written reports
- Used critical thinking and overall knowledge of the department and Miami-Dade County services to best mitigate critical events and make sound judgments

EDUCATION

Barry University - Bachelor of Public Administration - 9/2000
Miami-Dade Community College - Associate in Arts - 6/1998
Florida International University - Emergency Management & Hazard Mitigation Program - 5/1998
Christopher Columbus High School - Miami – Diploma 5/1987

TRAINING

National Fire Academy - All Hazards Incident Management Team - 8/2008
Emergency Management Institute - Professional Development Series - 2/2006
Miami-Dade County - Supervisor Certification Program - Certified 11/1995
United States Marine Corps Communication & Electronics School – Radio Operator (2531) Course – 6/1988

CERTIFICATIONS

1/2002 - Florida Emergency Preparedness Association, Florida Professional Emergency Manager

MILITARY EXPERIENCE

1988 – 1994 - United States Marine Corps Active Reserve
TOW Company, 8th Tank Battalion, Miami, FL

1990 – 1991 - Second Marine Expeditionary Force (MEF)
Operation Desert Shield and Desert Storm

AWARDS

6/2001 - Miami-Dade Employee Suggestion Program Manager's Grand Award
10/1991 - Miami-Dade Water & Sewer Employee of the Month
2/1997 - Special Merit Increase Award

MEMBERSHIPS

Florida Emergency Preparedness Association
Marine Corps Association

References available upon request

JONATHAN M. LORD

PROFESSIONAL SUMMARY

Highly motivated emergency services manager with a well rounded career in emergency management and emergency services administration, with considerable experience in the supervision of professional and volunteer personnel. A certified Florida Professional Emergency Manager (FPPEM), with a progressive emergency services administrative background, which includes planning and coordination with multiple personnel and agencies on a local, county, and regional level. Above average computer skills and technological expertise, serving as a leader in the South Florida Emergency Management Community for both technology and regional coordination.

PROFESSIONAL EXPERIENCE

Dept. of Emergency Management & Homeland Security	Miami	
Miami-Dade County	Florida	3/08 – Present

Assistant Director

Serve as one of two Assistant Directors reporting to the Director, providing departmental leadership and guidance to a staff of 24, with an annual operating budget of approximately \$3 Million. This position specifically directs and coordinates the Administrative, Logistics, and Planning units within the Department. As the lead position of the Administrative unit, this position provides direct human resources and fiscal management; including: procedural development, strategic/business plan development, budget development, grants coordination, and procurement oversight. As the Assistant Director over the Logistics and Planning units, this position provides direction and guidance to the subordinate supervisors that manage those respective units. Additionally, this position serves as a liaison with political and agency leadership both within the County and with local, regional, state, and federal partners.

- Serve as the County representative on the Miami Urban Area Strategic Initiative Working Group (UAWG). The UAWG steers an annual federal allocation in excess of \$10 Million provided to the Miami Region, of which approximately \$3 Million is awarded to the County.
- Served as the co-chair of the Southeast Florida Regional Domestic Security Task Force's Emergency Management Working Group. This group is the regional terrorism coordination and collaboration body for the, county, municipal, and independent emergency management entities within Monroe, Miami-Dade, Broward, and Palm Beach counties.
- Served as a member of the command staff for the EOC Activation for Tropical Storm Fay and the preparations for the potential impact of Hurricane Ike in 2008.
- Coordinated the restructuring of the Department's multiple grants programs, working closely with the Fire-Rescue Grants Bureau and the FL Division of Emergency Management (primary funding agency); significantly improving the Department's compliance.
- Enhanced regional coordination by initiating regular meetings in which the Directors and Assistant Directors of the 4 South Florida County Emergency Management Agencies discuss and develop consensus on emergency management issues that have a regional impact.

Division of Emergency Management	West Palm Beach	
Palm Beach County Public Safety Department	Florida	5/07 – 3/08

Assistant Operations Manager

Served as the senior manager for the Operations Section within the Division of Emergency Management. The Section directly managed the County's response to major emergencies and disasters by managing the Emergency Operations Center and Emergency Management field response program. Additionally, the Operations Section administered the County's 9-1-1 Public Safety Answering Point System and County Warning Point (CWP). The CWP is a 24 hour emergency alert/notification center that also handles the majority of the County's after hours call taking and dispatching for non-emergency response departments. This Section also managed the Logistics staff that oversaw daily facility and technology maintenance, as

JONATHAN M. LORD

well as coordinated emergency and disaster logistics when the EOC was activated. Additionally, this position directed work assignments, evaluated performance, developed budgets, and conducted short and long term planning for the Operations Section.

- Reorganized and reconstructed the CWP to improve workflow, and quality of service. Including the addition of Victim Services counseling capability, thereby allowing the County to handle Rape Crisis phone calls, instead of through a third party contractor.
- Served as the co-chair of the Southeast Florida Regional Domestic Security Task Force's (RDSTF) Emergency Management (EM) Working Group. This group is the regional terrorism coordination and collaboration body for the, county, municipal, and independent emergency management entities within Monroe, Miami-Dade, Broward, and Palm Beach counties.
- Serve as the project lead for the Emergency Management Regional Collaboration System. This system, which is being steered by the RDSTF's EM Working Group, is Southeast Florida's EM Community's first regional electronic data sharing project. This project will enhance EM coordination and resource allocation through-out Southeast Florida.

Office of Emergency Management & Homeland Security	Miami	
Miami-Dade County	Florida	1/04 – 5/07

Branch Manager (5/06 – 5/07)

Served as the manager for the Public Safety Branch within a newly restructured Office consisting of 4 branches, reporting to the Assistant Director. This branch directly managed the Geographic Information Systems, communication and technological systems, radiological emergency preparedness program, training program, exercise program, and HAZMAT program. This position also included identifying applicable projects, directing work, and complying with, multiple state and federal grant programs. Additionally, this position directed work assignments, evaluated performance, developed budgets, and conducted short and long term planning for the staff within Public Safety Branch.

- Served as Operations Section Chief for the 2006 EOC Activation for the rumored death of Fidel Castro
- Served as Operations Section Chief for the EOC Activation for the 2007 NFL Super Bowl.
- Served as a technical expert for the Southeast Florida Evacuation re-studies.
- Served as Acting Assistant Director, on a rotating basis with the other Branch Managers, during an extended absence of the Assistant Director.
- Spearhead the development of a regional HAZMAT data-sharing project.
- Served as the administrator for the County's electronic incident management system (ETeam).
- Served as Manager on Call, shared on a rotating basis with other Branch Managers, which served as the primary decision maker for events that impacted the county, once escalated from the Duty Officers.

Emergency Management Coordinator (1/04 – 5/06)

Concurrently served as the HAZMAT coordinator, evacuation coordinator, and EOC Public Safety Branch Director. The HAZMAT responsibilities of this position included serving as the multi-agency lead for countywide hazardous materials planning and response, as well as state HAZMAT grant compliance. The evacuation responsibilities included serving as the county's evacuation planning and operational technical expert, developing small and large scale evacuation plans for both general and special needs populations; as well as providing evacuation recommendations to the command staff during EOC activations. The Public Safety Branch Director responsibilities included, coordinating the 10 agencies assigned to Emergency Support Functions (ESFs) 4, 9, 10, 13, 16, 17; as well as developing and maintaining applicable plans and procedures.

- Served as Public Safety Branch Director for EOC Activations for 2004 Hurricanes Charley, France, and Jeanne.

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- Deployed to Palm Beach County for Hurricane Jeanne, and served multiple roles within the Planning Section.
- Served as Planning Section's Situation Unit Leader in 2005 for Hurricanes Dennis and Rita.
- Served as Planning Section Chief in 2005 for Hurricanes Katrina and the pre-impact phase of Wilma.
- Served as Operations Section Chief in 2005 for the post-impact phase of Hurricane Wilma.
- Served as Duty Officer, shared on a rotating basis with other EM Coordinators, which served as the primary point of contact for emergent issues for the Office, as well as monitored the County for significant events, making appropriate notifications and plan activations.

Endeavor Emergency Squad	Burlington New Jersey	11/01 – 12/03
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EMS Chief / Executive Director

Served as the Chief Operations Officer and administrator of a quasi-governmental, non-profit agency that provided emergency medical care and rescue services to two municipalities with a combined population of 30,000+. Recruited, hired and supervised staff and volunteers (100+ personnel), developed and implemented the agency's annual operational and capital budget, developed policies and procedures, developed and ensured compliance with contracts, and served as an integral part of the municipalities' and county's emergency management programs.

- Instituted a quality assurance program that improved patient care and revenue.
- Secured grants funds to convert the agency's patient care and billing system from paper to electronic.
- Tripled the number of actively participating volunteers, thereby decreasing the reliance on employees (and overtime) to provide the agencies basic services.
- Served as Burlington County's Office of Emergency Management's (BC OEM) EMS Coordinator and assisted in the management and coordination of major emergencies on behalf of the BC OEM; as well as developed regional response protocols.
- Served as Incident Commander and/or Operations Chief for multiple major incidents at the municipal and county level.
- Served on the Burlington County Emergency Services Advisory Board. This Board served as the County's elected officials advisory board for Fire and EMS issues.

Department of Health & Senior Services State of New Jersey	Trenton New Jersey	1/00 – 11/01
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Public Health Representative

Ensured Emergency Medical Services (EMS) provider and agency regulatory compliance, through complaint investigations, and conducting of inspections. Assisted in developing new and/or updated regulations, reporting tools, treatment protocols, grant administration, and emergency management plans.

- Developed and implemented a standard emergency call reporting tool for licensed EMS providers.
- Developed a basic life support treatment protocol pocket guide.
- Administered a statewide grant program for Automated External Defibrillators.
- Served as a Departmental representative (ESF-8) in the State Emergency Operations Center during the response to the Sept. 11, 2001 attacking in New York City.

Emergency Medical Services & Emergency Management Mount Laurel Township	Mt. Laurel New Jersey	6/96 – 1/00
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Emergency Medical Technician / Safety Officer

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Served as an emergency medical and rescue care provider for the municipality. Additional responsibilities included: serving as departmental safety officer (100+ personnel), development and updating of policies and procedures, and updated the municipality's Emergency Operations Plan.

- Developed the emergency medical service agency's first infection and injury control program, which was in compliance with state and national standards.
- Brought the municipality's Emergency Operations Plan, into compliance with state and federal Emergency Management standards.
- Assisted in the design and final occupancy of a new state of the art EMS and Rescue station.

OTHER RELATED EXPERIENCE

Board of Fire Commissioners	Mt. Laurel	3/01 – 3/02
Mount Laurel Fire District #1	New Jersey	

Fire Commissioner

This was a municipal government elected position that provided administrative and fiscal oversight of a combination career and volunteer fire department. This department has an annual operating budget of \$4.2 million, and capital budget of \$6.5 million.

Mount Laurel Emergency Medical Services, Inc.	Mt. Laurel	1/00 – 12/01
	New Jersey	

Deputy Chief

This was a volunteer position with a non-profit organization that assisted the municipality in the provision of emergency medical and rescue services. This position provided direct operation oversight of emergency responders on emergency scenes, as well as recruited and supervised 90+ volunteer personnel on a daily basis. This position reported directly to the municipality's EMS Chief.

Lenola Fire Company Emergency Unit, Inc.	Moorestown	1/95 – 12/01
	New Jersey	

Lieutenant

This was a volunteer position with a non-profit organization that served as the municipality's emergency medical services agency. This position provided direct operation oversight of emergency responders on emergency scenes, as well as recruited and supervised 50+ volunteer personnel on a daily basis. This position reported directly to the agency's chief operations officer (Captain).

- Served on the Board of Director's of the Burlington County First Aid Council. This Council represented the county's 35+ EMS agencies and assisted in the development of regional policies and procedures.

EDUCATION, TRAINING, AND CERTIFICATIONS

Bachelors of Science • Emergency Medical Services • MCP Hahnemann University (Drexel University)
Florida Professional Emergency Manager (FPEM) • FL Emergency Preparedness Association
Professional Development Series • DHS / Federal Emergency Management Agency
Advanced Professional Series • DHS / Federal Emergency Management Agency (requirements complete, pending)
Incident Command System Instructor (400 level) • DHS / Federal Emergency Management Agency
Incident Command System 100, 200, 300, 341, 400 • DHS / Federal Emergency Management Agency
Hazardous Materials Technician • International Association of Fire Fighters
Instructional Delivery Skills • DHS / Federal Emergency Management Agency
Weapons of Mass Destruction Awareness Instructor • Dept. of Homeland Security
Homeland Security Comprehensive Assessment Model • National Domestic Preparedness Coalition
Supervisory Certificate Program • Miami-Dade County