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MARK MUSSINA
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**LYCOMING COUNTY BOARD OF COMMISSIONERS
PUBLIC MEETING MINUTES**

THURSDAY, MAY 28, 2026

10:00 A.M.

Present: Commissioner Metzger, Commissioner Sortman, Commissioner Mussina, Shannon Barnes, Director of Management & Operations, Solicitor Christopher H. Kenyon.

1.0 OPERATIONS

- 1.1 Opening Prayer
- 1.2 Pledge of Allegiance
- 1.3 Convene Commissioners' Public Meeting
- 1.4 Approve the Minutes of the Previous Meeting

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

- 1.5 Public Comment on Agenda Items Only

None

2.0 BID OPENING

- 2.1 Nicki Gottschall - Open the following bid:
 - Vending Services

RFP for Vending Services		
Company Name	Submitted Amount	Date Submitted
Pinnacle Vending Group	24% Commission	5/22/2026

3.0 REPORTS

- 3.1 Nicki Gottschall – Vote to ratify accounts payable cash requirement report for invoices due through 6/3/26 to be paid on 5/27/26 in the amount of \$1,717,662.40.

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

4.0 INFORMATION ITEMS

- 4.1 Forest Rothchild – DPS Update -Comments Attached

In response to Commissioner Metzger's questions Beth Hutchens described the difficulty in finding and hiring qualified applicants for the positions in the 911 Center. She also talked about maintaining them as employees once they are through the training process due to the nature of the job. Ms. Hutchens pointed out some of the attributes that are needed for the position.

Commissioner Metzger recalled times when he was out in rural areas that the radio contact with 911 was their “lifeline”.

Ms. Hutchens recommended to have potential candidates come into to observe for a 4-hour shift which is a very helpful tool for the potential candidates.

Ms. Barnes explained that this practice was stopped due to state labor laws. It can be made part of the interview process as long as it doesn’t violate the state labor laws.

Mr. Winder pointed out that every new Fire Chief has to spend a designated amount of time at the Com center and he doesn’t understand how this would be any different.

Commissioner Metzger responded that the Solicitor can research the law and revisit this practice.

Further discussion was held about this practice with the Commissioners and members of the audience. It was suggested that the Commissioners go out and sit with a head phone on for 4 hours to get an idea of what the employees deal with.

Commissioner Metzger expressed his appreciation for the job that the 911 operators do, the challenges they encounter and the stress of these positions. Commissioner Metzger thanked Beth and Jeff Hutchens for their service and dedication to the County along with Jim Pfleegor and Neal Winder all former dispatchers. He acknowledged their passion for the Center and their frustration that the department is currently going through a difficult time. He emphasized the need to work as a team using constructive feedback and support the new director of Public Safety.

A discussion continued about the 911 Center. *For a more detailed account please see the video referenced at the end of these minutes.*

4.2 Michael Hagen - Elected Officials Personnel Actions:
Courts – Eliza Welshans, Clerk III, Part-Time, PG4, \$15.02256 per Hour, Not to Exceed 1000 Hours Annually, Effective Date: May 24, 2026.

Courts – Gabriel Hockman, Administrative Specialist, Full-Time, PG6, \$18.944695 per Hour, 75 Hours per Pay Period, Effective Date: May 24, 2026.

Sheriff – Ryan Ransom, Deputy Sheriff 114, Full-Time, SD, \$23.9484 per Hour, 80 Hours per Pay Period, Effective Date: May 16, 2026.

Recess Commissioners’ Public Meeting for the Salary Board

5.0 SALARY BOARD - SALARY BOARD MINUTES CAN BE FOUND ON LYCO.ORG>ELECTED OFFICIALS>CONTROLLER

5.1 Convene Salary Board.

- 5.2 Vote to approve the Salary Board minutes from the May 14, 2026 meeting.
- 5.3 Vote to approve the following Salary Board Actions:
- DPS*
 - Remove Administrative Coordinator (PG6-Exempt) position from the TDA.
 - Add Operations & Communications Center Administrator (PG8-Exempt) position to the TDA.
 - RMS*
 - Add Administrative Support Specialist (PG8) position to the TDA.
 - Planning*
 - Remove Community & Economic Development Planner position from the TDA.
 - Add Planner position to the TDA.
 - District Attorney*
 - Add Temporary PT Law Clerk position to the TDA.
- 5.4 Adjourn Salary Board.

Reconvene Commissioners' Public Meeting

6.0 PERSONNEL ACTIONS

- 6.1 Michael Hagen – Approve the following Personnel Actions as conditional offers of employment, subject to the successful completion of a background check and all other employment conditions as outlined in Attachment (A).

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

7.0 ACTION ITEMS

- 7.1 Carissa Seals for Gary Staggert - Vote to approve the Letter of Credit Application for Post Closure bonding with C& N Bank in the amount of \$35,295,618.00.

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

- 7.2 Kelsey Green – Vote to approve the Agreement with Applied Health Physics, LLC in the amount of \$3,500.00 (2026 approved budgeted item – Grant Funds.)

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

- 7.3 Kelsey Green– Vote to approve the Agreement with Larson Design Group in the amount of \$13,268.00. (2026 approved budgeted item – ARPA Grant Funding.)

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

- 7.4 Leslie Kilpatrick– Vote to approve the Agreement with eGoldFax in the amount of \$311.87 monthly. (2026 approved budgeted item – Operating Expenses)

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

- 7.5 Leslie Kilpatrick– Vote to approve the Switch Support Renewal with ePlus in the amount of \$31,914.78. (2026 approved budgeted item – Operating Expenses)

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

- 7.6 Leslie Kilpatrick – Vote to approve the three-year Maintenance Service Agreement with Northern Star Services in the yearly amount of \$4,833.00. (2026 approved budgeted item - Operating Expenses.)

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

- 7.7 Leslie Kilpatrick – Vote to approve the three- year subscription renewal with ServicePro in the amount of \$15,015.36. (2026 approved budgeted item - Operating Expenses.)

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

- 7.8 Cameron Boyer – Vote to approve the Agreement with Johnson Controls Fire protection LP in the amount of \$3,386.00. (2026 approved budgeted item - Operating Expenses.)

Mr. Mussina moved to approve. Mr. Sortman 2nd the motion. Approved 3-0

8.0 COMMISSIONER COMMENT

Commissioner Sortman thanked the veterans and their families He spoke about the events over the weekend and the wonderful attendance despite the weather. He reminded all that these service men and women gave their lives for us to be able to be here and have the freedom of speech to discuss things expressing his gratitude for them. He also noted the dedicated people who put the services together and the wonderful job they do. Commissioner Sortman commended the speakers at these events and the great job they did tying the history of the area into their speeches.

Commissioner Metzger spoke about the Memorial Day events he attended pointing out that it's a day to honor those that gave the ultimate sacrifice. He described the faces of the veterans in attendance and their emotional responses to the service as well as the love they have for their country. Commissioner Metzger thanked them all for their service.

Commissioner Mussina reported that the meeting regarding the Juveniles was cordial, productive and well attended. He stated that it was encouraging to see the community come together in a positive way. Many organizations attended and shared their resources. He encouraged anyone who has any input or ideas to contact them. Working together to resolve issues is how we can all make our communities better for the future.

Commissioner Metzger pointed out that it is important to hear everyone's input. Moving forward meetings will be held with individuals and organizations that could not attend to get their input. Once a plan is developed it will be presented to the public. The County is here to be a supportive part of the process. Commissioner Metzger talked about the importance of dealing with the issues with the juveniles since they are our future. It is imperative to assist the parents and the youth that want help and to hold accountable the ones that don't want help. It is also about prevention, working with youth to ensure that things don't get worse and they end up in the adult system.

Commissioner Mussina pointed out that some of the reports presented regarding youth showed declines in areas which is positive.

9.0 GENERAL PUBLIC COMMENT

Speakers who wish to address the Board of Commissioners will be limited for no more than three (3) minutes on any particular item. The speaker must state his/her name and address for the record. Any deviation from this rule must be approved by the Board Chairman.

Terri Lauchle, Chair, Muncy Township "I simply wanted to respectfully say that, as Chair of Muncy Township, I would appreciate direct communication between county officials and township officials before public conclusions or criticisms are made regarding ongoing township matters. Our township has been working through several highly public and complicated matters involving legal, insurance, engineering, and administrative review. While I understand public concern and interest, I believe it is more productive for local governments to communicate directly with one another before public statements are made without the full background and context of the situation regarding the recent sewer backup matter involving the fire company occupied area of the township building. The township has continued addressing the matter through insurance review and documentation review, lease and MOU review and ongoing coordination concerning the proper next steps. The township has not ignored the matter and continues working through it responsibly and professionally through the appropriate channels available to the municipality. I remain willing to communicate professionally and cooperatively with county officials at any time, and would welcome that cooperation moving forward. Thank you."

James Pfleegor, Nesbitt, talked about the short-term staffing issues at DPS, the lack of staff and concerns with storm season coming. He advocated for investigating utilizing traveling dispatchers.

Neal Winder, Clarkstown stated that he agreed with what Mr. Pfleegor and Ms. Hutchens presented. He spoke about prior years during severe storms off duty dispatchers would show up to help answer the calls. Mr. Winder announced that the 4th of July fireworks will be held in Hughesville. The carnival building will be open and the lot will be open for parking. He encouraged all to come to watch the fireworks.

Chuck O'Brien, Trout Run, asked about who to reach out to as far as the emergency management since the Emergency Management Coordinator was let go. Commissioner Metzger referred him to Forest Rothchild.

Richard Straus, President of the Veterans Council informed that the Veteran's Park on Wahoo Drive has been recognized as one of the best in the nation by visitors.

Commissioner Metzger responded that Congressman Meuser attended the service and was very impressed with the memorial. Commissioner Metzger encouraged all to visit the park and read all the names who gave the ultimate sacrifice.

Commissioner Sortman and Mussina echoed Commissioner Metzger's comments on the beautiful park, how well it is maintained and the number of monuments at the park.

Beth Baylor Hutchens, Montoursville suggested HR go and sit at 911 center to gain a better understanding of the positions they are advertising for. She talked about some of the aspects of training a new dispatcher that is entirely different from any other position. She encouraged the Commissioners to maintain three people in the room and explained why four works better. Ms. Hutchens again advocated for two of the employees she hired to be given the bonus they were supposed to receive upon completion of their training. Ms. Hutchens acknowledged that the pay structure was changed, but feels this should not affect the bonus they were promised when they were hired.

YOU TUBE PUBLIC COMMENT

@kalenjaidMy mother was a 911 operator in California in Los Angeles. I don't think they realize that.



@kalenjaid

#1

She does know what the job is like, maybe not in this area, but she knows.

Director Barnes spoke about her experience as a 911 Operator. She acknowledged what a difficult job it is and that it takes a special person. Director Barnes informed all that the staff at the 911 Center are very dedicated to what they do. She reported that she has spent time at the Center with the staff and has been in contact with other 911 centers across the state. She reported that based on CCAP rates Lycoming County is 7% higher than any other county. Director Barnes clarified that they were still getting a bonus, just not at the same level. She also assured that the County is going to continue to invest in the 911 Center to ensure the workers are successful. The goal is to see the Center fully staffed with a supervisor on each shift and for the employees to have a better home-life work balance.

10.0 NEXT SCHEDULED MEETING

The next Commissioners Public Meeting will be held on Thursday, June 4th, 2026, at 10:00 A.M. in the Commissioner's Board Room, 3rd Floor, 33 West Third Street, Williamsport, PA 17701

To View This Meeting and For More Detailed Information Click on The Link Below:

<https://www.youtube.com/watch?v=it7FQOrDoCI>

ATTACHMENT (A)

PERSONNEL ACTIONS:

Facilities Management – Matthew Andrus, Maintenance III / HVAC, Full-Time, PG8, \$28.00 per Hour, 75 Hours per Pay Period, Anticipated Start Date: June 15, 2026.

Prison – Kaleb Way, Correctional Officer, Full-Time, Union, \$21.50 per Hour, 80 Hours per Pay Period, Anticipated Start Date: June 15, 2026.

Resource Management – Andrew Miller, Equipment Operator, PG6, \$22.336281 per Hour, 80 Hours per Pay Period, Effective Date: May 24, 2026.

DPS 911 Center —Forest Rothchild, Director of Public Safety

Good morning, Commissioners.

I'm here today to speak about something that is both a challenge and an opportunity for this county — the staffing and future of our 911 Communications Center.

We are the department behind what I'm calling our new recruitment identity: "**The First Voice They Hear.**"

When someone in Lycoming County picks up the phone and dials 911 — in a crisis, in a panic, in the worst moment of their day — the first human voice they hear belongs to one of our team members. That's a profound responsibility. And it's the heart of why we're here today.

I want to give you an honest, forward-looking picture of where we stand, what we're building, and why we're confident in the road ahead.

WHERE WE STAND TODAY

Let me be direct with you about the numbers.

Our 911 Center is authorized for 18 personnel. Today, we are operating significantly below that — we are down 11 positions, and we are also working to fill one to two part-time roles on top of that.

That is not a comfortable number to say out loud. But I think this Board deserves honesty, and the public we serve deserves a department that owns where it is and has a plan to fix it.

I also want to give context. What we're experiencing is not unique to Lycoming County. Public safety communications agencies across Pennsylvania and across the country are dealing with the same recruitment and retention challenges. The 911 profession requires specialized training, demands 24/7 coverage, and carries an emotional weight that not every candidate is prepared for. It is a hard job to hire for — and an even harder one to retain.

But we have a game plan. And that plan is active right now.

RECRUITMENT CAMPAIGN

We are recruiting on multiple fronts simultaneously.

Positions are posted on the county website, Indeed, and LinkedIn. We are reaching out directly to local colleges and vocational programs. We are working with PA CareerLink. And we are encouraging our existing team members to refer people from their own networks — because the people already doing this job know best who belongs in it.

But I want to talk about *how* we're recruiting, not just where — because I believe that matters just as much.

We are leading with mission. We are not posting a job listing and waiting. We are telling a story about what it means to be the first voice someone hears when everything has gone wrong. That framing — *The First Voice They Hear* — is not a slogan. It is the truth of what our telecommunicators do every single shift. And it is the lens through which we want candidates to see this career before they ever fill out an application.

We are also being clear about the growth path. We want candidates who see this as a career, not a stopgap. We have a defined pathway from Trainee to Telecommunicator to Supervisor, and we are communicating that clearly. Candidates who see a future here are the ones who stay.

REALISTIC TIMELINE

I want to be honest about something that can sometimes frustrate people: hiring in 911 takes time. And I think it's important this Board understands exactly why — so that when we report progress, the timeline makes sense.

Right now, and over the next 60 days, we are actively screening and interviewing. Our target is to identify qualified candidates for each open position.

From there — in the 60 to 120-day window — conditional offers, background investigations, and medical screening begin. These are non-negotiable steps in public safety hiring. They protect the county and they protect the public.

Once hired, new employees enter formal APCO and NENA telecommunicator training. That process alone spans 4 to 6 months. These are nationally recognized certifications that every 911 operator in this center needs to hold before they handle a live call independently.

Full operational proficiency — where a new hire can manage a busy shift with confidence — typically takes 6 to 12 months from their start date.

This is the reality of building a competent 911 center. Not a bureaucratic delay — this is what responsible public safety staffing looks like.

TRAINING PATHWAY & ORGANIZATIONAL STRUCTURE

I also want to acknowledge something directly: we are in the middle of an organizational restructuring.

Some positions are being evaluated. Some roles are changing. We are being thoughtful and deliberate about how this department is structured for the long term — because the goal is not just to fill seats, it is to build a sustainable, well-led operation that serves this county for years to come.

What I can tell you is this: restructuring will not slow down our recruiting. Filling the roster is the priority. We are pursuing both efforts in parallel, and we are not waiting for every organizational question to be resolved before we bring people through the door.

The career pathway remains clear — Trainee, to Telecommunicator, to Supervisor — and every person we hire will have a defined role, a defined training plan, and a defined path forward.

OUR COMMITMENT

I want to close with four commitments I'm making to this Board today.

First — we will build a fully staffed 911 team. Eighteen authorized positions mean eighteen people in seats, trained and ready to serve this community. That is the target, and we will not lower it.

Second — we will not sacrifice quality for speed. Every person who goes live on a console in this center will be properly trained and certified. The people who call 911 deserve nothing less.

Third — we are recruiting for the long haul. We are not looking to fill vacancies. We are looking to add family members to this team — people who are going to be the first voice our neighbors hear for years to come.

And fourth — this Board will hear from us. If we have wins, you'll know. If we hit walls, you'll know. Transparency is how we maintain your confidence and the public's trust.

We are excited about where this department is going. The team we have right now is doing extraordinary work under real pressure, and they deserve to have the support around them that this county has authorized.

The first voice they hear — staffed, trained, and ready.

Thank you. I'm happy to answer any questions.