



# Hurricane Milton Response





# Damage Assessment Team

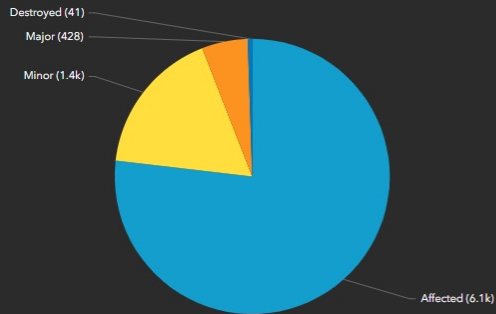
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**Hurricane Milton Response**

Total Assessed 238,701  
Total Damaged 7,923

Total Assessed

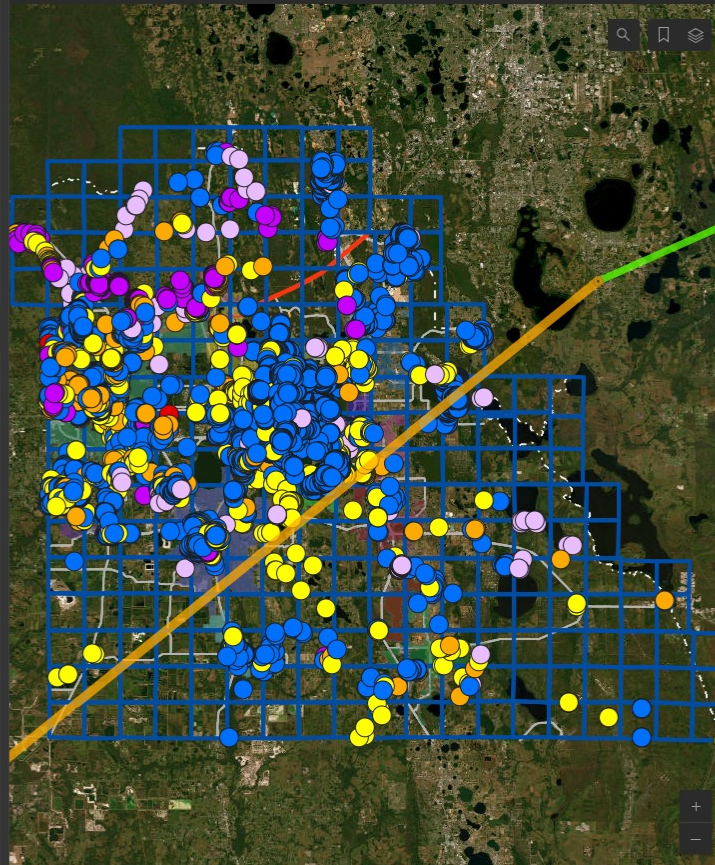
### Damage Category



Damage Category

Assessment Timeline

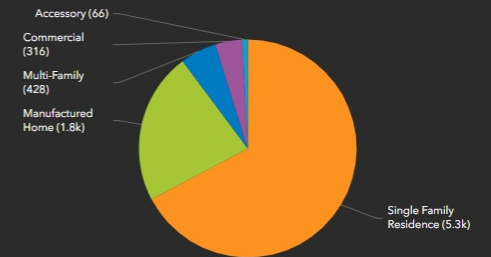
Damage Assessment Map



Earthstar Geographics | NHC, JTWC, Esri | Polk County BoCC | Polk County Property Appraiser Office. | NOAA, ... Powered by Esri

Map

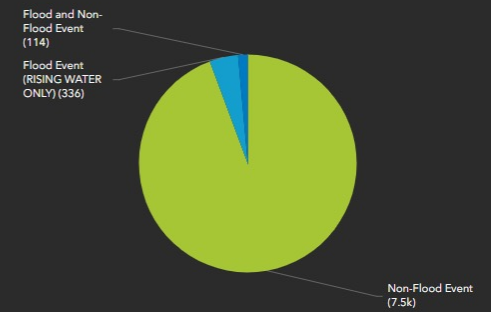
### Damaged Structure Type



Damaged Structure Type

Residential vs. Commercial

### Damage Type



Damage Type

Gauge









**Hurricane Milton  
Response**

# Disaster Assessment Team

Assessed Structures	
Affected	455
Minor	218
Major	158
Destroyed (Mostly Flooded Mobile Homes)	27
Inaccessible	57
Total	915



# Communications

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## Hurricane Milton Response

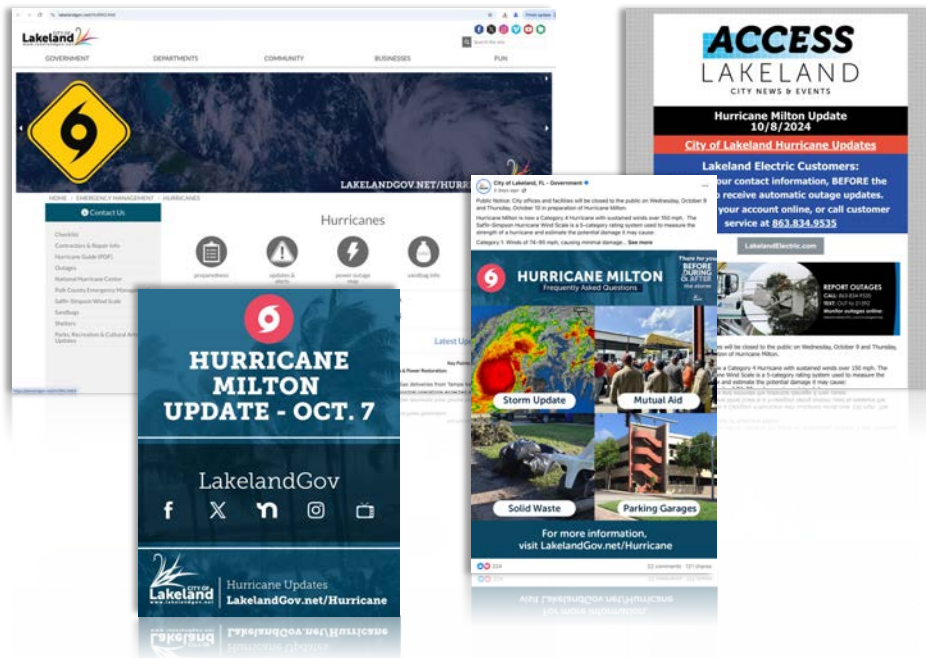




# Hurricane Milton Response

# COMMUNICATIONS

## BEFORE the storm



## Hurricane Assets

- LakelandGov.net/Hurricane
- Access Lakeland Newsletter
- Activated Emergency Messaging
- Facebook • X • Instagram • NextDoor
  - Posts
  - Reminders
  - Updates



Hurricane Milton  
Response

# COMMUNICATIONS

## Communications Partners



FEMA







# Hurricane Milton Response

# COMMUNICATIONS

## AFTER the storm

### Cross-Network Performance Summary

**2,363,397**

Impressions

**2,115**

Link Clicks

**616.13%**

Average Trend Up  
10.6.24-10.12.24

**183,641**

Engagements

**2,555**

Audience Gained





## AFTER the storm

### Hurricane Engagement by the Numbers

**4,800+**  
Direct Messages  
Up **502.8%**

**18+**  
Press  
Releases

**90%**  
Comment  
Replies/Reactions

**160+**  
Facebook  
Posts/Shares

**35,283+**  
Post Reactions

**275,000+**  
Video Views  
**168.8%**  
Rise in Video Views

**256k**  
Hurricane  
Page Views  
Up **385.1%**







# DoIT

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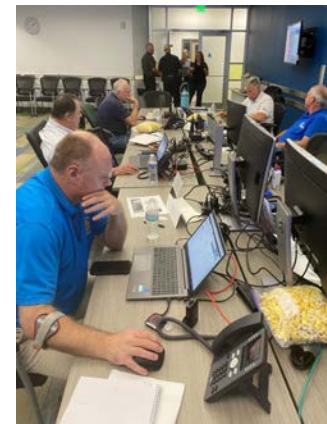
## Hurricane Milton Response

## Pre-Storm

- EOC setup completed on 10/7/24.

## Post-Storm

- Onsite mission critical IT staff (Network, Service Desk, GIS, Public Safety, Telecom, AppDev) supported EOCs and DOCs.
- Maximo, outage map and DARTs support to LE.
- Damage assessment application support to Comm Dev.
- Radio Tower assessment and communications support.
- Fiber assessment and restoration on Galloway Road.
  - Critical Smart Grid communications restored.
  - Enabled diverse path for substation communications.





# Lakeland International Airport

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**Hurricane Milton Response**





## LAL PREPARATORY ACTIVITIES

- Held airport staff briefings. (Leadership & team)
- Held LAL partner briefings at noon and participated in partner airport calls.  
(PIE, TPA, MCO, SFB, DAB, MLB)
- Distributed tenant memos with weather advisory information.
- Cleaned-up airfield of any potential windblown items.
- Moved aircraft inside hangars or evacuated.
- Secured nav aids and airfield lighting.
- Activated our emergency essential personnel. ("Ride-out team")

## **LAL RECOVERY ACTIVITIES**

- Secured the airfield and reopened Runways & Taxiways.
- Communicated with ATC and FBOs regarding reopening.
- Communicated with tenants about damage and airport status.
- Contacted contractors for roofs, fencing, water intrusion and elevator alarm at ATCT.
- Contacted COL Fire Team regarding fire alarms in airport buildings.



Hurricane Milton  
Response

# Lakeland International Airport

## INITIAL DAMAGE ASSESSMENT

"Ride-Out" Team







Hurricane Milton  
Response

# Lakeland International Airport



## INITIAL DAMAGE ASSESSMENT

Aerial Survey with  
Florida State Guard



## Hurricane Milton Response

# Lakeland International Airport

### HURRICANE MILTON DOCUMENTED DAMAGE AT LAL

ITEM	COUNT (Airport)	COUNT (Non-Airport)
Roofs	4	2
Hangar Doors	3	2
Structures	2	3
Fences (Linear Feet)	600+	0
Gates	6	0
Aircraft	0	1
Vehicles	0	1
Gutters	1	0
Water Intrusion	3	0
Flooding	0	1
Signage (Excluding Street)	0	4
Roads	3	0
<b>TOTAL ITEMS</b>	<b>23</b>	<b>14</b>

## RECOVERY SUPPORT

- FDEM / GMR
- Florida State Guard
- Civil Air Patrol
- Transient Air Assets:
  - CBP
  - Aerial Survey Crews







# Lakeland Electric

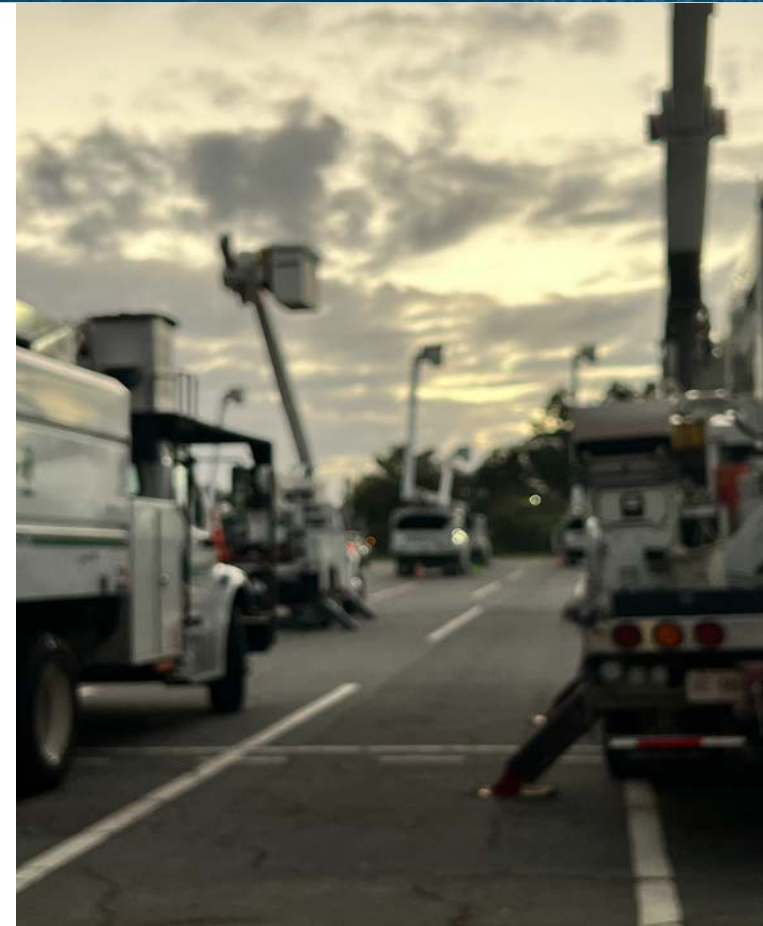
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## Hurricane Milton Response



## **Preparation Before The Storm**

- Pre staged 250 fieldworkers before Hurricane Milton made landfall.





## Hurricane Milton Response

# Lakeland Electric

**How it started.**



**How it's going.**



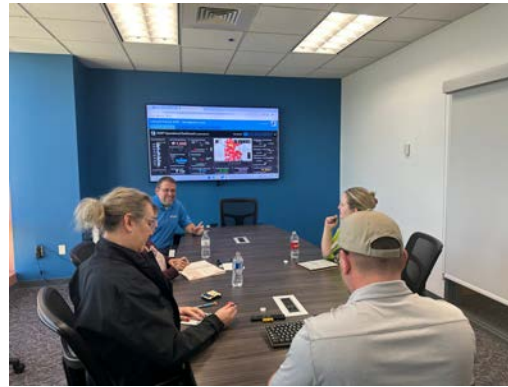




# Hurricane Milton Response

# Lakeland Electric

## Planning and Coordination



## Personnel

### Mutual Aid Numbers

- 260 lineworkers
- 218 tree trimmers
- 12 damage assessors

### Lakeland Electric Employees

- Every employee has a storm role
- 412 employees







## Restoration Support

Meals for Field Crews

- 4,600 Hot Meals
- 3,200 Bagged Lunches







## Communication

### Call Center

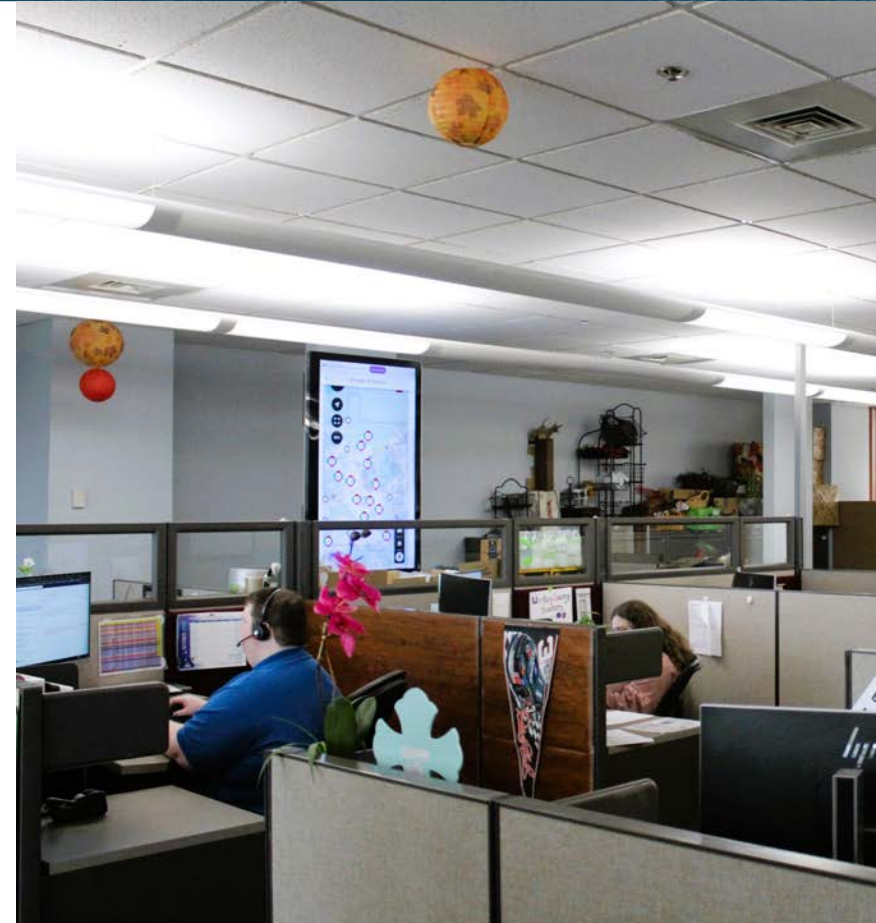
- 20,343 calls
  - 21,648 calls normally per month

### Media

- 7.45M News Reach

### Social Media

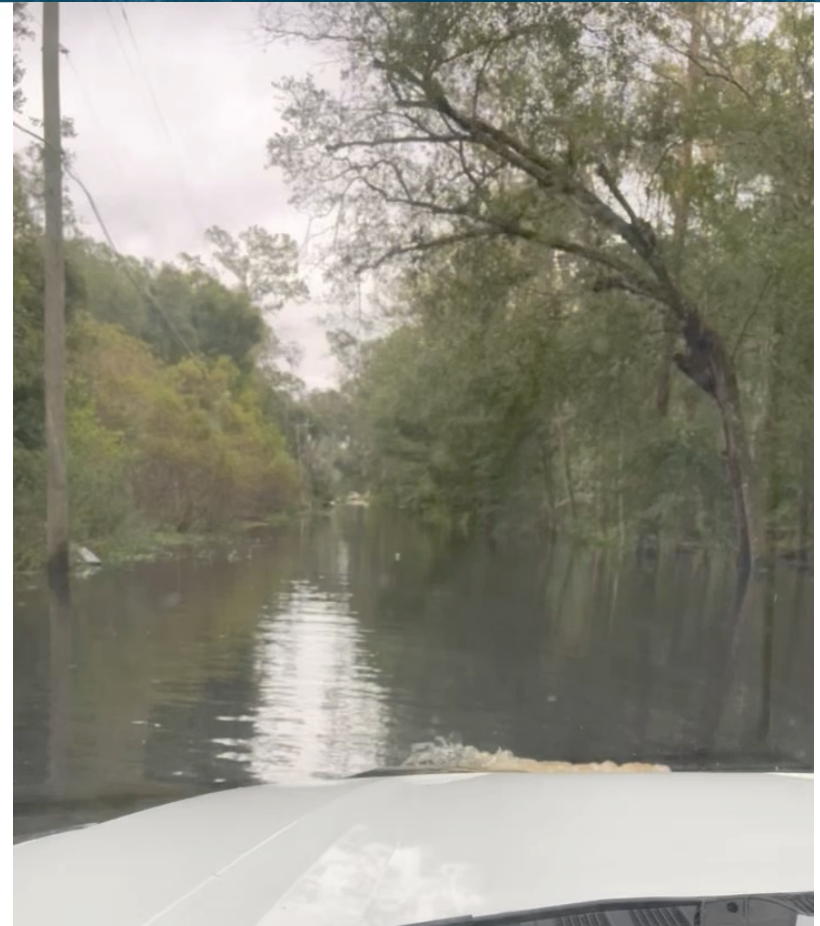
- +500K reach
- 88K interactions
- 3.4K new followers
- 3.6K link clicks





## Challenges

- Flooding
- Communications



## Numbers

- 130+ Damaged Poles
- 82+ Damaged Transformers
- 484+ Tree Trimming Required
- 836+ Wires Down Reported
- 378+ Job Not Truck Accessible







## Hurricane Milton Response

# Lakeland Electric

### Hurricane Irma 2017

**80,000** Outages  
**15 Day** Restoration



### Hurricane Ian 2022

**63,000** Outages  
**6 Day** Restoration



### Hurricane Milton 2024

**90,000** Outages  
**7 Day** Restoration





LAKELAND  
FIRE DEPARTMENT

# Lakeland Fire Department

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## Hurricane Milton Response



## **10/9/24**

- **0800hrs** Operational Period 1 began and Level 1 IAP was completed. 78 Line Personnel and 16 Staff.
- **1500hrs** Switched to 7 Divisions and started monitoring 911 calls and COL EOC request.
- **2145hrs** Shut down operations (sustained winds) and only responded to critical 911 calls with Command approval.





## **10/10/24**

- **0430hrs** Resumed operations and crews began responding to medical calls. Total calls stacked was 36.
- **0700hrs** Crews began damage assessments in their assigned divisions and reported back to DOC to document in WebEOC.
- **0800hrs** Began Operational Period 2 and a new Level 1 IAP was completed.
- **1200hrs** Began Operational Period 3 and a new Level 2 IAP was completed. 62 Line Personnel.
- **1530hrs** Completed entering all field assessment reports into



## 10/11/24

- **0800hrs** Resumed regular staffing of personnel. Started required documentation for post storm.
- **0800hrs** Administration Staff reported to LFD DOC and monitored 911 calls and stood by for EOC requests.





Hurricane Milton  
Response

# Lakeland Fire Department

## 10/12-14/24

- 0800hrs Continued regular staffing of personnel and required documentation for post storm.
- DOC staff available



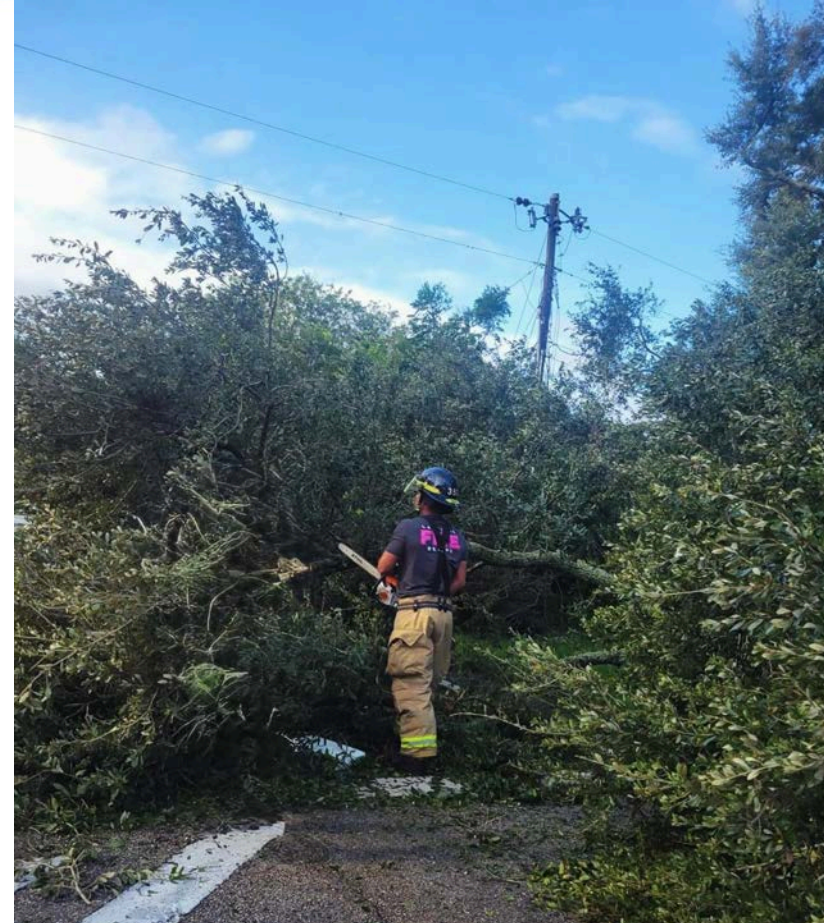




Hurricane Milton  
Response

# Lakeland Fire Department

**544** calls between start of  
Operational Period on **10/9** at  
**0800hrs** through end of  
Operational Period on **10/14** at  
**0800hrs.**





## Hurricane Milton Response

# Lakeland Fire Department



### **544** Calls Consisted of-

- **41** Fire Alarm Related
- **14** Electrical Related
- **2** Structure Fires
- **1** Water Rescue with LPD





# Lakeland Police Department

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## Hurricane Milton Response







# **Parks, Recreation and Cultural Arts**

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## **Hurricane Milton Response**





## Hurricane Milton Response

# Parks



## **Holloway Park remains closed**

Countless trees down and paths under water.





## Hurricane Milton Response

# Parks



Oct 13, 2024 10:08:32 AM  
702 East Orange Street  
Lakeland  
Polk County  
Florida

## Hollis Garden opened Tuesday





# Hurricane Milton Response

# Parks



## Tigers Player Development Area



**Hurricane Milton  
Response**

**Parks**



**Tigertown  
Hangar  
Roof Damage**





## Hurricane Milton Response

# Parks



## **Parks Storage and Break Room (Oxford)**



## Hurricane Milton Response

# Libraries



**Library Main Branch and Larry Jackson Branch.**

Libraries opened Saturday.





**Hurricane Milton  
Response**

# Cleveland Heights Golf Course



Nine holes open tournaments have been cancelled.

Hope to open the end of next week.





### **Awning at Beerman Tennis Complex**

- Frame came off from building. Canvas and frame damaged. Public Works and Risk are assessing.



- Gym floor at Kelly Recreation Complex flooded.
- Floors starting to buckle. Working with Public Works and Risk.



### **Dock at Lake Crago Recreational Complex**

Water levels lifted dock over support beams.  
Currently assessing damage.





## Hurricane Milton Response

# Recreation



### **Lake Mirror Lakeland Community Theater**

Parking lot flooded  
into the theater.  
Public Works and  
Risk are assessing  
the damage.



## Hurricane Milton Response

# Recreation

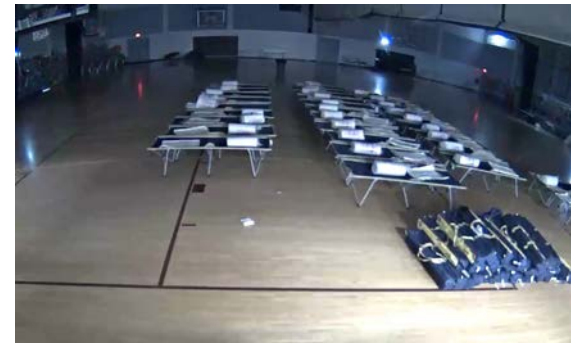
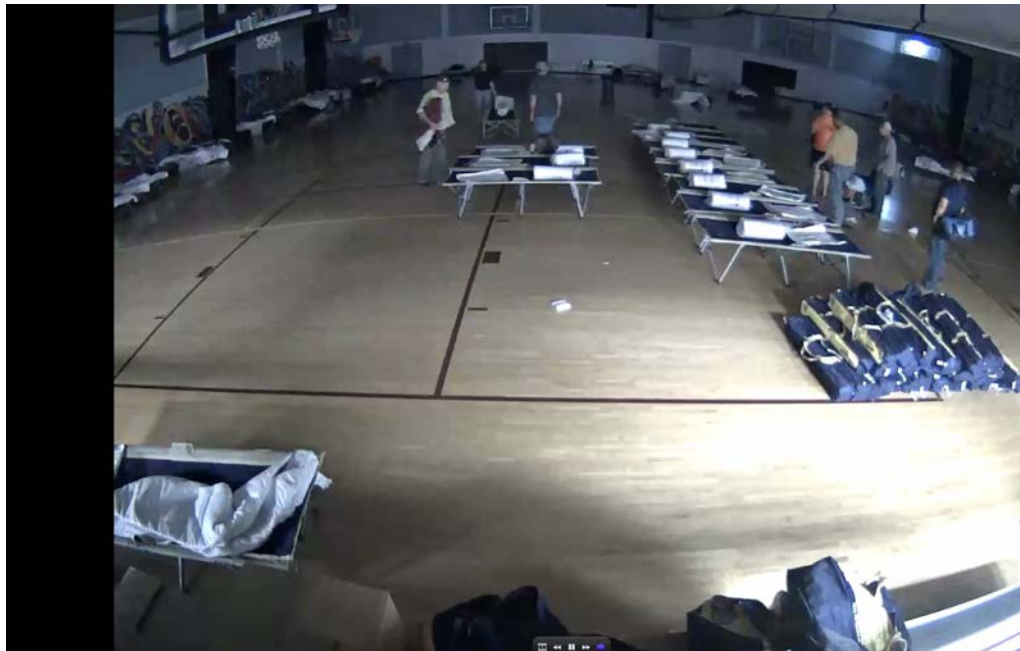


Lake Mirror Center awaits temporary HVAC chiller that controls the HVAC for Magnolia Building, Peggy Brown Building, Auditorium and Theatre.



## Hurricane Milton Response

# Recreation



### **Simpson Park Community Center**

Housed visiting out-of-state lineman assisting with storm recovery.





## Hurricane Milton Response

# Recreation



**Kelly Recreation Center** and **Coleman Bush** will provide pop-up space for the Florida Children's Museum while their facility is down.





# Hurricane Milton Response

# Cemeteries





# Public Works

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## Hurricane Milton Response





## Hurricane Milton Response

# Solid Waste

- Collected debris – until 12:00 PM Wednesday prior to the storm.
- Began collection on Thursday and worked with cut crews to clear right-of-way, which allows for LE to respond and restore service.
- October 11, 2024 began clearing main roads and collection debris.
- October 11, 2024 met with Thompson (monitoring firm) and DRC (haulers) to begin setting up operations for storm debris collection and to deal with hazardous limbs (hangers) and trees (leaners).
- Hauling debris to Glendale one of our three FEMA approved debris sites.
- Oct. 16, 20-24, haulers began collection. Will run seven days a week, from 7 AM to 7PM until all debris is closed.
- Began normal collection on Monday, October 14.
- Estimated 200,000 to 250,000 cubic yards of debris to be collected



**Hurricane Milton  
Response**





# Hurricane Milton Response





## Hurricane Milton Response

# Fleet

We started ordering additional fuel on Monday, October 7, 2024, scheduled for delivery on Thursday. This totaled 3 tankers, equating to 72,000 gallons for the week, which supplied fuel for the city's fleet as well as mutual aid vehicles and equipment.





- Accessed City Facilities on Thursday, October 10th, as soon as it was safe to do so, and began responding to water intrusion reports.
- On Thursday, Facilities Management staff initiated preliminary high-level assessments of the building infrastructure.
- On Monday, maintenance staff commenced comprehensive evaluations for FEMA and risk management reporting across all building infrastructures.



# Hurricane Milton Response

# Tiger Town







# Hurricane Milton Response

# Tiger Town





## Hurricane Milton Response

# RP Funding Center







## Hurricane Milton Response

# RP Funding Center







**Hurricane Milton  
Response**

# RP Funding Center Roof





## Hurricane Milton Response

# Stormwater

- Lakes & Stormwater inspected and cleared major drainage conveyances, flood control structures and curb inlets and moved water out of lakes as much as possible up until COB on Tuesday October 8<sup>th</sup>.
- The Lake Bonny pump, which has been operating since August 5<sup>th</sup>, remained at full capacity throughout the storm and continues operating at full capacity.
- Once returning to work on Thursday, October 10<sup>th</sup>, staff assessed water levels and drainage, cleared debris from conveyances and around flood control structures, evaluated flooding conditions throughout the City drainage and lake systems, and began releasing water from lakes at increased flows.
- Our airboat operator assisted LPD with water rescues in multiple flooded neighborhoods throughout the City.
- Crews also assisted with debris assessment; roadway clearing and drainage inspections.
- Lakes & Stormwater staff continue to monitor water levels throughout the lakes and





## Hurricane Milton Response

# Stormwater







## Hurricane Milton Response

# Traffic Operations

- First priority was on cutting down dangling signal heads and signs that posed a hazard to vehicles.
- After Hurricane Milton, only about 40% of the city's traffic signals had power. Several intersections sustained damage to equipment.
- Within the first two days, all intersections, except the one at Sleepy Hill Road Middle School, had power.





## Hurricane Milton Response

# Traffic Operations





- October 7, 2024, opened and operated sandbag site.
- After Hurricane Milton, sent crews out for assessment of roads based on prioritized list.
- Provided assessment results to Department EOC.
- Coordinated with City EOC and assisted other departments where needed.
- Began to clear trees and debris from roadways.
- Worked with Lakeland Electric to clear roadways of downed power lines.







# RP Funding Center

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**Hurricane Milton Response**



## Housing of First Responders

- In preparation for the storm, several departments (LPD, LFD, Red Cross) used the RP Funding Center an emergency hub.





## **Damage report Hurricane Milton**

- The arena roof has sustained significant damage, and emergency repairs are currently underway.
  - Drains on this side of the roof were dislodged as the fabric rolled up due to the wind, resulting in damage.
  - Water infiltration from the roof has caused damage to ceiling tiles in the concourse areas.
  - Insulation on ductwork in the affected regions has also been damaged by water, and ServePro is working on it.
- The outdoor marquee may have sustained damage and requires further investigation.
- Four spotlights may have damage to their power supply, which also needs additional examination.
- Minor leaks have appeared throughout the Convention side concourse, caused by punctures in the arena roof.





## Hurricane Milton Response

# RP Funding Center

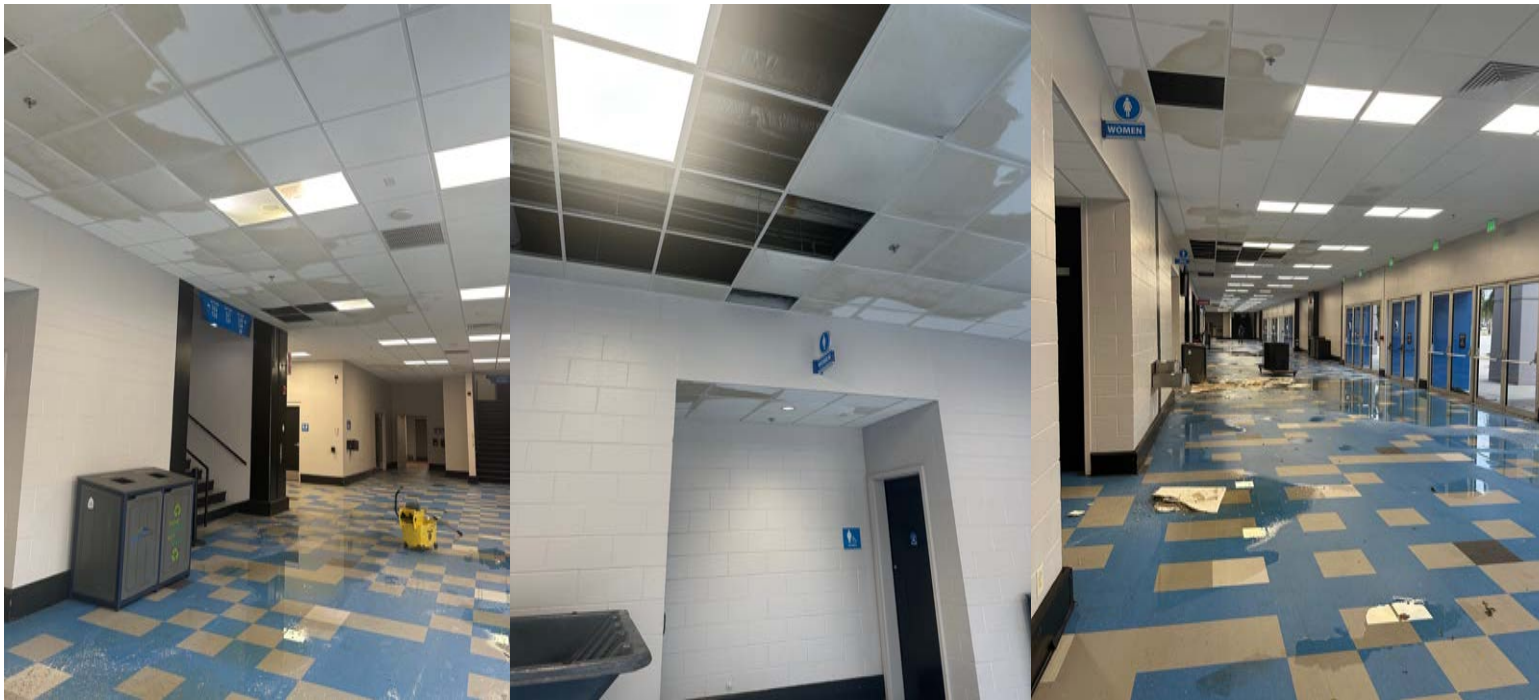


Roof Damage



## Hurricane Milton Response

# RP Funding Center



Arena  
Damage



**Hurricane Milton  
Response**

# **RP Funding Center**

## **How are we helping ?**

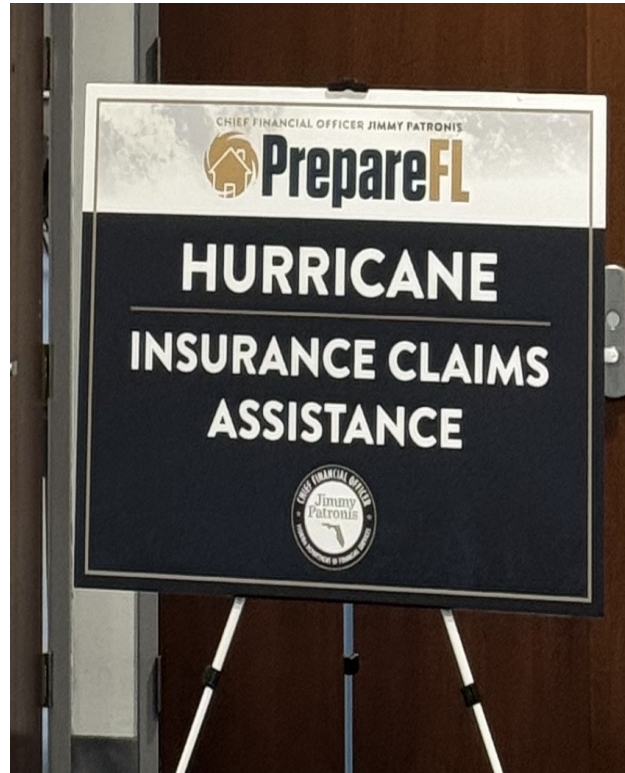
After the storm passed and recovery began, the RP Funding Center is hosting an Insurance Village event, allowing the community to meet multiple insurance companies in one location to file storm-related claims.





# Hurricane Milton Response

# RP Funding Center



Insurance Village



# Risk & Purchasing

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## Hurricane Milton Response





## Hurricane Milton Response

# Risk & Purchasing



10/11/24



10/16/24





## Hurricane Milton Response

# Risk & Purchasing

- Warehouse team continued to supply Lakeland Electric and Mutual Aid Crews, working 14-hour days through Wed. Oct. 17
  - Assist with reporting power restoration numbers for damaged poles, transformers and distribution lines
- Risk Claims Team handled calls regarding flooding, downed trees and other damage to residential properties.
- Safety Teams responded to accident and incidents for recovery and regular work teams.





# Water Utilities

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## Hurricane Milton Response



## **Water Production**

### **Williams WTP**

Rainfall: 10.39 inches

Peak flow: 32.1 MGD (normal – 21 MGD)

Top Windspeed: 79 mph

### **Combee WTP**

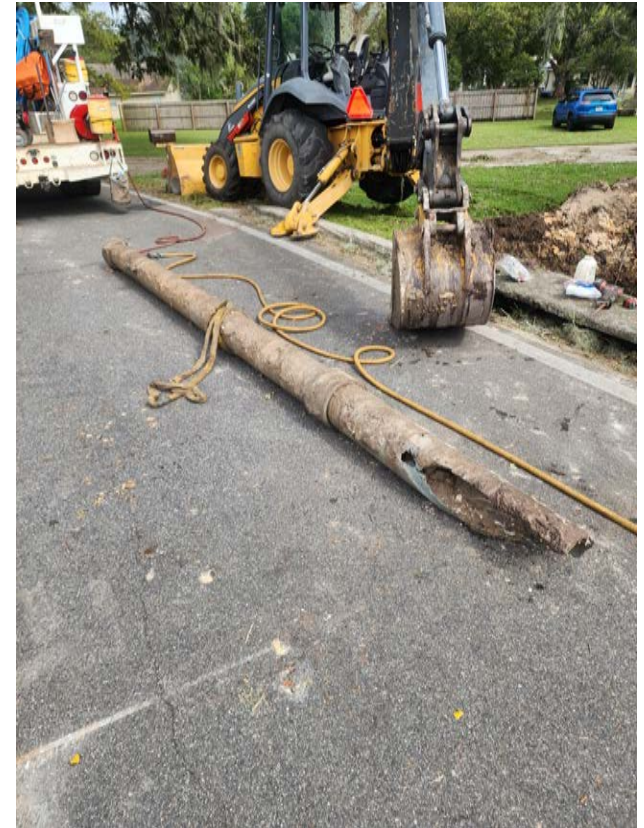
Rainfall: 10.56 inches

Peak flow: 4.3 MGD (normal 3.8 MGD)



## Water Distribution

- Repaired 20 broken water mains and four service lines.
- Calls continue to come in.







## Hurricane Milton Response





## Hurricane Milton Response





**Hurricane Milton  
Response**



## Wastewater Collections

- Total of 42 Lift Stations lost power ~ 22% of City stations.
- Permanent generators were operating at 16 of the 42.
- Portable Generators being shuttled to the others.
- Wastewater Collection Crews worked during the storm until 8:30 pm on Wednesday before getting off the roads.
- Rain gauges at lift stations ranged from 7.5 – 12.5 inches.

## Wastewater Collections

- Sewers were overloaded with ground water and flood waters.
- Several Lift Stations were flooded.







# Hurricane Milton Response

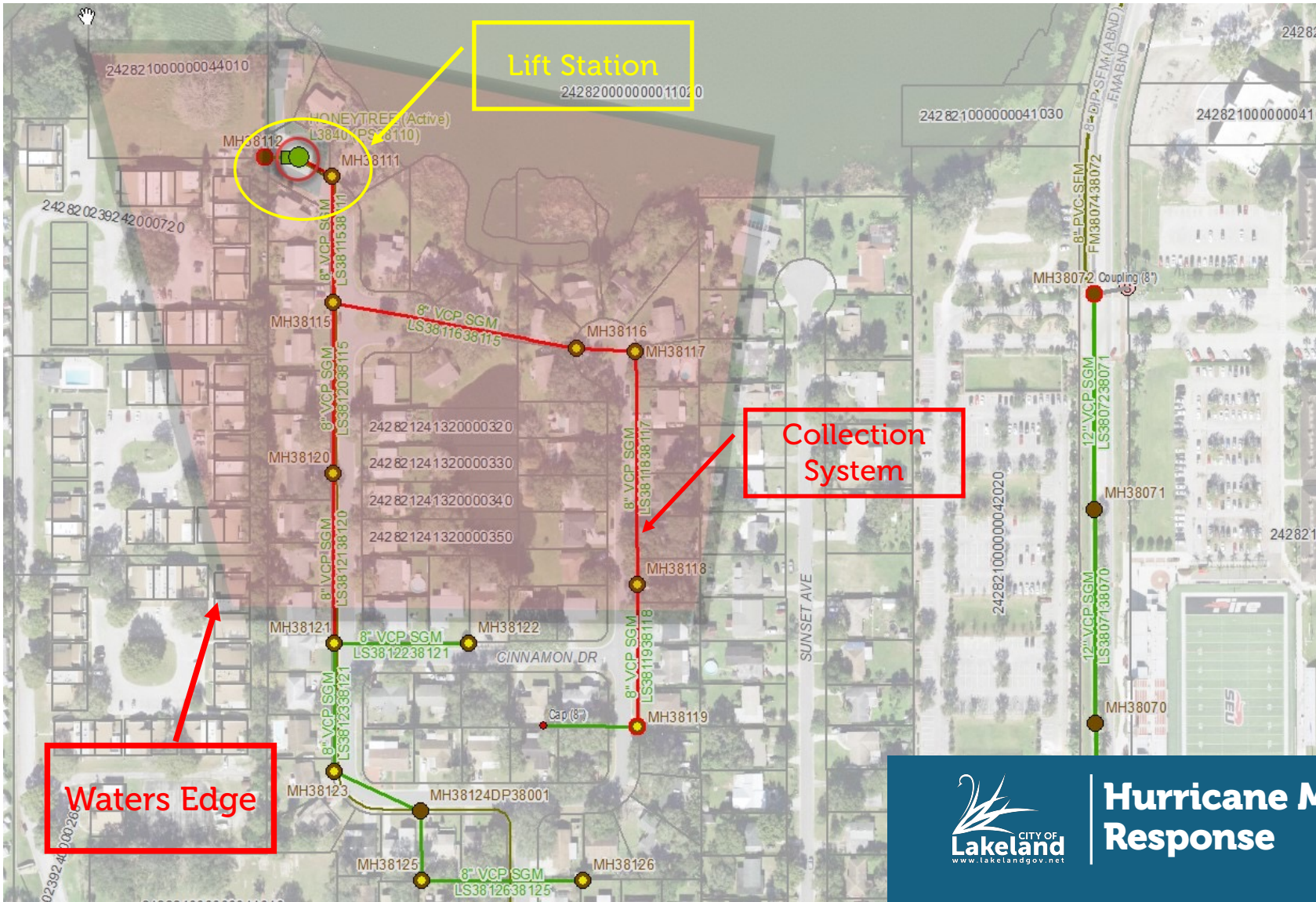
Oct 14, 2024, 10:16 AM





# Hurricane Milton Response





Lift Station  
2428200000001102 0

Collection System

Waters Edge



**Hurricane Milton Response**

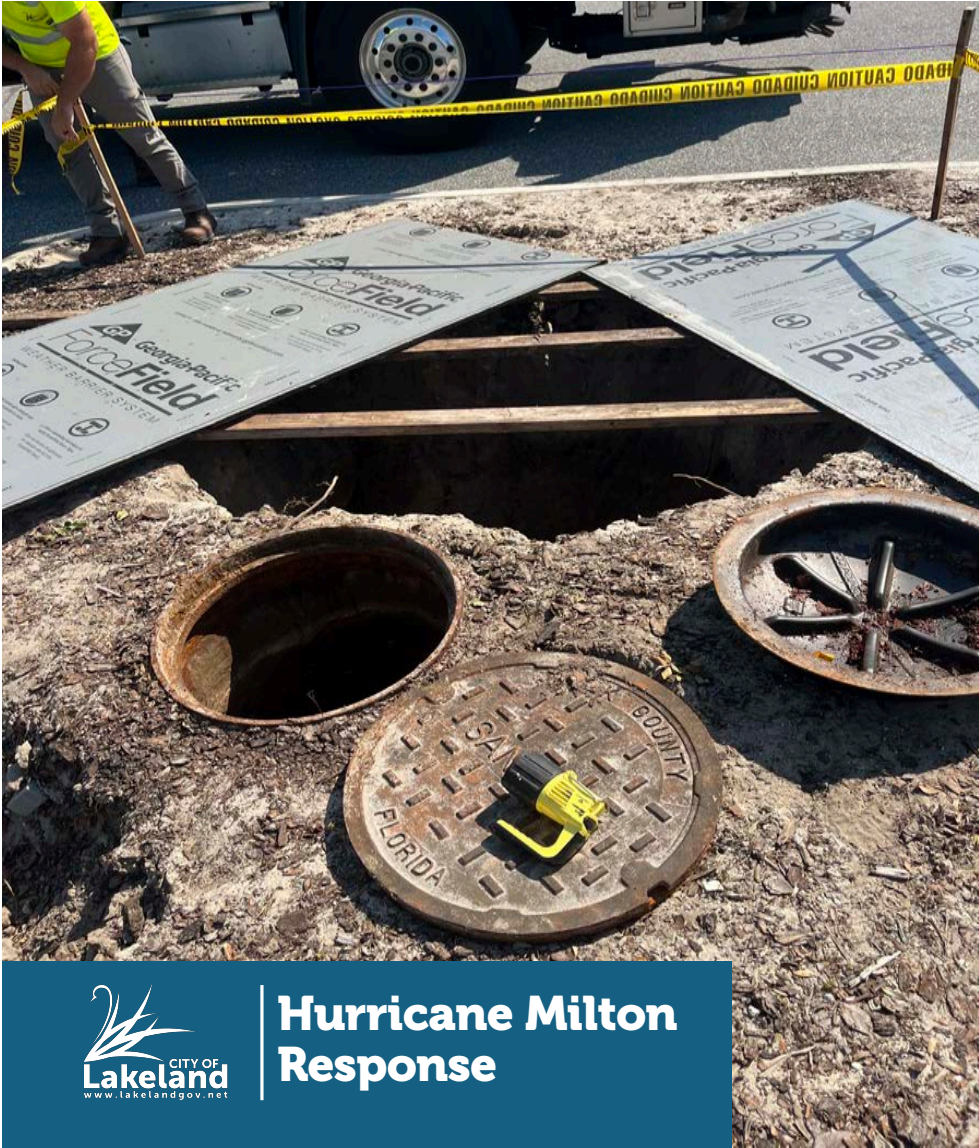


## Wastewater Collections

- We are beginning to see several depressions caused by infiltration into our system.









## Wastewater Treatment

- Glendale
  - Peak Flow - > 40MGD
  - Plant overflowed
    - 5 Million Gallons
  - Emergency bypass to Banana Lake - permitted





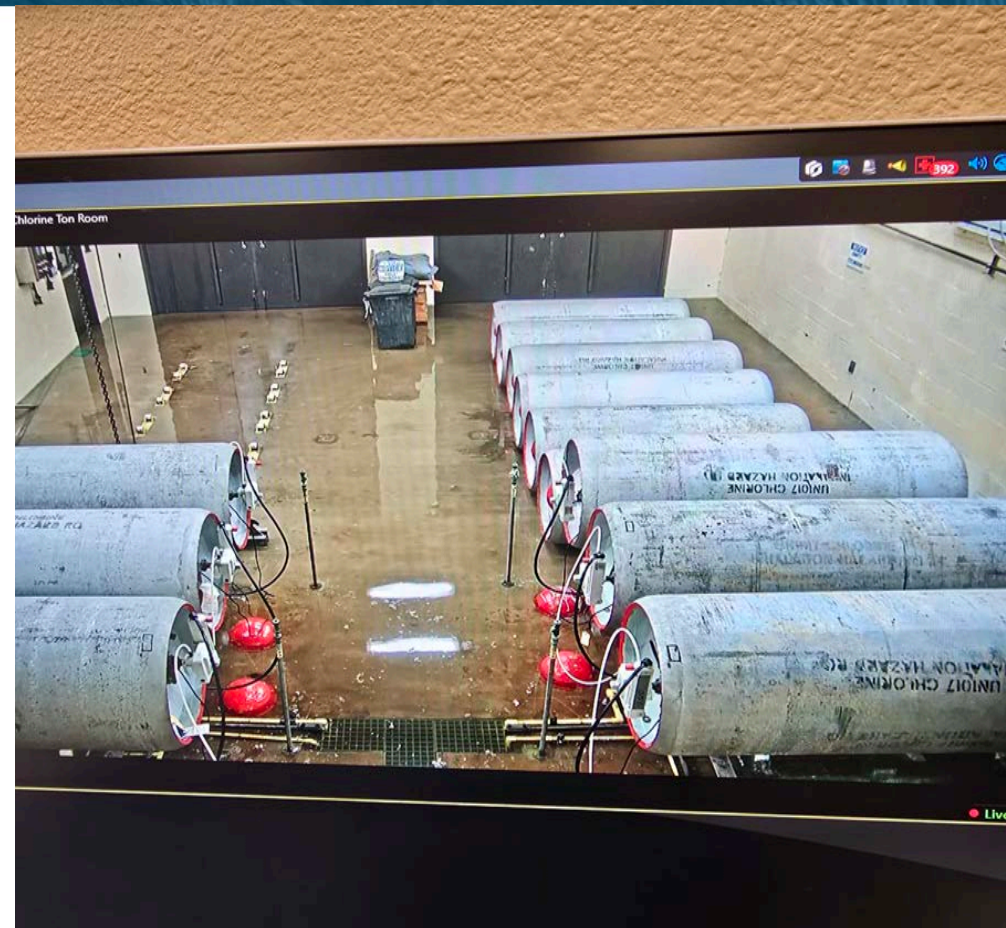


# Hurricane Milton Response



## Wastewater Treatment

- Northside
  - Peak Flow – 14.86 MGD
    - 3.5 x normal
  - Plant flooded
  - Some property damage and roof leak.





# Water Utilities – Hurricane Milton Report



**Hurricane Milton  
Response**







## **Wastewater Treatment**

- West Lakeland Plant
  - Flow was bypassed prior to storm
  - Power was lost and restored on Sunday
  - Some damage to electrical controls, plant still bypassed

## Se7en Wetlands

- Peak Flow – 54 MGD
- No Public Access available due to Polk County park closures
- Some damages





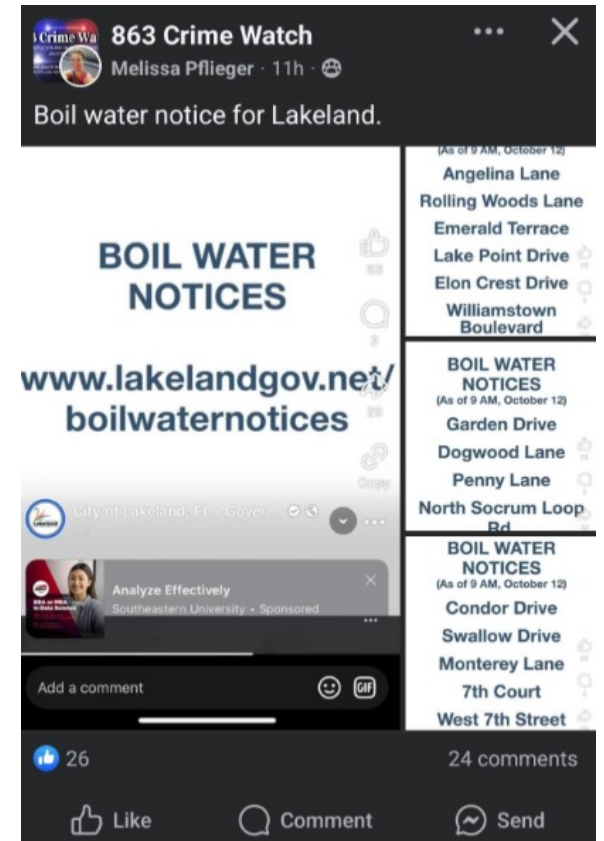


**Hurricane Milton  
Response**



## Compliance Team Support Before, During, & After the Storm

- Created hurricane-related messaging for our website
- Submitted Pollution Notices to State Watch Office and FDEP
- Updated Boil Water Notices on the website
  - Total BWNs: 48
  - Total rescinded to date: 34
  - Total # of connections effected: 2607







## Compliance Team Support Before, During, & After the Storm

- Created hurricane-related content for three social media posts
- Provided support as needed for customer inquiries

