911 telecommunicators field record call numbers in last 4 weeks

Springfield-Greene County 911 telecommunicators experienced a record number of calls and phone interactions in the four weeks since the flooding event on Dec. 26, 2015.

“The flooding that occurred mainly on the day after Christmas resulted in a 155% increase in the number of 911 calls from citizens needing help,” said Director Zim Schwartze. “The following day saw an increase again of 86% of 911 calls, as well as the total calls into the Operations Room up 60%. Overall, the telecommunicators dispatched 120 water rescues and a total of nearly 2,400 calls for service to the 22 police and fire agencies in Greene County during these two days.”

The wintry mix of sleet and ice Jan. 19 resulted in more than 1,800 phone interactions and 1,100 calls for service to first responders.

“These types of numbers are similar to what occurred during the start of the extreme ice storm of 2007, which was a longer ice storm event than this recent one,” Schwartze said. “We knew the weather events were coming, but it still impacted our area quickly in both events. I’m very proud of our telecommunicators and the large volume of calls they handled and the numerous citizens they helped during this time.”

Below are a few simple reminders from 911 to keep in mind during weather events.

- Do not drive around barricades or on to streets/areas that are roped off, as this can be very dangerous and potentially fatal.
- Do not drive into water over the roadway during flooding as you do not know how deep it is and if parts of the roadway have washed away.

Capt. David Millsap retires after 22 years with SPD

The commander of the Springfield Police Department’s Criminal Investigations Division, Captain David Millsap, retired from the department on Jan. 25 after 22 years of service to the City of Springfield.

During his time with the Springfield Police Department, Millsap has served in a variety of leadership roles, including assignments as a Patrol Division commander, Criminal Investigations Section commander, Special Investigations Section commander, Traffic Section commander and as the department’s training director from 2001 until 2005.

For most of the past seven years, Millsap has served as a commander in criminal investigations. He has had overall command of 70 homicide investigations and has been at the forefront of the department’s increased efforts to address domestic violence. Millsap led the effort to establish the Family Violence Task Force in 2012 and served as its first chairman. A Victims Memorial
Garden brick was dedicated by The Victim Center in honor of Millsap for his work with crime victims in 2010.

In addition to the Family Violence Task Force, Millsap serves on the board of directors of Ozarks Fighting Back and is the law enforcement liaison for the Ozarks Chapter of American Society of Industrial Security. He has served on the board of directors of the American College of Forensic Examiners Registered Investigators and is currently the president of the Missouri State Investigators Association. Millsap is an adjunct instructor in criminal justice and leadership development at both Drury University and Evangel University.

“I’m sorry to see Capt. Millsap retire and leave the SPD early, but I’m encouraged by the fact that he is not stepping away from law enforcement and is simply moving on while seeking to serve in another capacity,” Chief Paul Williams said. “David is an accomplished investigator and commander who has shepherded our Criminal Investigations Division through a period of reorganization, and increasing success in solving crimes. He has helped position us well for the future—and certainly worked hard over the years to leave his mark on the SPD.”

Millsap’s career in law enforcement did not start in Springfield. Prior to joining the Springfield Police Department, he served as a deputy juvenile officer in 26th Circuit Court and as a reserve deputy sheriff in Laclede County. He has bachelor’s degrees in criminal justice administration and broadcasting and film from Central Missouri State University, and he earned a master’s degree in criminal justice administration from Tiffin University. Millsap is also a graduate of both Northwestern University’s Police Staff and Command College and the Senior Management Institute for Police.

City’s newest street sweeper reminds citizens about connection between clean streets and water quality

The City’s newest street sweeper not only cleans streets, but acts as a high-impact mobile billboard to remind citizens of their role in keeping Ozarks waterways clean.

“The ‘Working together to protect our streams one mile at a time,’ message and graphics were chosen to highlight the relationship between clean streets and water quality in our streams, rivers, and lakes,” says Water Quality Coordinator Carrie Lamb. “Streets and storm drains flow directly into our waterways, unlike indoor sewer drains which carry sewage to the wastewater treatment plant.”

The sweeper, a $290,000 Elgin Whirlwind, is the sixth in the City’s fleet of sweepers. The new model offers an additional safety feature and is environmentally friendly, according to Public Grounds Maintenance Supervisor Bryan Loughrige.

“This is our first sweeper with a back-up camera that has audio, and it is also equipped with a Tier 3 engine,” Loughrige says. “The Tier 3 program is part of a comprehensive approach to reducing the impacts of motor vehicles on air quality and public health. The program considers the vehicle and its fuel as an integrated system, setting new vehicle emissions standards and lowering the sulfur content of gasoline, beginning in 2017.”

In addition to keeping roadways clean and safe, street sweeping removes dirt and debris that would otherwise end up in waterways, impacting water quality.

“Citizens play an important role in keeping waterways clean by keeping pollution out of streets and storm drains, and by reporting pollution,” Lamb said. “A common pollution problem in our area is citizens blowing or sweeping leaves, grass clippings or other yard waste into the street or the storm drains. Yard waste gets washed downstream, degrading the quality of waterways by adding excess nutrients that turn the water green and lead to algae blooms.”

Citizens are encouraged to report pollution by calling the Citizen Resource Center at 864-1010, Lamb said.
“The Electric Garden of Our Minds: British/American Pop!” exhibition is inspired by the comparison of Pop Art’s British roots and antecedents to its varied American counterparts. While artists from both countries were simultaneously united in their use of imagery pulled from popular culture (comic strips, advertisements, movies stars and pin-ups), British Pop artists were concerned with the intellectual nature of the appropriated imagery and its purposeful use towards highlighting and sublimating differences between high and low culture.

American artists, on the other hand, were more concerned with process and material and somewhat indifferent to the potential implications of subject matter. Their use of pop culture imagery was nearly always related to the use of modern technological procedures such as the repetitive use of serigraphy and photo-transfer (Andy Warhol) or as a subversion of such, as seen in Lichtenstein's replication of the printmaker's Ben-day dots in oil paint.

The exhibition will include approximately 75 works ranging from Eduardo Paolozzi's General Dynamic F.U.N. portfolio to the full suite of Andy Warhol's Campbell's Soup Cans (serigraphs). The core of the exhibition is supported by works in the Museum's permanent collection but will be supplemented with significant loans from public and private collections including work by Robert Indiana, Roy Lichtenstein and Tom Wesselmann. A number of works are on loan from the Wes Cochran Collection.

**Pop Art Family Day:** Saturday, Feb. 6, 10 a.m.-12 p.m. Get inspired by our new show of Pop Art, “The Electric Garden of Our Minds: British/American Pop!” Bring the whole family for hands-on gallery activities, and leave with your own Pop Art creations. This is a free drop-in event for all ages.

---

**Rare Pop Art works on display until April 17 at Art Museum**


---

**Ozarks workforce leaders to release state of the workforce survey results at Feb. 23 luncheon**

The Ozark Region Workforce Development Board, in partnership with the Missouri Job Center, will host the second annual MOmentum: State of the Workforce Survey on Tuesday, Feb. 23 at the White River Conference Center at Bass Pro, 600 W. Sunshine. Local business owners, human resource managers and area school superintendents are encouraged to attend.

Join the top employers from the Ozark region as they discuss the findings of the second annual State of the Workforce Survey, conducted from November 2015 through Jan. 11.

“The State of the Workforce Survey is designed to identify issues, challenges, and trends facing businesses and educators across the region,” says Job Center Communications Coordinator Megan Short. “The data obtained from the survey will help improve the quality of the local workforce, assist area businesses with talent recruitment and retention, effectively meet the needs of small and rural businesses and prepare high school and college students for tomorrow’s jobs.”

Check-in will begin at 11 a.m. with the luncheon starting at 11:30 a.m. Pre-registration is required; tickets may be purchased at springfieldmo.gov/momentum.

Individual tickets are $30, or a table of eight can be purchased for $200. The registration deadline is 5 p.m., Feb. 12. Seating is limited, so register today.
A new report released by the Springfield Fire Department outlines the causes and frequency of fire-related injuries in Springfield. Using data collected by fire marshals from 2005 and 2015, the report was created to find common factors of fire injuries. This information will be used to create community awareness and aid in the development of community risk reduction programs.

Here are some highlights from the report, which can be found online at springfieldmo.gov/fire:

- Between 2005 and 2015, there were 154 fires that led to a total of 186 injuries.
- Average age of victim: 38.
- The most common hour for fire injuries: 9 a.m. to 10 a.m.
- The most common month for fire injuries: January.
- Springfire fire injuries occur more during the day. This is when people are awake and making unsafe choices such as fighting the fire, moving a flaming object, or re-entering a home.
- Unlike fire deaths, the leading cause of fire injuries is burns, followed by smoke inhalation.
- About 48% of fire injuries occurred in residences where there were no working smoke alarms.
- The most common cause of fires resulting in injuries was careless smoking, followed by cooking at 13% and incendiary at 11%.
- The most common area of fire origin was the bedroom, followed closely by the kitchen.
- Most common property use type: 1-or-2 Family Dwelling.
- The most common cause of fires was careless smoking at 14%, followed by cooking at 13% and incendiary at 11%.
- The most common area of fire origin was the bedroom, followed closely by the kitchen.
- Most common property use type: 1-or-2 Family Dwelling.
- The most common month for fire injuries is January.

FAA Airport Certification Safety Inspectors Mike Mullen and John Fotiadis visited the airport Jan. 25-26 to conduct the airport’s annual Federal Aviation Regulation (FAR) Part 139 compliance inspection.

At the after-inspection exit briefing, Inspector Mullen informed airport staff that they once again received a “No Discrepancy” inspection result.

“This makes 12 straight years, which is a remarkable accomplishment for any airport and there is only one or two other airports with a longer streak in our four-state region,” Weiler said.

Weiler added that Inspector Mullen also noted the significant progress made last year to remove the build-up of old paint and apply new airfield pavement markings. He has seen in his career.

The City of Springfield’s January 2016 1% general sales tax check from the Missouri Department of Revenue is up 13%, or $462,680, compared to the amount budgeted. The check reflects sales processed by the state in December 2015 from transactions made primarily in November 2015.

The sales tax check was $3,943,872, compared to the budgeted amount of $3,481,149.

When comparing to the same month last year, January receipts were up $234,960, or 6% over January of 2015. On a year-to-date basis, revenues are up 3% over budget, or $786,513.

The City heavily relies on sales tax revenues as its main source of revenue to fund vital services, such as police and fire operations. In Springfield, approximately 60% of revenue in the General Fund comes from sales tax and use tax.

Follow the Golden Goose

Carson Cash, BDS

Roger Evans, Public Works

January sales tax revenue up 13% compared to budget

The City of Springfield’s January 2016 1% general sales tax check from the Missouri Department of Revenue is up 13%, or $462,680, compared to the amount budgeted. The check reflects sales processed by the state in December 2015 from transactions made primarily in November 2015.

The sales tax check was $3,943,872, compared to the budgeted amount of $3,481,149.

When comparing to the same month last year, January receipts were up $234,960, or 6% over January of 2015. On a year-to-date basis, revenues are up 3% over budget, or $786,513.

The City heavily relies on sales tax revenues as its main source of revenue to fund vital services, such as police and fire operations. In Springfield, approximately 60% of revenue in the General Fund comes from sales tax and use tax.
City staff ‘salute’ legislators with 3D model of downtown SGF

The City’s center display in the Jan. 27 Salute to Legislators event in Jefferson City featured an interactive walk-through model of downtown Springfield, with infographics and a video animation illustrating the economic revitalization of the area. The display was designed and built by PIO staff. The exhibit was inspired by Mary Lilly Smith’s multi-year dedication to the redevelopment of the Heer’s building and to the economic redevelopment of downtown Springfield as a whole. Special thanks to Public Works’ sign shop for their assistance with the printing of the building façade graphics on corrugated cardboard for the display.

Register now for your HRA!

Health Risk Assessments are Feb. 2-March 11. Visit Sharepoint or springfieldmo.gov/inbalance or contact Ben Hunt at 864-1685 or bhunt@springfieldmo.gov to register.

Health risk assessments are a valuable way to monitor your health and enjoy great benefits! The annual inBalance HRA is confidential and free to full-time City of Springfield employees. Participants are eligible to receive 20% off select Park Board fees, plus 75% off Parks memberships! Family members are welcome to participate for a reduced cost of only $27.

Free Gifts from inBalance!

As a thank-you for participating in the HRA, inBalance will be providing all 2016 HRA participants with a free two-compartment lunch pail OR a CamelBak .75L Chute Water Bottle! Additional inBalance items will also be available to all participants, such as inBalance chapstick, snacks, drinks, and more!

For additional help with online registration, please contact CoxHealth at 1-866-260-2667. For questions regarding the HRA process, please contact Ben Hunt at 864-1685 or bhunt@springfieldmo.gov.

Public Works staff to host open house to discuss plans for Central Street relocation Feb. 4

Public Works staff will host an open house to discuss plans for the relocation of Central Street near Ozarks Technical Community College 5-7 p.m. Thursday, Feb. 4 at OTC’s Information Commons West Building.
Looking for old barns to tear down for the lumber to build furniture. We will clear everything from the site as a benefit to the property owner. Please contact Olivia at 417-849-0865.

If you are looking for a project, consider these two 1953 Ford Victoria’s. One is a parts car and the other is to re-build and is in good condition. All for $1500 or best offer. Call 417-872-7636 for more information.

2Bd/2Ba Garden Level Condo in Northern Branson behind Walmart, Kohls, and Bed Bath and Beyond. All appliances stay and will leave some furniture. In the process of painting entire unit and putting down new vinyl in kitchen and baths. If I finish $73,000, if you finish (I’ll leave paint and flooring) $70,000. Call Mary at 573-747-8705.

2010 34 ft. Flagstaff Camper, 1 slide, 2 bedrooms, sleeps 12. AC, heated storage tanks, Smoke Free, Power Awning, Flat screen TV with surround sound inside and outside speakers. Used only a half dozen times. Must sell $18,000. Call Mary at 573-747-8705 or Johnnie at 636-524-9541. Parked in Branson.

‘95 Ford Conquest —$13,000 (Ozark, MO) ‘95 Conquest in excellent condition; well taken care of and maintained. New tires, new generator and stove. New batteries. Call Rex or Vera at (417) 818-4586.

Golf Clubs, 3-PW, SW/UW, bag and driver. $75, call 848-8450, ask for Phil.

Golf Clubs, 3-PW, SW/UW, bag and driver. $75, call 848-8450, ask for Phil.

Large L-shaped simulated cherry office desk with beautiful matching hutch from office depot ($200.00). Solid oak entertainment center with pull-out swivel television holder, including a 31” TV, and lots of cabinet space and built to last a life time (250.00). Contact Joe at 343-3117.

Pin Up Salon Company at 219 E. Commercial Street is now taking new clients! Come on in on your lunch or on your day off and get pampered! We have clipper artists to get you looking fresh, we have beauty operators to get you looking gorgeous, and best of all: show your City badge and we will give you a 15% discount on any and all services! Call 417-865-3089 and ask for Dixie to schedule your appointment today!
**Bruce Hinkston**  
**Northwest Treatment Plant Supervisor**

Bruce has worked for the City for 9 years.

---

**Why do you do what you do?**

I love to fish and swim. I love having a job that provides clean water to the environment and protects public health at the same time. I also love the diversity of the job. The staff has to be proficient in operations, laboratory, maintenance, truck driving, grounds keeping and the list goes on.

**What’s one thing you would change about the City as an organization?**

I would love to see a formalized training program for bringing in operators to this field. We have a lot of talented and knowledgeable people that have a lot to offer in training future operators.

**What do you admire about this organization?**

Environmental Services from the top down understands the importance of what we do as a department and how it affects the community. I see a lot of support for initiatives to provide better services and improve efficiencies at all levels within the organization.

**What issue is impacting/affecting your area right now? How are you dealing with it?**

Upcoming nutrient removal requirements. The City of Springfield included nutrient removal processes when the plant was upgraded in 2007. We are fine-tuning the process and trying different operational strategies to find the most effective one before we are required to meet new permit limits.

**What’s the best part of your job?**

Working with great people who share a common passion to be the best at what we do.
Agency Recognitions

To: Danielle Allen, Andrew Bick, Leigha Brandt, Maggie Dillard, Kelly Goff, Jordan Lurten, Sara Meier, Jesse Richerson, and Kayla Smith, 911 Telecommunicators and Stacey Blair, Andrew Hoover, Jim Rayle and Kristina Webster, 911 Shift Supervisors

On Dec. 31, 911 Emergency Communications received a rare call for a small plane crash in the Republic area. Emergency Communications worked to help each other and assist the Republic Fire and Republic Police Departments with what they needed. Mike Lawton, Republic Police Chief, gave everyone who was working a big thank you during the plane crash incident. He said Emergency Communications “kept things moving smoothly and made it seem like a really simple thing.” Duane Compton, Republic Fire Chief, said staff members did an excellent job of handling the call.

In gratitude,
Chief Mike Lawton, Republic Police Chief and Chief Duane Compton, Republic Fire Chief

To: 911 Emergency Communications Department

On Dec. 31, 911 Director Zim Schwartze received several very nice compliments from the Office of Emergency Management Director, Chet Hunter, referencing the rain event. Chet said he appreciated the “seamless, incredible, and professional atmosphere 911 was able to sustain” during the recent flooding. He said when his staff called 911 they received “good, credible, and timely information and never got an attitude from a dispatcher who was too busy.” He continued to say that the manner in which this department functioned is “without a doubt an example for the region, the state, and the nation”!

In gratitude,
Chet Hunter, Director, Office of Emergency Management

To: Tina Saunders, 911 Telecommunicator

On Jan. 1, Tina was the dispatching for Springfield Police when a drug related call came in. It appears the suspect started fighting with the officer. Tina kept checking with the officers to ensure they were alright. Sergeant John Stowe and Officer Bradley Southard, Springfield Police Department, expressed their gratitude to Tina for checking on them. They certainly do appreciate everything 911 Emergency Communications does for them and wanted to be sure Emergency Communications does not go unnoticed.

In gratitude,
Sergeant John Stowe, Officer Bradley Southard, Springfield Police Department

To: Kayla Smith, 911 Telecommunicator

On Jan. 6, Kayla was dispatching for Springfield Police when 911 Emergency Communications received a call of shots fired. When Springfield Police Officers arrived on the scene they determined this was related to a robbery. Kayla assisted with setting up a perimeter. Sergeant David Stone, Springfield Police Department, sent Kayla a message thanking her for all her help, he really appreciates it.

In gratitude,
Sergeant David Stone, Springfield Police Department

Citizen Recognitions

To: John Saunders, 911 Telecommunicator

On Jan. 1, John answered a 911 call and transferred the call to Dade County’s 911 dispatch. The caller wanted to say thank you for being patient with her and with her daughter, who was apparently upset.

Sincerely,
John

To: Springfield-Greene County 911 Emergency Communications Department

On Jan. 13, a citizen called 911 Emergency Communications reporting a DWI incident. During that call he told Stacey Blair, the call-taker, that he appreciates the 911 Emergency Communications Department and he thinks this department is “awesome.”

Sincerely,
Matthew

To: SPD Officers Greg Anderson and Kelby Dickensheet and 911 Telecommunicators Tracy Whipple and Chris Sharp

I just called in an unsafe and most likely intoxicated driver to the Springfield Police Department and the response I got was fantastic it was efficient quick and well communicated. The dispatcher was great and multi-tasked very well. The vehicle was stopped within minutes and the police department even called me back and communicated to me as far as what was going on. Thank you so much for great service I love, appreciate and support our local police force!

Sincerely,
Allen Khudak

Don’t Forget the Daddy-Daughter Dance

6-9 p.m. Friday, Feb. 19, Northview Senior Center. Enjoy dinner, music, dancing and a photo with your special guest (can be dad, stepdad, grandpa, uncle or other special guy).

3 years and up. $40/couple and $15 for each additional girl.

Registration required by Feb. 17.

Northview Center 837-5900