



Camden County, MO
Emergency Management Agency
12 VFW Rd.
Camdenton, MO 65020
Office: (573) 346-7108
Duty: (573) 836-0178

Ozarks Amphitheater-Willie Nelson
Concert
June 3, 2022
AFTER ACTION REPORT

Prepared by
EMA Director Sam Henley



Executive summary – Camden County EMA staff was on scene to oversee and advise on any possibility of severe weather potential, provide immediate and direct access to the NWS Springfield office, provide immediate and direct access to warnings/alerts for the venue via the Hyper-Reach event code concert2022, analyze crowd ingress and egress for future emergency evacuation plans and procedures, and provide additional support and resource access to other first responder agencies during the June 3, 2022 Willie Nelson concert at the Ozarks Amphitheater.

Observations – Despite clearly-communicated few needs for operational purposes when EMA staff is on-scene for an event, nearly nothing was provided to staff for the Nelson concert. EMA staff and first responders were exposed to unhealthy air pollutants. No access to emergency vehicle for EMA staff was allowed for a block of time during the night. However, the EMA staff still provided all promised services agreed to in the MOU signed by both parties. OA also asks for weather information on dates not covered by this MOU which needs to be addressed.

The After-Action Report/Improvement Plan (AAR/IP) aligns event objectives with preparedness doctrine and related frameworks and guidance. Event information required for preparedness reporting and trend analysis is included; users are encouraged to add additional sections as needed to support their own organizational needs.

EVENT OVERVIEW

Event Name	Ozarks Amphitheater Willie Nelson
Event Dates	June 3, 2022
Scope	Camden County Emergency Management Agency operated from 4:30 pm to 11:00 pm.
Focus Area(s)	Severe weather watch/Event Support
Capabilities	Intelligence & Information Sharing, Operational Coordination, Operational Communication, Public Information and Warning, Situational Assessment
Objectives	-Advise on any possibility of severe weather potential utilizing tools set up for the venue via MOU. -Analyze crowd ingress and egress for future emergency evacuation plans and procedures -Provide additional support and resource access to other first responder agencies
Threat or Hazard	potential for severe weather, crowds, traffic
Scenario	Camden County EMA staff was on-scene to oversee and advise on any possibility of severe weather potential, provide immediate and direct access to the NWS Springfield office, provide immediate and direct access to warnings/alerts for the venue via the Hyper-Reach event code concert2022, analyze crowd ingress and egress for future emergency evacuation plans and procedures, and provide additional support and resource access to other first responder agencies during the June 3, 2022 Willie Nelson concert at the Ozarks Amphitheater.
Sponsor	Ozarks Amphitheater via MOU with Camden County EMA
Participating Organizations	Camden County EMA, National Weather Service
Point of Contact	Sam Henley, Director Duty Cell 573-836-0178 Rick Bumarch, Deputy Director Duty Cell 573-932-4443 Camden County, MO Emergency Management Agency Office 573-346-7108 sam_henley@camdenmo.org

ANALYSIS OF CAPABILITIES

Aligning event objectives and capabilities provide a consistent taxonomy for evaluation that transcends individual events to support preparedness reporting and trend analysis. Table 1 includes the event objectives, aligned capabilities, and performance ratings for each capability as observed during the event and determined by the evaluation team.

Objective	Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Advise on any possibility of severe weather potential utilizing tools set up for the venue via MOU.	Intelligence & Information Sharing, Operational Coordination, Operational Communication,		S		
Provide additional support and resource access to other first responder agencies	Intelligence & Information Sharing, Operational Coordination, Operational Communication	P			

Table 1. Summary of Core Capability Performance

Ratings Definitions:

Performed without Challenges (P): The targets and critical tasks associated with the capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. The performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.

Performed with Some Challenges (S): The targets and critical tasks associated with the capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. The performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.

Performed with Major Challenges (M): The targets and critical tasks associated with the capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.

Unable to be Performed (U): The targets and critical tasks associated with the capability were not performed in a manner that achieved the objective(s).

The following sections provide an overview of the performance related to each event objective and associated capability, highlighting strengths and areas for improvement.

1. Advise on any possibility of severe weather potential utilizing tools set up for the venue via MOU.

The strengths and areas for improvement for each capability aligned to this objective are described in this section.

Communications

Strengths

The partial capability level can be attributed to the following strengths:

Strength 1: Camden County EMA maintained the ability to communicate with concert-goers through our mass notification system; Hyper-Reach.

Strength 2: The Camden County EMA maintained the ability to reach concert-goers in the event of inclement weather through Social media; Facebook.

Strength 3: Camden County EMA maintained the ability to communicate with our first responders through the use of county equipment.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area 1: **No communication or information about required COVID-19 testing/negative result for the day of the Nelson Concert was provided by OA prior to the EMA's arrival on-scene for the Nelson concert.**

Reference: EMA/OA MOU, Camden County EMA Standard Operating Guidelines

Analysis: Due to OA's failure to communicate vital information, EMA staff could not provide the required negative COVID-19 test. EMA and OA need to discuss this issue as it can impede on private individual's rights and can affect the MOU.

Area 2: **Breaking rules OA failed to provide to the EMA can be avoided.**

Reference: EMA/OA MOU, Camden County EMA Standard Operating Guidelines

Analysis: Individual artists may have special requests, if those requests affect the CCCEMA in any way then the CCCEMA must have prior notice of these requests. Allow EMA access to any form of communication to receive updates the staff may receive in regards to performers' needs, demands, or requests.

Equipment

Strengths

The partial capability level can be attributed to the following:

Strength 1: Camden County EMA maintained laptop computers and other equipment to monitor NWS live chat and the potential for inclement weather.

Strength 2: Camden County EMA maintained county emergency equipment and vehicles for possible deployment for the county while working with OA.

Strength 3: Camden County EMA maintained MoSWIN-capable radios for interoperability.

Areas for improvement

The following areas require improvement to achieve the full capability level:

Area 1: Camden County EMA must have access to Wi-Fi and electrical outlets to safely monitor the weather conditions during on-scene operations as already stated in the M.O.U.

Reference: EMA/OA MOU, Camden County EMA Standard Operating Guidelines

Analysis: Due to restrictions and the inability to access backstage area or office to work, these items were not provided, however the EMA staff still completed the task successfully. Provide EMA staff an area to work which will not be affected by demands made by performers.

Area 2: Camden County EMA must have access to emergency equipment at all times including but not limited to emergency vehicles as already stated in the M.O.U.

Reference: EMA/OA MOU, Camden County EMA Standard Operating Guidelines

Analysis: Due to restrictions to access the parking area behind the stage, EMA staff was verbally blocked from access to emergency vehicle. Allow EMA staff to access its emergency vehicle.

Area 3: Camden County EMA must have radio frequencies and/or local equipment to maintain situational awareness and provide information quickly to our Point-of-Contact for OA during on-scene operations.

Reference: EMA/OA MOU, Camden County EMA Standard Operating Guidelines

Analysis: Due to failure to monitor and care for equipment, OA had to take the charged battery from the radio provided to EMA staff to cover their shortfall. Radio frequencies can be provided to the EMA staff as specified in the MOU and we can program them in our own equipment so we don't have to use OA equipment.

	Issue/Area for Improvement	Corrective Action	Capability Element	Primary Responsible Organization	Organization POC	Start Date	Completion Date
	Operational Coordination, Intelligence & Information Sharing No communication or information about required COVID-19 testing/negative result for the day of the Nelson Concert was provided by OA prior to the EMA’s arrival on-scene for the Nelson concert.	EMA and OA need to discuss this issue as it can impede on private individual’s rights and can affect the MOU.		EMA, OA	OA-Tom Abbott EMA-Sam Henley 573-836-0178	6/8/22	ASAP
	Operational Coordination, Operational Communications , Intelligence & Information Sharing Breaking rules OA failed to provide to the EMA can be avoided.	Allow EMA access to any form of communication to receive updates the staff may receive in regards to performers’ needs, demands, or requests.		EMA, OA	EMA-Sam Henley 573-836-0178 OA-Tom Abbott	6/8/22	ASAP

	Camden County EMA must have access to Wi-Fi and electrical outlets to safely monitor the weather conditions during on-scene operations as already stated in the M.O.U.	Provide EMA staff an area to work which will not be affected by demands made by performers.			EMA-Sam Henley 573-836-0178 OA-Tom Abbott	6/8/22	ASAP
Operational Coordination, Operational Communications, Intelligence & Information Sharing	Camden County EMA must have access to emergency equipment at all times including but not limited to emergency vehicles as already stated in the M.O.U.	Allow EMA staff to access its emergency vehicle.			EMA-Sam Henley 573-836-0178 OA-Tom Abbott	6/8/22	ASAP
Operational Coordination, Operational Communications, Intelligence & Information Sharing	Camden County EMA must have radio frequencies and/or local equipment to maintain situational awareness and provide information quickly to our Point-of-Contact for OA during on-scene operations.	Radio frequencies can be provided to the EMA staff as specified in the MOU and we can program them in our own equipment so we don't have to use OA equipment.		EMA	EMA-Sam Henley 573-836-0178 OA-Tom Abbott	6/8/22	ASAP

APPENDIX B: EVENT PARTICIPANTS

Participating Organizations
Federal
National Weather Service via CC EMA
State
None
Camden County
Camden County Emergency Management Agency
First responder agencies as needed
Other participants
Ozarks Amphitheater