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 – 1/3\textsuperscript{rd} of employees annually
    - Division PREP – annually – 2/3\textsuperscript{rd} 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

*On-Going Training includes annular emergency response training, which includes initial 20-hour training and annual refresher training.*
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

- Mobile to the Division/District
- Scenarios facilitated in the field
- Promotes teamwork and cross training
- Group discussions and interaction
Surprise Emergency Drills

- Plan for 3-5 drills each year
- Drills take place in the field
- Technicians, Supervisors, and Managers are unaware
- Formal critique conducted
Large Scale Incident Training (LSIT)

- 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)
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