



# 2022

# ANNUAL REPORT

SPRINGFIELD-GREENE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT



## GREENE COUNTY PUBLIC SAFETY CENTER

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## OUR MISSION

*The Springfield-Greene County Emergency Management Program strives to be a model of best practices in prevention, mitigation, preparedness, response, and recovery. We achieve this through aggressive action to reduce loss of life, limit damage to property and minimize harm to the environment.*

## OUR VISION

*To be the most disaster resilient community in America.*



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# DIRECTOR'S MESSAGE

I am pleased to present the 2022 Springfield-Greene County Office of Emergency Management (OEM) Annual Report which showcases our agency's work throughout the last year in pursuit of our vision to become the most disaster resilient community in America. It is a great responsibility and a greater honor to serve the citizens in our community. We value the strong relationships with our community partners that we foster every day. We work hard to maintain a constant state of readiness so that when the next disaster strikes, you can be confident in our ability to mitigate its effects.



This past year has been a whirlwind of excitement and transition in the OEM. We began the year with the threat of severe weather, along with many community outreach events including Bass Pro Shops World's Fishing Fair, Ozark Empire Fair, Birthplace of Route 66 Festival, and many others that continued throughout the year.

We worked with our government colleagues to update their continuity response plans, updated our community emergency response plan, and began a comprehensive revision of our community recovery plan. HometownREADY, our community preparedness program, achieved many successes through positive changes in our Community Emergency Response Team (CERT) program, extreme growth in our social media outreach, and a new focus on school preparedness programming.

Our on-call watch officer program was very active with many hours spent monitoring and responding to both planned and unplanned events. We continued to collaborate with partner agencies throughout southwest Missouri to support one another and respond to requests for assistance.

We look ahead to 2023 with great anticipation. We have many projects on the horizon and new partnership opportunities to explore. We continue to focus on new ways to enhance our ability to mitigate, respond to, and recover from disasters that may impact the residents of Greene County.

Emergency preparedness is a team effort. With the ever-present threat of natural and human-caused disasters, it is important that all Greene County citizens develop personal, family, and business emergency response plans. Being prepared is the best line of defense against disaster. We welcome your feedback and stand ready to assist you in your preparedness efforts.

**Larry Woods**, Director

## OUR TEAM



**LARRY WOODS**  
*Director*



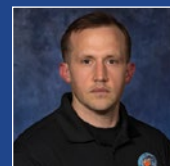
**DARREN WHITE**  
*Deputy Director*



**ROBBIN SAWYER**  
*Administrative Services Manager*



**SARAH HANSELL**  
*Administrative Coordinator*



**JEREMY ROHRER**  
*City/County Planning Specialist*



**KENNETH NORRIS**  
*Logistics Specialist*



**AUBREY JOHNSON**  
*Training & Exercise Specialist*



**KATIE KOVACH**  
*Area Municipalities Planning Specialist*



**BRANDON BACKLIN**  
*Network Engineer  
IS / Comms*



**JOSEPH GELDERMANN**  
*Public Information Officer*

# HometownREADY

DISASTER PREPAREDNESS. COMMUNITY ENGAGEMENT.

***When disaster strikes, will you be prepared?***

A disaster-resilient community is one that is HometownREADY.

Disaster preparedness training, accompanied by a focus on community engagement, incorporates three core public safety programs into our HometownREADY initiative that, together, promote the vision of OEM.

These programs include:

## COMMUNITY EMERGENCY RESPONSE TEAM (CERT) PROGRAM

CERT is a national program developed by FEMA that is designed to help provide basic disaster

preparedness and response training to people and their communities across the country. The CERT program provides citizens with disaster preparedness and response training, so that they can serve as a vital resource to their community by providing help to neighbors in the aftermath of a major disaster. Trained CERT volunteers also assist the OEM during both planned events and disaster incidents throughout the year and participate in training and community outreach events that serve to highlight the importance of preparedness.

Housed within CERT is the **CERT Animal Rescue Team (CART)** program

– a group of trained CERT volunteers who coordinate and specialize in animal response efforts during times of a disaster.

The CART program partners with the Emergency Veterinary Clinic of Southwest Missouri to assist in the response to disasters involving the activation of animal search and rescue teams and animal sheltering activities.



In 2022, six graduates successfully completed CERT training. CERT members assisted OEM staff with a variety of special events, trainings, and community speaking engagements throughout the year.

Members of the CART shared important pet disaster preparedness information with visitors to various community events.

## BUSINESS RESILIENCE PROGRAM

How quickly a community recovers from a disaster is largely dependent on how quickly businesses within the community are able to return to normal operation. The business resilience program provides the framework for business continuity and response in the event of a disaster. The program also includes the Local Emergency Planning Committee (LEPC) that is responsible for tracking hazardous materials within the community and providing training and education on the importance of hazardous material awareness and safety.

## COMMUNITY ENGAGEMENT PROGRAM

The community engagement program is a comprehensive approach to building disaster resiliency via outreach and educational efforts. Combining a faith, school, and community organization-based focus, children and adults are given the opportunity to learn more about disaster preparedness and enhance their awareness of severe weather and its effects. In addition, public education events, initiatives, and resources serve to increase awareness of the importance of preparing now for disaster.



## HometownREADY PODCAST

The HometownREADY podcast is an all-hazard emergency management podcast produced by the OEM. Our goal is to give the public a window into the diverse and exciting world of emergency preparedness, mitigation, response, and recovery. Topics include all things public safety including severe weather, cybersecurity, community preparedness, and many others. We discuss emergency management careers along with how community members can get involved in disaster preparedness. Tune in and let's make our community a little more HometownREADY!



# EMERGENCY MANAGEMENT BY THE NUMBERS

1 Contractor

2 Interns & Volunteers

3 Reservists

6 CERT Graduates

24 Tours of the Public Safety Center

62 CERT Members

130 Training Courses Hosted

174 Meetings Held at the Public Safety Center

343 Tour Participants

1,309 Hours of Trainings & Meetings Hosted at the Public Safety Center

2,618 Meeting Participants

6,828 Visitors to the Public Safety Center

## OEM STAFF ADDITIONS

OEM WELCOMED A NEW ADDITION TO THE TEAM.

### Katie Kovach

Area Municipalities Planning Specialist, joined OEM in June.



## YEAR-ROUND WEATHER

Our watch officers stayed busy with various forms of severe weather for yet another year. Throughout 2022, Greene County experienced the following weather-related events:

- |                                 |                           |
|---------------------------------|---------------------------|
| 21 FLOOD ADVISORIES             | 3 WINTER STORM WARNINGS   |
| 17 SEVERE THUNDERSTORM WARNINGS | 2 WINTER STORM WATCHES    |
| 14 HEAT ADVISORIES              | 2 FROST ADVISORIES        |
| 12 FLASH FLOOD WARNINGS         | 2 EXCESSIVE HEAT WARNINGS |
| 9 WIND ADVISORIES               | 1 FIRE WEATHER WATCH      |
| 8 WINTER WEATHER ADVISORIES     | 1 FLOOD WARNING           |
| 7 DENSE FOG ADVISORIES          | 1 FREEZE WATCH            |
| 7 FLOOD WATCHES                 | 1 TORNADO WATCH           |
| 7 RED FLAG WARNINGS             | 1 TORNADO WARNING         |
| 5 FREEZE WARNINGS               | 1 WIND CHILL ADVISORY     |
| 3 SEVERE THUNDERSTORM WATCHES   | 1 WIND CHILL WATCH        |
|                                 | 1 WIND CHILL WARNING      |

*\*Information provided by the Springfield National Weather Service office.*

OEM staff actively monitored these severe weather events, communicating with the National Weather Service, 911, and public safety partners to receive real-time weather updates.





# LOGISTICS

The logistics section had an eventful year in the community and region. Our logistics specialist distributed the remainder of the COVID supplies which consisted of personal protective equipment for first responders, schools, and local non-profits. We also added two new vehicles to our fleet during 2022. A 2019 Dodge Charger was given to OEM from the Greene County Sheriff's Office, and a 2022 Ford Expedition was received via a grant.



There were several special events that we participated in by supplying and mobilizing resources. One of the many assets requested was our communications vehicle known as Skylab. It served varying

purposes during these events including being on public display to providing communications on-site for first responders.

In September, Logistics Specialist Kenneth Norris served as the Logistics Section Chief for the

Central States Communications Exercise in Quapaw, Oklahoma. During this exercise, he gathered any requested supplies and ensured delivery to the participants located throughout the exercise field.

On Halloween, we participated in a new event hosted by the Greene County Sheriff's Office. The recently opened Greene County jail parking lot was the site of the Inaugural Trunk-or-Treat and featured various first responder agencies from around the county.

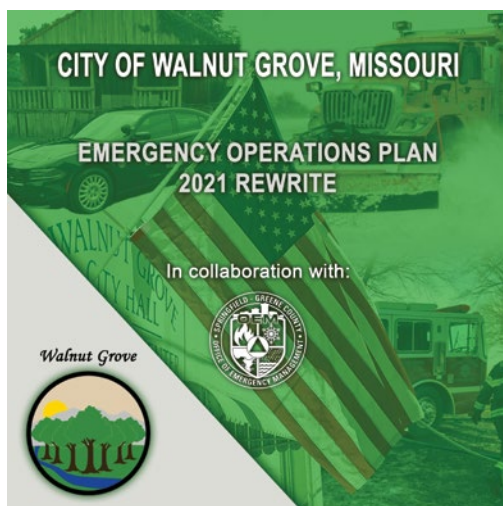
Between procuring supplies for special events and exercises, Logistics worked with the City of Springfield GIS Department to obtain updated maps for the county in order for them to be included in various plans and to be accessible in the Emergency Operations Center for use during an activation.



# PLANNING

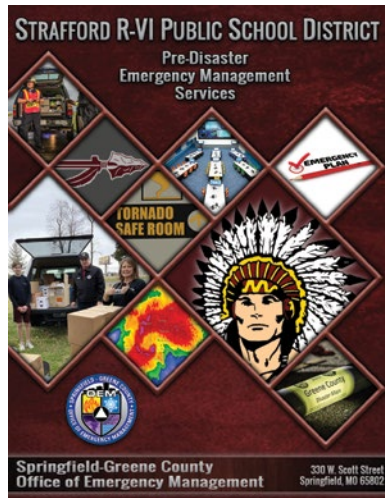
Well-written, regularly updated plans are key to ensuring smooth operations through everything from natural disasters to local community events. To this end, planners at OEM focus on writing, revising, and updating plans to help our community and our affiliated municipalities and school systems in Greene County.

OEM is responsible for the Emergency Operations Plans (EOPs) for six municipalities in Greene County. This entails creating all-hazards, scalable plans



for emergencies tailored to each affiliated municipality and updating them regularly so the procedures and policies they contain stay current and effective. In 2022, the Walnut Grove EOP received its regular update which included a re-formatted and updated Master Activation List and key changes to several Emergency Support Functions (ESFs). The plans for Strafford and Willard are undergoing a similar update process and should be completed early in 2023.

In addition to providing Emergency Operations Plans for area municipalities, OEM also provides EOPs for Springfield Public Schools. In 2022, we began the process of adding another public school system to the list of educational institutions for whom we write plans. Strafford Public Schools has started the process of formalizing an agreement with OEM, and once this process is completed, we will be writing a new EOP in 2023 tailored specifically to their needs and facilities.



OEM planners also made significant progress on rewriting the Springfield-Greene County Recovery Plan which addresses recovery needs for the entirety of the county through a scalable, all-hazards approach that can be applied to any disaster our community might face. The bulk of this undertaking is now complete, and remaining necessary changes and revisions will be finalized in 2023. Planners worked in conjunction with the Training and Exercise Specialist to present a workshop for local, regional, and state-wide partners concerning the revised Recovery Plan and the protocols for Multi-Agency Resource Centers (MARC) contained therein.

In addition to community-based plans, OEM also writes Event Action Plans (EAPs) for special events that draw large crowds and require additional planning and preparation to ensure smooth event operations and public safety. This collaborative process involves the OEM section planners, event holders, and community partners working together to account for everything from traffic flow to emergency medical services. Throughout 2022, OEM wrote EAPs for several different events including the Bass Pro Shops World's Fishing Fair, Ozark Empire Fair, Birthplace of Route 66 Festival, and the Bass Pro Marathon.





# RIV PROGRAM (RESERVIST/INTERNSHIP/VOLUNTEER)

Another project that is being reintroduced by our planning specialists is the Reservist, Internship, and Volunteer (RIV) Program. In 2022, OEM resumed this program which was previously put on hold in 2020 due to the ongoing health concerns surrounding COVID-19. As this program is getting off the ground again, the focus has been on recruiting student volunteers from area universities in order to raise awareness of what emergency management is and what our department does.

This program also provides valuable resume building opportunities and experience for volunteers looking to explore the field of emergency management, public service, or government work in general, while also providing our office with valuable research and assistance through donated time via volunteer hours. Though

the revitalization of this program began at the end of 2022, it has already been well-received, garnering on-going attention from interested parties. We had one volunteer work with our office through the RIV program this last year and contributed 16 hours of work to our on-going planning projects. Already, we have another volunteer lined up to join our office in 2023, with another in the wings, and more interested parties on the horizon as we continue to renew this program.



## TRAINING & EXERCISE

### ACCOUNTABILITY

A constantly changing environment often means changes to staff and tracking criteria. 2022 was no different in aligning our standards, new personnel, and tracking measures to ensure we remain on the cutting edge of the field.

### INDUSTRY LEADER

The Office of Emergency Management placed a focus on updating several of our processes throughout 2022. This included technological advances along with finding ways to continue being a leader on a national level in the field of emergency management. Two areas in which this was accomplished are the Integrated Preparedness Plan (IPP) and the Emergency Management Performance Grant (EMPG).

#### INTEGRATED PREPAREDNESS PLAN

The Integrated Preparedness Plan (IPP) is a plan for combining efforts across the elements of the Integrated Preparedness

Cycle to make sure jurisdictions and organizations have the capabilities to handle threats and hazards.

### EMERGENCY MANAGEMENT PERFORMANCE GRANT

The Emergency Management Performance Grant (EMPG) from the Department of Homeland Security provides state, local, tribal, and territorial emergency management agencies with the resources required for implementation of the National Preparedness System and works toward the National Preparedness Goal of a secure and resilient nation. The EMPG's allowable costs support efforts to build and sustain core capabilities across the prevention, protection, mitigation, response, and recovery mission areas.

## OPERATION: WAVERIDER

On May 25, 2022, the Office of Emergency Management hosted 10 different agencies at the Public Safety Center for a three-hour tabletop exercise.

The exercise focused on a vehicle collision that resulted in a hazardous chemical being spilled into the clean water supply for Greene County, Missouri. Participants were tasked with emergency response, mitigation of the hazards, and assuring that a solid understanding of protecting Greene County's drinking water supply would be unhindered.

This exercise was designed to create a fault-free environment in order to discover weaknesses in the system, improve communication on multiple fronts, and improve the response procedures of the Springfield-Greene County Emergency Response Plan. The full breadth of the OEM was incorporated in the exercise and was deemed to be successful with important improvements uncovered.



## 2022 MARC WORKSHOP

In November, OEM conducted a workshop to focus on recovery efforts. Often described as a one-stop-shop, a Multi-Agency Resource Center (MARC) may be established in order to provide families with essential supplies that were lost during a disaster. Examples of these needs are driver's licenses, insurance paperwork, medical information, and a multitude of other needs or documents that are lost and difficult to recover.



Thirteen organizations came together to hear information on the OEM Recovery Plan, Recovery Support Function 3 (RSF3), and the real-world examples from recent disasters here in Missouri. Many organizations from around Region D and the state were invited to the event due to the low volume of experience and high need of knowledge pertaining to the MARC functionality. The After-Action Report high point was a request of further training and more workshops in the future.

## CENTRAL STATES COMMUNICATIONS EXERCISE & REGION D EXERCISE

September 2022 brought together an exercise of extensive size, highlighting 50 different organizations in participation and even more vendors in attendance. Those in attendance were from the private, local, state, and federal levels. Heading the event was the Central States Communications Association for the main exercise while Region D conducted a secondary exercise focused on assuring the D-MACC (Region D Multi-Agency Coordination Center) was functional for a very large-scale disaster.



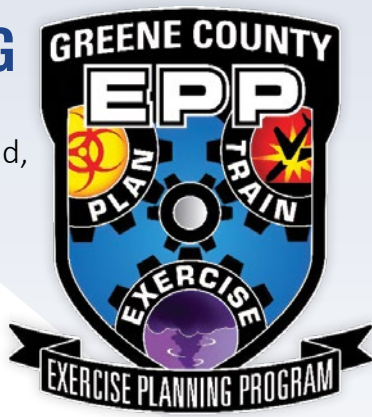
Heavily focused on intelligence, communication, and technology in general, the exercise focused on the breakdown of communication and technology secondary to a disaster. Tasks were devised to reestablish communication between vital organizations, utilizing WebEOC (a regional situational awareness software) and working through the problems of technological failures even with the most robust systems.

Four of our staff members served in multiple areas of both exercises to gain experience that is often in short supply at the local level. Continuing our service to not only our community but also Region D, Skylab was utilized at the exercise as the heart of communications among 60+ vehicles and 350 participants from 23 states and three territories.



## STAFF TRAINING

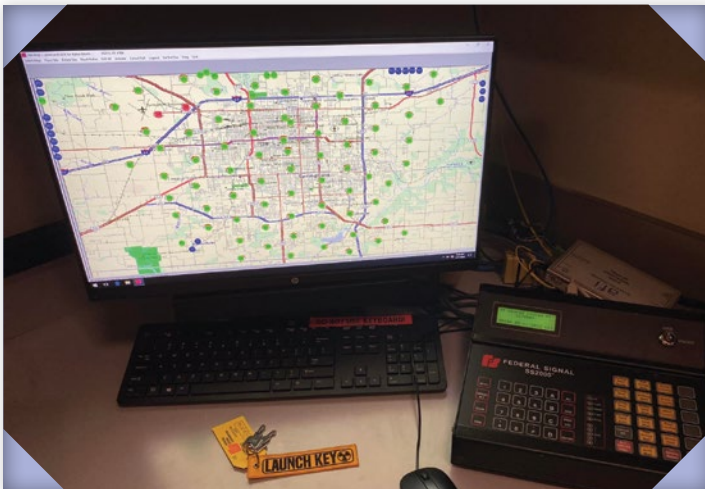
While COVID-19 still looms in the background, classroom training is back in full stride. The OEM staff has put a focus on participating in training classes/ courses which have been difficult to obtain in the last few years due to social distancing.



Our staff of 10 personnel logged a total of 321 classroom training hours and 175 virtual hours of training in 2022. Those totals do not include hours spent on exercises or training development. OEM staff continue to be dedicated to obtaining the most up-to-date and relevant information to keep the community safe.

OEM staff participated in a diverse range of exercises and training events throughout the year that helped strengthen and reinforce preparedness efforts to better serve the Greene County community.

## MISSOURI STATEWIDE TORNADO DRILL



The 2022 annual Missouri statewide tornado drill was held on March 8. The statewide drill proved to be a successful exercise opportunity. Our office activated Greene County's outdoor warning sirens and encouraged residents to practice their sheltering plans in order to ensure readiness in case of a severe weather emergency.



## PUBLIC OUTREACH

The Office of Emergency Management has placed a focus on connecting with the public. One way we have found to be successful in this endeavor is through tours. The PSC hosts several tours each year and includes groups such as Leadership Springfield, Ozarks Technical Community College, local elementary schools, and the English Language Institute (Missouri State University).

Not only do we act as tour guides of the PSC, but we also become tour participants at area businesses, departments, and organizations. We are interested in any location that draws large crowds or contains critical infrastructure. Some tours our staff participated in throughout 2022 include the Historic Gillioz Theatre, Springfield-Branson Airport, Missouri Army National Guard Aviation Classification & Repair Activity Depot, and the new Greene County Jail.



# 2022 YEAR IN REVIEW

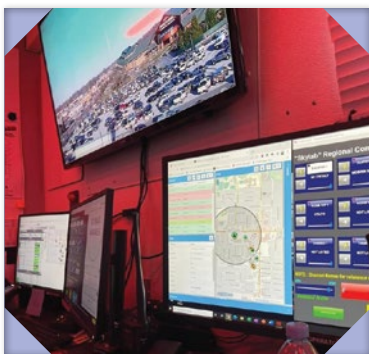
MARCH

## BATTLEFIELD MALL SEVERE WEATHER EXPO

OEM staff participated in the Severe Weather Expo hosted by Battlefield Mall along with members of the Community Emergency Response Team (CERT) and the Amateur Radio Emergency Service (ARES) organizations. The expo provided OEM an opportunity to meet and visit with citizens while focusing on severe weather preparedness.



## BASS PRO SHOPS WORLD'S FISHING FAIR



Starting in March and wrapping up in April, Springfield-Greene County welcomed thousands of visitors from all around the world for the Bass Pro Shops World's Fishing Fair. The collaboration among various public safety entities was evident both before and during this large-scale event. Everything from the planning to execution of the plans proved that interoperability is a powerful tool. As with many other special events, the communications vehicle known as Skylab was on site to provide emergency dispatching for first responders working the fair.

APRIL

## SAFE & SOUND EXPO

As with previous years, OEM participated in KY3's Safe & Sound Expo in the E-plex at the Ozark Empire Fairgrounds. The expo provided an opportunity for departments, agencies, and organizations of all types to interact with the public in order to spread safety messages of all kinds. From fire safety to utilities safety to bicycle safety, this single event covered everything! Our staff distributed fliers and OEM materials while visiting with Greene County citizens. Oh, let's not forget Skylab! It was on site and provided an opportunity for those in attendance to "ooh" and "aah" at its capabilities.





# OPERATION: WAVERIDER

On May 25, OEM hosted and sponsored in conjunction with the Local Emergency Planning Committee (LEPC) a tabletop exercise titled, "Operation: Waverider." The exercise scenario consisted of a transportation accident involving a petroleum-based product which spilled into a tributary to Fellows Lake. With this, various agencies were able to discuss their capabilities and determine what areas of response, mitigation, communications, and recovery required improvement.



MAY



# OTC CENTER FOR PUBLIC SAFETY

In July, Gov. Mike Parson and Director of the Missouri Department of Public Safety Sandy Karsten stopped by Ozarks Technical Community College in Springfield to discuss public safety in our community. OEM Director Larry Woods was in attendance along with leaders and public safety personnel from across Greene County, including our friends from the Greene County Sheriff's Office. The event took place at OTC's Center for Public Safety. OTC has developed a public safety curriculum that includes programs in fire science, paramedicine, criminal justice, and emergency management. Director Woods has played a major role in developing OTC's emergency management curriculum and also serves as one of the instructors.

JULY



L-R: Commissioner Rusty MacLachlan, Presiding Commissioner Bob Dixon, OEM Director Larry Woods, Gov. Mike Parson, Deputy Paige Rippee, Major Royce Denny, Captain Jeremy Lynn





## SKYLAB AT THE OZARK EMPIRE FAIR

From July 28 to Aug. 6, OEM staff were on site for the 86th Annual Ozark Empire Fair to help coordinate public safety communications and provide support from the Region D Mobile Communications Support Vehicle, also known as Skylab. OEM provided the staffing for Skylab and members of the Community Emergency Response Team (CERT) operated the first aid booth, providing assistance to fair attendees with minor medical issues. As always, the fair was well-attended and public safety was a prominent focus.

SEPT.

## CENTRAL STATES COMMUNICATIONS EXERCISE

The Central States Communications Exercise was organized by the Central States Communications Association with support from the Cybersecurity and Infrastructure Security Agency (CISA) and Federal Emergency Management Association (FEMA). It was conducted at the Downstream Resort Complex on the Oklahoma/Kansas/Missouri border and included 350 participants from 23 states and territories. OEM staff filled many different roles covering the areas of logistics, technical, and liaison. Skylab, once again, provided communications support and was at the heart of the exercise.





# CERT BASIC ACADEMY

In the fall, OEM hosted a CERT Basic Academy in the Public Safety Center (PSC). CERT training consists of classes that teach citizens how to respond to disasters in their community. Throughout the training, participants learned basic disaster preparedness skills in the classroom and in the field. In 2022, six Greene County citizens graduated from the CERT program, which grants them eligibility to become an official CERT volunteer with OEM for a variety of roles during disasters (ice storms, tornadoes, floods, etc.) or pre-planned events (fairs, parades, concerts, etc.). Instruction for the academy was provided by OEM staff and CERT instructors.



OCT.

# MARC WORKSHOP

On Nov. 17, OEM hosted the 2022 MARC Workshop on the emergency operations floor at the PSC. This tabletop exercise was based on a scenario involving the City of Springfield after being struck by a disaster. Participants were tasked with implementing a Multi-Agency Resource Center (MARC) in order to stabilize the needs of the community. The American Red Cross and State support agencies participated with the OEM throughout this exercise.

NOV.

# WINTER WEATHER

Starting on Dec. 22 and over the next few days, southwest Missouri experienced unprecedented wind chills of 20 to 35 degrees below zero throughout the region. Our watch officers remained vigilant and stayed in constant communication with the National Weather Service with the purpose of being able to provide timely and accurate updates on the weather conditions. OEM staff also coordinated with local organizations who provided warming shelters for those in need.



DEC.

2023

# CONNECT WITH US



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