## Summit of Railroad HAZMAT Thought Leaders

# Summary of Observations

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Training • Preparedness • Outreach

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## **Executive Summary**

On March 25-27, 2024, U.S. DOT Pipeline and Hazardous Materials Safety Administration hosted a Summit of Railroad HAZMAT Thought Leaders in Addison, Texas. The summit acted as a neutral forum to openly discuss the various forms of training, planning, outreach, and best practices available to the emergency preparedness community regarding the transportation of HAZMAT by railroads throughout the United States and Canada. Through a combination of expert panels, facilitated group discussions, and plenary reporting sessions, the summit engaged thought leaders from the emergency preparedness community, industry, and government to share their insights and feedback with a specific focus on railrelated training, planning and community outreach issues.

The summit brought together HAZMAT rail thought leaders for the first time in an open forum to improve participants' understanding of the complexities across the multiple sectors. Participants evaluated topical areas, identified gaps, and collaborated to share lessons learned and best practices related to HAZMAT rail response. The summit expanded participants' understanding of the multiple individual perspectives, agencies and organizations involved in a response to a rail HAZMAT incident and gathered feedback that will lead to positive changes.

Over the course of the summit, note takers gathered comments from the participants (including plenary discussions, small group discussions and feedback forms), capturing both strengths and recommendations. The feedback gathered will serve as a source of information for use by stakeholders in analyzing issues and challenges related to HAZMAT by rail training, preparedness, and outreach efforts. This report is not intended to serve as an after action report but a summary on the observations, gaps and recommendations gathered.



## Background of the Summit

Following the East Palestine, Ohio, train derailment, a group of veteran cross-sector subject matter experts prepared and published the white paper, Considerations for Ensuring the Effectiveness of U.S. Railroad Hazardous Materials Training, Preparedness, and Community Outreach Programs©, covering rail HAZMAT training, preparedness, and community outreach programs. The white paper provides a comprehensive review of most rail HAZMAT training and outreach programs available to emergency responders throughout the U.S. today and serves as the foundation for the Summit of Railroad HAZMAT Thought Leaders.

The Thought Leaders Summit complemented the findings of the 2022 and 2023 Hazardous Materials Roundtables, which discussed emerging trends and issues within the HAZMAT emergency preparedness community on a strategic level.

## **Participation Overview**

Approximately 80 federal, state, regional, local, and nongovernmental personnel participated from 24 states and Canada and over 60 organizations. Attendee organizations included railroads, first responders, training centers, academia, public officials, law enforcement, emergency managers, and city, county, state, and federal response officials.

"The collaboration of a diverse cross section of folks enhanced the discussions."













Freight Railroads First Responders

Academia and **Training Centers** 

**Public Officials** 

Federal, State, Tribal

Emergency Management

Industry

## Summit Structure

The summit brought together thought leaders, officials and subject matter experts from across the spectrum of rail HAZMAT training, preparedness, response and community outreach activities, as well as stakeholder groups affected by rail HAZMAT operations. Attendees were asked to openly share their perspectives on current training, planning and outreach initiatives as it relates to the transportation of HAZMAT by railroads throughout the United States. The participants were also asked to help identify risk-based issues, gaps, and recommendations to improve the capacity to prepare for and respond to HAZMAT incidents involving rail, with the goal of improving community safety and preparedness to rail HAZMAT incidents.

The summit was not intended to solicit or promote consensus opinions. The insights from each participating individual and organization were valued and considered separately and equitably. Facilitators asked open-ended questions to encourage individual perspectives and did not steer the conversation towards consensus.

## **Topic Area Categories**

The 17 topic areas from the white paper, *Considerations for Ensuring the Effectiveness of U.S. Railroad Hazardous Materials Training, Preparedness, and Community Outreach Programs*©, were placed into four general categories, and the participants were divided into four cross sector small discussion groups. The small group discussions were led by facilitators and supported by note takers to capture feedback. The intent was to gather input from the diverse group of stakeholders during open discussion of the topics and not solicit or accept consensus opinions.

Below are the four general categories and the assigned topical areas:

Group A: Training Consistency	Group B: Training Types	Group C: Preparedness	Group D: Community Outreach
<ul> <li>Consistency of Program Content and Qualification of Instructors</li> <li>Training Program Accreditation and Attestation</li> <li>Availability, Quality, and Consistency, of Third-Party Provided Training</li> </ul>	<ul> <li>Essential Railroad Training for Emergency Responders and Formats Provided</li> <li>Geographical Reach of Railroad- Related HAZMAT Training</li> <li>Use of Safety Trains Operated by Railroads and Trade Associations</li> </ul>	<ul> <li>Full Scale and Tabletop HAZMAT Drills and Exercises</li> <li>Prepositioning HAZMAT Response Equipment or Incident Support Teams</li> <li>Railroad Community Awareness and Emergency Planning Guides/ Transportation Emergency Response Plans (TERPS)</li> </ul>	<ul> <li>Advance Community Notification of HAZMAT Trains/Community HAZMAT Commodity Studies Provided by Railroads</li> <li>Community Assistance and Standard of Care Requirement</li> <li>Consideration of the Role of Community Emergency Coordinators and Planners</li> </ul>

## Key Take Aways and Observations

Key take aways and observations capture the overarching comments shared during the summit as they relate to training consistency, training types preparedness, and community outreach.

## **Training Types**

Participants spoke about the unique challenges with ensuring the training they are receiving is consistent, standardized and covers the basic skill and competency requirements. They shared the importance of aligning training to meet the specific needs of all emergency responders in all discipline categories. The sentiment was that "one size doesn't fit all" and that agencies can't assume they know what they need.

Attendees noted that focusing on engagement and outreach to the new generation of responders can encourage retention and make the job more meaningful for them. Much of the value of training responders is in establishing the communication link between the local responders and the railroads.

Participants felt there is not a need to have regulatory oversight of shippers and their associated training requirements. However, participants emphasized a desire to have more forums to share training materials and work together to build training for both the technical and the general response roles needed to support HAZMAT rail incidents.

Railroads and firefighting organizations (volunteer and career) discussed sharing information on what could be part of a Railway HAZMAT Specialist curriculum.

## **Training Consistency**

Participants noted that they train to the most frequently occurring HAZMAT incidents and may not be certified or credentialed for HAZMAT-by-rail response. Stakeholders also noted the desire to be consistent with the training guidance outlined in NFPA 470 - Hazardous Materials / Weapons of Mass Destruction Standard for Responders. Ensuring training meets standards and offering continuing education credits and professional credentialing can provide a benefit to responders and may encourage them to remain in the field, minimizing turnover rates.

Many of the summit participants shared best practices in vetting third party vendors while others noted that the vetting processes for third party training vendors can be difficult to develop due to the lack of credentials for HAZMAT rail technical classes.

### Training Attendance / Staffing Resources

From the summit, I was able to work with one of the railroad companies to attend an emergency management specific railroad training in Pueblo, Colorado, later this summer. As an emergency manager, I feel it is important, and it should be a requirement for other EMs to request commodity flow study from the railroads that service their counties or jurisdictions. This is necessary for our threat and hazard analysis. Thanks for the chance and attendance at the summit. ~John Dwyer, Coordinator, Champaign County EMA Generally, attendees said that training opportunities for emergency responders are adequate, but they acknowledged challenges occur in getting the responders to the training, including backfilling the positions to ensure adequate coverage. Training is typically provided at no cost, but labor, backfill and meals are often not covered and must be absorbed by local agencies.

Attendees also shared challenges with the high turnover rate of emergency responders in both the volunteer and career fields. New responders must be trained which strains budget and staffing resources, including covering any associated costs for the new staff to attend

training and the funding for backfilling positions for the responders who are attending training.

For many of the emergency management, first responders and local governments represented, allotting time to focus on rail HAZMAT was challenging due to competing priorities for their minimal resources. Organizations with limited personnel or training budgets tended to focus on events and scenarios that are more likely to occur even if they may have lesser consequences.

Many felt that enhancing awareness of training opportunities and incentivizing both individuals and organizational participation in training should be explored. It would also be beneficial to focus future efforts on the recruitment and sustainment of critical knowledge and skills that can be integrated into the HAZMAT rail technical skill set.

#### Preparedness

Attendees noted that due to the infrequency of train derailments, communities may not identify it as a top hazard in their Threat and Hazard Identification and Risk Assessment (THIRA) process and thus have a reduced level of preparedness.

Railroad participants stated their response plans are available online and are sent via an email distribution list, but they have an approximate 20% bounce back rate due to staffing and email address changes. The importance of including the railroad plans into community

preparedness efforts needs to be promoted at all levels. This topic could be included in future emergency management workshops and forums.

#### Community Outreach and Relationships

A recurring theme throughout the summit was how valuable relationships and communication platforms are that encourage open communication amongst the multiple sectors involved in a rail HAZMAT incident. Participants underscored the importance of building and strengthening relationships before an incident occurs, including creating a network that includes public and private contacts. These efforts provide a foundation for reaching out to the emergency preparedness community and rail personnel and build trust between the entities.

The public and communities expect that hazardous materials to be transported safely, that when an incident occurs industry and responders have planned for how to respond and clean-up the incident, and that all emergency responders are well trained. Thank you for the opportunity to share with thought leaders during the summit. It was quite informative and thought provoking. Since March, I have been able to share about the experience, and particularly the need for community leaders in or near rail towns to meet with the railroads and local first responders to be sure that everyone knows what the other is doing or can do in the event of a HAZMAT scenario, or to prevent one. I have briefly mentioned this at a national league of cities transportation committee Zoom meeting and will do so at an upcoming Illinois municipal league meeting. I hope to do more and suggest more in the next few months in terms of emergency planning tabletops in my area and to these larger groups. ~Karen Darch, Barrington Village President

The flow of communication back to the community during a response is a common challenge, and the community will always remember how they were treated.

## Gaps and Recommendations

#### Training

- Focus future efforts on the recruitment and sustainment of critical knowledge and skills that can be integrated into the HAZMAT rail technical skill set.
- Expand the audience to develop more HAZMAT rail training programs beyond technical training for fire departments. HAZMAT response is a "purple" issue that encompasses fire, EMS, law enforcement, emergency management, rail, and communities.

- Better define what a "good" unified command organization looks like by providing more focused training on how railroads fit into this framework.
- Improve awareness of how railroads, contractors, responders, and leaders interact and communicate during HAZMAT rail incident response, including the assessment of incident objectives and strategic and tactical options, and the development of the Incident Action Plan (IAP).
- Increase awareness of expectations that rail industry HAZMAT teams have from first responders and vice-versa, especially during the initial operational period.
- Develop consistent qualifications for HAZMAT responders as it relates to rail incident response.
- Offer continuing education credits and credentialling to increase retention rates.
- Create an online platform to serve as a central repository for sharing training materials and training offerings, to include filtering by course, location, and dates.
- Identify how to approach workforce development, recruitment, and retention and how to train the new workforce.

#### Preparedness

- Develop processes by which preparedness and response experiences across multisectors can improve training and preparedness activities.
- Increase platforms to share cross-sector "lessons learned" to improve integration into preparedness activities and improve capabilities.
- Work with communities to integrate railroads' web-based and in-person training opportunities into their planning cycles.

#### Outreach

- Continue to expand communications, coordination and relationship building as they are the foundational elements in improving community-based preparedness.
- Increase awareness of the availability of railroad industry plans and equipment resources to community planners.
- Work with communities to increase their understanding of the logistic capabilities of the rail industry and what they bring to an incident.
- Expand preparedness and response coordination for rail emergencies as it impacts local governments, emergency management, emergency responders and communities.

## Conclusion

Over the course of the Summit of Railroad HAZMAT Thought Leaders planning efforts, realworld train derailments provided a continuous reminder of the value of enhancing preparedness and response efforts in the United States to ensure the safety of the nation's first responders and communities.

The summit successfully highlighted positive efforts that already exist, demonstrating the nation's progress in strengthening its emergency preparedness and disaster response capabilities as it relates to HAZMAT rail incidents. The summit enabled participants to collaborate with a wide range of government, private sector and non-governmental partners to gain awareness to build a "whole community" response practice. Attendees also cemented relationships throughout the summit, enabling a better understanding of how to coordinate response efforts with local, state, regional, federal, international, non-governmental, and private sector partners.

This event allowed the participants to think purposefully about their existing training and response capabilities and to consider how to strengthen relationships and address future training needs. Participants agreed to identify someone they think needs to be at the table and invite them to future events. Stakeholders took ownership of their responsibilities, and many will take those actions back to their home agency or organization. Many participants identified the Hazardous Materials Roundtable co-hosted by PHMSA, the IAFC Hazardous Materials Committee, and the National Fire Academy – Hazardous Materials Program as an annual forum to address trends, threats and improvements in training, preparedness, and outreach efforts identified during the summit.

In addition to illustrating these strengths, the summit also drew attention to areas requiring improvement including challenges with accessibility of training and funding. Next steps may include analyzing the summit data further to clarify these observations and develop additional recommendations.



## Appendix A: Participant Feedback Form

Participant shared their observations, comments, and input following the summit.

#### Summit Design Feedback

Participant rated their overall assessment of the summit relative to the statements provided, with 1 indicating Strong Disagreement, 2 indicating Disagreement, 3 indicating Neutral, 4 indicating Agreement, and 5 indicating Strong Agreement.

Assessment Factor	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
The pre-summit flyer provided the necessary information about the summit.				4.40	
Summit participants included the right people in terms of level and discipline.				4.47	
Summit participation was appropriate for someone in my field with my level of experience/training.					4.73
Participants were actively involved in the summit.					4.73
The Topical Areas discussed during the summit were appropriate.					4.67
Breakout sessions were well organized and provided an opportunity for all to participate.				4.40	
The summit increased my understanding about and familiarity with the capabilities and resources of <u>other</u> participating organizations.				4.47	
The summit increased my understanding about and familiarity with the capabilities and resources of <u>my</u> organization.				3.60	
The summit provided the opportunity to address significant challenges.					4.53
The length of the summit was adequate for participants to provide input and allow for meaningful discussions.				4.47	

#### Participant Feedback

Participants observed the following strengths during this summit:

#### Strengths

- Very open and constructive discussions on improving challenging situations
- Very diverse and mix from all response partners, i.e., industry, FSLT present to have these discussions
- Wednesday morning plenary was inspirational. Local Govt panel was also valuable
- Great group of people
- The ability to speak freely and share ideas and practices. Great structure and facilitation
- A lot of great communication. Excited to get the Notes / Next Steps
- Level of expertise of summit organizers as well as the participants.
- Well organized sessions from panel discussions to the breakouts
- The summit was laid out in a way that complemented networking and meeting new friends.
- Experience of attendees
- Broad representation of sectors/agencies
- Construct of the summit
- Facilitation
- Length of summit (manageable for very busy schedules)
- Multiple ways utilized to solicit feedback and input
- Viewpoints of various backgrounds: elected officials, first responders, shippers, etc.
- As one of the DOT Alert, railcar training providers, the discussions were very valuable in understanding what gaps/needs need to be addressed. The wide range of experience and knowledge of the participants and discussions was the most valuable part for me.
- The right people were brought to the table and folks were open and honest about needs in this community.
- The variety of attendees from all aspects of different agencies
- Great discussion on issues.
- Remarkable level of participation.
- Moderators were great.
- The collaboration of a diverse cross section of folks enhanced the discussions
- Excellent facilitators
- Leadership was superb

Participants shared the following suggestions on improving/enhancing future HazMat preparedness activities:

#### Recommendations

- Based on this being the first summit of experts with a collective experience over 1,100 years, more time could have been beneficial in the breakout groups. Maybe the summit could be 3 days to allow more time.
- It would have been good to sit in more than one group (i.e. outreach in additional to the exercise group)
- Seems that some of the local Govt reps didn't know as much/very much about EPA's role in an emergency response. It may benefit them to have an hour for EPA to present on our role and participation during an incident about IMTs and UCs.
- Ended earlier than expected/scheduled
- I recommend mixing up the composition of the breakout groups from session to session.
- Allow a choice of which breakout room to go in.
- Many of the topical areas have multiple interdependencies and can be complex issues given the many challenges, influences, laws, regulations, etc. From a strategic perspective it may be better to focus on the priority issues that we as a collective group that will move the needle the most across the spectrum. Some of these issues may be better addressed at the State or local level with the appropriate tools, data, and guidelines to enable the solutions.
- Consolidating professions together
  - Attend a RR Awareness presentation/training available online and in-person
- As a training provider, I would love to have the opportunity to participant in future summits/activities and the opportunity to discuss the feedback have gathered through conducted the Alert Railcar Awareness Training.
- Additional disciplines could be included for future summits such as law enforcement, emergency managers, and even public health and public information officers. All are relevant in the planning process
- This could have easily been 3 or 4 day event.
- Very well done and organized.
- Communication is key need to facilitate continued communication between the railroads and the emergency response community.
- More emphasis on the roles/duties/ liabilities of local elected officials. More emphasis on addressing the Mrs. Smith expectations problem.
- Engage/involve next or future leaders to foster relationships towards solution development
- Include insurance industry (commercial property)

Participants shared their recommendations about the summit. Was it beneficial/productive? Did it meet your criteria? Were attendees actively participating?

#### Recommendations

- Wish there were more summits like this. Definitely worthwhile!
- Great format, participations, and discussion. This should be an ongoing effort with checkpoint calls in between.
- Very beneficial don't let this be the last summit. / I hope to be invited back. / Thanks for bringing the railroads together to work with us.
- Overall great experience and well worth my time. I'm leaving with ideas that I can utilize to close some of the gaps and challenges identified at the state and local level.
- People in the room need to be aware of the resources that railroads have.
- Yes, the summit was intended to address issues with accessibility, but the ones here need to be on the same page.
- It was a very valuable and the connections made were fantastic. What a productive summit and again would love the opportunity to participate in future summits. The discussions were valuable and took much from them. Great summit!
- Yes. / Yes. / Very engaging, productive, and constructive. I'd attend this annually or more frequently. Facilitators (Nancy and Alec) did amazing job. Thank you again for the invite and asking for my input.
- It was a great first step. It does appear an extensive needs assessment would be beneficial, especially for those who are developing training.
- I found it very productive and beneficial for me. / It exceeded my criteria. / In my breakout group, everyone participated and great discussions was held. Great networking.
- I thought a better description of the breakout sessions was in order. / I was not aware I
  was going to be asked to share my thoughts about the workshop at the end or I would have
  had some notes prepared.
- Yes. / Yes. / Yes.
- Excellent discussions. Hopefully this will result in improvement.

## **Appendix B: Participant List**

First	Last	Organization	Position
Adam	Adams	US EPA, Region 6	Federal On Scene Coordinator/RHSC
Mark	Allen	Canadian National	US Regional Manager, Dangerous Goods
Robert	Bavier	Union Pacific Railroad	Senior Director Hazardous Materials
Chris	Baxter	Olin Corporation	Distribution and Transportation Leader
Erica	Bernstien Fischer	TRANSCAER/CHEMTREC	Not Applicable
David	Bierling	Texas A&M	Transportation Research Board's Committee on Transportation of Hazardous Materials
Patrick	Brady	BNSF Railway	General Director – Hazardous Materials Safety
Alec	Brockman	HAMMER Federal Training Center	Summit Support and Note Taker
Jamie	Burgess	International Association of Fire Fighters (IAFF)	Not Applicable
Cherry	Burke	FACTORS, INC	Chemical Industry Practice Leader
Timothy	Butters	Spill Center	Director, Government Response and Outreach
Joe	Cheevers	HAMMER Federal Training Center	Summit Facilitator
Robert (Bob)	Clatterbuck	National Transportation Safety Board (NTSB)	Branch Chief, Hazardous Materials Investigations
Andrew	Crawmer	HAMMER Federal Training Center	Summit Support and Note Taker
Brian	Dailey	Chemours	Global Emergency Response Manager
Ed	Dankbar	Canadian Pacific Kansas City Rail	Not Applicable
Karen	Darch	Village of Barrington	Village President
Scott	Deutsch	Norfolk Southern	Northern Regional Manager Hazardous Materials

First	Last	Organization	Position
Matthew	Dick	ENSCO	Chief of Strategy and Development
John	Dwyer	Champaign County Emergency Management Agency	Coordinator
Rick	Edinger	NFPA Technical Committee on Hazardous Materials / WMD Emergency Response	Chairman, NFPA Hazardous Materials Response Committee
Andy	Elkins	Association of American Railroads (AAR)	Executive Director
Chris	Elliott	Wagoner County (Oklahoma)	Sheriff
Skip	Elliott	HRE Integrity, LLC	President
Bradley	Free	GHD Engineering	Principal, North American Emergency Response
Margo	Fritz	TX A&M CC National Spill Control School	Assistant Director
Robert (Bob)	Fronczak		White paper contributor / SME
Timothy	Gablehouse	National Association of SARA Title III Officers (NASTTPO)	Not Applicable
Grace	Gibbons	HAMMER Federal Training Center	Summit Support and Note Taker
Ryan	Godsey	CSX Transportation	Manager of Hazardous Materials
Kari	Gonzales	MxV Rail/SERTC	President and CEO
Sean	Grady	GHD Engineering	Digital Market Leader - HazMat virtual reality training
Butch	Hayes	Harris County FMO	Not Applicable
April	Heinze	NENA: The 9-1-1 Association	Chief of 911 Operations
Laura	Hoehne	University of Findlay - All Hazards Training Center	Project Manager
Elaine	Jimenez	HAMMER Federal Training Center	Summit Support and Note Taker

First	Last	Organization	Position
Gary	Karnofski	HAMMER Federal Training Center	Summit Facilitator
Ron	Kawano	Wagoner County Sheriff (Oklahoma)	Chief Deputy
John	Kayser	All Hazards Training Center	Not Applicable
Robyn	Kinsley	Chlorine Institute	Vice President of Operations and Emergency Response
Brian	Kokkila	Pittsburgh Bureau of Fire	Assistant Chief of Operations
Scott	Lancaster	Washington State Patrol	Deputy State Fire Marshal - HAZMAT
Christopher	Lanoue	Canadian National	Senior Manager of Dangerous Goods
Sean	Lynum	National Transportation Safety Board (NTSB)	Chief, Pipeline and Hazardous Materials Division
Mark	Maday	Department of Transportation Federal Railroad Administration (FRA)	Not Applicable
Anthony	Mangeri	Mangeri LLC	Principle Chief Operating Officer
Joseph	McCann	CSX Transportation	Director, Emergeny Management & Hazardous Materials
Drew	McCarty	Specialized Professional Services Inc.	President
Steve	McNealy	Canadian Pacific Kansas City (CPKC)	Director Hazardous Materials & Environmental
Thomas	Miller	National Volunteer Fire Council (NVFC)	Not Applicable
Aaron	Mitchell	Department of Transportation PHMSA	Director
Michael	Moore	Federal Railroad Administration	Hazardous Materials Safety Inspector
Eddie	Murphy	Department of Transportation PHMSA	Emergency Response Liaison
Lee	Nelson	Ambipar	Director of Training - ARTC
Nancy	Ness	HAMMER Federal Training Center	Summit Facilitator

First	Last	Organization	Position
Gregory	Noll	GGN Technical Resources, LLC	SME - HM Training & Response
David	Padfield	Pennsylvania Emergency Management Agency	Director
Eric	Pohl	EPA	On-Scene Coordinator
Clay	Reid	BNSF Railway	Senior Director Hazardous Materials
Greg	Rhoads	American Chemistry Council	Senior Advisor
Bob	Royall	Harris County FMO	Chair, IAFC HazMat Committee
Glen	Rudner	Emergency Planning SME	Not Applicable
Michael	Rush	Association of American Railroads (AAR)	Senior Vice President - Safety and Operations
Bill	Schoonover	Department of Transportation PHMSA	Associate Administrator
Sarah	Somers	Emergency Management	Director
Charles	Thomas	Retired Fire Dept Captain / Retired United Airlines Captain	Retired Fire Dept Captain / Retired United Airlines Captain
Matthew	Thompson	Union Pacific Railroad	Manager, Outreach Programs
Matthew	Tilmon	US Coast Guard	Emergency Management Specialist
John	Vergis	Wheeling and Lake Erie Railway (American Short Line)	Hazardous Materials/Environmental Officer
David	Wade	Harris County Fire Marshal - Emergency Management	Chief of Strategy and Development
John	Walsh	Short Line Safety Institute	Not Applicable
Warren (Country)	Weilder	Texas Division of Emergency Management	Not Applicable
Ken	Willette	North American Fire Training Directors	Executive Director

First	Last	Organization	Position
Julie	Wilson	The Center for Rural Development	Director, Public Safety
Julie	Winkler	Town of Addison	Emergency Management Coordinator
Robert	Wood	Norfolk Southern Corp - Hazardous Materials	Director
John	Woulfe	International Assoc of Fire Chiefs (IAFC )	Senior Advisor
Nicole	Zawadzki	HAMMER Federal Training Center	Summit Facilitator