

**Jonathan Lord**  
Tallahassee, FL 32311

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## **Professional Summary**

Highly motivated emergency services executive 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 (FPEM), with a progressive emergency services administrative background, which includes strategic and emergency planning, and coordination; with multiple personnel, jurisdictions, and agencies on a local, regional, and state level. Above average organizational ability with significant technological expertise, serving as a leader in the emergency management community for both technology and regional collaboration and coordination.

## **Professional Experience**

### **Deputy Director**

State of Florida, Division of Emergency Management

**8/2015 to Present**

Tallahassee, FL

Provide agency leadership, guidance, oversight, and subject matter expertise to staff and contract personnel with a budget of \$331 Million (\$59 Million in state funds). This position oversees both the fiscal administration and programmatic administration of the agency; reporting to the Division's Director. This position provides immediate direction and supervision to Bureau Chiefs, Administrators, and a Special Projects Team. Additionally, this position serves as a Deputy State Coordinating Officer (DSCO), during presidentially declared disasters, and fulfills the roll of Agency Director, in the Director's absence. This position also brief's the Governor and Governor's leadership team, and Cabinet heads on agency programs, priorities, and situation information. In this position, I also hold a Department of Homeland Security – Secret Clearance.

- Served as the vice-chair of the State Emergency Response Commission (SERC). The SERC is responsible for implementing federal Emergency Planning and Community Right to Know Act provisions in Florida and serving as a technical advisor and information clearinghouse for state and federal hazardous materials programs.
- Served as the DSCO for 2016's Hurricane Hermine and 2016 Hurricane Matthew Emergency Operations Center and Joint Field Office activation.
- Implemented process improvements in the Finance Unit to decrease procurement bottlenecks and budget development redundancies.
- Work closely with the Agency's Office of Inspector General to develop and internal audit criteria and priorities, to test and ensure compliance with federal and state rules, regulations, and standards.
- Restructured the agency's Information Technology and Management (GIS) units into a cohesive Bureau, to improve customer service, coordination, and efficiency.
- Oversaw, and provided technical expertise to a variety of significant technology projects; including, the statewide alert and notification system, POTS to IP Phone transition, satellite communications refresh, intra-agency SharePoint Portal, and an update to the disaster management system (implementation of WebEOC).
- Served as the Incident Commander for the State Incident Management Team, that was deployed to Monroe County following the impact of 2017's Hurricane Irma.

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### **Division Director / EM Deputy Director**

Miami-Dade County, Fire Rescue, Office of Emergency Management

**5/2009 to 8/2015**

Miami, FL

Provided leadership and guidance to a staff of 17-24 for the County's Emergency Management Agency (a Division of MDRF), with an annual combined local and grant funded operating budget of approximately \$4.3 Million. This position was directly responsible for all human resources, financial (including grants), and procurement administration of the agency; as well as providing direction and supervision to the managers who oversaw the agency's Operations and Planning Bureaus. Additionally, this position served as a liaison with political and agency leadership both within the County, and with local, regional, state, and federal partners. This position routinely briefed County leadership and agency heads (public and private sector) on agency initiatives, priorities and relevant emergency/disaster situation information. This position also conducted EOC and Disaster plan training to partner agency representatives; as well as various public education events.

- Serve as the County representative on the Miami Urban Area Strategic Initiative Working Group (UAWG). The UAWG steered an annual federal allocation in excess of \$5 Million provided to the Miami Region, of which the County received approximately \$1 Million.
- Served as a member of DHS/FEMA NIMS Integration Center's Strategic Resources Group.
- Oversaw the development of the County's first Family Assistance Center plan and online application.
- Oversaw a quarterly exercise program, that include at least 1 hurricane and 1 nuclear powerplant exercise annually.
- Spent a week in 2012 with meteorological and emergency response officials in Shanghai, China sharing best practices in disaster management and modeling.
- Served as the Deputy Incident Commander for the EOC Activations for 2012's Tropical Storm Isaac, 2011's Tropical Storm Emily, the 2010 Haitian Earthquake Repatriation, and 2010's Pro Bowl.
- Served as the EMAC Team Leader for the South Florida EOC Support Team that went to NY's SEOC for 2011's Hurricane Irene
- Managed a significant operational restructuring of the agency to incorporate a major change in philosophy that imbedded the Whole Community concept throughout the agency's programs and concurrently fiscally redefined the agency in light of a significant reduction in County revenue.

### **Assistant Director**

Miami-Dade County, Office of Emergency Management

**3/2008 to 5/2009**

Miami, FL

Served as one of two Assistant Directors reporting to the Director, providing departmental leadership and guidance to a staff of 24, with an annual local operating budget of approximately \$3 Million. This position specifically directed and coordinated the Administrative, Logistics, and Planning units within the Department. As the lead of the Administrative unit, this position provided 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 provided direction and guidance to supervisors that managed those respective units. Additionally, this position served as a liaison with political and agency leadership both within the County and with local, regional, state, and federal partners; overseeing and approving the development of situation reports and action plans to ensure that various partners had adequate information at their disposal to make critical decisions. This position also conducted EOC and Disaster plan training to partner agency representatives; as well as public education courses.

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- Serve as the County representative on the Miami Urban Area Strategic Initiative Working Group (UAWG). The UAWG steered an annual federal allocation in excess of \$10 Million provided to the Miami Region, of which the County received approximately \$3 Million.
- Served as the co-chair of the Southeast Florida Regional Domestic Security Task Force's Emergency Management Working Group. This group was 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.
- Oversaw a quarterly exercise program, that include at least 1 hurricane and 1 nuclear powerplant exercise annually.
- Served as a member of the command staff for the EOC Activation for Tropical Storm Fay and the preparations for the potential impact of 2008's Hurricane Ike.
- 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; 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 discussed and developed consensus on regional emergency management issues.
- Served as the project lead for the Regional Emergency Management Collaboration System. This system, which was being steered by the RDSTF's EM Working Group, became Southeast Florida's EM Community's first regional electronic data sharing project. This project enhanced EM coordination and resource allocation throughout Southeast Florida.

### **Assistant Operations Manager**

**5/2007 to 3/2008**

Palm Beach County, Public Safety Dept., Division of Emergency Management West Palm Beach, FL

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 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. This position also conducted EOC and Disaster plan training to partner agency representatives; as well as public education courses.

- Reorganized and reconstructed the CWP to improve workflow, and quality of service; this included the addition of Victim Services counseling capability, thereby allowing the County to handle Rape Crisis phone calls directly, 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 was 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 the project lead for the Regional Emergency Management Collaboration System. This system, which was being steered by the RDSTF's EM Working Group, became Southeast Florida's EM Community's first regional electronic data sharing project. This project enhanced EM coordination and resource allocation throughout Southeast Florida.

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### **Branch Manager**

Miami-Dade County, Office of Emergency Management

**5/2006 to 5/2007**

Miami, FL

Served as the manager for the Public Safety Branch within a newly restructured agency 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. This position also conducted EOC, Incident Command and Disaster plan training to partner agency representatives; as well as public education courses.

- Conducted Incident Command System training for EOC staff and first responders.
- Served as Operations Section Chief for the EOC Activation for the 2007 NFL Super Bowl.
- Served as Operations Section Chief for the 2006 EOC Activation for the rumored death of Fidel Castro.
- Served as a technical expert for the Southeast Florida Evacuation re-studies.
- Participated in the development of quarterly exercises, that include at least 1 hurricane and 1 nuclear powerplant exercise annually.
- Served as Acting Assistant Director, on a rotating basis with the other Branch Managers, during an extended absence of the Assistant Director.
- Spearheaded 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**

Miami-Dade County, Office of Emergency Management

**1/2004 to 5/2006**

Miami, FL

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. This position was also responsible for the development of situation reports and action plans related to critical incidents and emergencies. Additionally, I worked with other team members to conduct homeland security assessments of critical infrastructure sites throughout the County. This position also conducted EOC, Incident Command and Disaster plan training to partner agency representatives; as well as public education courses.

- Participated in at least 1 nuclear powerplant and 1 hurricane exercise annually
- 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.

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- Deployed to Palm Beach County for 2004's Hurricane Jeanne, and served multiple roles within the Planning Section.
- Served as Public Safety Branch Director for EOC Activations for 2004's Hurricane Charley, Frances, and Jeanne.
- 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.

### **EMS Chief**

Endeavor Emergency Squad, Inc.

**11/2001 to 12/2003**

Burlington, NJ

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+), 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 response 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.
- Conducted community outreach and first aid / CPR training.

### **Public Health Representative**

State of New Jersey, Department of Health & Senior Services

**1/2000 to 11/2001**

Trenton, NJ

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 attack in New York City.

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**Emergency Medical Technician / Safety Officer**  
Mount Laurel Township

**6/1996 to 1/2000**  
Mt. Laurel, NJ

Served as an emergency medical and rescue care provider for the municipality. Additional responsibilities included serving as departmental infection control and safety officer (100+ personnel) and developing / updating of policies, protocols and procedures.

- Developed the emergency medical service agency's first infection and injury control program, which complied 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.
- Conducted community outreach and first aid/CPR training.

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## Other Experience

**Treasurer / Executive Committee, Board Member**  
Florida Emergency Preparedness Association

**2/2014 to Present**  
Tallahassee, FL

This is a voluntary elected position, which is responsible for budget and control of the Association's funds. The Treasurer is responsible to disburse funds with the assistance of the Executive Director in accordance with the approved budget. The Treasurer is also responsible to coordinate the development of the Mid-Year Work Session and Annual Meeting Program.

- Assisted in development and assists with ongoing instruction of the EM Directors and Key Staff Training, offered at least annually by the Association.

**Fire Commissioner**  
Mount Laurel Fire District #1

**3/2001 to 3/2002**  
Mt. Laurel, NJ

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

**Deputy Chief**  
Mount Laurel Emergency Medical Services

**1/2000 to 12/2001**  
Mt. Laurel, NJ

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 operational 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.

**Emergency Medical Technician**  
Lenola Fire Company Emergency Unit

**1/1995 to 12/2001**  
Moorestown, NJ

This was a volunteer position with a non-profit organization that served as one of two emergency medical services agencies within the municipality.

- Served as Lieutenant for 3 years, providing direct operational 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 Directors 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.

**Emergency Medical Technician**  
Moorestown First Aid & Emergency Squad

**1992 to 1997**  
Moorestown, NJ

This was a volunteer position with a non-profit organization that served as one of two emergency medical services agencies within the municipality.

# Jonathan Lord

## Education

**Bachelors of Science, Emergency Medical Services**  
Hahnemann University (now a part of Drexel University)

**12/1999**  
Philadelphia, PA

**High School Diploma**  
Moorestown High School

**6/1993**  
Moorestown, NJ

## Certifications & Credentials

**Florida Professional Emergency Manager (FPEM)**  
**Advanced Professional Series**  
**Professional Development Series**  
**Incident Command System Instructor (L-449)**  
**Weapons of Mass Destruction Awareness Instructor (AWR-160-1)**  
**Secret Clearance**

FEPA  
DHS / FEMA  
DHS / FEMA  
DHS / FEMA  
DHS  
DHS

## Training

### **DHS / Federal Emergency Management Agency:**

- ICS 100, 200, 300, 400
- National Fire Academy: All-Hazards Incident Management Team
- National Fire Academy: AHIMT Operations Section Chief
- Various EMI E-series classes, including Advanced Leadership
- Various EMI G-series classes
  - Including G-265: Instructional Delivery Skills
- Various EMI L-series classes
  - Including L-449: Incident Command System Train-the-Trainer
- Various EMI IS-series classes
- IEMC: Hazardous Materials Preparedness & Response
- IEMC: Metropolitan Medical Response System
- PDAT: Procurement Disaster Assistance Training
- WMD Standardized Awareness Program (AWR-160)

**Emergency Management Accreditation Program:** EMAP Accreditation Manager

**Big City Emergency Managers:** Emergency Leaders Program

**Florida Emergency Preparedness Association:** County Directors / Key Staff Program

**United States Coast Guard:** ICS 341, Incident Response Planning

**International Association of Firefighters (IAFF):** Hazardous Materials Technician

**International Association of Firefighters (IAFF) / ODP:** Emergency Response to Terrorism

**International Critical Incident Stress Foundation:** Basic Critical Incident Stress Management

**Miami-Dade County:** Supervisory Certificate Program

**Miami-Dade Fire-Rescue:** Emergency Vehicle Operators Course (EVOC)

**National Domestic Preparedness Coalition:** Homeland Security Comprehensive Assessment Model

**National Safety Council:** Defensive Driving

**Occupational Health and Safety Administration:** Various Bloodborne Pathogens and HAZMAT trainings

Jonathan Lord

October 22, 2017

Flagler County Human Resources  
c/o Emergency Management Chief Search  
1769 E. Moody Blvd, Bldg 2  
Bunnell, FL 32110

Dear Human Resources Team and Administrator Coffey:

Please find attached my resume for consideration for the position of Emergency Management Chief. I have had over 13 years of full time emergency management experience, in my progressive public safety career; and believe that my background and skills would make me an asset to the County team.

As you will see from the attached resume, my multifaceted public safety career began in Emergency Medical Services; progressing into Emergency Management. Each one of my positions has continued to build in responsibility, leading to my current position as the Deputy Director for the Florida Division of Emergency Management. My career has allowed me to be involved at the command level for a host of disasters, many of which were Presidentially Declared.

As an individual with an above average knowledge of technology, I have had the opportunity to lead many rewarding projects, such as bringing WebEOC to South Florida in 2008 and the Florida Division of Emergency Management in 2017, the reconfiguration and technology refresh of the Miami-Dade County Emergency Operations Center in 2009, and communications (internal and public) redesigns and upgrades in both Miami-Dade County and the Florida Division of Emergency Management.

Over my career, I have had significant experience in strategic and emergency plan development, budget development, procurement, training (emergency managers/responders and the public), and exercise development and implementation. I have had the opportunity to reexamine budgets, implement new organizational structures, build new teams, and develop collaborative partnerships at the local, regional, and state level. My experience has also allowed me to serve as contract developer and manager for many projects.

2017's Hurricane Irma, 2016's Hurricane Hermine and Hurricane Matthew, as well as the recent wildfires around the Florida have allowed me to realize that my passion for public safety and emergency management truly is at the local level. In addition to a return to local government, I am also looking to build long term relationships and develop a program that will prepare a community and allow it to respond and recover in the most efficient and effective manner.

Thank you in advance for your time and consideration, of me, for the position. I look forward to the opportunity to discuss my experience and skills with you.

Sincerely,

*Jonathan Lord*

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