



# ANNUAL REPORT



# SPRINGFIELD-GREENE COUNTY OFFICE OF EMERGENCY MANAGEMENT



# 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.*

## OUR MOTTO

*"Others Before Self."*



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# DIRECTOR'S MESSAGE

Dear Partners, Colleagues, and Community Members,

As we step into a new year, it is my honor to present to you our 2024 Annual Report, a reflection of our ongoing dedication to the safety, resilience, and well-being of our community. Over the past year, we have faced challenges, celebrated successes, and deepened our commitment to ensuring that our community is prepared for whatever may lie ahead.

## Highlights of Our 2024 Journey

### ***Resilient and Responsive Community Coordination***

In 2024, we continued to work tirelessly to support and safeguard our community in times of need. From natural disasters to special event responses, our team was at the forefront, coordinating and collaborating with precision and care. The ability to pivot quickly and adapt to evolving situations remains a testament to the strength of our partnerships and the resilience of our team.

### ***Advancing Strategic Goals***

Building on the momentum of previous years, we continued to refine and implement our updated Strategic Plan. This plan is our roadmap to future success, guiding our actions in prevention, protection, mitigation, response, and recovery. In 2024, we continued to strive toward meeting these objectives, and as we continue to execute this plan, we are committed to providing regular updates on our progress.

## Key Achievements

### ***Strengthened Community Engagement***

Our focus on fostering a prepared and connected community remained a cornerstone of our work in 2024. Under the umbrella of our HometownREADY program, community engagement has flourished, reaching more residents through educational workshops, events, and direct outreach than ever before. The expansion of our Community Emergency Response Team (CERT) program has also enabled us to empower residents with the skills and knowledge to act in emergencies.

### ***Effective and Efficient Response***

When faced with the unexpected, our team remained steadfast in their commitment to our community. In 2024, we responded quickly and effectively to a range of critical incidents, including several severe weather events. Our collaboration with local agencies, volunteers, and the State Emergency Management Agency (SEMA) helped to secure financial support for those affected, and we successfully mitigated the impact of these events through rapid and coordinated action.

### ***Collaborative Growth***

This past year has seen a significant strengthening of our collaborative efforts. By working closely with community organizations, first responders, and regional partners, we have built a more cohesive network, one that can respond swiftly and effectively to any crisis. The relationships we have developed are foundational to the continued success of our mission.

## Looking to the Future

As we look ahead to 2025, we are more committed than ever to our mission: preparing, responding to, and recovering from emergencies. With every challenge we face, we learn, adapt, and innovate to better protect our citizens. Our team will continue to push forward with a clear focus on progress and community resilience, building on the work of the past year to create an even safer, more resilient future.

Thank you for your continued trust and support. Together, we are building a community that is ready for whatever comes next.

Sincerely,

**Larry Woods**, CEM  
Director



GREENE COUNTY  
PUBLIC SAFETY CENTER



# EMERGENCY MANAGEMENT BY THE

# NUMBERS

**6** Interns & Volunteers

**27** Tours of the Public Safety Center

**37** CERT Members

**40** Tour Hours

**43** CERT Graduates

**120** Training Courses hosted

**177** Contractors

**187** Meetings held at the Public Safety Center

**728** Tour Participants

**1,448** Hours of trainings/meetings held at the Public Safety Center

**6,845** Participants of trainings/meetings held at the Public Safety Center

**7,573** Total visitors to the Public Safety Center

## OUR STAFF



**LARRY WOODS**  
*Director*



**DARREN WHITE**  
*Deputy Director*

**ROBBIN SAWYER**  
*Administrative Services Manager*

**SARAH HANSELL**  
*Administrative Coordinator*

**KENNETH NORRIS**  
*Logistics Specialist*

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

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

**GRETCHEN RUFFA**  
*City/County Planning Specialist*

**VERONICA (RONNIE) BELL**  
*Community Engagement Specialist*

**JOSEPH GELDERMANN**  
*Public Information Officer*

## FUNDING

The Springfield-Greene County Office of Emergency Management (OEM) operates under a shared budget supported by both the City of Springfield and Greene County. This joint funding enables the OEM to effectively coordinate emergency preparedness, response, and recovery efforts throughout the region. In addition to local funding, the OEM actively pursues state and federal grant opportunities to support its mission. Notably, it submits annual applications for the Emergency Management Performance Grant (EMPG) and the Hazardous Materials Emergency Preparedness (HMEP) grant, both of which focus on preparedness planning.





# OPERATIONS

As the cornerstone of the Springfield-Greene County Office of Emergency Management (OEM), the Operations Section is responsible for managing all incident-specific operations, from emergency responses to special events and daily office functions. This critical role ensures seamless coordination and execution of essential tasks.

During emergencies, the Operations Section swiftly mobilizes to oversee and coordinate response efforts, working diligently to minimize the impact on the community. Whether dealing with natural disasters, hazardous incidents, or other crises, it serves as the central command hub, directing the deployment of resources, personnel, and equipment to manage the situation effectively.

Beyond emergency response, the Operations Section plays a key role in planning and executing special events such as festivals, marathons, and fairs. By meticulously managing logistics, communications protocols, and emergency preparedness measures, it helps create safe environments where community members can gather with confidence.

In its daily operations, the Operations Section remains proactive in overseeing routine functions that enhance overall preparedness and resilience. From training exercises and resource management to interagency collaboration, the section strengthens the community's ability to respond effectively to emergencies of any scale.

Through dedication, expertise, and an unwavering commitment to service, the Operations Section upholds the mission of the OEM, protecting lives, property, and the well-being of the community. Their 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 serves as the first line of defense for the City of Springfield and unincorporated Greene County, ensuring the swift dissemination of critical information to safeguard lives and property. Overseen by the Operations Section Chief during business hours, the program operates 24/7, with dedicated operations staff rotating through an on-call schedule. This continuous coverage guarantees that the community remains informed and supported at all times.

At its core, the Watch Officer Program acts as a crucial bridge between the OEM and both governmental and non-governmental organizations, facilitating the exchange of verified intelligence. By providing accurate, authenticated information,

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the program empowers these organizations to take independent action within their established authorities and protocols. This collaborative approach enhances coordination and ensures a well-organized response to emergencies, optimizing resources and capabilities across all involved entities.

On Feb. 27, the OEM watch officers promptly responded to a mutual aid request from the Brookline Fire Protection District to support command operations during a large-scale fire at Hansen Tree Service. The incident involved extensive piles of mulch, some exceeding the size of typical residential structures, which posed unique challenges in terms of fire behavior and suppression efforts. Upon arrival, the watch officers provided critical situational support by establishing coordination with the National Weather Service (NWS) to deliver real-time weather updates directly to the incident commander. Given the fire's substantial size, its potential for rapid spread, and the significant impact of smoke on traffic along U.S. Highway 60, real-time weather information proved critical. Accurate forecasts and updates, particularly regarding wind direction and speed, were essential for anticipating changes in fire behavior and ensuring the safety and effectiveness of firefighting operations, as well as minimizing disruptions to nearby transportation routes. In addition, the watch officers facilitated communication with the American Red Cross to ensure that first responders had access to essential relief services, including hydration, food, and rest areas. Their efforts played a key role in supporting operational efficiency and responder welfare throughout the duration of the incident. The incident command also requested the support of the watch manager to assist with the technical aspects of firefighting operations. In response, the watch manager provided guidance on tactical decision-making and operational planning. His contributions were instrumental in addressing the complex challenges

posed by the unique fuel loads and fire behavior at the scene.

Through their vigilance and dedication, the members of the OEM Watch Officer Program play an essential role in strengthening community resilience and protecting residents. Their unwavering commitment to preparedness ensures that Springfield and Greene County remain ready to face any threat or hazard, day or night.

## WATCH CENTER

Located within the Public Safety Center (PSC), the Watch Center functions as a vital operational hub dedicated to ensuring the safety and security of the community.

Staffed by a highly trained Operations Team on a rotating on-call basis, it ensures continuous monitoring of potential threats, incidents, and emergency situations. Equipped with state-of-the-art technology and sophisticated communications networks, the Watch Center enables real-time monitoring, analysis, and coordination of response efforts. By seamlessly integrating data from multiple sources, including law enforcement, emergency services, and public reports, the center plays a crucial role in detecting risks, assessing situations, and deploying appropriate resources to mitigate threats and protect public well-being.



## YEAR-ROUND WEATHER MONITORING

In 2024, Greene County faced a series of challenging weather-related events, keeping the watch officers of the OEM busy throughout the year. These events tested their readiness and response capabilities, highlighting the importance of preparedness in the face of nature's unpredictability.

Greene County faced significant threats from severe storms and tornadoes, which had a considerable

impact on the community. The region experienced multiple instances of intense thunderstorms, bringing strong winds, hail, and heavy rainfall that caused property damage and disrupted daily life. Additionally, tornado activity prompted heightened alerts and swift emergency responses to protect residents and minimize risks.

The county also experienced periods of extreme heat, with temperatures reaching hazardous levels. These heatwaves posed significant health risks, especially to vulnerable populations, prompting the OEM to issue advisories and offer guidance on staying safe during prolonged high temperatures.

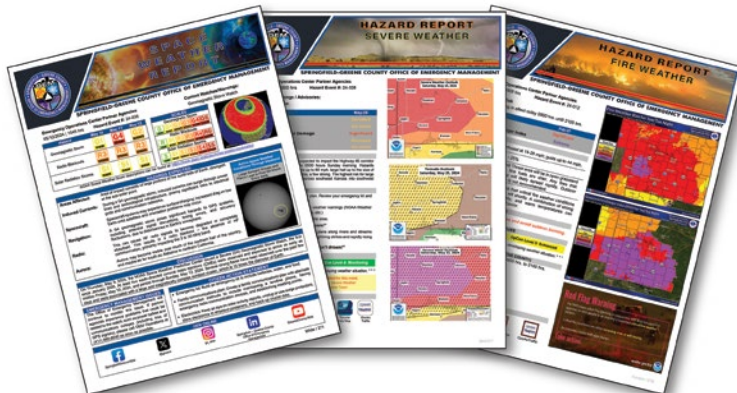
Throughout these weather events, OEM watch officers remained vigilant, continuously monitoring conditions, coordinating with relevant agencies, and providing critical information to the public. Their dedication and swift response played a key role in reducing the impact of severe weather and ensuring the safety and well-being of the community.

During severe weather events, the OEM staff remained on high alert, continuously monitoring conditions and maintaining open communication with key partners, including the National Weather Service, 911, and public safety agencies. This real-time information exchange enabled the OEM to track evolving weather patterns and potential threats with precision.

In response to these developments, the OEM Operations Staff issued 46 Hazard Reports over the year, addressing a wide range of threats such

as severe storms, winter weather, fire risks, flooding, and even space weather. These reports provided timely updates and essential guidance, ensuring that the community remained informed and prepared.

By proactively distributing Hazard Reports, the OEM played a critical role in increasing public awareness and readiness. These updates served as valuable decision-making tools, empowering residents and organizations to take necessary precautions to protect lives and property. Through their commitment to effective communication and proactive response, the OEM reinforced its dedication to the safety and resilience of the community in the face of ever-changing hazards.



## GREENE COUNTY WEATHER IN 2024

- 39** SEVERE THUNDERSTORM WARNINGS
- 13** FLASH FLOOD WARNINGS
- 12** FLOOD ADVISORIES
- 12** TORNADO WATCHES
- 9** HEAT ADVISORIES
- 8** WIND ADVISORIES
- 8** SEVERE THUNDERSTORM WATCHES
- 7** DENSE FOG ADVISORIES
- 7** TORNADO WARNINGS
- 5** WINTER WEATHER ADVISORIES
- 5** FLOOD WATCHES
- 4** FLOOD WARNINGS
- 3** RED FLAG WARNINGS
- 3** FROST ADVISORIES
- 2** FREEZE WARNINGS
- 2** WIND CHILL ADVISORIES
- 1** WIND CHILL WARNING

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





## SPECIAL EVENTS

Every year, events such as the Ozark Empire Fair, the Birthplace of Route 66 Festival, and the Bass Pro Shops Conservation Marathon inject excitement and energy into our community. Behind the scenes, however, meticulous planning ensures that these events run safely and efficiently. Months of preparation and collaboration with local partners lead to the creation of detailed Event Action Plans (EAPs) by the city/county and municipality planners. These plans map out logistics, safety protocols, and resource allocation, ensuring a coordinated and seamless execution. Additionally, the logistics specialist plays a key role in acquiring essential equipment, such as Skylab, radios, and first aid supplies for CERT, customized to each event's specific requirements.

During the events, the OEM Operations Staff use Skylab as the central hub for on-site communications, enhancing coordination among event personnel and improving response capabilities. Meanwhile, the Springfield-Greene County 911 Emergency Communications Department establishes a geo-fence around the event area, ensuring that all emergency calls within the designated perimeter are routed directly to Skylab. This proactive strategy not only alleviates the load on 911 services but also enables faster responses to any incidents related to the event.

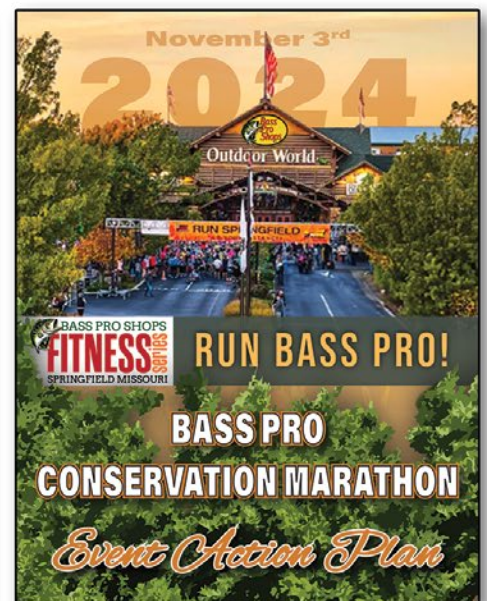
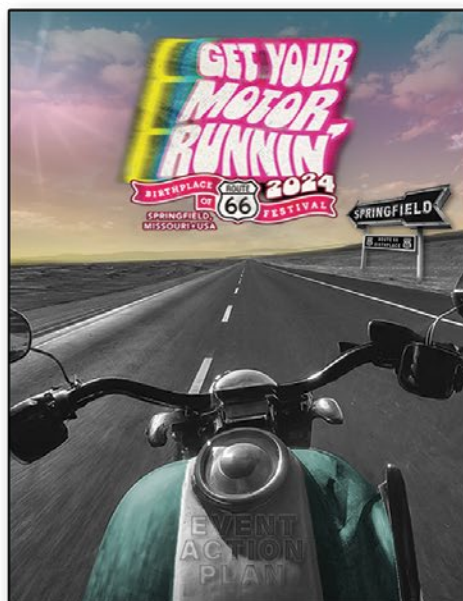
Through careful planning and the integration of advanced technology, the OEM plays a pivotal role in ensuring the safety, efficiency, and overall success of these annual community celebrations.

## ACTIVATIONS

In 2024, the OEM activated the Emergency Operations Center (EOC) for both the August Primary Election and the November General Election. These activations were coordinated in partnership with the Greene County Clerk's Office and involved multiple agencies across various disciplines, including:

- Greene County Sheriff's Office
- Greene County Information Services
- Springfield Fire Department
- Springfield Police Department
- Mercy EMS
- CoxHealth EMS
- Springfield Public Works
- City Utilities of Springfield
- Springfield Public Schools
- National Weather Service (NWS)
- Cybersecurity and Infrastructure Security Agency (CISA)

The Greene County Clerk's Office utilized the EOC to dispatch election workers and monitor polling locations across the county. Election judges were







provided with instructional booklets for reference in case of issues and were directed to contact the election coordinator (stationed at the EOC) if a potentially dangerous situation arose or a contingency plan was activated. From there, OEM would coordinate the necessary resources for response.

The Springfield Police Department assigned a team from the Community Services Section to patrol and monitor polling locations throughout Springfield during the operational period. EMS leadership managed dispatch services for EMTs as needed, while a City Utilities liaison remained onsite in the EOC to address any water or energy-related concerns. Other public safety and critical infrastructure agencies maintained direct communication with the EOC and unified command to ensure a coordinated response in case of emergencies.

Thanks to the extensive planning and seamless

coordination among all participating agencies, any challenges that arose during the election process

were promptly and effectively addressed. These issues, all minor in nature, ranged from routine logistical concerns to minor technical difficulties at polling stations. With established communication channels and predefined response protocols in place, agencies were able to swiftly resolve each situation, ensuring minimal disruption to election operations. This collaborative effort underscored the effectiveness of the emergency preparedness measures and reinforced the commitment to a smooth and secure electoral process.



# ADMINISTRATION

The administrative part of the Office of Emergency Management (OEM) is the heart of our operations. Our administrative services manager and administrative coordinator play vital roles in ensuring the office runs smoothly. These two positions encompass a wide range of responsibilities.

The administrative coordinator manages room and meeting schedules in the Public Safety Center (PSC), ensuring all attendees have what they need to be comfortable during their time at the facility. They are also responsible for maintaining the security of the PSC, essentially acting as the gatekeeper, along with handling various administrative tasks such as filing, assisting colleagues with projects, maintaining office supplies, and running errands.

The administrative services manager works closely with the director to manage the OEM's annual budget, ensuring funds are spent efficiently and in the best interest of Greene County taxpayers. A major part of this role involves overseeing several grants. In 2024, the office successfully managed six different grants, funding a variety of projects:

## 1. State Homeland Security Program (SHSP)

### Enhancing Cybersecurity Local Preparedness

**Grant:** This grant funded the purchase of two additional Crestron control panels, enhancing the PSC's network capacity.

## 2. State Homeland Security Program Enhancing Community Preparedness & Resilience Grant:

This grant provided a new 16-foot trailer for our CERT program, which serves as a vital resource for both the community and our office, particularly during disaster response efforts.

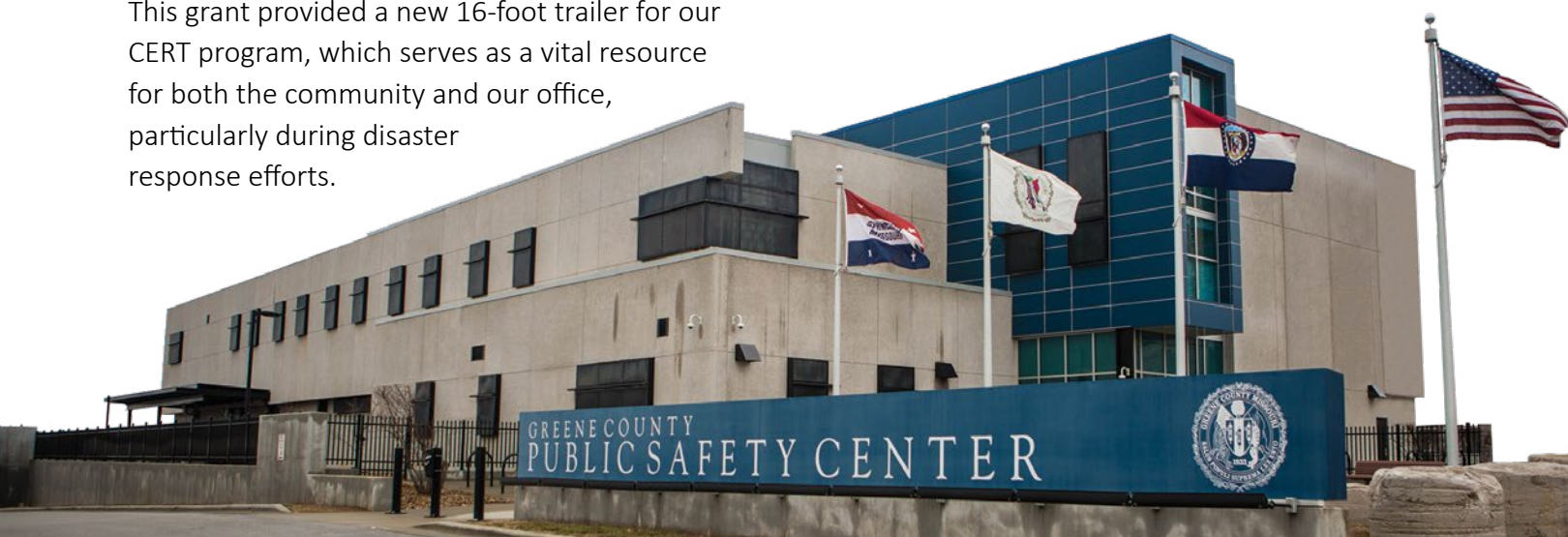
**3. CEPF/LEPC Grant:** This funding supports the Local Emergency Planning Committee (LEPC), which manages hazardous materials-related matters.

**4. EMPG (Emergency Management Preparedness Grant):** This grant helps fund a portion of the salaries for several OEM staff members.

**5. Regional Homeland Security Oversight Committee (RHSOC) Grant:** This grant provides funding for the region's mobile command unit, Skylab.

**6. Local Emergency Planning Committee/District (LEPC/LEPD) Grant:** This grant supports the Springfield Fire Department's Hazardous Materials Team through the provision of new equipment and supplies.

Together, the collaborative efforts of our administrative services manager and administrative coordinator ensure the smooth operation of the Office of Emergency Management, allowing us to effectively respond to the needs of Greene County. Their dedication to maintaining a well-organized and efficient office environment, coupled with their careful management of grants and resources, plays a crucial role in enhancing the safety and preparedness of our community. With their support, we are better equipped to face the challenges that come with ensuring public safety and resilience in times of crisis.





# COMMUNITY ENGAGEMENT

In late 2024, the Office of Emergency Management (OEM) completed its first full year with a dedicated community engagement specialist (CES) on staff. This role has strengthened our commitment to meeting the community where they are and helping residents prepare for potential emergencies. Over the past year, OEM partnered with schools, community organizations, businesses, and faith-based groups hosting workshops, leading classes, and participating in local events to raise awareness and emphasize the importance of emergency preparedness.

## PUBLIC OUTREACH

In 2024, the Office of Emergency Management (OEM) significantly expanded its public outreach to raise awareness about emergency preparedness and the role of emergency management. OEM participated in 17 public engagement events, including career days, weather shows, neighborhood block parties, and presentations to civic and service organizations



## MEDIA & PUBLIC INFORMATION

### Local Media

OEM maintains strong, collaborative relationships with local media outlets. Proactive communication is essential to building an informed and resilient community, and media partnerships are a key component of our engagement



strategy. In 2024, OEM experienced a rise in media interview requests from



various news organizations, including local and national, covering a wide range of topics including educational initiatives, weather preparedness, earthquake drills, and strategies for helping children prepare for emergencies.

### Social Media

An active and engaging social media presence continues to be one of OEM's most effective tools for community outreach. Our Facebook page now reaches 17,160 followers, with content averaging 190,000 views per month and extending to audiences around the globe. On Instagram, our following has grown to over 1,100, with weekly content views surpassing 1,500.

Through visually compelling and interactive posts, OEM not only shares timely updates—such as local weather alerts and storm siren testing—but also provides valuable public education. By highlighting community events, offering preparedness tips for potential hazards in Greene County, and promoting everyday safety practices, OEM is helping build a more informed, prepared, and resilient community.

## EXPOS AND PRESENTATIONS

OEM remains committed to meeting people where they are—both physically and figuratively—by maintaining a strong presence in the community. In 2024, OEM engaged directly with residents at a variety of events, including the Severe Weather Expo, CoxHealth Kids Safety Fair, school career fairs, KY3 Weather Shows, neighborhood block

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parties, civic group presentations such as those with the Rotary Club, and even the Trunk-or-Treat event with the Greene County Sheriff's Office.

At each of these events, OEM distributed valuable resources and materials designed to equip citizens with the knowledge and tools needed to navigate any disaster. Additionally, Skylab made several public appearances throughout the year, sparking meaningful conversations about disaster response capabilities and what individuals can do to stay safe—especially when they are away from their usual environment.



In anticipation of the release of the movie *Twisters*, the OEM partnered with the Alamo Drafthouse and the Christian County Emergency Management Agency to cohost a special screening event designed to blend entertainment with education. Following the screening, OEM facilitated a live question-and-answer session focused on emergency management and disaster response. The discussion covered a range of topics, including how emergency services coordinate during severe weather events, what steps individuals and families can take to stay safe, and the critical role of preparedness in building a resilient community.

This creative outreach event provided a unique platform to engage the public, using a popular film to spark meaningful conversations about real-world risks and readiness. By tying in cinematic storytelling with local emergency preparedness efforts, OEM was able to reach a broader audience and reinforce the importance of being informed and proactive before disasters strike.



## TOURS

Tours of the Public Safety Center (PSC) in 2024 offered a valuable opportunity for visitors to gain firsthand insight into the integrated efforts behind public safety and emergency response. Over the course of the year, the Office of Emergency Management (OEM) hosted 27 tours, welcoming community members and guests from around the world to experience the work we do up close.

These tours go beyond simply explaining the role of emergency management—they allow visitors to see our operations in action, both during crisis situations and on “blue sky” days when we focus on planning, training, and preparedness. This immersive experience not only fosters greater understanding and trust in OEM’s mission but also encourages individuals to reflect on their own readiness and how they can better prepare their homes, families, and businesses for future emergencies.

In addition to hosting tours, OEM also participated in community site visits, including tours of City Utilities and the Amazon distribution center in Republic. These on-site visits provided OEM staff with valuable, first-hand insight into the



operations of local businesses and partner agencies. By gaining a deeper understanding of their infrastructure, workflows, and potential vulnerabilities, OEM is better equipped to develop and tailor response plans that reflect the unique needs of each organization. Engaging directly with our community partners strengthens collaboration and enhances our overall preparedness and response capabilities.



## HOMETOWNREADY

HometownREADY is a comprehensive initiative designed to equip, educate, and prepare members of the community for the wide range of hazards that could impact Greene County. Its three core pillars – Community Engagement, Community Response, and Business Resilience – deliver tailored tools and educational opportunities to meet the diverse preparedness needs of individuals, organizations, and businesses.

In 2024, the Business Resilience and READYWorship components of HometownREADY experienced renewed momentum. These programs partner with local businesses, houses of worship, local governments, and community organizations to assess building safety, develop or update emergency plans, and provide preparedness training for staff and congregation members. Seven local businesses and houses of worship began working toward HometownREADY Certification in 2024, marking a strong commitment to community resilience.



## TOUR GROUPS HOSTED IN 2024

Missouri State University  
 City Utilities of Springfield  
 Springfield Public Schools  
 Springfield Fire Department  
 Students from Isesaki Japan



Ozarks Technical  
 Community College

FEMA

ROTARY

LeadSGF

Scouting America

Ozarks Pachyderm Club

City of Lee's Summit

Greene County Leadership  
 Academy

University of Internal  
 Affairs of Mongolia



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 Emergency Management

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OEM also proudly produces the HometownREADY Podcast, an all-hazards preparedness show designed to inform, educate, and entertain both emergency response professionals and the public. In 2024, topics included overviews of the Community Emergency Response Team (CERT), Emergency Medical Services, and 911 Emergency Communications. Although podcast production was delayed due to ongoing studio renovations, the new recording space is now fully operational, and new episodes for 2025 are already in the works.

### COMMUNITY RESPONSE

The heart of OEM’s Community Response initiative is the Community Emergency Response Team



(CERT) Program. In 2024, Greene County CERT hosted three academies, graduating 46 individuals across three sessions. This comprehensive 20-hour course equips citizens with essential emergency response skills, empowering them to care for themselves, their families, and their communities during disasters. Each person trained through CERT helps reduce the strain on emergency services, allowing responders to focus on more critical situations.

Greene County CERT members are a vital resource not only for the county but for the entire region. The team remains committed to continuous education and training, ensuring that their skills



and readiness are always sharp. In 2024, CERT continued its vital support of local events such as the Ozark Empire Fair and the Birthplace of Route 66 Festival, where team members staffed the first aid stations. Additionally, the team conducted its first-ever full-scale exercise, simulating various emergency response scenarios, including team activation, command post establishment, search and rescue, first aid, evacuation, and reunification. This highly successful exercise, in collaboration with Scouting America for casualty simulations, strengthened the team’s abilities and fostered a deeper partnership between OEM, Scouting America, and CERT.

CERT also expanded its focus to animal response through the CERT Animal Response Team (CART),



which remained active in community events such as Downtown Dog Days and Pets and Pumpkins, further demonstrating the team's versatility and commitment to all aspects of emergency response.



In 2024, Greene County CERT members dedicated an impressive 1,248 service hours to supporting the citizens of Greene County, showcasing their unwavering commitment to community preparedness and resilience.

## BUSINESS RESILIENCE

Business recovery plays a crucial role in how swiftly a community can bounce back after a disaster. The Business Resilience initiative supports

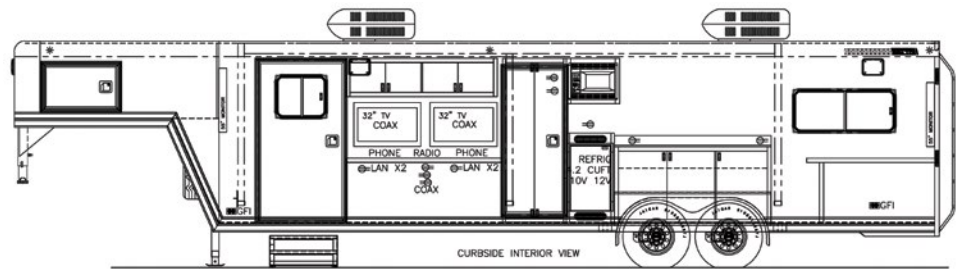
local businesses in creating frameworks for business continuity and recovery. OEM collaborates with these businesses to develop emergency operations plans, ensuring they can resume normal operations as quickly and efficiently as possible following a disaster.



An essential component of the Business Resilience initiative is the Local Emergency Planning Committee (LEPC). This committee is tasked with tracking hazardous materials within the community and offering training and education on the importance of hazardous materials management and safety protocols.

## LOGISTICS

The Logistics Section had a dynamic and impactful year in 2024, managing several high-priority projects and playing a key role in a variety of events, activations, and training initiatives.



## MAJOR PROJECTS AND INFRASTRUCTURE ENHANCEMENTS

Two major projects stood out in 2024, one of which was a collaborative effort with the Greene County Information Systems/Information Technology department. Through funding provided by the American Rescue Plan Act (ARPA), OEM initiated a significant technology upgrade for the Public Safety Center (PSC). This modernization effort brought state-of-the-art improvements, including new displays, advanced projectors, and enhanced building automation systems. These upgrades are already proving instrumental in improving situational awareness during Emergency Operations Center (EOC) activations by offering real-time visibility of field operations and response teams.

In addition to facility upgrades, OEM officially ordered a new field post command trailer under the same ARPA grant. This gooseneck trailer, carefully planned and selected with budget efficiency in mind, will serve as a mobile command post, supplementing the capabilities of Skylab. With this addition, OEM can provide critical field support without the need for a fixed structure, greatly enhancing flexibility in emergency response scenarios.

Connectivity was also a focus in 2024. OEM partnered with AT&T to upgrade the PSC's coverage, successfully bringing the facility up to 5G capabilities by the end of the year. Discussions are ongoing with other cellular providers to ensure equal coverage throughout the building.



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## SUPPORT FOR EXERCISES AND COMMUNITY EVENTS

Beyond routine engagements like the Ozark Empire Fair, the Birthplace of Route 66 Festival, and the Bass Pro Marathon, the Logistics Section played a crucial role in Operation: Rogue Sally, a full-scale airport emergency exercise. This complex, multi-agency event required extensive coordination and logistics support. Skylab was deployed on-site to serve as the communications hub, ensuring seamless resource tracking and interagency communication throughout the duration of the exercise.

The Logistics Section was also instrumental during the 2024 Presidential election. The EOC was activated to support election operations, and strong pre-planning with the Greene County Clerk's Office, bolstered by earlier coordination for the April and August elections, ensured a smooth process. New technologies implemented at the PSC allowed for live monitoring of traffic patterns and polling locations via multi-camera displays, significantly improving real-time decision-making. Resource requests received during the election activation further demonstrated OEM's readiness to respond quickly and effectively.

## EMERGENCY RESPONSE AND PARTNER SUPPORT

Outside of planned operations, OEM collaborated with the American Red Cross to provide food and water support to fire departments battling the Hansen Tree Service fire in 2024. Logistics also worked closely with the Greene County Health Department, providing refrigerated storage for

vaccines at the PSC while their facility was undergoing construction, ensuring continuity of public health services.



## COMMUNITY ENGAGEMENT AND VISIBILITY

Skylab, the Ford F-350, and the CERT Deployment Trailer had an



increased presence at community events across the county. These assets helped raise awareness about OEM's role and promoted emergency preparedness among Greene County residents. The visual presence of these resources also helped reinforce public trust and recognition of OEM's operational capabilities.

## TRAINING AND PROFESSIONAL DEVELOPMENT

Logistics team members prioritized essential training this



year, including specialized courses on damage assessment procedures. The insights gained are already being used to enhance and streamline OEM's internal processes. Staff also participated in FEMA's newly developed EOC Skillset Series, including Course 2302: EOC Leaders Skillset. This course provided hands-on experience with EOC functions and responsibilities, emphasizing the value of cross-training and the importance of leadership across EOC positions.

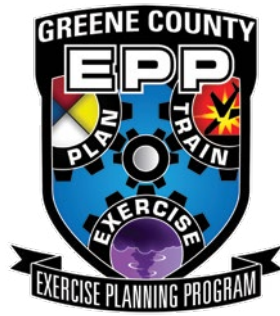
## LOOKING AHEAD

With a year full of accomplishments and growth, the Logistics Section is energized and excited about what lies ahead. From new tools and technologies to strengthened partnerships and enhanced community engagement, 2024 has set the stage for even greater progress in the coming year.



# PLANNING

The Springfield-Greene County Office of Emergency Management employs two planners responsible for developing and maintaining Emergency Operations Plans for the City of Springfield, unincorporated Greene County, six municipalities, and two public school systems. They also participate in the Greene County Exercise Planning Program Working Group (EPPWG) to help create multi-jurisdictional exercises in the county. Additionally, they collaborate with external stakeholders to create Event Action Plans (EAPs) for major special events. This year, the planners developed EAPs for the Ozark Empire Fair, the Birthplace of Route 66 Festival, the Bass Pro Marathon, and the primary and presidential elections.



## SPECIAL EVENTS

For each of the public festivals and events, extensive planning and coordination took place, which involved hosting several planning meetings with key stakeholders such as event organizers, local law enforcement and fire departments, public health officials, and more. These meetings were designed to ensure the safety and well-being of attendees while preparing for potential emergencies. In addition, the primary and presidential elections marked a historic first for the Springfield-Greene County Emergency Operations Center (EOC), activating for the first time during an election. Planning for the elections began in January, with initial coordination between the Greene County Clerk's Office, Springfield Fire, and the police and sheriff's offices. Over time, the planning group expanded to include

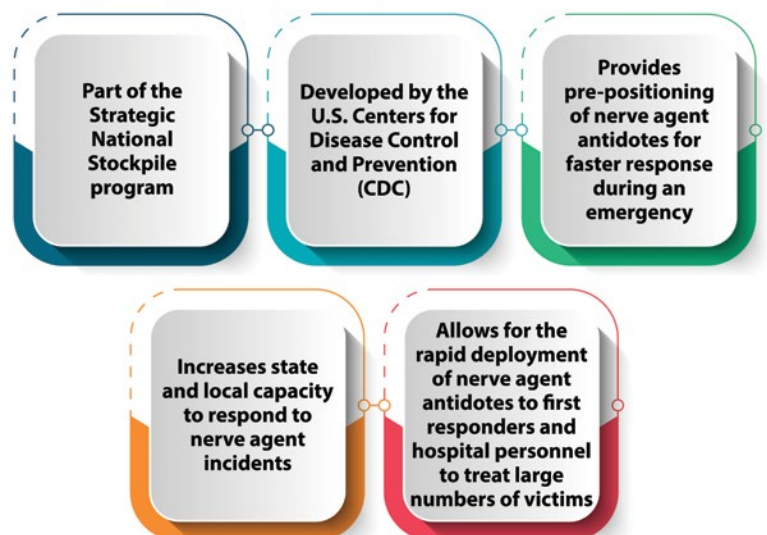
a broad range of stakeholders across the county, culminating in a full-scale collaborative effort that ensured a seamless activation of the EOC. This process highlighted the importance of interagency coordination and preparedness to handle election-related emergencies.



## EXERCISE PLANNING PROGRAM WORKING GROUP (EPPWG)

Both of OEM's planners work in conjunction with the training and exercise specialist and other public safety and critical infrastructure partners throughout the county to develop exercises through the EPPWG. In 2024, the group facilitated the design and delivery of a full-scale functional exercise at the Springfield-Branson National Airport. They also collaborated on the design and delivery of a hazardous materials (HazMat) exercise focusing on CHEMPACKs that served as follow-up to Operation Rogue: Sally and a precursor to the continuing exercise series addressing HazMat, CHEMPACKs, and community-wide response.

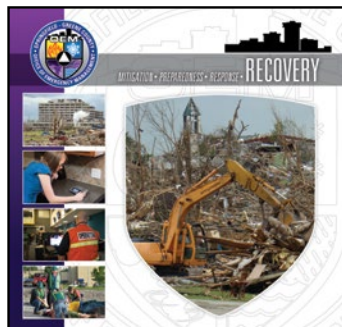
### What is the CHEMPACK Program?



# CITY/COUNTY PLANNING

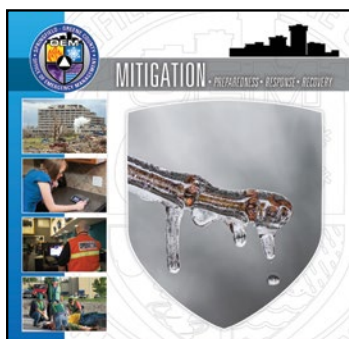
## SPRINGFIELD-GREENE COUNTY RECOVERY PLAN REWRITE

The Springfield-Greene County Recovery Plan underwent a comprehensive rewrite throughout the year, ensuring the community is better prepared for disaster recovery. This process was a collaborative effort that involved multiple stakeholders across various sectors, with each Recovery Support Function (RSF) being reassessed and updated. Key players, including local government agencies, nonprofits, faith-based organizations, healthcare providers, law enforcement, fire, utility companies, and state and federal agencies, worked together to identify gaps in the existing plan and integrate more robust recovery strategies. These updates were crucial for creating a more coordinated and resilient response in the event of a disaster. Stakeholders provided input on how best to support recovery efforts in areas such as housing, community assistance, infrastructure and debris management, the economy, and more, ensuring that the plan reflected current needs and best practices.



## 2025-2030 MITIGATION PLAN REWRITE

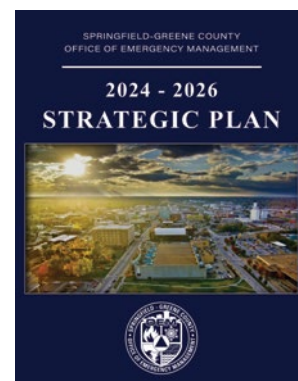
The rewrite of the 2025-2030 Mitigation Plan also played a vital role in enhancing the community's resilience. Throughout the year, local agencies, schools, police and fire departments, and municipalities around Springfield and Greene County participated in a collaborative process to assess potential hazards and develop



mitigation strategies. This involved identifying key risk areas and implementing preventative measures to reduce the impact of future disasters. Special attention was given to infrastructure improvements, building resilience in schools, and strengthening emergency response systems across various jurisdictions. By engaging a wide range of stakeholders, the plan reflects a comprehensive approach to disaster mitigation that supports the long-term safety and security of the region.

## STRATEGIC PLAN 2024-2026 AND STRATEGIC PLAN 2.0

This year, the Springfield-Greene County Office of Emergency Management focused on the development of the 2024-2026 Strategic Plan, which outlines key goals and objectives for improving office operations, enhancing interdepartmental collaboration, and strengthening emergency response systems. The plan emphasized optimizing internal processes, enhancing staff capabilities, and aligning resources to better serve the community during times of crisis. Throughout the year, input was gathered from key office personnel to ensure that the plan addressed current challenges and future needs. In addition, work began on Strategic Plan 2.0, which is set to be introduced in 2025. This next iteration will build upon the foundations laid in the 2024-2026 plan, with a stronger focus on refining operational efficiency, increasing preparedness training for staff, and implementing advanced technologies to improve response and recovery efforts. The 2024-2026 Strategic Plan and the upcoming Strategic Plan 2.0 are designed to provide clear direction for the office's development, ensuring that the Springfield-Greene County Office of Emergency Management remains adaptable and responsive to evolving challenges.





# MUNICIPALITY PLANNING

## MUNICIPALITIES

The municipality (muni) planning specialist is responsible for developing and maintaining comprehensive All-Hazards Emergency Operations Plans (EOPs) for every municipality in Greene County, except for the City of Republic. This includes performing annual updates to keep plans current and conducting full rewrites every five years to ensure they remain relevant and accurate. As part of this ongoing effort, the rewrites for Strafford and Willard's EOPs continued throughout 2024 and will soon be completed and disseminated. Meanwhile, work on rewriting Ash Grove and Battlefield's plans also commenced in 2024, with finalization and distribution expected in early 2025. Additionally, Walnut Grove and Fair Grove's EOPs received significant updates during this year's review process, incorporating critical revisions to Emergency Support Functions and refreshed contact details in their Master Activation Lists.



## SCHOOLS

The municipality planner is also responsible for writing and maintaining All-Hazards Emergency Operations Plans for Strafford Public Schools and Springfield Public Schools (SPS). The creation of the Strafford Public Schools Plan is nearing completion and pending final approval from the school's resource officer and delegating authorities before it can officially be handed off and put into circulation. The Springfield Public Schools (SPS) Plan received updates to relevant Emergency Support Functions (ESFs) and contact lists in 2024

following Operation Snow Globe. This tabletop exercise was created and directed by OEM's training and exercise specialist and the municipality planner working in tandem to establish and conduct a winter storm-based scenario for SPS's Executive Leadership Team. This exercise allowed leadership to explore concerns that could arise if a winter storm impacted the county during school hours, generating useful discussion that contributed to the further refining of their EOP and the school district's own internal policies to better provide for the safety and well-being of their students during potentially hazardous scenarios.



Additionally, the municipality planner represented OEM when speaking at the 2024 Missouri Public Safety Communications Conference. At this conference, the muni planner delivered a breakout session on continuity of operations planning that, according to post-conference metrics, was well received by participants. The muni planner also joined the Southwest Missouri Incident Support Team in 2024, received the Certified Emergency Manager credential from the International Association of Emergency Managers, and began the Planning Practitioner Program at FEMA's Emergency Management Institute.

# TRAINING & EXERCISE

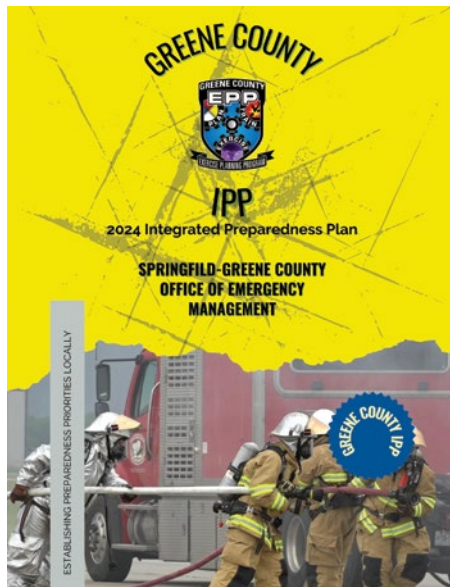
## ACCOUNTABILITY & ADAPTABILITY

In an ever-evolving professional landscape, the Office of Emergency Management continues to refine internal standards, performance tracking systems, and operational strategies to uphold excellence. In 2024, we placed a strong emphasis on advancing staff capabilities through focused education and specialized training, moving beyond routine practices to make a proactive and measurable impact on the community. These initiatives not only strengthen our internal readiness but also enhance community-wide resilience, reinforcing our position as dedicated leaders in emergency management, prepared to meet future challenges head-on.

## PLANNING

OEM's planning efforts in 2024 were strategically aligned with our mission to build a stronger, more resilient Greene County. Through a whole-community preparedness lens, we worked diligently to address capability gaps, improve coordination, and bolster regional and local planning frameworks.

Key to this success was securing funding through competitive grant opportunities, such as the Emergency Management Performance Grant (EMPG) and the Hazard Mitigation Emergency Preparedness (HMEP) grant. These essential resources sustain critical programs that support our preparedness initiatives. However, financial support is only one component of our broader strategy.



A cornerstone achievement in 2024 was the development and implementation of the Integrated Preparedness Plan (IPP). This foundational document, created in collaboration with the Exercise Planning Program Working Group (EPPWG), sets clear priorities for training and exercise programs across Greene County. The plan aligns seamlessly with the Missouri Region D IPP, fostering cohesion between local and regional preparedness goals.

The 2024 IPP solidifies a strategic framework that not only guides current initiatives but also enables us to anticipate and respond to future emergencies with confidence and coordination.

## ORGANIZATION & EQUIPMENT

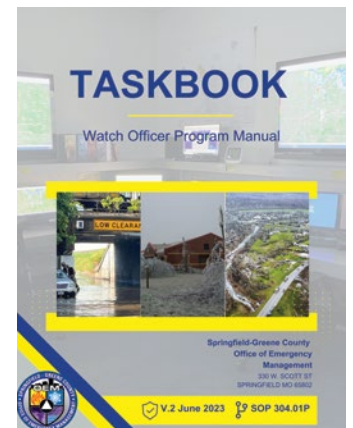
In 2024, OEM enhanced organizational readiness and operational capability by advancing both training and technology.

A significant development was the launch of a new task book for the Watch Officer Program (WOP).

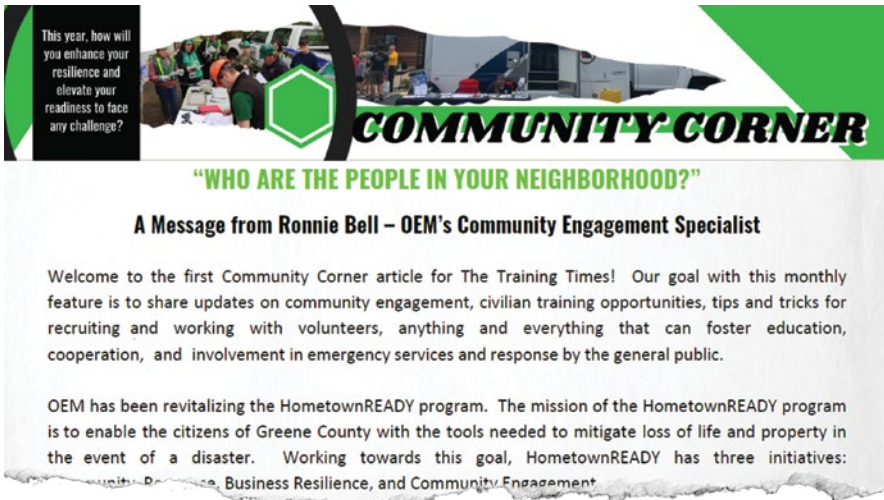
This tool standardizes the training and evaluation of on-call staff, ensuring consistent knowledge across roles and improving our Emergency Operations Center (EOC) activation readiness.

To support regional collaboration, our Training Times Newsletter continued to deliver valuable updates and training opportunities. This year, we introduced the "Community Corner" – a new section developed with our community engagement specialist to provide stakeholders with actionable guidance on volunteer coordination, continuity planning, and community resilience.

Equipment upgrades also supported our mission. Through the Exercise Planning Program, OEM began rebuilding Tiny Town, a hands-on tabletop







disaster simulation model used in discussion-based exercises. In addition, we deployed new tablet devices that allow facilitators to easily access digital content, enhancing the flexibility and delivery of training sessions.



OEM staff also played a key role in designing and supporting a Region D exercise to fulfill EMPG grant requirements, in addition to contributing to the triennial airport exercise, where our team filled over half of the controller and evaluator roles. These efforts collectively strengthen regional capacity and ensure consistent readiness across partner agencies.

## TRAINING

Training remained a pillar of our preparedness efforts in 2024, with initiatives directly tied to the priorities set forth in the Integrated Preparedness Plan (IPP).

This year, team members dedicated significant time to expanding their expertise. Notably, one employee who was hired at the end of 2023, completed foundational training, while two staff members progressed toward earning their Certified Emergency Manager (CEM) designation through the International Association



of Emergency Managers (IAEM) – a major milestone in professional development.

OEM staff logged a total of 1,096.5 training hours, including 712.5 hours in classroom-based training and 384 hours in virtual and independent study. These sessions covered both core emergency management competencies and advanced preparedness strategies, equipping staff with the skills needed to manage a broad range of emergency scenarios.

Beyond formal coursework, OEM held regular internal training and planning meetings to sharpen operational skills and enhance interagency collaboration. Participation in state and regional initiatives – including webinars, joint training sessions, and intelligence briefings – allowed OEM to maintain strong connections with partners and stay informed on emerging threats, such as terrorism and cyber incidents, with support from the Missouri Information Analysis Center (MIAC).

## EXERCISES

In 2024, OEM conducted or participated in six formal exercises, along with several regional and interagency preparedness events. These exercises were designed to test plans, evaluate response capabilities, and strengthen operational coordination.

## Exercise Highlights

### • Operation: Elemental Algorithm

*Feb. 15 & June 27*

A two-part weather-related exercise series conducted in collaboration with the Springfield National Weather Service (NWS). The scenario focused on a potential severe weather event during a major public gathering in Springfield. The goal was to enhance communication and coordination during evolving meteorological threats. This scenario has now been implemented three times as a multi-phase training model.

### • Operation: Rogue Sally • May 29

A full-scale airport exercise simulating a security breach in which an unauthorized vehicle entered the airfield and collided with an aircraft during takeoff. The exercise involved Aircraft Rescue and Firefighting (ARFF) teams, hazardous materials response, and the Incident Command System (ICS), strengthening interagency response capabilities at Springfield-Branson National Airport.

### • Hunter Seeker V • June 11

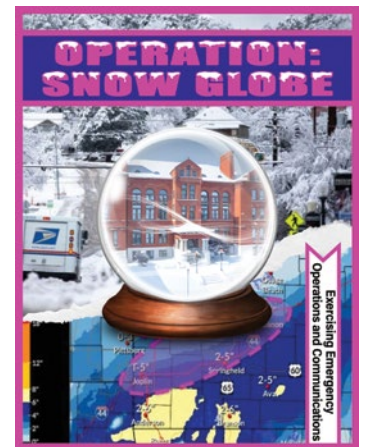
A multi-state intelligence-based exercise coordinated by Hagerty Consulting and the Missouri Information Analysis Center (MIAC). The scenario tested fusion centers' abilities to respond to terrorism-related threats, produce timely intelligence, and coordinate with federal, state, and local stakeholders through advanced information-sharing platforms.

### • Operation: Phoenix Link / Central States Communications Exercise • Sept. 12

A joint regional exercise simulating a large-scale wildfire in Region D that also disrupted critical communications infrastructure. Participants utilized backup systems such as Government Emergency Telecommunications Service (GETS), Wireless Priority Service (WPS), and WebEOC to maintain operations. While Phoenix Link focused on wildfire response, the Central States Communications Exercise evaluated regional communications resilience under extreme duress.

### • Operation: Snow Globe • Nov. 12

A winter weather tabletop exercise centered on a severe winter storm forecast for Springfield and surrounding areas. Designed in partnership with Springfield Public Schools (SPS), this scenario tested elements of the SPS Emergency Operations Plan and EOC activation strategies, including shelter coordination and utility disruption response.



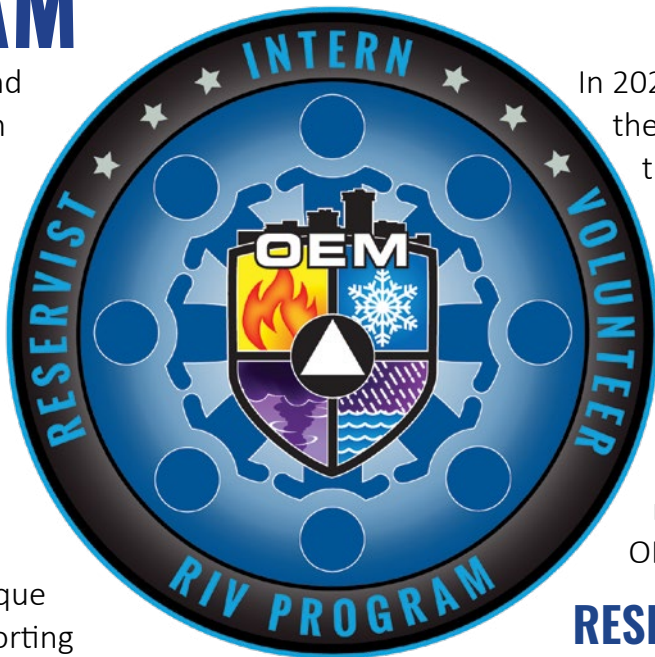
OEM's commitment to training, planning, and community collaboration was evident throughout 2024. These efforts ensure that Greene County remains equipped to face the full spectrum of hazards – proactively, effectively, and with a unified strategy that brings partners and the public together.





# RESERVIST, INTERN, AND VOLUNTEER PROGRAM

The Reservist, Intern, and Volunteer (RIV) program continues to grow as a valuable asset to the Office of Emergency Management, helping to enhance both internal capacity and public engagement. Each component of the RIV program – reservists, interns, and volunteers – plays a unique and critical role in supporting OEM operations and increasing community awareness and involvement in local emergency management initiatives.



In 2024, two new volunteers joined the program, contributing more than 157 hours of service. These dedicated individuals assisted with front desk coverage, organized and prepared supplies for deployment, and helped ensure the office remained efficient and ready to respond. Their commitment and flexibility make them an essential part of OEM’s extended team.

## RESERVIST PROGRAM

After a four-year hiatus, the Reservist Program was successfully reestablished in 2024 with the onboarding of two new members. The primary objective of this program is to train individuals to support OEM staff during Emergency Operations Center (EOC) activations. Reservists receive position-specific training with their OEM counterparts and are cross-trained in multiple EOC roles to ensure they can provide versatile and reliable assistance when emergencies occur. This year, our Reservists supported two EOC activations, demonstrating the importance of maintaining a ready and capable support force.

Together, the RIV program strengthens OEM’s ability to respond to emergencies while fostering community involvement and building the next generation of emergency management professionals. As the program continues to expand, it remains a cornerstone of OEM’s commitment to preparedness, resilience, and public service.

## INTERN PROGRAM

The Intern Program partners with local academic institutions to provide students with hands-on experience in emergency management. This year, OEM hosted three interns who contributed a combined total of 260 service hours. Through this immersive opportunity, interns gained meaningful, real-world exposure to emergency preparedness and response operations, while also assisting OEM with key projects and daily functions. Their contributions not only supported staff but also laid the groundwork for future emergency management professionals.

## VOLUNTEER PROGRAM

OEM Volunteers play a vital role in supporting day-to-day operations across multiple areas.



# 2024 YEAR IN REVIEW

JAN.



**JANUARY:**  
HOMESCHOOL  
CAREER DAY



FEB.

**FEB. 27:** HANSEN TREE SERVICE FIRE



**MARCH 9:**  
SEVERE  
WEATHER  
EXPO

MARCH



**MARCH 28:** KY3 FIRST ALERT  
WEATHER TOUR (Rogersville)



**APRIL 13, 20:** CERT BASIC ACADEMY

APRIL



MAY

**MAY 4:** DOWNTOWN DOG DAY (CERT)





**JUNE 1:** COXHEALTH KIDS HEALTH & SAFETY FAIR

**JUNE**



**MAY 31:** TOUR: STUDENT GROUP FROM ISESAKI, JAPAN



**JUNE 14:** TOUR: UNIVERSITY OF INTERNAL AFFAIRS OF MONGOLIA



**JULY 22:** TWISTERS MOVIE Q&A EVENT

**JULY**



**JULY 25:** OZARK EMPIRE FAIR

**AUG.**

**AUG. 6:** EOC ACTIVATION FOR PRIMARY ELECTION



**AUG. 15:** GREATER PARKCREST NEIGHBORHOOD BLOCK PARTY

**AUG. 9:** BIRTHPLACE OF ROUTE 66 FESTIVAL





**SEPT.**

**SEPT. 14:** MARK TWAIN AND WOODLAND HEIGHTS NEIGHBORHOOD BLOCK PARTIES



**OCT.**



**OCT. 17:** KY3 FIRST ALERT WEATHER TOUR (Willard)



**OCT. 31:** GREENE COUNTY SHERIFF'S TRUNK-OR-TREAT

**NOV.**



**NOV. 5:** EOC ACTIVATION FOR GENERAL ELECTION



**DEC. 13:** O'REILLY CAMPUS FACILITY ASSESSMENT

**NOV. 16, 23:** CERT BASIC ACADEMY

**DEC.**



**2025**



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