

Emergency Management Award

This award recognizes successes or innovations in emergency management.

Entry Requirements	
<ul style="list-style-type: none"> • A member company may nominate more than one activity. • Programs that have previously received an SGA Emergency Management Award are not eligible. • A previous winner may submit a different program. 	
Judging Criteria	
<p><i>Effectiveness</i></p> <ul style="list-style-type: none"> • How do you ensure exercises/incidents are addressed? • Were you able to change outcomes/behaviors of responders, to what scale? • Process for mobilizing additional workers in an emergency <p><i>Comprehensiveness</i></p> <ul style="list-style-type: none"> • Partnerships with local agencies • Request for Mutual Aid • Emergency facility activation criteria/available formal procedure to activate • Use of ICS or other formal emergency management organizational structure • Availability of Emergency Equipment (squeezers, flash suits, etc.) • Audience - How many levels of employees are trained? • Are other stakeholders involved? 	<p><i>Continuous Improvements</i></p> <ul style="list-style-type: none"> • Are metrics improving? • Is training evolved to incorporate lessons learned? • What is the process to ensure improvements? (Short term and long term) • How often are you testing your plan? • Have Processes been changed or eliminated? • Needs Assessment - What did you learn and how will you apply it? • How are they capturing lessons learned? • Change Management Plan - How is change being implemented? • What is the process to ensure improvements? (Short term and long term) • Plan, Do, Check, Adjust model? • Vision and established timeline • Progressive path (were additional training needed?) • How are they ensuring this is happening? • Resources needed?

Submissions Overview

Emergency Management Award Submissions – 1 Nominee		
Company Name	Program Name	ID Number
Atmos Energy	Mobile Command Center	EM-1

Nomination EM-1	
SGA Member Company Name	Atmos Energy
Program Name	<i>Mobile Command Center</i>
Program Description	<p>In 2022, Atmos Energy launched a brand new Mobile Command Center that is customized to meet the needs of our industry during an emergency event. The 10-tire vehicle measures 45 feet long, 12 feet tall and 9 feet wide (18 feet when fully extended). Inside is a conference room with a fixed-center table, eight chairs, flip-down benches for additional seating and a 55-inch high-resolution monitor. The middle of the vehicle holds a printer and kitchen equipment. The rear room includes six workstations with 32-inch monitors, dry erase boards and a 43-inch display monitor on the back wall. Outside, a weatherproof workstation houses a large display monitor connected to the workstations inside. Employees can gather around the screen and view maps and other outage information.</p> <p>The Mobile Command Center also provides all the I.T. functionality that a traditional office delivers, including data connectivity for laptops and tablets, print capabilities and audio-visual displays that allow viewing of information on screens inside and outside the vehicle.</p> <p>Construction of the unit began in 2020. The pandemic delayed delivery of the chassis, computer chips, screens and other items. The unit was finally delivered to the Altamesa Service Center in Fort Worth in mid-November. Not a day too soon, it turns out. The 3,400-customer unplanned outage in Frisco and Little Elm began on the morning of Nov. 17.</p>
Results of/Response to the Program	Atmos Energy’s Mobile Command Center was first called into action during a 3,400-customer unplanned outage in November. It was extremely valuable in resolving the disruption by giving the restoration team a state-of-the-art workspace located exactly

	<p>where it was needed – instead of many miles away at the nearest office or service center. The team was able to route technicians and track the progress of restored customers, while the conference room inside allowed for meetings with city officials and emergency personnel, who were impressed by the command center’s onsite capabilities. Maps and other information were displayed on a large screen, providing helpful visuals of our restoration plan.</p> <p>One of our customers, Jon Meleshenko, even deployed his personal drone to capture aerial footage of the Mobile Command Center, which was established in the parking lot of a local athletic complex. Jon then used his footage to produce a “Thank You” video which he posted on social media: https://youtu.be/ziGiNsCS5Gw. (the Mobile Command Center is first visible at 02:00)</p> <p>After the tornado hit in March 2023, the Atmos Energy Mobile Command Center was deployed to Rolling Fork, Mississippi to assist with restoration efforts. Located behind city hall, which was severely damaged in the storm, Mayor Eldridge Walker uses the Mobile Command Center as his office to conduct city business. Because of our command center’s presence, first responders, nonprofit organizations, elected officials, media and federal agencies are able to meet with Atmos Energy employees as we work to restore gas service in the town.</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>Atmos Energy’s Mobile Command Center creates automatic credibility during an emergency event, because it houses everything needed for an emergency response: computers, Wi-Fi, workstations, and a conference room. During a natural disaster like a tornado or hurricane, when electricity is out, the generator powering our command center can run for up to four days.</p>
<p>Supporting Documents</p>	<p>Click to view.</p>
<p>SGA Membership Category</p>	<p>Distribution</p>