

# **The Fire Flyer** SINCE 1947 **QUALITY FIRE PROTECTION NEWS**

July 1, 2013

Quarterly Edition—Summer

Vol. LXVI, No. 3

*Greetings  
from*



# Fireline

**wishing you a fun and safe summer!**

## The President's Pen



### Sleepless in Seattle... or Baltimore

By ANNA GAVIN, President

Reading this article could make you calmer, happier, thinner, healthier and smarter. And it all centers around one theme - the incredible importance of a good night's sleep.

As a society we are busier than ever- cramming more and more into every day. The result is that we consistently devalue the importance of sleep in our lives.

#### How Much Is Enough?

A hundred years ago the average person got 9 to 10 hours of sleep a night. Now we are averaging 6 hours at best. A significant drop.

So what should we get? Studies show that getting between 7 to 9 hours of sleep a night can *greatly* improve health and well-being for adults. And children should be getting an average 9 to 10 hours a night to properly nurture brain development (that continues until they are 21 years old). Sleep is vital for memory. So all those "all-nighters" we pulled back in school were probably not the best idea.

#### What's the Big Deal?

Less sleep can result in depression, obesity, headaches, skin issues, irritability and can lower our immune systems, making us more open to disease and infection. Losing just one hour of sleep a night on a regular basis (ie- less than 7 hours), increases our risk of cancer, heart attack, stroke, and high blood sugars.

Studies show that people sleeping an average of less than 5 hours of sleep a night double their risk of high blood sugars. And people who regularly sleep 4 hours a night are 73% more likely to become obese. 73%! Losing sleep puts your body into stress - increasing your appetite and cravings dramatically.

So yes, sleep is important. But what can we do to fall asleep and *stay* asleep?

#### Falling Asleep

For those of you who stare at the ceiling with your brain running a million miles a minute when you try to go to sleep- this is for you.

**Magnesium supplements.** Significantly better for you than sleep aids, magnesium is the "calming mineral". It naturally relaxes you. Magnesium is also tied to help improve memory, decrease headaches, and strengthen immune systems. And most of us are not getting enough.

**Put down the remote.** If you really have trouble falling asleep you will benefit greatly from not looking at any screens *one hour before bed*. TV's, computers, tablets and phones are all devices that prevent you from sleeping.

**Lights out.** Total darkness at bedtime (and throughout the night) is vital for sleep. Light inhibits the production of melatonin in your body, part of the natural chemical reactions necessary for sleep. Melatonin levels decline as we get older, so taking melatonin supplements can also help.

#### Staying Asleep

How great is it when you go to bed and don't wake back up until morning? If you find yourself waking in the small hours of the night, try thinking about these tips.

Continued on page 3.



# PDO

A Professional Development Outline (PDO) is a list of tasks that are necessary for an employee to effectively perform their job. Many Professional Development Outlines (PDO's) have been finalized and published on SharePoint. Review your PDO to make any necessary additions or updates. If you have not started your PDO please contact Shannon Adkins (x326) or Julia Mooney (x247) to begin.

## The President's Pen *cont.*



### Sleepless in Seattle... or Baltimore

By ANNA GAVIN, *President*

Continued from page 2.

**Eat a healthy bedtime snack.** Specifically – a healthy fat. When you wake up in the middle of the night and can't fall back asleep it's usually because your body is hungry. Nutritionists recommend the following bedtime snacks to help you sustain a deep sleep:

- Almonds or nuts
- Peanut/almond butter on a fruit or vegetable
- Avocado
- Heavy whipping cream on berries
- Half a cup of high fat coconut milk (the kind in the can)

**Avoid sugar or unhealthy carbs before bed.** Let's admit it, who doesn't love a bowl of ice cream at night? Or, for me, a bowl of popcorn. But studies show sugar and carbs are no good for staying asleep. They often lead to blood sugar spikes that crash while you are sleeping, thus waking you up and disrupting important sleep cycles. And alcohol has the same result. While it may help you fall asleep it will inevitably wake you up in the middle of the night.

**Exercise.** This is a given, but the more you exercise, the less restless your muscles and body will feel.

You may be wondering why I chose this topic for my quarterly article. For one, I thought you all could use a break from my Strategic Plan pitch. But mostly, it's because I truly want us to all feel good every day. A good work day stems from a happy, healthy team. And a happy, healthy team can start with a good night's sleep.

## Read Up on the Resources



### Resources the Right Way—Human Resources That Is

Annual Employee Reviews, By Elizabeth Zeledon, *Human Resources*

I would like to thank everyone for successfully completing Fireline's first official Annual Performance Review process! I know this took time and effort—by both employees and managers—to coordinate and complete, and you all deserve a round of applause!

This valuable performance evaluation tool measures and documents an employee's performance, and sets goals for the upcoming year. It is an opportunity to give honest feedback and praise for what employees are doing right, and areas that may need improvement. All of us can benefit from honest, constructive feedback.

#### How Can You Meet Your Goals?

Tip: Find a prominent place on your desk or wall, or in your wallet or home fridge, to post the goals you set for the upcoming year so that you see them often. This will help keep your goals at the forefront of your mind throughout the year.

#### Quarterly Value: Integrity

Models ethical behavior by:

- Being honest and trustworthy
- Addressing and reporting unethical behavior
- Demonstrating consistency between what is said and what is done

*"Real integrity is doing the right thing, knowing that nobody's going to know whether you did it or not."*  
—Oprah Winfrey



**Sun Protection**, By **BILL GIBB**, *Materials Resource Manager*

**Action Steps for Sun Protection:** While some exposure to sunlight can be enjoyable, too much can be dangerous. Overexposure to ultraviolet (UV) radiation from the sun can result in a painful sunburn. It can also lead to more serious health problems, including skin cancer, premature aging of the skin, cataracts and other eye damage, and immune system suppression. Children are particularly at risk. This fact sheet explains simple steps to protect yourself and your children from overexposure to UV radiation.

**Be SunWise:** Most people are not aware that skin cancer, while largely preventable, is the most common form of cancer in the United States. More than one million cases are reported annually. By following some simple steps, you can still enjoy your time in the sun and protect yourself from overexposure. The U.S. Environmental Protection Agency (EPA) recommends these action steps to help you and your family be "SunWise."

**Do Not Burn:** Sunburns significantly increase one's lifetime risk of developing skin cancer, especially for children.

**Avoid Sun Tanning and Tanning Beds:** UV light from tanning beds and the sun causes skin cancer and wrinkling.

**Generously Apply Sunscreen:** Generously apply sunscreen: about one ounce to cover all exposed skin 20 minutes before going outside. Sunscreen should have a Sun Protection Factor (SPF) of at least 15 and provide protection from both ultraviolet A (UVA) and ultraviolet B (UVB) rays. Reapply every two hours, even on cloudy days, and after swimming or sweating.

**Wear Protective Clothing:** Wear protective clothing, such as a long-sleeved shirt, pants, a wide-brimmed hat, and sunglasses, when possible.

**Seek Shade:** Seek shade when possible and remember that the sun's UV rays are strongest between 10 a.m. and 4 p.m.

**Use Extra Caution Near Water, Snow and Sand:** Water, snow and sand reflect the damaging rays of the sun, which can increase your chance of sunburn.

**Check the UV Index:** The UV Index provides important information to help you plan your outdoor activities in ways that prevent sun overexposure. The UV Index forecast is issued daily by the National Weather Service and EPA. Visit [www.epa.gov/sunwise/uvindex.html](http://www.epa.gov/sunwise/uvindex.html).

**Get Vitamin D Safely:** Get Vitamin D safely through a diet that includes vitamin supplements and foods fortified with Vitamin D.

**Don't seek the sun:** Early detection of skin cancer can save your life. A new or changing mole should be evaluated by a dermatologist.

**HAVE A SAFE SUMMER!**



## Got Droids?

Fireline is quickly catching up with the times. We have recently added laptops to our systems inventory, began using more up to date software and are completing more tasks electronically.

In addition to these things every Fireline employee has or will be issued a Verizon smartphone.

Smartphones are an extremely useful business tool which can improve productivity, increase communications and cut cost by eliminating the need for other electronics.



## Phone App Favorite

### Beat the Traffic

Price: Free

Beat the Traffic is the easiest way to enjoy a hassle-free commute in the USA and Canada. Quickly check the latest traffic conditions in your area and discover the best route to take to avoid traffic jams.



# APP

Share your favorite phone APP's with coworkers and Fireline followers: Submit the name and a short description of the app on the Phone App List. To access the list open SharePoint and click on Fireline Trading Post on the Quick Launch bar. Keep in mind that not all apps work on all phone models. One of your favorites will be chosen and featured in the Fire Flyer next quarter.

## Kudos from Colleagues & Customers

### Customer Email, Ref: **Ken Silberman**

"Kenny Silberman consistently goes above and beyond to make sure we have the best customer service. He often will call us when he hears that an account is having trouble even before the message gets passed on through our own telephone chain.



Kenny makes sure that we are always aware of anything problematic happening with our systems and educates us on our options. I have had the great pleasure of learning an immense amount of information regarding our systems from him and it seems that he is very eager to pass on his knowledge."

### Customer Email, Ref: **Portables Dispatch**

"I came in today to have two extinguishers serviced and tagged. It was quick, pleasant, easy and reasonably priced. The customer service was impeccable. Thanks. I have never had a negative experience with Fireline."



### Customer Email, Ref: **Jarvis Stevens**

"Jarvis did a fine job representing Fireline as the only tech on site. He got the work done professionally and his memory of the buildings was rather surprising since he must see a lot of other sites during the year."



### Customer Email, Ref: **Sam Sudano**

"Just wanted to take a moment to extend a thank you to Fireline technician Sam Sudano. On many occasions we have encountered multiple alarm related issues here at the Annapolis Towne Centre and you guys have been very responsive to our needs with minimal confusion. Sam Sudano in particular is fantastic to work with. His professionalism, knowledge and attention to detail has been exceptional, so much so that when we call Fireline we personally request he be the responding tech. Sam is trustworthy and dependable and carries out task in an efficient and effective manner. Please thank Sam for me for providing such excellent service."



### Customer Email, Ref: **Jim Colgan**

"I just wanted to let you know that I was very impressed with the servicemen that came out to Timonium. Jim Colgan was friendly, informative and very professional. If this is indicative of how things will go in the future with Fireline, I and my superiors will be very happy."



### Customer Email, Ref: **TJ Smallwood**

"I wanted to send you another complimentary email regarding TJ Smallwood. . . He was still able to return my inquiry with a price and lead time that were extremely impressive. This truly means a lot when most of our vendors take hours, if not an entire day, to return a simple email or phone call with their pricing information...I just wanted to say I truly appreciate having TJ Smallwood in our directory as my "go to person" when it comes to Amerex products supported by Fireline."



**Mixed Bag** Safety Day at Chick-fil-A, Ride Across Maryland & SmartCEO



**Safety Day at Chick-fil-A** with Lisa Malone & Janet Werner

Chic-fil-A at the Centre at Glen Burnie hosted a fundraiser to support the Ferndale Fire Department and the purchase of their new uniforms! The parking lot was filled with a fire truck, brush truck, ambulance and fire demonstrations by our very own Lisa Malone. Lots of children were there to see the fire trucks and were excited to put out the fires.



**SmartCEO** with Anna Gavin

SmartCEO educates and inspires their community through the pages of their magazine, connections at C-level events and access to valuable resources.



Anna Gavin was invited to share her real-life experiences and unique business philosophies as a panelist at the SmartCEO Matrix program.



**Ride Across Maryland** with Team Carpe Diem

Ride Across Maryland is a motorcycle ride to Maryland destinations to raise money to fight breast cancer. Fireline employees, Steve Imhoff, Jim Colgan, Loren Crookshanks and Art Decker ride with Team Carpe Diem. The team raised \$4,500 this year!



**Dave's Rave - On Customer Service**

By DAVE TAYLOR, Operations Manager

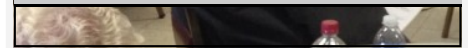
We've discussed a wide variety of customer service issues in each Newsletter. We've had the training. And we have all seen the customer service posters in the restrooms.

As each of us go about our workday we're likely confronted with situations that require intervention to solve a customer's issue. Whenever presented with a customer service opportunity it's important to ask ourselves: Did I do everything possible to resolve the issue in a timely manner and satisfy the customer? Here is a brief checklist to evaluate ourselves.

- Was I empathetic to the customer and his issue?
- Did I avoid, to the absolute extent possible, "bouncing" the customer around?
- Did I answer the telephone promptly and avoid leaving someone on hold too long?
- Did I route the call to the correct person?
- If you don't really know who to give the call to, did you write down a complete and sufficiently detailed narrative as to what occurred and what is needed?
- When passing on information to the responsible person, did you communicate in a clear and concise manner and let them know the customer is expecting a prompt response?
- For field personnel: Did your body language and facial expressions convey a positive message to the customer?
- If you received a voice mail message, did you return the call within 24 hours, the first day after a holiday or on a Monday following a weekend?
- Have I sent a proposal to the customer in a reasonable and timely manner or did the customer call back to find out where it was?
- Have I turned in all of my paperwork in a timely manner?

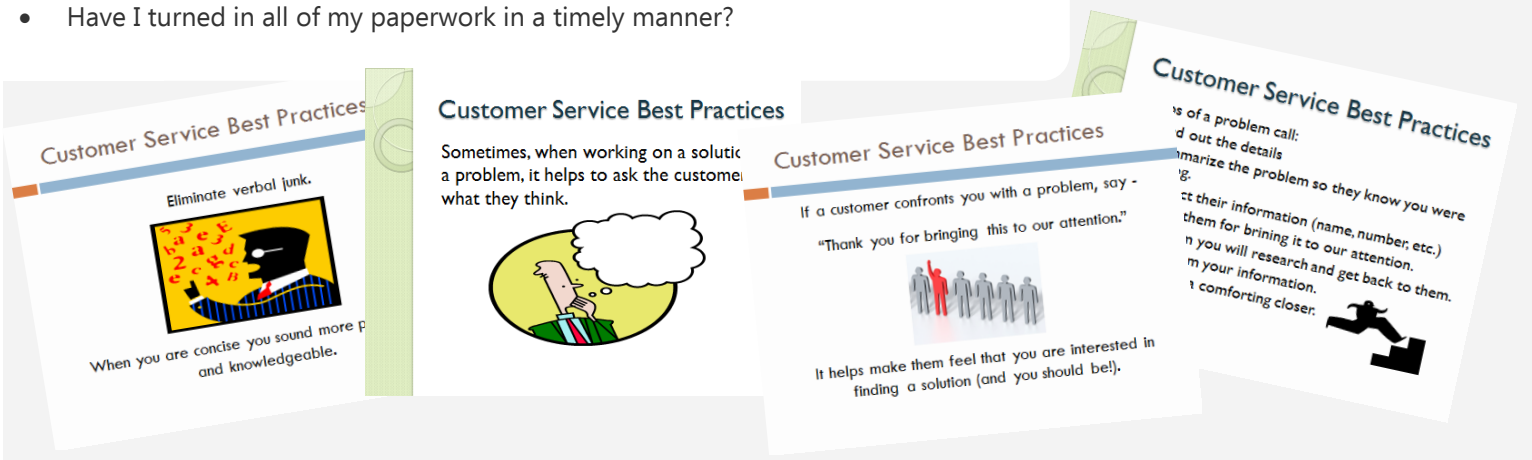


Dave Henson and Khamloun Chanthapa role play customer service scenarios.



Notice Something?

To keep some of the great lessons from our customer service training fresh in our heads, we are posting Customer Service Notices throughout building 1 and the Leesburg Office for the service departments to read. Hopefully they help to remind us of some simple and effective customer service best practices.



**Customer Service Best Practices**  
Eliminate verbal junk.  
When you are concise you sound more professional and knowledgeable.

**Customer Service Best Practices**  
Sometimes, when working on a solution to a problem, it helps to ask the customer what they think.

**Customer Service Best Practices**  
If a customer confronts you with a problem, say - "Thank you for bringing this to our attention." It helps make them feel that you are interested in finding a solution (and you should be!).

**Customer Service Best Practices**  
When you receive a problem call: 1. Write out the details. 2. Summarize the problem so they know you were listening. 3. Get their information (name, number, etc.) and thank them for bringing it to our attention. 4. Let them know you will research and get back to them. 5. Thank them for their information. 6. Stay comforting closer.

**ERA**

Congratulations to our recent Employee Recognition Award (ERA) winners. Marty Ibbott, Dwon Bess and Tim Fogle won in April. Jackie Ulloa, Jared Fishback and Gary Cox won in May. Kenny Radke, Justin Fishback and Danny Nieves won in June.

## Messages from the Managers



### Systems Service By KAREN COBB, Department Manager

The first half of 2013 has been a good one for the System Service Department and I am looking for the remainder of the year to keep on that track. Over the past quarter I have had the pleasure of taking Dan Vecchioni, Nick Decker, Tony Cadogan and Loren Crookshanks out to lunch as a little perk for getting their tickets into the office.

We have made some changes in our dispatching procedures and assigned the techs and dispatchers “zones” to work in; this was made possible with input from the Tech Committee. The development of this new procedure will help in lowering travel time, improve efficiency and improve customer service by getting our customers familiar with “their” technicians.

The Tech Committee is also assisting in developing a minimum truck inventory for parts/ materials commonly used on service calls to eliminate return trips and improve efficiency as well. I hope to have this in effect by the end of the month. As the year continues there will be additional projects we will be working on.

We have been getting a lot of positive feedback and compliments from our customers regarding our technicians and it is nice to see that our Customer Service Training everyone participated in has made an impression and the techs are putting it to good use. As vacation time gets into full swing please remember to email me your requests for time off.

I hope everyone has an enjoyable summer.



### Sprinkler & Suppression By TED REITTERER, Department Manager

This year has started out positive for the sprinkler and suppression group. Dennis and Pat have been meeting new end users and general contractors and hopefully this will result in opportunities for future work.

Pat and Matt Losignor have stepped up and have started bidding sprinkler work to keep jobs rolling in until a permanent sales person is hired.

Jon Pegg, Keith Smith, and Jay Doyle have started working toward their 2013 goals by looking into NICET testing. Ken Humphrey and Rick Kavlich will be heading Rhode Island this month to attend Ansul foam school. I want to encourage the guys to continue to work on their goals so that by the end of the year we will have factory and NICET certified install crews.

I hope everyone has a nice, safe, well deserved summer vacation.

## Birthdays

### July

Mark Rufus  
Jason Litten  
Shaun Austin  
Art Decker  
Glenn Jaeger  
Gary Hoddinott  
Greg Diaz  
Charlie Moore  
Billy Carter  
Ron Eure  
Nick Decker  
Kevin Federline

### August

Shannon Adkins  
Charlie Miskimon  
Ras Wisidagama  
Anna Gavin  
Marvin Nagel  
Mike Rainey  
Al Riefflin  
Todd Everitt  
Joe Mooney

### September

Pee Wee Glenn  
Ralph Mason  
Erik Noffsinger  
Susie Serio  
Lewis Lucas  
Janet Chapman  
Matt Benfield  
Jim Colgan  
Harry Lowman  
Ken Humphrey  
Dennis Perez  
Monte Nash  
Dwon Bess  
Steve Bilz  
Yetty Oreagba

# WBENC

WBENC is the largest nationally recognized third party certifier of women owned and operated businesses. They work with American corporations to promote and partner with their certified businesses, as well as federal, state, and local government entities. These partnerships that WBENC creates are all managed through their regional partner organizations. Fireline's regional organization is the Women's President Educational Organization (WPEO) in DC. They work to match up WBENC certified businesses with corporations looking to find companies they can use to meet their diversity requirements.





**Fire Alarm** By **NORM MASON**, Vice President & General Manager

I hope that everyone has weathered the recent severe storms and tornado threats that recently went thru our area and that no one suffered any damage. Hopefully Summer will soon be here.

The month of May marked the first companywide completion of employee reviews by all department managers. This task took a big effort from all managers with the cooperation of all employees. This annual review process will now take place in May every year and will be of benefit to all.

If you notice any new faces in the Fire Alarm building, we have hired two interns for the summer. One is Amy Misera. She is assisting the design group before returning to school in Massachusetts where she attends Worcester Polytechnic Institute. The other intern is Brennan Iwanowski. Brennan is currently attending ITT Technical Institute majoring on the Electrical Engineering program. He will be assisting in both the design group and the field tech group this summer. Please take time to say hello to them when you see them.

The design group has recently purchased the newest Building Information (BIM) design software and will start to learn how to use and implement this design software. This is a software program that is starting to be used throughout the construction industry and all companies in our business will need to be using this software in the near future. Fireline is trying to stay ahead of this process and will be prepared when we do need to start using it on projects.

The department recently had a brainstorming meeting led by Anna Gavin to discuss several areas for improvements to the operation of the department in the future. I would like to thank those in the department that participated for their input.

Anna & I recently returned from attending the annual NIFAD meeting and the annual NFPA meeting in Chicago. NIFAD stands for National Independent Fire Alarm Distributors. This is a group of independent fire alarm distributors throughout various parts of the U.S. that meet annually and discuss issues within our industry and seek out solutions to these issues. We also have one full day of presentations from various manufacturers and authorities from within our industries on a wide range of fire alarm related topics.

Rich Sigethy also joined Anna & I at the NFPA convention exhibit hall. This gave us an opportunity to visit with all manufacturers that we have relationships with and keep up to date on what other manufacturers may have to offer as well as keep us on nay new products that may become available to us.

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*Fireline*  
is a proud distributor of..



**PAY**

Remember that your SI Web Tools online schedule and paystub username may not be the same as your workstation, email/webmail and SharePoint username. For access and permissions, contact Shannon (Ext.326). For password reminders and resets, contact Cindy. For time or compensation disputes, contact your Supervisor and/or your Department Manager before contacting the Human Resources Manager.



**Fire Alarm** By **NORM MASON**, *Vice President & General Manager*

Continued from page 9

Congratulations to Billy Carter for his appointment as the Fire Alarm Department representative on the Safety Committee. Billy replaces Al Riefflin who had served on the committee since its inception. Thanks Al for your years of participation on this committee.

Kudos go out to our design department. I just received a call from Lt. John Carr of the Baltimore City Fire Department plans review department. John had a general question, but also wanted to complement Fireline on the fine job that we do on any of our fire alarm plans that are sent to him for review.

I also received a letter from CTS Services, one of our electrical contractor customers last month complementing Eric Robertson & Dwon Bess on the fine job that they did working on their project.

It is always refreshing to receive these complements from our customers and people in our industry about our employees. To all, keep up the good work.



**Service Sales & Vehides Service** By **DAVE TAYLOR**, *Department Manager*

The Service Sales Department is experiencing a dramatic increase in customers requiring Fireline to participate in online vendor registration and qualification systems. Typically, these vendor portals require extensive corporate information as well as requiring field personnel to pass a background investigation. The time involved in preparation and approval can be lengthy. It's very important that we keep this in mind when setting up accounts and scheduling service so we don't incur unnecessary delays.

Melanie Ambridge was recently nominated and accepted as a member of the Property Managers Association (PMA) Operational Committee. PMA is the primary trade association in the Washington, DC Area for Property Management firms.

The Vehicle Systems Group recently added portable fire extinguisher inspections for all Metrobuses as part of the WMATA contract. Vehicle systems technicians will inspect and tag portable fire extinguishers for over 1500 buses in addition to their daily engine compartment fire suppression systems inspections.

Fireline is now an authorized vendor for Carter Machinery Company, a leading heavy equipment supplier headquartered in Salem, VA. Carter Machinery procures the installation and repair of vehicle fire suppression systems for a variety of heavy-duty construction and earth-moving equipment.

## Anniversaries

*Fireline* is extremely grateful to these employees for their years of dedicated service:

### July

Phil Bowers—47 Years  
Rick Mohney—39 Years  
Steve Imhoff—39 Years  
Fawn Dyson—15 Years  
Glenn Jaeger—11 Years  
George Armstrong—8 Years  
Frank Bernadzikowski—7 Years  
Ken Barnhart—4 Years  
Travis Shirkey—3 Years  
Pat Fitzgerald—2 Years  
AJ Decker—1 Year  
Laura Smith—1 Year

### August

Steve Clarke—36 Years  
Reggie Burton—19 Years  
Jim Handy—14 Years  
Dan Towle—13 Years  
Daryl Blow—13 Years  
Wayne Bennett—12 Years  
Tony Cadogan—9 Years  
Greg Diaz—9 Years  
Rich Sigethy—9 Years  
Linda Abdow—9 Years  
Shaun Austin—7 Years  
Doug Henninger—6 Years  
Dwon Bess—6 Years  
Dave Taylor—2 Years  
Debbie Lanham—4 Years  
Mike Rainey—4 Years  
Tim Francis—4 Years  
Freddie Harvin—4 Years  
Continued on Page 10

# SOP

A Standard Operating Procedure (SOP) is a written procedure prescribed for repetitive use as a practice, aimed at increasing productivity and accuracy. Has your department documented your SOP's? In preparation for new and improved software, integrated systems and technology upgrades the PMO will be focused on assisting you with this task in 2013. Complete SOP's are posted on SharePoint and can be referred to for instruction or as an example when creating your own.



**Portables & Restaurant Hoods** By PHIL BOWERS, *Department Manager*

**The National Association of Fire Equipment Distributors (NAFED)**

celebrated its 50<sup>th</sup> anniversary this year. Fireline had a lot of influence on the shaping of the association. John Waters, our founder, served as the 3<sup>rd</sup> president of the organization and Steve Waters served as president from 1985 – 1987. Both have chaired many positions on boards and committees throughout the years. With their assistance the organization has grown and developed into a major player in how our industry grows and develops. It's hard to imagine where we would be without NAFED, these past fifty years to champion codes and standards that improve fire safety and to confront legislation that slacks requirements and puts lives at risk.

The portables department shop areas are going thru modernizations to improve productivity and efficiencies. After many years of our usual routine I have decided to look at and evaluate the procedures we use in our shops. We are in the process of making changes, starting with Steve Imhoff who volunteered to take on overseeing the dry chem shop along with everything else he's doing. Art Decker has also volunteered to assist Pee Wee in the halogenated extinguishers shop and also help in the water base extinguisher area. Ryan Witt, Eric Perkins and A.J. Decker are stepping up to the new procedures that we are instituting and I feel that by the beginning of the 3<sup>rd</sup> quarter we will be well on our way to a much improved shop area. Thanks again to everyone in the shop areas for pitching in, change is not always easy but you are all doing a great job.



**System Sales** By RON EURE, *Department Manager*

Summertime, and the selling is easy

Sales are jumping, and the profits are high

Oh, the EC's are rich, and the GC's are too

So hush little Salesperson, commissions just fly

One of these mornings, everyone will buy from you

All the jobs will run smooth and on time

You'll be 100% over quota

And you'll be able to sleep in until nine

Don't we all wish this were true. But, we all know it is just lyrics and wishful thinking.

Work hard, sell hard, and maybe our lives will be a little easier.



## Anniversaries

Continued from page 9

### August (Cont.)

Jarvis Stevens—3 Years

Ross Dyott—2 Years

Mark Vestal—2 Years

Dustin Breeden—2 Years

Rick Kavlich—1 Year

Marvin Nagel—1 Year

Dave Krenzer—1 Year

Khamloun Chanthapa—1 Year

### September

Cindy Rueppel—35 Years

Erik Noffsinger—16 Years

Ted Reitterer—16 Years

Nicole Baublitz—10 Years

Dan Evangelisti—9 Years

Justin Fishback—9 Years

Jason Litten—7 Years

Matt Williams—7 Years

Loren Crookshanks—6 Years

Walter Crawley—5 Years

TJ Smallwood—5 Years

Brad Mays—4 Years

Robbie Kershner—3 Years

Kevin Federline—2 Years

### Did you know:

Sublime based their hit song "Doin Time" on this George Gershwin classic.

It was their commercial breakthrough and became a hit shortly after their lead singer died of a drug overdose.

# SIP

Dwon Bess won the \$200 SIP Award in April, Frank Bernadzikowski won the \$300 SIP Award in May and Fawn Dyson won the \$400 SIP Award in June. Stay safe out there, and do your part to help Fireline avoid recordable incidents. By doing so, you become eligible to win cash prize drawings which increase with extended accident-free periods.



**Leesburg Branch Office** By JUSTIN FISHBACK, *Branch Manager*

How many of you look at the tag on a fire extinguisher when you walk into a building? As we all know, almost every building has fire extinguishers, or at least they should. Keeping track of the services performed on a building with multiple extinguishers can be a daunting task, so imagine managing an area with nearly two thousand!

This is what portables service technician Julio Castro's job consists of each day at Dulles Airport. Along with Julio's hard work, we are able to manage this task by using a barcoding system called building reports that has a program designed specifically for the inspection of fire extinguishers. This system has always been available to us, but many of its benefits were unrecognized. After many hours of exploring this program (and a little trial and error) we are now able to track an abundance of data, how many extinguishers are in a particular building, the size, type, and location of each extinguisher, and when each extinguisher is due for its annual and six year maintenance, and hydrostatic testing. Now that we have a better understanding of how this program works, we have been able to streamline the process of scanning and performing inspections by separating Dulles Airport into ten different sections. This also gives us a more effective way to find a particular extinguisher in the database, and keep our information more accurate and up to date, which will ultimately cut down the number of missed fire extinguishers to zero.

Since Dulles Airport consists of 11,830 acres, 280 buildings, and 2,000 extinguishers, finding a way to eliminate mistakes and keep everything serviced properly has not been an easy task! With the support of Fireline and the Metropolitan Washington Airport Authority (MWAA), I am pleased to report that by August we will have all the extinguishers organized into one of the ten new sections and renamed to properly identify their location. At this time I will be able to distribute a monthly report to MWAA to give them an accurate count of extinguishers on the premises and the total amount that have been serviced for any given month. I know this will be extremely helpful to MWAA because they will be able to utilize those reports to budget more effectively by anticipating what and how many additional services will need to be performed in the upcoming years.

I would like to thank Julio Castro for being so enthusiastic about walking all those miles on a daily basis for almost two years, and for being patient as we experimented with the barcode program. We also wouldn't have been able to accomplish this without the support and patience of MWAA and Tim Dickerson while we worked on this new process.



BuildingReports.com



Follow Fireline On...



Fireline is now on Facebook, YouTube, LinkedIn, Google +, Flickr and Twitter. Click on the logos above to follow and share with friends today.

**Photo Hunt** Can you spot the differences between these two images?



**Sweet Summertime ...**

Don't forget to submit your summer vacation photos to be featured in next quarters newsletter!

## Industry News

### Bring on the summer grilling season (NFPA May 2013)

Grilling is one of the many hallmarks of summer, and there are few activities more enjoyable than gathering with friends and family to collectively soak in the sunshine over burgers (veggie or otherwise). However, as June and July are popular months for grilling, they are also the peak months for grilling fires. Grilling was involved in over 8,000 fires between 2006 and 2010, with the majority of these caused by gas grills, according to a [2012 NFPA report on cooking fires](#).

#### Grilling Safety Tips from NFPA:

- Propane and charcoal BBQ grills should only be used outdoors.
- Keep children and pets at least three feet away from the grill area.
- Keep your grill clean by removing grease or fat buildup from the grills and in trays below the grill.
- Never leave your grill unattended.
- Always make sure your gas grill lid is open before igniting it.
- Check the gas tank hose for leaks before using it for the first time each year. Apply a light soap and water solution to the hose. A propane leak will release bubbles. If your grill has a gas leak, by smell or the soapy bubble test, and there is no flame, turn off the gas tank and grill. If the leak stops, get the grill serviced by a professional before using it again. If the leak does not stop, call the fire department.
- If you smell gas while cooking, immediately get away from the grill and call the fire department. Do not move the grill.
- If the flame goes out, turn the grill and gas off and wait at least 15 minutes before re-lighting it.

Check out these helpful safe grilling resources:

[Great balls of fire! Grill injuries can ruin your cookout](#), [How to Put Out a Gas Grill Fire](#)



Fireline offers our customers training on usage of portable fire extinguishers. How many of you our employees have fire extinguishers at home (it should be everyone) and how many of you and your siblings would know how to use it in time of an emergency? Fireline would like to schedule a day this summer to do training with our employees and their families. If you are interested please contact Lisa Malone.

Fireline offers our employees a 10% over cost pricing for purchases of fire extinguishers, smoke detectors and carbon monoxide detectors. If you are interested in purchasing any of the above contact Phil Bowers at extension 235.



# JOB

Fireline is seeking experienced Sprinkler, Fire Alarm and Portables Service Technicians in the Northern Virginia/Southern MD/DC Area. Fireline is an Equal Opportunity Employer that offers competitive pay, full benefits and extra compensations.

## Recurring Themes



### Financial Feng Shui—*Mind on the Money*

Virginia Sales and Use Tax Increase is a Regional Matter By LINDA ABDOW, *Controller*

**Effective July 1, 2013**, the state of Virginia increased the sales and use tax rate on materials sold to customers (sales tax) and materials purchased for jobs (use tax). For those of us who live in Maryland, we no longer need to venture over to Virginia to receive a 1.0% sales tax break on purchases. Virginia is increasing its sales tax rate from 5.0% to 5.3%... but that's not all. In addition to the 0.3% statewide increase, the Northern Virginia and Hampton Roads regions are assessing an additional increase of 0.7% which changes their overall sales tax rate to 6%, the same as Maryland's. Now, we have two different sales tax rates to track and report monthly which not only adds additional administrative costs and but adds to the confusion as well! No doubt this will be challenging for both the sales staff and technicians as we serve businesses in the Northern Virginia region (a 6.0% sales tax rate) and other Virginia counties, which will enact a 5.3% sales tax rate. Sales staff need to remember the different rates when quoting prices to customers and technicians need to remember the different rates when collecting from COD customers. Your manager will provide you a reference sheet to keep track of which Virginia jurisdictions charge a 6% sales tax and which charge a 5.3% sales tax rate.



### Executive Direction—*Administrative Notes for All*

By CINDY RUEPPEL, *Executive Director*

Many of you are asking "Where is Ras?" While Ras is vacationing in her homeland in Sri Lanka, Debbie Lanham is helping out with Accounts Payables duties. This is one example of the cross training efforts the Admin department is undertaking this year. Another program recently attended by the Admin staff involved customer service training. The training provided useful suggestions when communicating with customers and some great coaching advice. Not only was this training enjoyable, but the attendees now have a greater sense of commitment to our customer's needs.

On May 22<sup>nd</sup> our 401K representatives from Planning Solutions Group held a retirement seminar for our employees and spouses over the age of 55 at Snyder's Willow Grove. Many relevant topics relating to Social Security and Medicare, Estate Planning were discussed. Our John Hancock rep will be here on June 26<sup>th</sup> to meet with new enrollees and answer current participants questions regarding our plan. Please consider contributing towards your retirement! Please note that Richard Osikowicz no longer works for Planning Solutions Group. If anyone has questions relating to their investments please feel free to contact me and I will have a representative from Planning Solutions contact you.

May all of you have a relaxing summer!

## Quarterly Eats

### Shrimp Kabobs



#### Ingredients

- 3 Tablespoons Olive Oil
- 3 Garlic Cloves, Crushed
- 1/2 Cup Dry Bread Crumbs
- 1/2 Teaspoon Seafood Seasoning
- 32 uncooked medium shrimp (about 1 pound), peeled and deveined
- Seafood Cocktail Sauce

#### Directions

In a shallow bowl combine the oil and garlic; let stand for 30 minutes. In another bowl, combine bread crumbs and seafood seasoning. Dip shrimp in oil mixture, then coat with crumb mixture.

Thread onto metal or soaked wooden skewers. Grill kabobs, covered, over medium heat for 2-3 minutes or until shrimp turn pink. Serve with Cocktail Sauce.

# NEW

Please help us welcome the newest members of the Fireline team. Amy Misera (Fire Alarm Intern), Brennan Iwanowski (Fire Alarm Intern) and Amanda Haas (PMO Intern).



**Project Management Office (PMO) -  
Helping Fireline achieve its mission since 2011**

**Project Updates** *By Shannon Adkins, PMP*

Following a recent collaboration of the minds with an outside source, a name most of you know, Brian Jennings, PMP, we have developed a strategy to better align our goals with Fireline's vision, values and strategic goals. Moving forward we will strive to play a more integral part in the achievement of these goals.

We determined what type of PMO we were and what role we currently playing in goal achievement. Our level of involvement and influence was low, we were managing a fairly large number of projects but most of them were small with very low impact on the success of the organization.

Since then we have assisted management in the completion of a high impact project in System Service Sales Department. The PMO offered support in IT and Administrative tasks required to complete this project. Empowering the project team, Barb Haas, Yetty Oreagba, Karen Cobb and David Taylor with the information they needed to keep the project on time and within scope. A combination of the PMO project process and the team's hard work produced a successful outcome.

We are currently working on a new Supply Management process, and the very exciting SharePoint migration. Special thanks to the long list of people in our SharePoint focus group, your feedback regarding SharePoint layout and design is priceless.

**Summer Evening Concerts  
at Boordy Vineyards**



Join your co-workers for an evening at Boordy Vineyards!

Dance under the stars to live music, and picnic on the grass by the vineyard sipping a chilled glass of Boordy wine.

An outdoor concert featuring Jimi Smooth & HitTime (Motown) will be held at Boordy Vineyards on **August 3rd**.

Boordy wine is the only alcohol allowed on premises but you may bring your own food or purchase food from an on-site catering company.

There is an \$18 online admission or \$20 at the door (\$10 for Teens 13-20, \$5 for Children 2-12). The event is held rain or shine!

Visit Boordy's [website](#) to see all events at the winery.



**INTRODUCING.....**



**Firenet** Share More, Do More

Fireline's first step in its SharePoint makeover.  
Firenet is your new place to "Share More, Do More"

**PMO**

The Project Management Office (PMO) is here to help you establish and maintain efficient and effective processes in conjunction with formal project management methodologies, company-wide training and development, information management, and automation initiatives. We perform all administrator functions for *SI Web Tools, SharePoint, and the Fireline Technology Committee*. Call Shannon (Ext.326) any time with your questions or concerns.



## Affairs To Remember July, August, September

### Baltimore

Restaurant Week  
July 26—August 4

Grand Prix of Baltimore  
August 30—September 1

Artscape  
July 19—21

Baltimore Book Festival  
September 27—29

Baltimore Hockey Classic  
September 17

Renaissance Festival  
August 31—October 20

Maryland Seafood Festival  
September 7—8

### District of Columbia

Smithsonian Folklife Festival  
July 3—7

Winestock  
July 13

Bands, Brews and Barbecue  
September 28

Brew at the Zoo  
July 11

Screen on the Green  
July 22, 29; August 5, 12

Annual Loudoun County Fair  
July 29—August 3

S'mores Weekend at Willowcroft  
August 10—11

Autumn Arts & Crafts Festival  
September 28

## Fireline Funny's



“To leave a message, press 1. To verify that you pressed 1, press 2. To verify that you pressed 2, press 3. If you don't want to press 3, press 4. To verify that you pressed 4, press 3...”

### Want to win a prize?

Be the first to spot at least 5 differences in the Photo Hunt on pg. 16 and complete Summer 2013 Fire Flyer crossword puzzle.

To win this month's prize email: [sadkins@fireline.com](mailto:sadkins@fireline.com)

Last quarter's winner was Ras Wisidagama



Are you ready for some football?

Preseason starts August 8th.

Check out the schedule and start planning your tailgate now:

<http://www.baltimoreravens.com/gameday/season-schedule.html>

### Old News

If you missed any of our issues or would just like to look back in time, the Fire Flyer is always available at:

[www.fireline.com/news-room](http://www.fireline.com/news-room)

### Coming Soon

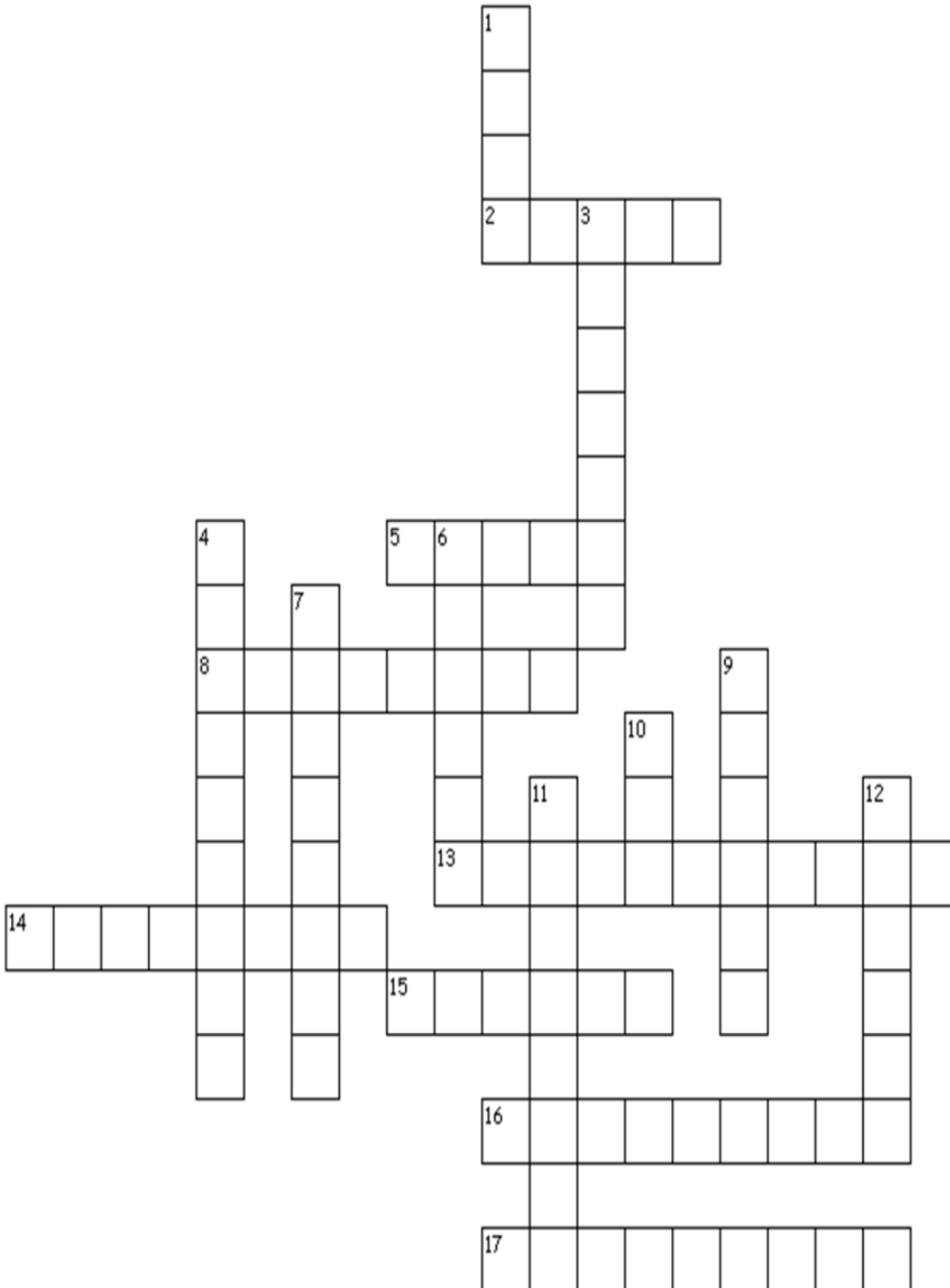
**Vol. LXVI No. 4 (Quarterly Edition—Fall)** arrives Friday, October 4, 2013

Although some contributors maintain recurring articles or features in the newsletter, any *Fireline* employee may submit ideas or material for publication (content may be edited).

# FAQ

Check out the IT tab on SharePoint to see answers to frequently asked IT questions like “How do I fax from my computer?” From this tab you can also submit a service request for your computer such as, “The printer is not working” or “I need a new mouse”, directly to Ken Barnhart.

# Did *you* read the newsletter?



**Across**

- 2. This organization is celebrating its 50th anniversary
- 5. 73% more likely for people who regularly sleep less than 4 hours
- 8. Ron Eure adapted a song written by this artist for his newsletter article
- 13. Quarterly Eats Recipe
- 14. This state has increased their sales and use tax.
- 15. Airport with 2,000 extinguishers
- 16. Quarterly Value
- 17. Ride Across Maryland Team featuring Fireline Employees

**Down**

- 1. Most common form of cancer in the U.S.
- 3. The new name for CompanyWeb as a part of the SharePoint Makeover
- 4. These supplements are a healthy sleep aid.
- 6. Fireline Employee celebrating 47 years at Fireline this month
- 7. Summer activity responsible for 8,000 fires between 2006-2010
- 9. Sport played at the Baltimore Classic
- 10. Acronym for the newest Building Information design software
- 11. Ras is spending her vacation in her homeland
- 12. Local vineyard hosting outdoor summer concerts