

Incident Response Training: A Practical Approach



Southwest Gas - Regional Leader in Natural Gas Distribution



- Founded in 1931 in Barstow, CA
- Headquartered in Las Vegas, NV
- Largest distributor of natural gas in Arizona and Nevada
- Distributes and transports natural gas in parts of California
- 2 million customers
- 5 operating Divisions
- 99% of customers are residential and small commercial



A Practical Approach

- Variety provides a more effective learning environment
 - Keeping attendees engaged
- Offers diversity from various departments working together as a team
 - Strengthens relationships
- Relevant, real life, fit to the attendee's background
 - Promotes further thought process

Where we were

- Initial EMRF
 - 200 employees
- Requalification EMRF – 5yr
 - 140+/- employees per year
- GOSS surprise drills
 - 5 locations per year
- Annual Block
 - Emergency response OQ requalification

Where we are now

- New employees initial training:
 - Initial EMRF
 - FEMA NIMS - IS-100.B eLearning
- Existing employees on-going training:
 - PREP-OQ – 3 yr – 1/3rd of employees annually
 - Division PREP – annually – 2/3rd of existing employees
 - LSIT – annually in each Division (5)
 - Surprise Drills – single responder to full EOC event
 - 3 to 5 per year – more Division involvement
 - Annual block
 - Emergency Response OQ requalification

Emergency Response Training Model



Initial Training

**IS 100.b
(e-Learning)**

**EMRF Initial
*Initial OQ***

On-Going Training

***Practical Response and
Emergency Preparedness
(PREP) Training
*3 year rotation***

**Large Scale Incident
Training (LSIT)
*Annually per Division***

**Block Training
*Annually***

**Emergency Drills
*3-5 per year***

Initial EMRF Training



- 2 Facilities (Tempe, AZ & Henderson, NV)
- 1st class in 2000 & 2009 (LV)
- Averaging 200 employees trained per year



PREP-OQ Requalification Training



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- Mobile to the Division/District
- Scenarios facilitated in the field



Victorville



Carson City



Elko



Winnemucca

- Promotes teamwork and cross training
- Group discussions and interaction

Large Scale Incident Training (LSIT)



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- Taking scenario based training to a higher level
- Objective is to engage all responding departments to a large incident
- Table top scenarios simulating various locations involved in an incident
- Integrate importance of working together as a team, enhancing communication, and managing resources
- Allows the ability to practice or implement new ideas or thoughts

Large Scale Incident Training (LSIT)



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Command



Incident site



Key Take-Aways



- Responding departments understand each other's role
- Emphasizes the importance of clear and consistent communication
- Reinforces the importance of maintaining ICS during an incident
- Brings forth a more unified response (operating as a team vs. individuals/departments)
- Highlights best practices to share throughout all divisions

Summary

- Variety provides diverse groups a more conducive learning environment
- Support, coordination, and cooperation are keys to success