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Camden County, MO  
Emergency Management Agency  
And  
Camden County, MO  
Community Emergency Response Team

# Warsaw Pioneer Heritage Days EVENT AFTER ACTION REPORT

Prepared by

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**Executive Summary** - CERT's services were requested for traffic control for Warsaw Pioneer Heritage Days by the Kaysinger Bluff Pioneer Heritage Association. CERT was tasked with controlling entry to the Truman Dam Visitor's Center and parking area below the dam on both days.

## Project Overview

|                                |                                   |
|--------------------------------|-----------------------------------|
| <b>Project Name:</b>           | 2021 Warsaw Pioneer Heritage Days |
| <b>Date:</b>                   | October 16/17, 2021               |
| <b>Duration:</b>               | Two Days                          |
| <b>Location:</b>               | Truman Dam Visitor's Center       |
| <b>Planning Team:</b>          | Sam Henley and Ranita Jones       |
| <b>Number of Participants:</b> | 4                                 |
| <b>Oversight:</b>              | Camden County EMA                 |

## Assessment

**Objective 1:** Provide traffic control; directing visitors to park below Truman dam.

**Activities:** Traffic control, answering questions regarding where things are located, if there are shuttles, and controlling access to the visitor's center.

**Assessment:** CERT members quickly determined upon arrival on October 16 that they could create one control point instead of two because the road across Truman Dam was closed. This eased the stress on the group and allowed for rotation of the volunteers to serve shorter shifts directing the continuous flow of visitors. A few key problems/challenges arose and are discussed in the recommendation section below.

**Conclusion** - CERT performed well, succeeding at their task of directing traffic and keeping the many buses, shuttles, and other transportation moving to the visitor center and below the dam.

Things that stood out: good communication between the EMA/CERT and the KBPHA prior to the event, Army Corps personnel frequently stopped to ask volunteers if they needed anything, the aforementioned ability to form a chokepoint for traffic, no vehicle accidents occurred during volunteer work time, all CERTs/EMA wore proper safety gear, the EMA provided a full Incident Action Plan and briefing both days, excess volunteers were allowed to leave since they were not needed due to the chokepoint.

## **Recommendations**

The recommendations for the next event are

1. Communication between the team was flawless, however, there were no communications from the team to those running the event via radio because CERT was not provided with their frequency. Possible solutions: ask for one of their radios or ask for the frequency so we can just tune our radios over.
2. CERT needs more road/handheld signs for directing traffic. As easy as it was to understand the instructions, there were still NUMEROUS drivers who (instead of staying on the right side of cones) drove into the oncoming traffic lane. Simple, hi-vis arrow signs are recommended.
3. A refresher on how to physically direct traffic is recommended by the EMA for CERT.
4. More interaction with the KBPHA regarding logistics would be appreciated. Not knowing when the shuttles stopped and started was a bit of a hindrance we were able to overcome, but being included in the planning would help a lot.