

EMA News & Views



County of Lycoming Emergency Management Agency

Volume 17, Issue 1

Winter 2017

COUNTY OF LYCOMING EMA QUARTERLY TRAINING

(Emergency Management Coordinators serving the municipalities of Lycoming County)

The next County of Lycoming EMA Quarterly Training will be held on:

THURSDAY - March 23, 2017 - 6:30 pm

APPRECIATION DINNER

**HOLIDAY INN - WILLIAMSPORT
100 PINE STREET, WILLIAMSPORT, PA 17701**



KEYNOTE SPEAKER: MR. CHAZ GARRITY, SWIFTREACH NETWORKS, INC

MEETING TOPIC DETAILS

Our keynote speaker for the 40th Annual Appreciation Dinner is Mr. Chaz Garrity from SwiftReach Networks. Mr. Garrity's presentation will include an intro to Lycoming County's new mass notification system, Swift911™. Powered by SwiftReach, the Swift911™ solution provides our local public safety officials with a suite of user-friendly communications tools. Topics of discussion will include features and functionality as well as future plans for the system specific for Lycoming County.

Please join us to get a first hand look at the exciting new service available to Lycoming County residents.

Hope to see you there!

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SWIFTREACH 911 EMERGENCY NOTIFICATION SYSTEM PLACED INTO SERVICE IN LYCOMING COUNTY

The County of Lycoming will be utilizing the SwiftReach 911 Emergency Notification System to enhance public safety and to provide rapid notification of emergency information to the residents and visitors to the County. Beginning in February 2017, residents could register for the service to receive alerts and informational updates concerning severe weather warnings, flooding events, and other public safety information.

Swift Reach is a high speed Emergency Notification System that alerts residents to emergency situations. The program has the capability of delivering pre-recorded messages to users via telephone, cell phone, email, or text messaging. The system uses a publically available list of phone numbers that can be removed or updated by the residents and businesses. Residents are encouraged to login in to create an account and update their information, method of contact preferences, or add additional phone numbers or email addresses. This is a free service to subscribe for the notification.

Initially, the system is being placed into service for emergency alerting and notifications. Future expansion of the system to include information about County services is planned.

For additional information on the SwiftReach 911 system and enrollment options, please visit the County of Lycoming website @ www.lyco.org and look for the SwiftReach icon or text SWIFT911 to 99538.



5 TIPS TO CREATING A SUCCESSFUL EMERGENCY COMMUNICATION PLAN

In light of some very tragic events in the last few years including [school](#) and [hospital](#) shootings, the topic of emergency communication or mass notification has been a hot button for most security directors and leaders. Many seem to believe that the silver-bullet to minimizing the impact of an emergency situation is technology. While technology is a key element, it's not the only one. If you truly want to ensure the safety and security of your employees, clients, students and visitors in the event of a shooter scenario, natural disaster or other emergency, even the most advanced technology is no substitute for a well planned, well executed response. So here are 5 tips to help you create your own emergency communication plan.



1. Define "Emergency."

The first place that an emergency communication or notification plan fails is by not defining what constitutes an emergency. Pre-define what an emergency is and what types of emergencies are likely to face your organization. If you're running a large university campus, you probably don't want to use your emergency notification system in the event that a suspicious package is found on the grounds. However, if the National Weather Service notifies you of a tornado approaching your area, you'd better be able to get the word out fast telling students to either stay home or proceed to appropriate sheltered areas and wait out the storm.

By defining the types of scenarios you're likely to encounter, you will be able to plan ahead to react to these events. By identifying what constitutes an emergency and what doesn't, you can avoid desensitizing individuals to your messages by sending out lots of messages that just don't apply to the person receiving them.

2. Have a backup plan in place.

"The best laid plans of mice and men often go awry." No matter how well you plan or what type of technology you use, something will always go wrong. If your plan relies on a key piece of technology, be sure that you build in a backup plan for what happens when that technology fails or is unavailable.

A perfect example of this is the situation that faced New Orleans' Tulane University during Hurricane Katrina. Tulane's emergency notification plan primarily relied on email and telephone communications to reach students. Unfortunately, during the hurricane, the campus lost email communication right away. To compound the problem, all telephone circuits in the area were jammed and mass telephone communication was impossible. The team had to scramble to find a solution to enact their plan without using their key pieces of technology. Having a backup plan in place would have saved critical time in this life-threatening situation.

3. Expect communication to fail.

Despite your best efforts, not all of your communication will be received on time, if at all. Some individuals will respond to phone messages, others to email, still others to SMS (text messaging) or online messaging. Inevitably some of your communication will fail to reach your target audience in time.

This problem can be overcome by using a multi-layered communication approach. If your approach relies on calling your audience with a pre-recorded message or using a phone tree, your message will fail to reach those individuals who either aren't near a phone or do not hear the phone ring. If you rely on email, what will happen if your audience isn't near their computer? By focusing on multiple methods of communication, the chance of one of those messages getting through to a specific individual is much greater.

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5 TIPS TO CREATING A SUCCESSFUL EMERGENCY COMMUNICATION PLAN

(Continued from page 3)

3. Expect communication to fail. (Continued from previous page)

Let's go back to Tulane University. While the team scrambled to recreate the email notification system and voice calls or voice mails were impossible to get through the phone system, the area's mobile phone infrastructure was still capable of delivering SMS messages. Because the University delivered its message through multiple delivery methods, students were able to receive communications during this major emergency.

4. Make sure that everyone is aware of the plan.

What good is a plan if you don't know what it is? The key to a successful emergency plan is to ensure that everyone involved knows their role in the plan and can access a documented version of the plan immediately should an emergency arise or if they need clarification or direction.

Beyond a formal, documented, easily accessible plan, the best way to ensure that everyone knows their roles and responsibilities during an emergency is by performing frequent drills. *A yearly emergency drill is a great idea.* Not only does it reinforce the plan in the minds of your staff, but it helps to identify any holes you have in your plan or any changes that might need to be made based on the changes to your environment over the year. Plus it's a great chance to test your technology and be sure that it's working.

But making sure that your staff is aware of what to do isn't enough. You need to make sure **everyone** who will be affected by the emergency notification is aware of it. If you plan to send out email notification, be sure that your recipients know what email address the notification will come from (so they can add it to their safe-sender list and avoid it going to the junk mail box) and how they should react to such messages. If you are using a siren or audible alarm system, make sure those individuals who are visiting or using your facilities can identify what those alarms mean and what they are supposed to do when they go off. The more preparation you can give, the less panic and confusion you'll have when an actual emergency occurs.

5. Prepare to abandon all your preparations.

No matter how well you plan or how broad your preparations are, at some point during an emergency you'll need to react to unclear or limited information. You'll need to make snap judgments and react quickly to an ever-changing environment. "No battle plan survives engagement with the enemy." In this case, the enemy is your emergency.

In order to overcome this problem, you need to empower a leader: a single individual or small group of people who can make judgments, abandon the plan and react to the situation. This leader should be well versed in emergency situations, should be a strong leader within the organization, and should be able to react quickly and with the full authority of the organization. Make sure you identify this person well in advance and ensure that everyone knows the "chain of command" in case of an emergency. Oh, and don't forget to appoint a back-up leader in case this leader cannot perform his or her duties or is absent (see Tip #2).

As you develop your plan, you'll see that there are plenty of technological marvels that can make communication easier, more affordable, and more successful. However, no technology can do the planning for you. No technology can prepare for failure. No technology can react like a true leader in order to get your organization through this emergency with the least amount of impact and loss of life or property. Relying solely on technology is a mistake. Proper planning is the key to a successful emergency notification or mass communication solution.

So here is a question for you: Do you have an emergency notification plan in place? If your answer is yes, then walk through your organization and ask the people you meet the same question. If they say no or I don't know, chances are likely your plan isn't as effective as you think it is.

Information from: <http://www.aronsonsecurity.com/blog/bid/53256/5-Tips-to-Creating-a-Successful-Emergency-Communication-Plan>

Notes from the Director...

Despite the best prognostication efforts of the Ground Hog in Punxsy, it seems as though spring has arrived early in Lycoming County. However, March can bring a rapidly changing mix of weather events. Please keep an eye to the sky for severe storms and heavy rainfall. This is an appropriate time to take a few moments and review your personal and your community's severe weather awareness and flood readiness plans. This is also an excellent time to put information concerning severe weather readiness and individual preparation on your local web site or in your newsletter. In support of community awareness of severe weather, DPS will be hosting SKYWARN training in April, please register for this program if you have a chance.

On February 21, 2017, The County of Lycoming formally kicked off an enrollment campaign for residents, businesses, and visitors to add or update their contact information and alerting preferences on the SWIFT 911 emergency alerting system. DPS will continue to review options and expanded uses of this service.

2016 proved to be another busy year for the Lycoming/Sullivan 911 Center. The Communications Center logged 18,601 Fire/EMS incidents and 43,773 police calls as a result of 61,731 emergency calls and 94,302 non-emergency calls for a total of 156,033 phone calls processed in the 911 Center. The trend continued for a growing number of calls to be received at the 911 Center from wireless devices in 2016.

On a closing note, PLEASE ensure you forward copies of your certification or training certificates to the DPS Office. Many of these programs are available on-line for your convenience.

THANKS!

John

ACS 2016 YEARLY STATS

The Lycoming County Auxiliary Communications Team is a great asset to the County Emergency Management Agency. The members of this team are committed to ensuring continued communication through the county and surrounding area during emergency events. This commitment can be seen in the below stats for 2016:

Travel Hours: 215.5 hours
 Mission Hours: 581.5 hours
 Training Hours: 464.75 hours
 Meeting hours: 81 hours
 Admin hours: 91 hours
 Miles traveled: 7,248 miles
 Other hours: 156 hours (mostly Ham in a Day course)



Thank you to the ACS team member for their time and commitment!

Be Red Cross Ready

Flood Safety Checklist

Floods are among the most frequent and costly natural disasters. Conditions that cause floods include heavy or steady rain for several hours or days that saturates the ground. Flash floods occur suddenly due to rapidly rising water along a stream or low-lying area.

Know the Difference

Flood/Flash Flood Watch—Flooding or flash flooding is possible in your area.

Flood/Flash Flood Warning—Flooding or flash flooding is already occurring or will occur soon in your area.

What should I do?



- Listen to area radio and television stations and a NOAA Weather Radio for possible flood warnings and reports of flooding in progress or other critical information from the National Weather Service (NWS).
- Be prepared to evacuate at a moment's notice.
- When a flood or flash flood warning is issued for your area, head for higher ground and stay there.
- Stay away from floodwaters. If you come upon a flowing stream where water is above your ankles, stop, turn around and go another way. Six inches of swiftly moving water can sweep you off of your feet.
- If you come upon a flooded road while driving, turn around and go another way. If you are caught on a flooded road and waters are rising rapidly around you, get out of the car quickly and move to higher ground. Most cars can be swept away by less than two feet of moving water.
- Keep children out of the water. They are curious and often lack judgment about running water or contaminated water.
- Be especially cautious at night when it is harder to recognize flood danger.
- Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at www.FloodSmart.gov.

What supplies do I need?



- Water—at least a 3-day supply; one gallon per person per day
- Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, deed/lease to home, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area
- Baby supplies (bottles, formula, baby food, diapers)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Tools/supplies for securing your home
- Extra set of car keys and house keys
- Extra clothing, hat and sturdy shoes
- Rain gear
- Insect repellent and sunscreen
- Camera for photos of damage

What do I do after a flood?



- Return home only when officials have declared the area safe.
- Before entering your home, look outside for loose power lines, damaged gas lines, foundation cracks or other damage.
- Parts of your home may be collapsed or damaged. Approach entrances carefully. See if porch roofs and overhangs have all their supports.
- Watch out for wild animals, especially poisonous snakes that may have come into your home with the floodwater.
- If you smell natural or propane gas or hear a hissing noise, leave immediately and call the fire department.
- If power lines are down outside your home, do not step in puddles or standing water.
- Keep children and pets away from hazardous sites and floodwater.
- Materials such as cleaning products, paint, batteries, contaminated fuel and damaged fuel containers are hazardous. Check with local authorities for assistance with disposal to avoid risk.
- During cleanup, wear protective clothing, including rubber gloves and rubber boots.
- Make sure your food and water are safe. Discard items that have come in contact with floodwater, including canned goods, water bottles, plastic utensils and baby bottle nipples. When in doubt, throw it out!
- Do not use water that could be contaminated to wash dishes, brush teeth, prepare food, wash hands, make ice or make baby formula.
- Contact your local or state public health department for specific recommendations for boiling or treating water in your area after a disaster as water may be contaminated.

Let Your Family Know You're Safe

If your community experiences a flood, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org/SafeandWell to let your family and friends know about your welfare. If you don't have Internet access, call 1-866-GET-INFO to register yourself and your family.



For more information on disaster and emergency preparedness, visit RedCross.org.

UPCOMING EMA CLASSES

Classes listed below with an (*) are required for one or more of the certification levels for municipal Emergency Management Coordinators. **Attendees must register on-line or through the County EMA office.** Contact Kelle Robinson with any questions concerning these classes.

*INITIAL DAMAGE REPORTING COURSE

Tuesday, March 14, 2017 6:30 pm - 9:30 pm, Lycoming County EMA Office

HAZMAT AWARENESS LEVEL ANNUAL REFRESHER

Monday, March 20, 2017 6:30 pm - 8:30 pm, Nisbet VFD, 166 W. Village Dr. Nisbet

HAZMAT AWARENESS LEVEL TESTING

Thursday, March 23, 2017 7:00 pm Penn College Workforce Development Center

SKYWARN SPOTTER TRAINING

Wednesday, April 5, 2017 2:30 pm - 4:30 pm, Lycoming County EMA Office

SKYWARN SPOTTER TRAINING

Wednesday, April 5, 2017 6:30 pm - 8:30 pm, Lycoming County EMA Office

CLANDESTINE DRUG LAB AWARENESS COURSE

Tuesday, April 11, 2017 6:30 pm - 9:30 pm, Lycoming County EMA Office

HAZARDOUS MATERIALS AWARENESS TRAINING

Wednesday, April 12, 2017 6:00 pm - 10:00 pm, Hepburn Twp. VFC, 615 Rt. 973 E.

HAZARDOUS MATERIALS OPERATIONS LEVEL TRAINING

Tuesday, April 18, 2017 6:00 pm - 10:00 pm, Hepburn Twp. VFC, 615 Rt. 973 E.

Thursday, April 20, 2017 6:00 pm - 10:00 pm, Hepburn Twp. VFC, 615 Rt. 973 E.

Tuesday, April 25, 2017 6:00 pm - 10:00 pm, Hepburn Twp. VFC, 615 Rt. 973 E.

Thursday, April 27, 2017 6:00 pm - 10:00 pm, Hepburn Twp. VFC, 615 Rt. 973 E.

Saturday, April 29, 2017 8:00 am - 4:00 pm, Hepburn Twp. VFC, 615 Rt. 973 E.

PRE-INCIDENT PLANNING COURSE

Monday, May 15, 2017 6:00 pm - 10:00 pm, Loyalsock VFC, 715 Northway Road

Monday, May 22, 2017 6:00 pm - 10:00 pm, Loyalsock VFC, 715 Northway Road

Saturday, May 27, 2017 8:00 am - 4:00 pm, Loyalsock VFC, 715 Northway Road

Other Training Resources:

PEMA TRAINING CALENDAR:

<http://www.portal.state.pa.us/portal/server.pt?open=512&objID=5051&&mode=2>

PEMA (ON-LINE) TRAINING:

https://www.centrelearn.com/login_pa.asp

FEMA (EMI) (ON-LINE) TRAINING:

<http://training.fema.gov/IS/crslist.asp>



FEMA PUBLIC ASSISTANCE PROGRAM

In October 2016, several Lycoming County municipalities experienced a significant amount of damage from flash flooding. PEMA and FEMA, along with assistance from municipal officials and their Emergency Management Coordinators, conducted disaster assessments of the damage to public and private property. To the dismay of everyone, the County did not reach the required monetary threshold for assistance to private homeowners, we did, however, reach the threshold for Public Assistance.

The FEMA Public Assistance grant program provides federal assistance to government organizations and certain private nonprofit organizations following a federal disaster declaration. Through the program, FEMA provides supplemental federal disaster grant assistance for debris removal, life-saving emergency protective measures, and the repair, replacement, or restoration of disaster-damaged publicly owned facilities, and the facilities of certain private nonprofit organizations. FEMA covers no less than 75% of the cost, with the Governor committing to cover the 25% local match.

The following is a list of the estimated amounts for the damages the government entities sustained, making them eligible to apply for the assistance:

<u>Municipality</u>	<u>Estimated Damage Amount</u>
Lycoming County	\$11,000
Loyalsock Township	\$439,000
McNett Township	\$132,000
Lewis Township	\$1,520,000
McIntyre Township	\$210,000
Gamble Township	\$620,000
Old Lycoming Township	\$150,000
City of Williamsport	\$38,000
Eldred Township	\$175,000
Porter Township	\$5,000
Piatt Township	\$5,000
Cascade Township	\$220,000
Williamsport Municipal Airport Authority	\$10,000
Plunketts Creek Township	\$29,000
Hepburn Township	\$185,000
Fairfield Township	\$5,000
State Agencies	\$17,301,600
TOTAL	\$21,052,600

Lycoming County would like to thank all of the Federal, State, and Local officials who made this extensive process a little bit easier for everyone.

GETTING TO KNOW OUR EMCs

For the next edition in the series of “Getting to Know Our EMCs”, we will be featuring Mr. Joe Colucci. Mr. Colucci is the Emergency Management Coordinator for Cascade and Gamble Townships. He was appointed as EMC for Cascade Township in May of 2002 and for Gamble Township in March of 2012.

Mr. Colucci has been a resident of Lycoming County for 43 years. He has an educational background in automotive technology, business management, and human resource management with a focus on safety. Joe is an AARP Driver Safety instructor and trainer. He is also involved with Relay for Life and Lycoming Creek Anglers Association.



Joe owned an automotive repair business for 42 years. He retired from Penn DOT Human Resources health and safety after 27.5 years. He is also a USCG Vietnam Veteran.

Mr. Colucci and his wife, Karin, have been married for 42 years. They are the proud parents of two daughters. His daughter Michelle and her husband Chris have one son, Jonathon, who is 6 months old. Daughter Theresa, and her husband Keith, have three sons, Gavin, Caleb, and Sabastian, and one daughter, Brooklynn. Mrs. Colucci is retired from the Montoursville Area School District Business Office after 37 years. She is the former secretary for Cascade Township, holding that position for 21 years.

During the flooding event the County experienced in October 2016, Joe was a great asset to his community. He was more than willing to accompany PEMA, FEMA, and County officials to assess the damage his townships sustained. He showed great compassion and concern for the residents of his townships that were effected. Mr. Colucci was a fantastic help during this devastating event and we would like to extend a special thanks to him for his time and effort.

Lycoming County EMA would like to thank Mr. Joe Colucci for his many years of service within the county and his communities. We applaud him for his unwavering dedication!

NATURAL GAS ACTIVITY

The Natural Gas Industry continues to grow in the Central \Pennsylvania area. Below are some statistics for Natural Gas Activity within Lycoming County as of February 1, 2017:

Named Wells—1530
Addressed Wells—1488
Permitted Wells—1379
Spudded Wells—910
Wells within 1/2 mile interface zone—693
Compressor/meter/interconnect Stations—74
Water impoundments and withdraw sites—102
Active drill rigs—0

13 Operators (Top 3 of addressed well pads)

1. Anadarko/Alta Resources - 120
2. Range - 57
3. Exco - 53

31 Municipalities (Top 3 with activity)

1. Cogan House Township- 60
2. Cummings Township- 58
3. Penn Township - 25

Please contact Craig Konkle if you need any additional information concerning Energy Development within Lycoming County.

Prepare for Spring Weather

Spring weather can be unpredictable. Reduce injury risk and plan ahead.

Spring is the time of year when many things change—including the weather. Temperatures can swing back and forth between balmy and frigid. Sunny days may be followed by a week of stormy weather. Sometimes extreme weather changes can occur even within the same day. Mark Twain once said, "In the spring I have counted one hundred and thirty-six kinds of weather inside of four and twenty hours."

Thunderstorms cause most of the severe spring weather. They can bring lightning, tornadoes, and flooding. Whenever warm, moist air collides with cool, dry air, thunderstorms can occur. For much of the world, this happens in spring and summer.

Because spring weather is so unpredictable, you may be unprepared when severe weather hits—particularly if you live in a region that does not often experience thunderstorms, tornadoes, or flooding. And when severe weather hits unexpectedly, the risk of injury and death increases. So planning ahead makes sense; prepare for storms, floods, and tornadoes as if you know in advance they are coming, because in the spring, they very likely will.

Advance planning for thunderstorms, lightning, tornadoes, and floods requires specific safety precautions. You can follow many of the same steps that you would for all extreme weather events. Keep an emergency kit on hand. Some items to include are:

- A battery-operated flashlight, a battery-operated NOAA Weather Radio, and extra batteries for both an emergency evacuation or shelter plan, including a map of your home and, for every type of severe weather emergency, routes to safety from each room.
- A list of important personal information, including:
 - * telephone numbers of neighbors, family, and friends
 - * insurance and property information
 - * telephone numbers of utility companies
 - * medical information
- According to the American Red Cross a first aid kit may include:
 - * non-latex gloves
 - * assortment of adhesive bandages
 - * antibiotic ointment
 - * sterile gauze pads in assorted sizes
 - * absorbent compress dressings
 - * tweezers
 - * scissors
 - * adhesive cloth tape
 - * aspirin packets (81 mg each)
 - * first aid instruction booklet

(NOTE: Customize your first aid kit to meet your individual and family needs.)
- A 3–5 day supply of bottled water and nonperishable food
- Personal hygiene items
- Blankets or sleeping bags
- An emergency kit in your car



Advance planning for thunderstorms, lightning, tornadoes, and floods requires specific safety precautions.

Prepare for Spring Weather

(Continued from Page 10)

Prepare your family members for the possibility of severe weather. Tell them where to seek appropriate shelter as soon as they are aware of an approaching storm. Practice your emergency plan for every type of severe weather. Show family members where the emergency supplies are stored, and make sure they know how to turn off the water, gas, and electricity in your home.

Often by the time we are aware of an approaching storm, we have little if any time to prepare for it. But we do know that when spring arrives, thunderstorms, tornadoes, and floods are real possibilities. So why not take the surprise factor out of severe weather and prepare yourself, your family, and your home? If thunderstorms, tornadoes, and floods do occur, you'll be ready for them.

Information from: <https://www.cdc.gov/features/springweather/>



Often by the time we are aware of an approaching storm, we have little if any time to prepare for it.

Forever in Our Thoughts

At the end of 2016, the Lycoming County EMA family lost two of our local municipal EMCs. We are saddened to announce the passing of the Lewis Township EMC, Charles “Chuck” Whitford, Sr., and the Upper Fairfield Township EMC, Richard “Dick” Ferguson. Both men were great assets to the EMA community and they will be sadly missed. Our thoughts are with their families. Please take a moment to remember these wonderful men.



Charles “Chuck” Whitford, Sr.



Richard “Dick” Ferguson

2017 QUARTERLY TRAINING

March 23	6:30 pm	Thursday	Holiday Inn
June 22	7:00 pm	Thursday	County EMA Office
September 28	7:00 pm	Thursday	County EMA Office
December 14	7:00 pm	Thursday	County EMA Office



WE WANT TO HEAR FROM YOU!!!

Just a reminder, this newsletter is written for you, the emergency responder in Lycoming County. If there is something that you wish to see in the newsletter or you have a story that you would like to share, please let us know. We are always looking for ideas for upcoming newsletters!

COUNTY EMA STAFF

Your County EMA staff is proud to serve you, and will always welcome your comments and suggestions to promote a better EMA community. Please contact us at any time.

TELEPHONE: 570-433-4461 (local)
570-329-4061 (local)

EMAIL: ema@lyco.org - for general department email

COUNTY EMA STAFF	PHONE	EMAIL
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