

SPRINGFIELD-GREENE COUNTY
OFFICE OF EMERGENCY
MANAGEMENT

ANNUAL
REPORT

2023





GREENE COUNTY PUBLIC SAFETY CENTER

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OUR MISSION

We are committed to building our community's disaster resiliency by implementing best practices in emergency management in order to aggressively 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.



TABLE OF CONTENTS

DIRECTOR'S MESSAGE.....	3
OUR TEAM.....	3
EMERGENCY MANAGEMENT BY THE NUMBERS.....	4
OEM STAFF ADDITIONS.....	4
FUNDING.....	4
OPERATIONS.....	5
WATCH OFFICER PROGRAM.....	5
WATCH CENTER.....	6
YEAR-ROUND WEATHER MONITORING.....	6
SPECIAL EVENTS.....	8
COMMUNITY ENGAGEMENT.....	9
PUBLIC OUTREACH.....	9
MEDIA & PUBLIC INFORMATION.....	9
HOMETOWNREADY.....	12
COMMUNITY RESPONSE.....	12
BUSINESS RESILIENCE.....	13
LOGISTICS.....	13
PLANNING.....	15
MUNICIPALITY PLANNING.....	15
CITY/COUNTY PLANNING.....	16
RESERVIST/INTERNSHIP/VOLUNTEER PROGRAM.....	17
TRAINING & EXERCISE.....	18
THE TRAINING TIMES NEWSLETTER.....	18
TRAINING ROOM.....	18
EXERCISES.....	18
EXERCISE PLANNING PROGRAM.....	20
INTEGRATED PREPAREDNESS PLAN.....	20
TRAINING & EXERCISE ASSETS.....	20
2023 YEAR IN REVIEW.....	21

DIRECTOR'S MESSAGE



Dear partners, colleagues and community members,

As we reflect on the past year, I am proud to present our Annual Report for 2023.

This report provides a comprehensive overview of our department's

achievements, challenges, and commitment to ensuring the safety and well-being of our community.

SNAPSHOT OF ACCOMPLISHMENTS

Coordinating Community Responses

Our team faced a diverse range of emergencies, from extreme weather incidents to special events where providing a fun and safe environment is paramount. Each challenge was met head-on, and we adapted swiftly, drawing from lessons learned in prior responses and events.

Strategic Alignment

We spent months working to update our strategic plan. As we begin to pursue our goals, we will highlight our progress as we achieve them as set forth in our plan. Our commitment to prevention, protection, mitigation, response, and recovery remains unwavering.

Key Accomplishments

Community Engagement: To fully engage our HometownREADY community outreach program, in 2023 we hired Ronnie Bell as our community engagement specialist. Ronnie hit the ground running and has made substantial progress in our pursuit of making Springfield and Greene County the most disaster resilient community in the nation. In 2023, OEM engaged with our community through workshops, presentations, and outreach programs. Our efforts empowered residents to be better prepared for emergencies through a renewed and expanded Community Emergency Response Team (CERT) program.

Effective Response: Our team's swift actions during critical incidents, including a Presidentially declared disaster in July, resulted in more than \$2 million in losses to our community. Our team worked seamlessly with our local partners and FEMA to seek reimbursement of up to 75% of the losses.

Collaboration: We strengthened partnerships with other agencies, community organizations, and volunteers. Together, we have continued to build a resilient network capable of handling any situation.

Looking Ahead

As we move into 2024, we remain committed to our mission: helping our community prepare for, respond to, and recover from emergencies. We will continue to learn, adapt, and innovate to keep our citizens safe.

Thank you for your unwavering support in helping us to prepare our community for the next disaster.

Larry Woods, Director

OUR TEAM



ROBBIN SAWYER
Administrative Services Manager

SARAH HANSELL
Administrative Coordinator

LARRY WOODS
Director

KENNETH NORRIS
Logistics Specialist



AUBREY JOHNSON
Training & Exercise Specialist

KATIE KOVACH
Area Municipalities Planning Specialist

DARREN WHITE
Deputy Director

GRETCHEN RUFFA
City/County Planning Specialist

VERONICA (RONNIE) BELL
Community Engagement Specialist

JOSEPH GELDERMANN
Public Information Officer

EMERGENCY MANAGEMENT
BY THE NUMBERS

NUMBERS

3 Interns & Volunteers

17 CERT Graduates

23 Tours of the Public Safety Center

24 CERT Members

41 1/2 Tour Hours

91 Training Courses hosted

229 Meetings held at the Public Safety Center

708 Tour Participants

941 Hours of trainings/ meetings held at the Public Safety Center

4,964
Participants of trainings/meetings held at the Public Safety Center

5,672
Total visitors to the Public Safety Center

OEM STAFF ADDITIONS

OEM WELCOMED TWO NEW ADDITIONS TO THE TEAM.



Gretchen Ruffa
City/County Planning Specialist, joined OEM in January.



Veronica (Ronnie) Bell
Community Engagement Specialist, joined OEM in October.

FUNDING

The Office of Emergency Management, serving both the City of Springfield and Greene County, operates on a combined budget derived from both government entities. This joint funding arrangement allows the Springfield-Greene County Office of Emergency Management (OEM) to effectively carry out its mission of coordinating emergency preparedness, response, and recovery efforts across the jurisdiction. Navigating the fiscal pathways includes applications for funding streams from the state and federal government through grant processes. Two of the annual applications target the Emergency Management Performance Grant (EMPG) and the Hazardous Materials Emergency Preparedness (HMEP) grant. These grants are specifically focused on preparedness planning and efforts of emergency management. The OEM applied for 11 grants in 2023, eight of which were preparedness focused.



OPERATIONS

As the backbone of the Springfield-Greene County Office of Emergency Management, the Operations Section shoulders the weight of managing all incident-specific operations, spanning from emergency incidents to special events to the daily functions of the office. This multifaceted responsibility underscores the pivotal role played by the Operations Section in ensuring the seamless coordination and execution of essential tasks.

In times of emergency, the Operations Section activates swiftly to oversee and coordinate response efforts, working tirelessly to mitigate the impact of crises on the community. Beyond emergency response, the Operations Section also lends its expertise to the planning and execution of special events, such as festivals, marathons, and fairs, ensuring the safety and security of attendees. By meticulously coordinating logistics, communication protocols, and emergency preparedness measures, the Operations Section helps to create environments where community members can gather and celebrate with confidence.

In the day-to-day operations of OEM, the Operations Section remains vigilant, overseeing routine functions and initiatives aimed at enhancing overall preparedness and resilience. From training exercises to resource management to interagency collaboration, the Operations Section plays a vital role in strengthening the community's ability to effectively respond to emergencies of all scales.

Through their dedication, expertise, and tireless commitment to service, the members of the Operations Section uphold the mission of OEM, safeguarding lives, property, and the well-being of the community they serve. Their unwavering efforts ensure that the Springfield-Greene County Office of Emergency Management remains prepared, responsive, and resilient in the face of any challenge.

WATCH OFFICER PROGRAM

The OEM Watch Officer Program stands as the frontline warning system for the City of Springfield and unincorporated Greene County, ensuring timely dissemination of critical information to protect lives and property. Managed by the Operations Section Chief during regular business hours, the program operates round-the-clock, staffed by dedicated members of the operations staff who rotate through an on-call schedule. This continuous coverage ensures that the community is always supported and informed, no matter the time of day or night.

At its core, the Watch Officer Program serves as the vital link between the Office of Emergency Management and governmental and non-governmental organizations, facilitating the sharing of authenticated intelligence. By providing accurate and verified information, the program enables these organizations to take independent action within their respective authorities and protocols. This collaborative approach ensures a coordinated and effective response to emergencies, maximizing the resources and capabilities of all stakeholders involved. Through their unwavering commitment and proactive efforts, the members of the OEM Watch Officer Program play a critical role in enhancing community resilience and safeguarding the well-being of residents. Their dedication to vigilance and readiness ensures that the City of Springfield and Greene County remain prepared to face any threat or hazard that may arise.



WATCH CENTER

Deep within the confines of the Public Safety Center (PSC) lies the Watch Center, a hub of activity where the Operations staff maintain vigilance over potential hazards threatening the community. Equipped with state-of-the-art technology and communications systems, this room serves as the nerve center for monitoring and responding to emergencies in real time.

Throughout the year 2023, the

Watch Center sprang into action on eight separate occasions in response to a variety of hazards, including floods, winter storms, damaging winds, and a gas line breach.

July proved to be particularly eventful for Greene County, with a series of intense weather incidents wreaking havoc on the area. Microbursts and flooding on July 7, followed by high winds on the July 14, and another round of damaging winds and flooding on July 30, prompted a Presidential Disaster Declaration to be issued. In response, the Federal Emergency Management Agency (FEMA) established an area field office within the Public Safety Center, where crucial coordination efforts took place for approximately four months.

Amidst these weather-related challenges, July also witnessed a catastrophic failure of a natural gas line owned by City Utilities of Springfield. The resulting column of fire, visible for miles, necessitated the evacuation of numerous area residents. In this crisis, the Watch Center Operations staff swiftly responded to the scene, providing essential information such as weather conditions to the incident commander, ensuring a coordinated and effective response to the emergency.



YEAR-ROUND WEATHER MONITORING

In 2023, Greene County faced a series of challenging weather-related events, keeping the watch officers of the Office of Emergency Management busy throughout the year. These events tested their readiness and response capabilities, highlighting the importance of preparedness in the face of nature's unpredictability.

Among the weather-related events that occurred in Greene County, severe storms and tornadoes posed significant threats to the community. The region experienced multiple instances of severe thunderstorms, accompanied by high winds, hail, and intense rainfall, which resulted in property damage and disruptions to daily life. Additionally, tornado activity was observed, leading to heightened alerts and emergency responses to ensure the safety of residents.

Furthermore, the county encountered periods of extreme heat, with temperatures soaring to dangerous levels. Heatwaves posed health risks, particularly to vulnerable populations, prompting OEM to collaborate with the Springfield-Greene County Health Department to issue advisories and provide guidance on staying safe during periods of prolonged heat.

Throughout these weather-related events, the watch officers of OEM remained vigilant, monitoring conditions, coordinating with relevant agencies, and disseminating vital information to the public. Their dedication and quick response were instrumental in mitigating the impacts of severe weather and ensuring the safety and well-being of the community.

During severe weather events, the Office of Emergency Management staff remained alert, monitoring conditions closely and maintaining communication with key stakeholders such as the National Weather Service, 911, and public safety

partners. This real-time exchange of information enabled OEM to stay informed of evolving weather patterns and potential hazards. In response to these developments, OEM Operations staff responded by issuing a total of 43 hazard reports throughout the year. These reports covered a range of hazards including severe weather, winter weather, fire weather, flooding, and even space weather, providing timely updates and guidance to the community.

By proactively disseminating hazard reports,

OEM played a crucial role in keeping residents informed and prepared for potential risks. These reports served as valuable tools for public awareness and decision-making, helping individuals and organizations take appropriate measures to safeguard lives and property. Through their dedicated efforts and effective communication strategies, OEM demonstrated a commitment to ensuring the safety and resilience of the community in the face of diverse and unpredictable hazards.

- 
- 34** SEVERE THUNDERSTORM WARNINGS
 - 14** SEVERE THUNDERSTORM WATCHES
 - 13** HEAT ADVISORIES
 - 12** FLOOD ADVISORIES
 - 11** FLASH FLOOD WARNINGS
 - 10** FLOOD WARNINGS
 - 8** DENSE FOG ADVISORIES
 - 7** FLOOD WATCHES
 - 7** WIND ADVISORIES
 - 3** WINTER WEATHER ADVISORIES
 - 3** FROST ADVISORIES
 - 2** FREEZE WARNINGS
 - 2** RED FLAG WARNINGS
 - 1** TORNADO WATCH
 - 1** FREEZING FOG ADVISORY
 - 1** FREEZE WATCH
 - 1** WINTER STORM WARNING
 - 1** WINTER STORM WATCH
 - 1** EXCESSIVE HEAT WARNING
 - 1** EXCESSIVE HEAT WATCH

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

SPECIAL EVENTS

Each year, the Ozark Empire Fair, Birthplace of Route 66 Festival, and Bass Pro Shops Conservation Marathon bring excitement and activity to our community, but behind the scenes, meticulous planning ensures these events run smoothly and safely. Months of preparation and collaboration with local partners culminate in the creation of event action plans (EAPs) by our city/county planner and municipality planner. These detailed plans address logistics, safety protocols, and resource allocation to support the seamless execution of each event. Our logistics specialist plays a crucial role in ensuring all necessary equipment such as Skylab (regional communications vehicle), radios, and first aid supplies for CERT are readily available to meet the unique needs of each event.

During these special events, the Operations staff relies on Skylab for on-site communications coordination. Utilizing Skylab enables efficient communication among event staff, enhancing coordination and response capabilities. Meanwhile, the Springfield-Greene County 911 Emergency Communications Department implements a geo-fence around the event footprint, directing all calls within that area to



OEM OPERATIONS MEETING
FOR THE 2023 BIRTHPLACE
OF ROUTE 66 FESTIVAL

Skylab. This proactive measure not only reduces call volume to 911 but also facilitates quicker response times to incidents directly related to the special event. Through strategic planning and innovative technology utilization, OEM ensures the safety and success of these annual community celebrations.



COMMUNITY ENGAGEMENT

Community Engagement is a comprehensive initiative to bring awareness of emergency preparedness and disaster resilience to our community. Our goal is to meet people where they are and help them prepare for any emergency that may come their way. OEM partners with schools, community organizations, businesses/industries, and faith-based groups to setup workshops and classes as well as participates in community events to spread the word and help people understand the importance of emergency preparedness.

PUBLIC OUTREACH

Public outreach continues to be an area of focus for the Office of Emergency Management. In 2023, the OEM established the new position of community engagement specialist (CES). This position has enabled us to centralize our outreach and engagement efforts into one place, instead of every member of the team holding one small piece. Our CES joined the team in October 2023 and has already been able to expand our outreach efforts by increasing the scope of the existing HometownREADY program and working to begin new programs that will engage youth and adults in our community to become more prepared for emergencies.

MEDIA & PUBLIC INFORMATION

Local Media

The Office of Emergency Management's positive working relationships with local media sources serve as a cornerstone for effective communication and community engagement. In 2023, the office experienced a steady stream of requests for media interviews on various topics, underscoring the importance of proactive communication in promoting public safety and preparedness. From discussions on winter weather preparedness to earthquake drills and safety measures for children, each interview provided an opportunity to educate the community and empower individuals with

the knowledge needed to respond effectively to potential emergencies.

By collaborating closely with local media outlets, the Office of Emergency Management ensured that vital information reached a broad audience, enhancing community resilience and readiness. Through these interviews, key messages regarding emergency procedures, safety tips, and resource availability were disseminated, fostering a culture of preparedness among residents. This ongoing dialogue with the media not only strengthens trust and transparency but also reinforces the collective effort to build a safer and more resilient community.

Social Media

The Office of Emergency Management maintains an active presence on social media platforms, leveraging these channels to engage with the community and disseminate important information about emergency preparedness, response efforts, and safety tips. With over 16,700 followers on Facebook alone, OEM has established a significant outreach, allowing us to connect with a wide audience and amplifying our messaging.



In addition to Facebook, the OEM also utilizes other popular social media platforms such as Instagram, LinkedIn, X, and YouTube to further extend its outreach and engagement efforts. By diversifying its presence across multiple platforms, OEM ensures that it can effectively reach different demographics and cater to varied preferences in content consumption.

On Instagram, OEM shares visual content such as photos and infographics, appealing to users who prefer more visually engaging posts. Meanwhile, platforms like X and LinkedIn offer opportunities for OEM to connect with professionals and stakeholders in relevant industries, fostering partnerships and collaboration in the realm of emergency management and public safety.

Through consistent and informative updates on social media, the OEM keeps the community informed about important developments, upcoming events, and safety tips, empowering individuals to take proactive measures to protect themselves and their families during emergencies. Furthermore, social media serves as a valuable two-way communication channel, allowing OEM to interact with followers, address inquiries, and respond to feedback in real time, fostering a sense of transparency and trust within the community.

Overall, OEM's active presence on social media underscores its commitment to leveraging digital platforms as powerful tools for community engagement, education, and preparedness, ultimately contributing to a safer and more resilient Greene County.

Expos and Presentations

Expos, presentations, and displays play a crucial role in disseminating information and fostering community engagement.

The Battlefield Mall Severe Weather Expo and the NWS Open House provided valuable opportunities for the public to learn about weather safety and preparedness measures directly from the experts.

These community events not only raise awareness but also empower individuals to take proactive steps in safeguarding themselves and their families during extreme weather events. Additionally, Skylab was on display at the 2023 Missouri State 911 Conference.

This conference served as a forum for industry professionals to exchange knowledge, discuss best practices, and explore emerging

technologies in emergency response and communication systems, ultimately enhancing public safety across the state. OEM also made appearances for school visits, disaster readiness building checks, and public education through the Springfield-Greene County Library.

Tours

Tours of the Public Safety Center provided an invaluable opportunity for visiting organizations to gain insights into comprehensive approach to public safety and emergency response. Welcoming the CoxHealth School of Nursing, LeadSGF (program for leadership development), and other community groups including elementary schools, Missouri State



University, and the Boy Scouts of America, the tours offered a firsthand look at the integrated systems and collaborative efforts between healthcare providers and public safety agencies. This exchange of knowledge and expertise fosters a deeper understanding of the interoperability between civic organizations and public safety, laying the foundation for enhanced emergency preparedness and response strategies.

Similarly, hosting the Federal Medical Center Crisis Support Team allowed for the sharing of best practices and resources in crisis management and medical response. The tour facilitated discussions on coordination efforts and emphasized the importance of a coordinated response in times of crisis. Additionally, welcoming delegates from the University of Internal Affairs, Mongolia, provided an opportunity for OEM to exchange ideas and experiences with our counterparts on a global level.

Tours of facilities in Greene County such as Convoy of Hope and the Missouri National Guard Aviation Classification Repair Activity Depot (AVCRAD), served as invaluable opportunities for the Office of Emergency Management staff to deepen their understanding of both the hazards present in the community and the resources available to address them.



By immersing themselves in these environments, staff members gained firsthand insights into the capabilities and operations of these critical organizations. Visiting Convoy of Hope provided OEM staff with a firsthand look at the organization's humanitarian efforts and disaster response capabilities. Witnessing Convoy of Hope's logistics, distribution networks, and disaster relief operations helped staff members appreciate the importance of collaboration and coordination in emergency response efforts.

Touring AVCRAD, an army aviation support facility, provided Office of Emergency Management staff with a unique opportunity to gain insights into the specific hazards present within the facility, particularly concerning hazardous materials and other specific hazards related to its operations. During the tour, staff had the opportunity to engage with AVCRAD personnel responsible for safety and environmental compliance. Through discussions and observations, staff also learned about the types of hazardous materials used or stored on-site, as well as the protocols and safeguards in place to mitigate risks associated with them. This firsthand knowledge is crucial for OEM in understanding the potential impact of incidents involving hazardous materials within the facility. Understanding these hazards enables OEM to develop more comprehensive emergency response

plans tailored to the specific needs

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of AVCRAD and the surrounding community.

These tours not only raised awareness among OEM staff about the hazards and resources within the community but also fostered stronger partnerships between OEM and these organizations. By building relationships with key stakeholders, OEM enhances its ability to effectively coordinate emergency response efforts and leverage available resources during times of crisis.

Overall, the tours served as valuable learning experiences, empowering staff with the knowledge and insights needed to better prepare for and respond to emergencies in Greene County. By understanding both the risks and the resources at their disposal, OEM is better equipped to fulfill its mission of safeguarding the community and enhancing resilience in the face of adversity.

HOMETOWNREADY

When disaster strikes, will you be ready? The mission of the HometownREADY program is to enable the citizens of Greene County with the tools needed to mitigate loss of life and property in the event of a disaster. To realize this vision,

the HometownREADY program has three initiatives: Community Engagement, Community Response, and Business Resilience.

Another avenue of community engagement is our HometownREADY podcast. Our goal is to educate, inform, and entertain the public with discussions on all things public safety. In 2023, OEM produced 10 episodes of the podcast, which was downloaded 518 times in 11 different countries and 151 different cities. Topics included training and exercise information, what goes into event planning, and drone operations. Building construction hampered recording efforts during the year, but the podcast will be back to a full season of production in 2024.

COMMUNITY RESPONSE

In 2023, we had 17 graduates of the Community Emergency Response Team (CERT) Basic Academy. This twenty-hour program teaches participants basic disaster preparedness and response so that they can help themselves, their families, and their neighbors in the event of an emergency. Our



HOMETOWN READY Podcast

Listen on:

- Apple
- Google
- Spotify
- amazon music
- Amazon
- Podcast Addict

2023

- 10 episodes
- 421 minutes
- 500 downloads
- Including:
 - USA 273
 - Canada 15
 - New Zealand 10
 - Australia 10
 - France 7
- 10 countries
- 217% growth

OEM
OFFICE OF EMERGENCY MANAGEMENT
SPRINGFIELD - GREENE COUNTY

CERT team members are an invaluable resource for emergency management and response. This year saw them participating in a search and rescue mission in Taney County and assisting with local events such as the Ozark Empire Fair, the Birthplace of Route 66 Festival, and trunk or treat at CoxHealth.



The CERT Animal Response Team (CART)



was also active and assisted with events such as the Pets and Pumpkins Fair and Dog Run.

BUSINESS RESILIENCE

Business recovery is a large factor in determining how quickly a community will recover from a disaster. The Business Resilience initiative helps businesses develop a framework for business continuity and recovery. OEM works with local businesses to develop emergency operations plans that will help them return to business as usual as quickly as possible.



Another facet of the Business Resilience initiative is the Local Emergency Planning Committee (LEPC). This group is responsible for tracking hazardous materials within the community and providing training and education on the importance of hazardous materials safety.

LOGISTICS

The Logistics Section saw an internal reorganization in 2023. The once separate OEM Information and Technology section now falls under Logistics. With this change, the Logistics Section is more in line with the ICS structure of communications and technology reporting to the Logistics Section Chief.

In the summertime, several OEM staff members, including Logistics Specialist Kenneth Norris, completed the L967: All-Hazards Position Specific Logistics Section Chief course. This course provides local and state-level emergency responders with a robust understanding of the duties, responsibilities, and capabilities of an effective Logistics Section Chief (LSC) on an All-Hazards Incident Management Team (AHIMT). Norris, along with other OEM staff members, also became licensed HAM radio operators.

The Public Safety Center (PSC) underwent some

major updates in 2023. The first being the addition of a chiller to the building's HVAC system. This will allow for redundancy and reduce the load placed on each chiller. The next update for the PSC involved major remodeling to accommodate office and workspace for the Greene County Information Services (IS) department. The goal of this project was to house the entire IS staff in one hardened facility. The infill project is expected to be complete in the spring of 2024.

The American Rescue Plan Act (ARPA) awarded OEM with a grant to upgrade our Field Command Post (FCP). The new FCP will replace the current



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trailer that OEM repurposed from FEMA in 2006. This asset will accompany Skylab, our regional communications vehicle, to events/incidents and provide space for command to manage the incident or special event.



A new edition was added to our fleet! A 2023 Ford F-350 was received after a long wait due to supply chain delays. We were able to utilize the flatbed from our previous “tow-vehicle” and added newly customized OEM graphics before placing the truck in service. The final update to our fleet involved the addition of warning equipment, and the same OEM graphics that were added to our 2022 Ford Expedition, in order to begin transitioning to a consistent branding design.

During a severe weather event such as a tornado or damaging winds, OEM activates 104 outdoor storm sirens across the county, spanning the City of Springfield, Greene County, area municipalities, local universities, and the AVCRAD facility located at the Springfield-Branson National Airport. With the popularity of outdoor activities in the Fellows Lake area, two new sirens were installed in September 2023. Our logistics specialist collaborated closely with the GIS departments of both the City and County to ensure the Outdoor storm siren map accurately reflects the locations of these newly installed sirens.



The Community Emergency Response Team (CERT) also received a grant in 2023. This grant replaced the old CERT deployment trailer with a new 17-foot enclosed trailer equipped with a generator and climate controls to allow personnel to establish a workspace in order to be protected from the elements. This trailer will enable CERT to respond more efficiently to deployments in the field.

As in previous years, the Logistics Section provided support to several special events by supplying and mobilizing resources requested. The three major events for the year were the Ozark Empire Fair, the Birthplace of Route 66 Festival, and the Bass Pro Marathon.



PLANNING

The Springfield-Greene County Office of Emergency Management has two planners who work in conjunction to write and maintain emergency operations plans for the City of Springfield, unincorporated Greene County, six municipalities, and two public school systems. They also work in a combined effort with outside stakeholders to create event action plans (EAPs) for large special events. These plans require extra planning and collaboration with other public safety entities and event officials to ensure the safety of our community during celebratory events, accounting for everything from traffic jams to active aggressors and severe weather events. This year, the planners wrote EAPs for the 2023 Ozark Empire Fair, the Birthplace of Route 66 Festival, and the Bass Pro Marathon.



SPRINGFIELD-GREENE COUNTY
OFFICE OF EMERGENCY MANAGEMENT
EXERCISE PLANNING PROGRAM
Policy Guidance Document



MUNICIPALITY PLANNING

The municipality planning specialist writes and maintains all-hazards emergency operations plans for all the municipalities in Greene County,

excluding the City of Republic. This involves providing annual updates for all the plans and conducting re-writes every five years to ensure continued relevancy and accuracy. To this end, the plans for Strafford, Willard, Ash Grove, Battlefield, Walnut Grove, and Fair Grove all had critical updates as part of this yearly process, including key changes to emergency support functions and updated contacts in their master activation lists. The rewrite process for Strafford's and Willard's plans started in 2023 and will continue into 2024.

The municipality planner for OEM is also in the process of writing a new emergency operations plan for Strafford Public Schools, having



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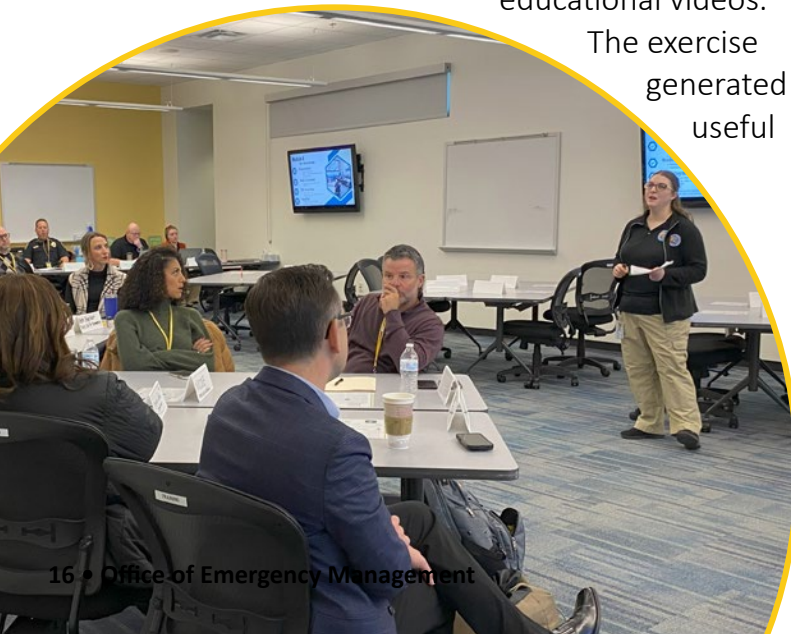


signed a contract with them at the end of 2022. This process began in 2023 in conjunction with Strafford schools' resource officer and other involved agencies and is 60% completed. The goal is to finalize this new plan in 2024. This

position also writes and maintains an emergency operations plan for Springfield Public Schools (SPS), which received its yearly update in 2023, with several changes to its contact lists and key emergency support functions (ESFs).

In addition to overseeing the plans for schools and municipalities, OEM also helps facilitate the training and exercising of these plans to test their accuracy and usefulness in an emergency. Accordingly, the municipality planner worked with OEM's training and exercise (T&E) specialist to create a tabletop exercise for Springfield Public Schools to test their plan in the context of a hypothetical tornado that would hit multiple school buildings just as classes would be starting. Prior to running the tabletop, the municipality planner and T&E specialist worked together to create a just-in-time training series to familiarize school leaders with the contents of their plans through several informational handouts and short, educational videos.

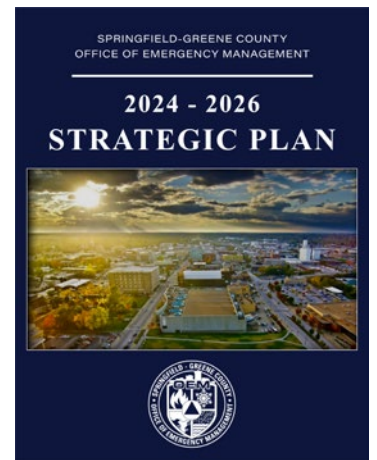
The exercise generated useful



discussion and information to be incorporated into new additions and changes to both OEM's plan and SPS's policies to further refine actions to be taken in an emergency situation. Further expanded trainings and seminars on this plan are already being planned for 2024.

CITY/COUNTY PLANNING

The city/county planner oversees the maintenance of the all-hazards mitigation plan, and directly updates the response and recovery plans for the City of Springfield and Greene County. This year, substantial progress was made in the rewrite of the recovery plan which will be disseminated in early 2024. The recovery plan provides all-hazards guidance that is both scalable and flexible for the restoration of the city and county post-disaster. This update required several meetings with outside stakeholders and agencies. A new formatting method was incorporated as well as new recovery support functions (RSFs), moving away from disaster recovery functions (DRFs). OEM's city/county planner also began drafting the rewrite of the emergency operations plan (EOP), or response plan, which will be disseminated in early 2025.



OEM's city/county planner also completed the 2024-2026 Strategic Plan for the office which outlines the goals of each team member, intended to be completed in the next three years through actionable items and objectives. This plan will be disseminated in early 2024 and will include quarterly updates via an office-wide snapshot of goals completed.

The city/county planner worked in alliance with OEM's training and exercise specialist in early 2023 to develop and produce a Multi-Agency Resource Center (MARC) exercise, testing the procedures laid out in the Recovery Plan's RSF-3: Health and Social Services. The MARC, in a post-

MULTI-AGENCY RESOURCE CENTER (MARC) EXERCISE



disaster situation, provides valuable resources to survivors of the emergency event. The after-action report provided valuable lessons learned that were implemented in the newest addition of the Recovery Plan (2024-2029).

RESERVIST/INTERNSHIP/VOLUNTEER PROGRAM

The Reservist, Internship, and Volunteer (RIV) Program was relaunched in 2022, post-COVID, and has continued to gain momentum in 2023. This program brings in volunteers and interns from the local community and surrounding universities to help with various projects at OEM including working on emergency operations plans, community engagement activities, and exercise documentation development, just to name a few. This assistance

has proved invaluable to helping OEM achieve its goals and complete projects that provide for increased public safety and security in Greene County. The program also serves as a great tool to help provide volunteers and interns with exposure to the field of emergency management and firsthand experience working for a

government agency, increasing their individual knowledge base, and serving as a conduit to promote awareness of the Office of Emergency Management and what we do. By bringing in members of the local community, this program also helps encourage emergency preparedness information and efforts throughout the community at large. OEM benefited from over 350 hours of donated time and work from three participants in this program in 2023.



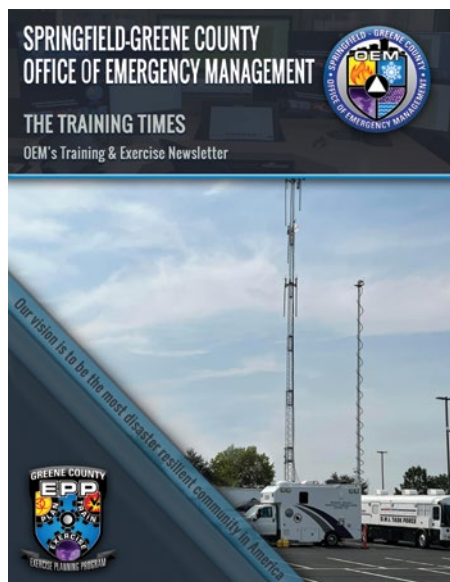
TRAINING & EXERCISE

In 2023, OEM staff completed a total of 955 total training hours (573 seated hours, 270 virtual hours, and 112 independent study hours). This equates to almost 40 days (or 119 workdays) spent in a variety of classroom settings preparing for the possibility of some variation of a catastrophic event in the community. Much of this training is mandated by various rules and standards, but other training is undertaken by staff to educate them on the latest emergency management concepts.

The training hours listed, certificate/credentialed hours, provide only one piece to the functionality of our training program. The Office of Emergency Management conducts regular meetings and trainings focused on plan comprehension and EOC readiness. Our office participates in state and regional programs such as webinars focused on terrorism, tornado drills, a New Madrid earthquake, sheltering, and many others. Outside of our office, we collaborated with other organizations to provide essential trainings at no cost.

THE TRAINING TIMES NEWSLETTER

Attempting to reinforce the networking and opportunities available to our partners, the Training Times Newsletter is a monthly resource delivered to over 125 different community stakeholders on the upcoming training events throughout the region. This newsletter also offers a platform for established individuals in their field to provide insights to other newsletter recipients on topics related to the phases of emergency management.



TRAINING ROOM

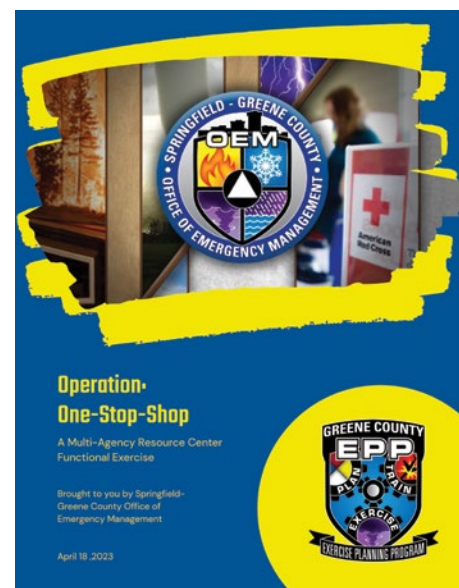
The OEM Training Room, which doubles as the Regional Multi-Agency Coordination Center (MACC), accommodates 48 individuals, and hosted 153 diverse training sessions and meetings over the course of the year. Moreover, the room underwent a visual enhancement with the replacement of its 12-year-old projectors and screens with new 98-inch LED displays. These screens enable instructors to enhance training delivery, ensuring students receive superior and more engaging visuals throughout the class.

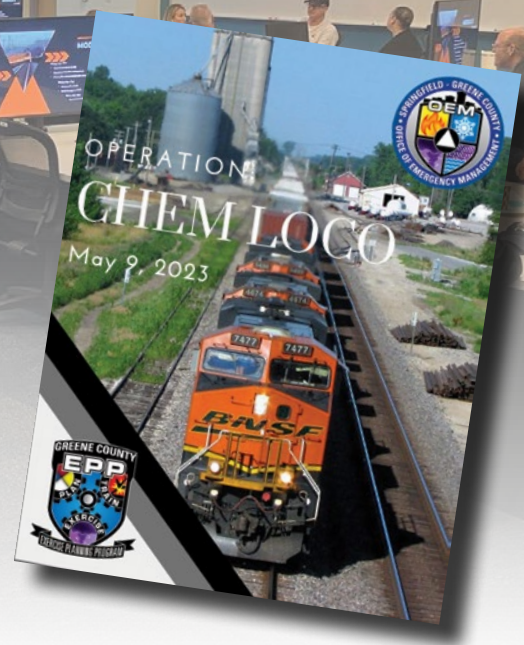
EXERCISES

The Office of Emergency Management conducted five exercises, two discussion-based and three operations-based, and assisted or participated in seven others. Three of the notable exercises were Operation: Chem Loco, Operation: One-Stop-Shop, and Zephyr Academia.

Operation: One-Stop-Shop

On April 18, the Office of Emergency Management delivered a full-scale exercise on recovery efforts that involved 32 different organizations from local, regional, and state partners. This exercise





focused on our local plans that had not been exercised or utilized in real-world events locally in over 10 years.

The goal of a Multi-Agency Resource Center (MARC) is to deliver a variety of resources to disaster survivors. OEM conducted a MARC exercise which not only validated OEM’s recovery plan and the response/recovery interface, but also provided an opportunity for organizations in the community to work together to provide resources in a post-disaster scenario.

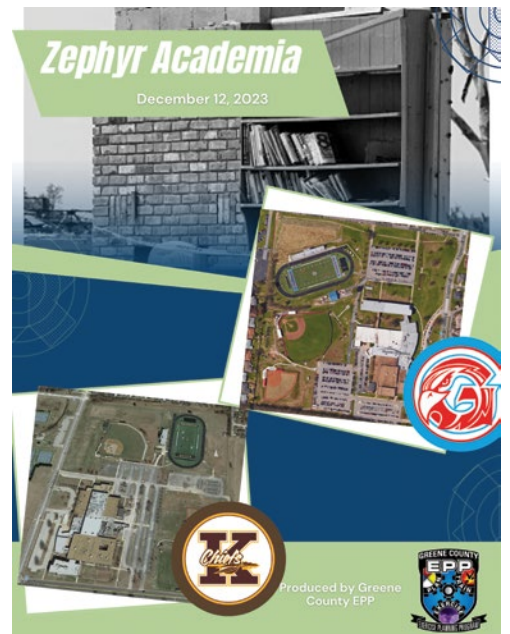
Operation: Chem Loco

On May 9, a collaborative tabletop exercise was developed with the Burlington Northern Santa Fe (BNSF) railway. The hazardous materials exercise was designed to highlight the importance of understanding the materials in transit through our community. The successes and deficiencies discussed in this exercise provided an after-action report that ultimately assisted in the grant allocation of detection equipment for the

Springfield Fire Department’s Hazardous Materials Response Team.

Zephyr Academia

On Dec. 12, the Office of Emergency Management completed its first-ever tabletop exercise with the Springfield Public School (SPS) system. The exercise presented a weather event to the Executive Leadership Team (ELT) to



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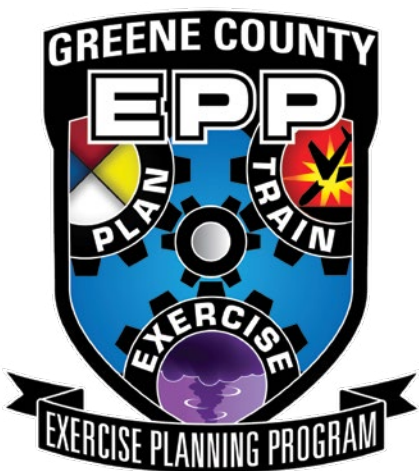


demonstrate plan and policy actions in the response phase. This being the first exercise, a collaborative effort was made with the municipality planning specialist to provide just-in-time training to the ELT on the SPS Emergency Operations Plan (EOP) and EOC functionality.

The successful exercise paved the way for a series of coordinated exercises in the future for the OEM and SPS.

EXERCISE PLANNING PROGRAM

As stated in the policy guidance published in 2023, the Exercise Planning Program (EPP) is the primary county-level mechanism for validating community-based emergency planning and preparedness.



This program was developed based on the fundamentals of the Homeland Security Exercise and Evaluation Program (HSEEP) and tailored to the local needs of Greene County.



INTEGRATED PREPAREDNESS PLAN

OEM's training and exercise specialist oversees the Integrated Preparedness Plan (IPP) while working in conjunction with our planners. This collaboration provides a comprehensive plan for combining efforts through a continuous process of planning, organizing, equipping, training, and exercising to ensure jurisdictions/ organizations have the capabilities to handle threats and hazards. The local IPP for 2023 generated discussion on how to handle some of the complex barriers in our community, working through the possibility of cyber-attacks, active shooter situations, and communications failures. While other concepts and needs were part of this process, such as the 2024 airport exercise planning, significant effort was focused

on shoring up threats from the Threat and Hazard Identification and Risk Assessment (THIRA) to make our community a more resilient place to live.

TRAINING & EXERCISE ASSETS

OEM received a generous donation of a local asset dubbed "Tiny Town" that is utilized as a tabletop platform for exercising organizations to physically manipulate in place of the standard audio/ visual display method.

Additionally, in 2023, the Office of Emergency Management procured training tablets to enhance discussion-based exercises.



2023 YEAR IN REVIEW

JAN.



JAN. 28: WINTER WEATHER PREPAREDNESS PRESENTATION
(Library Station)



FEB.

FEB. 24: WALK-THROUGH OF STRAFFORD SCHOOLS IN PREPARATION OF WRITING EMERGENCY OPERATIONS PLAN



MARCH

MARCH 15: TORNADO PREPAREDNESS PRESENTATION
(Housing Authority)



MARCH 23: HAZARD PREVENTION AND DETERRENCE PRESENTATION
(Schweitzer Brentwood Library Branch)

APRIL

APRIL 15: INCIDENT SUPPORT TEAM DEPLOYMENT EXERCISE



APRIL 18: MULTI-AGENCY RESOURCE CENTER (MARC) EXERCISE

MAY

MAY 8: SEVERE WEATHER SAFETY PRESENTATION FOR THE NATIONAL FEDERATION OF THE BLIND IN CONJUNCTION WITH THE NATIONAL WEATHER SERVICE



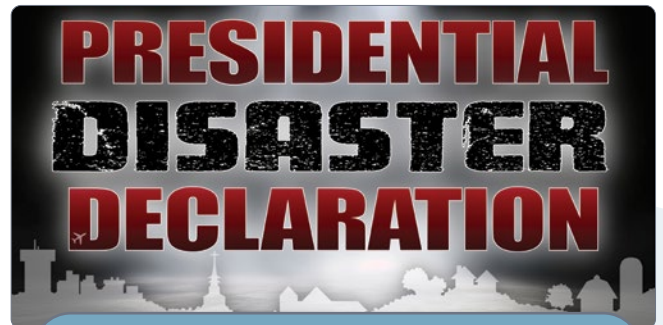
JUNE

JUNE 16: TOUR OF PSC FOR UNIVERSITY OF INTERNAL AFFAIRS, MONGOLIA

JULY



JULY 27: START OF THE 87TH ANNUAL OZARK EMPIRE FAIR



JULY 30: DAMAGING WINDS AND FLOODING RESULTED IN A PRESIDENTIALLY DECLARED DISASTER

AUG.



AUG. 10-12: BIRTHPLACE OF ROUTE 66 FESTIVAL

SEPT.



SEPT 12: SKYLAB ON DISPLAY AT THE 2023 MISSOURI STATE 911 CONFERENCE

SEPT. 16: SKYLAB ON DISPLAY AT THE NATIONAL WEATHER SERVICE OPEN HOUSE



SEPT. 20:
OUTDOOR STORM
SIRENS INSTALLED AT
FELLOWS LAKE

OCT.



OCT. 5: CONVOY OF HOPE
BUILDING DEDICATION

NOV.

NOV. 5: BASS PRO SHOPS
CONSERVATION MARATHON



DEC.



DEC. 20: COLD WEATHER
PRESS CONFERENCE

2024

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