

AUGUST 2015

**Fireline** FIRE FLYER Vol. LXVIII, No. 2



**NEW LOOK  
NEW  
TECHNOLOGY  
PLUS  
FIRELINES  
NEWEST  
EMPLOYEES**



# labor of love

## A note from Anna Gavin

Writing this newsletter takes a lot of people and a lot of love. This is how I have seen the the FireFlyer evolve over the years.

In my office drawers are Fireline FireFlyer newsletters printed on yellowing paper typed on a typewriter and copied on a...well, whatever machine it was they used for making copies back before we had copy machines (yes I am too young to remember such things).

Why do we do the company newsletter? Is it just some way to distribute pictures and announce birthdays? Hasn't social media changed the need for this thing?

These are the questions I sometimes ask myself when up late at night editing this massive pdf. At times it can be a frustration, at others a guilty pleasure (who knew graphic selection could be so engaging?). However the purpose of a company newsletter is not just to share news—it is to unite us as a community. We use it to show how we are growing, to share ideas and stories, to build bonds between our many departments and to celebrate in our successes.

When I started here in 2001 the Fireflyer was made on Microsoft Word. It was created by a single office employee who would spend the better part of the quarter begging people for content and filling the empty spaces with clipart and photographs taken on a throw-away camera. It was that thing we were supposed to do but no

one wanted to actually do. It was a chore.

In 2011 Fireline was lucky enough to engage a talented employee who saw opportunity in a well written newsletter. He completely framed out the format for the 2011-2015 newsletter, using Adobe Publisher instead of Word. Complete with pictures, crossword puzzles, and professional formatting far superior to anything we ever had before.

Before we knew it, the participation rate skyrocketed. Managers really put sincere effort into their articles, techs contributed content and people fiercely competed over the crossword prize. Our newsletter had officially stepped up its game. The PMO took over the newsletter in 2012 and successfully released great company newsletters every quarter for since.

This past quarter, the newsletter team (it takes at least four of us to make this happen) got together and decided it was time for a refresh. Something more modern, more visual. And voila! Here it is. We looked through many magazines for inspiration as you will see. We hope you like it. It will continue to evolve and grow just as Fireline does. Thanks for all those who support the creating of this publication.

**Fast response.  
Efficient sales and service.  
Quality installations, inspections, and repairs.**

**So, you  
can get to  
happy hour  
on time.**

***Fireline***

**Fireline Corporation | 4506 Hollins Ferry Rd. Baltimore, MD 21227 | 410-247-1422**

**Service Sales**

**Top Dogs**

**Chewing through the  
market.**

**April: David Gates**

**May: Charlie Miskimon**

**June: David Gates**



## TOPIC OF THE QTR

# technology & the industry

*The business of fire protection has evolved greatly in the past few years*

We all know technology is at the base of all operations these days. But how has it affected the fire protection market? What new technologies affect our operations and our products?



PHIL BOWERS

## PORTABLES

While the actual portable extinguisher units have changed little over the years, the equipment we use to service and track them have advanced greatly.

We have computerized our high pressure and low pressure cylinder testing and recording equipment allowing us to be more efficient with our test records to keep us on top of any Department of Transportation requirements or certifications. And our dry chemical shop has added a dust collection system that has vastly improved the powder retention from that room helping us to better protect our people and the environment.

Our clean agent room is equipped with the most cur-

rent technology for removing and refilling the clean agents from all manufactures extinguishers. Helping improve employee safety and helping protect the environment from ozone contamination. Cell phones have increased the effectiveness in our department in many ways, immediate access to a technician in case of emergency (versus the old beeper if you are old enough to know what they are), GPS and map routing, and the ability to text the warehouse to have them pull needed inventory in advance is a major time saver. We will soon be doing our bar coding scanning off or cell phones too. And of course the new computer system will give us the ability to handle tickets on our phones as well as manage our equipment and track our units.



TED

## REITTERER

## SPRINKLER

There are several jurisdictions that now allow us to apply for permits online. We are able to upload drawings to their server which eliminates the need for a permit runner and saves time and money.

Many other jurisdictions at least offer online tracking of permits that have been applied for so this saves time as well.

Being able to create a weekly schedule to email to all of the field techs has also increased efficiency. Although the schedule may change at times it is easy to just send out an update and then we don't lose any time.



**JUSTIN FISHBACK  
ON RESTAURANT  
SYSTEMS**

In 2006 part of The International Mechanical Code was revised to allow the use of heat sensors for the automatic operation of the fan control. The revision reads “Type 1 hood systems shall be designed and installed to automatically activate the exhaust fan whenever cooking operations occur. The activation of the exhaust fan shall occur through an interlock with the cooking appliances, by means of heat sensors or by means of other approved methods.” This change gives our restaurant customers the ability to leave their pilot lights on all the time. The new heat sensor technology will please our

***“we now have the advantage of just pulling out our phone and scanning the device”***

customers as their most frequent complaint was the daily task of re-lighting the pilots to their appliances before cooking.



**KAREN COBB  
SYSTEMS  
SERVICE**

With the advances in technology there have been many improvements in our department. Obviously electronic reports are cleaner and easier to find (no more file cabinets!)

Recently, barcoding technology has greatly improved for us. We now can use an app on our smartphone which has greatly improved the process. In the past we had scanners that have to be uploaded and downloaded. It was easy to forget to pick up these scanners at the office. Or sometimes a scanner wouldn't function correctly. And often the date defaulted to 1997. We now have the advantage of just pulling out our phone and scanning directly. Previ-

**YOU ARE NEVER  
TOO COOL  
FOR SAFETY**



**Respect Yourself.**

**Respect Workplace Safety.**



**Congratulations to this  
Quarter's SIP Winners:**

**April:** Jonathon Pegg

**May:** TJ Timpson

**June:** Deshawn Brown

ously we would have to request report corrections with Building Reports which was costly. Now the reports are uploaded at the time of service rather than having to wait until the tech comes in with a scanner and hope (fingers crossed) that the



**BRIGHT IDEAS...**

*are always welcomed.*

**Submit your ideas in the suggestion box. Located on the home page of [Firenet](http://Firenet).**



For information on your paystub visit

<https://workforcenow.adp.com>

battery didn't die or not back up and lose the information. This app alone has saved lots of time and energy for us and our customers.



**RICH SIGETHY  
FIRE ALARM**

Since 9/11 the fire alarm industry has had a huge shift. Our systems are now informing occupants of emergencies other than fires, such as terror threats, weather alerts, etc. Who would have thought this industry would go from bells and gongs, to having the ability to inform and direct occupants in several languages what to do in an emergency, along with emailing or texting?

Our standard practice has been to hire electricians and train them to become fire alarm technicians. Now when we hire, we need to find a mix of Bill Gates and *Joe the Electrician* in order to satisfy the current and future industry requirements.



INSIDER INSIGHT:

**TJ SMALLWOOD**

VEHICLE SYSTEMS

BALTIMORE

**tic toc tech**

As businesses look for ways to keep costs down and improve customer satisfaction, technology never fails to pop up with brilliant solutions to help do just that. Our in-house system consisting of customer and vendor database, inventory, invoicing, accounting, ticket printing, scheduling etc has been around a long time, but technology has been constantly improving to allow more detail and options for users and to support interaction with some of the newer tech tools and devices the company has been starting to use.

***“Snapping and texting a picture saves a thousand words in a service trouble situation.”***



Here in the Vehicle Systems Department, our most powerful tech tool has actually been the Smartphone. It puts our team at powerful communication levels. We have continuous access to each other and customers no matter where we are - in the field, the office and even at home. Customers feel special knowing we are always there for them in more than the

traditional office hours setting. The Camera App is handy. Snapping and texting a picture saves a thousand words in a service trouble situation. Taking a picture of displays, part numbers and other info is faster and more accurate than writing it down. The Navigation (GPS) app helps our technicians find job sites more quickly, especially since we work in bus lots, landfills, off the road places that are typically hard to find. Having mobile internet access allows us to look up service related topics while on site such as parts, specs, How-To articles and videos, warranty details ,etc.

Another useful tool has been the GPS tracker on the vehicles. The technician's time cards are generated using their vehicles starting and stopping positions that are auto time-stamped and dated. EZ PASS is a huge plus. It's much more efficient than turning in receipts for tolls.

The technology we use that is designed specifically for use on the vehicle systems we service is a program on our laptops that connects directly to the equipment to provide an event log of the system functions.

With the boom of rapidly progressing technology, we probably take a lot of our devices and gadgets for granted. We should stop and imagine in detail what our work would be like without all of them. Even though keeping up with technology may be expensive, it's clear it pays for itself in reduced work time and increased customer loyalty. It's worth it!

*Good Luck in  
South Carolina  
Rick Mohney!*



# peer recognition

Employee Recognition Awards are issued each month to members of our team who go above and beyond. Nominated by their peers, these Fireline employees deserve to be recognized for all their accomplishments.

## Congratulations to the 2nd quarter winners



Kathy Coffey ~ Billing



Harry Lowman ~ Fire Alarm Design



Lino Rivera-Lopez ~ Leesburg Shop



Derrick Meilhammer ~ Vehicle Systems



Jennifer Barron ~ Systems Service



Ike Austin ~ Portables



Fred Anders ~ Sprinkler Service



Mark Rufus ~ Fire Alarm Systems



Bill Gibb ~ Materials Resources





**OUT AND ABOUT**

**A** - Dave Gates and Dave Taylor handing out Fireline golf gloves at the Grace Oughton Golf Tournament.

**B** - Chris Troutman and Guy Hornig of the Fire Alarm design department living it up at the 2015 SFPE annual golf tournament.

**C** - A diver inspects the water tank for us at Martins State Airport

**D** - A Fireline fire extinguisher on the set of VEEP (HBO show filmed in Maryland)

**E** - Anna Gavin joins the inaugural members of the Amerex Group Business Council in Trussville, Alabama for their first meeting.



# kudos

Sometimes its nice to get a little recognition.

*“The teamwork between the two techs was quite impressive...”*

The Service Team

**Customer**

I would like to thank everyone for responding so quickly to our client in Cambridge. He has not been happy with another company’s service or response time.

I called him Friday to see how things went with his repair. He said he could not be happier and that he was very impressed with Fire-line’s repair team, their professionalism and their apparent knowledge of his sprinkler systems.



Dan Towle  
Service Technician

**Internal**

Also, I wanted you to know how accommodating Dan Towle is. I have had several “have to be done ASAP” customers lately in his zone and he makes the inspections happen ASAP. I feel so relieved Dan can make these happen as it really helps out the customers and we all look like heroes.

*“...he was very impressed with Fireline’s repair team.”*



Lane Villers and  
Charlie Harris  
Service Technicians

**Customer**



“Just wanted to say thanks for taking care of the pump test at the facility in

Salisbury. Fireline is the 4th vendor I’ve worked with doing the pump test and by far the best . The team work between the two tech’s was quite impressive ,it showed that they must work together often . Just wanted to say thanks !! I will be re-requesting that we use your services for any future work.



Matt Meyers  
Service Repair  
Representative

**Customer**

Matt, thank you very much! We really appreciate the adjustment and it shows you really care for your customers.



Charlie Miskimon  
Service Sales  
Representative

**Customer**

I wanted to say thanks for your help and support in working with us. Together we made a difference.

**Having them help plan  
your project back there  
lets you spend more time out here.**

**Fireline PMO**  
Call Shannon Adkins at Ext. 326

The Fire Alarm Department

**Customer**

I am pleased to state that Fireline’s team rose to the occasion to meet the challenges. Your willingness at the start of the project to work with us and develop a strategy for success was an important step, which set the tone for the relation-ship. Chris Troutman’s efforts to expeditiously produce shop drawings, and, his subsequent work to quickly modify the drawings was crucial to

*“Fireline folks clearly see the bigger picture.”*

our ability to get approvals from focus and did what was required to get the sys-tem completed. Fireline’s folks clearly see the bigger picture. They are willing to

*“...nicest fleet vehicles they have ever seen.”*

Work with others to insure that the common goal of successfully delivering a project to the satisfaction of the customer is achieved. I thank you and the Fireline team for your work on this project. I look forward to working with the Fire-line team on future projects.



John Hurley  
Service Technician

**Customer**

I would like to thank the technician, John Hurley who came out here to work in our community. He was very professional, worked hard and was very pleasant to work with.



John Oliver and  
Dennis Testo  
Service Technicians

**Customer**



Great job John Oliver and Dennis Tetso for hang-ing in there to get this call handled!

I appreciate the extra hours worked to handle this call.



Bill Gibb  
Material Resource  
Manager

**Internal**

I met with 6 of the Fire Marshals for the base, they all comple-mented us on how beautiful our trucks are, and said that they are the nicest fleet vehicles they have ever seen.



**CDL HAZMAT LICENSE**

*A Benefit to You and  
the Company*

See your manager to learn more.

Congratulations to Keith Smith and Bill Gibb for passing their exam this quarter!



**Fireline Folks**

Top Left: Service Sales team enjoying a team dinner.

Top Right: The Leesburg Restaurant Install crew enjoying a sunny day.

Middle Left: Galiso Training

Middle Right: Some dedicated Caps fans.

Bottom: Sharon Rose celebrates 35 years.



**Matt Meyers:**

Fireline employee since 2001.

Specialty - fire alarm and special hazard troubleshooting.

# teaming up

**Jennifer Barron:**

Fireline employee since 2015.

Specialty - task execution, organization and keeping Matt on point.



## ON THE COVER

### MATT MEYERS AND JENNIFER BARRON

Quoting the repair work our service department brings in takes a lot of hard work. Anna Gavin sits down with Fireline's newest team to ask a few questions.

**AG: What is the most challenging part of managing the repair quote process?**

**MM:** The most complex part of managing the repair quote process, is getting complete and accurate base material. Often times, there are variables associated with a task or even an individual part. The time/effort to narrow down those variables can be time and energy consuming...as well as straight nerve-racking!

**JB:** The guessing game: Often times the technicians will assume that Matt is the first one to see the Req so they will use "Tech talk". That's not always the case, it can be challenging trying to decipher what they are actually trying to convey.

**AG: What have you learned the most about working together?**

**MM:** In an ideal situation, two people can complete twice as much. Reality dictates that is not the case. When things get busy, communication is the key to get things done effectively. A little joke does wonders to break the tension.

**JB:** I have learned a lot in my few short months at Fireline. Matt has taught me so much of the technical aspect of the job. I know I have a lot more to learn, but it's nice to know what I'm quoting and understanding what is wrong and how we will fix it.

**AG: Does anyone stand out as an all star with their paperwork?**

**MM:** What day of the week is it again? A lot of Fireline techs do well with paperwork, but I can appreciate how changing schedules and workloads can rattle consistency.

**JB:** All techs have their good days and their rough days. It reflects more in their paper work then they might realize.

**AG: What is your favorite type of equipment to quote and why?**

**MM:** That's a tough question. I like to quote anything that makes lots of money. It doesn't matter if its sprinkler, fire alarm, suppression...materials themselves can sometimes be very profitable, other times inexpensive materials create more labor value. Boring I know...

**JB:** Sprinkler – I understand Sprinklers much more then I do Fire Alarm, that is where Matt comes in.

**AG: Which buddy team describes you best?**

**JB:** Sherlock and Watson. We are always solving a puzzle. Matt is off in another world like Sherlock while I am Watson, just trying to keep him here and on task.

# meet the new

Fireline fans meet your new stars! There are many new faces out there so be sure to introduce yourself and welcome them to our team!





# ***CORE Components***

Captive-Aire is revealing their new restaurant system that will require the work of multiple Fireline teams to install. The new technology proves to be a big change.

***Article by Justin Fishback***



*In the near future,* Fireline will be installing Captive Aire's newest restaurant system, CORE. This system has a variety of new features that will be beneficial to both Fireline and its customers.

CORE's most notable feature is the total flooding system, which uses the same nozzle to protect any appliance under the hood. This allows customers the freedom to change their equipment line-up without having to re-pipe the system to match the new configuration. CORE also has an unlimited supply of water, which prevents flashback in the event of a fire. Customers will also appreciate the automatic wash-down cycle found inside the plenum of the hood. This will cut down on the amount of cleaning required to remove the grease buildup, thereby reducing the risk of a fire.

CORE's features also appeal to technicians who will enjoy its ease of installation and service. Instead of the traditional fusible links, the system

uses electronic detection. This means there will be no jammed detection lines to repair! Additionally, Fireline's hood technicians will have the opportunity to learn more about low voltage wiring, as the electronic detection and remote pull station are both run through low voltage with a battery back-up. This set-up is

much easier to install and repair than the traditional mechanical system.

Service scheduling, trouble shooting, and routine repair will all be made easier through the system's real-time reporting to Captive Aire. Live alerts are sent to both Captive

*"...this is the first time they will work together on the same piece of equipment."*

Aire and the customer showing them exactly what issue needs to be addressed, and lets Fireline know which department needs to dispatch a technician. The unique features of this system will require cooperation from each department during its installation. While it is not unusual for Fireline technicians from multiple departments work together on a single project, this is the first time they will work on the same piece of equip-

Sprinkler technicians will be tying in the water lines from the building's sprinkler system; fire alarm and suppression technicians will run all the low voltage wire to the control package; restaurant technicians will pipe protection for the appliances; and finally system service will provide semi-annual maintenance and system trouble shooting.

This naturally leads to a challenge with coordinating and project execution, so staff requires extra training and coordination between department leaders, as well as a close partnership with Captive Aire. Department representatives just completed the initial round of hands-on training with low voltage wiring and system trou-

ble shooting at Captive Aire's display center in Silver Spring, Maryland. Fireline will also receive job site training with Captive Aire's electrician before preparing our technicians for their first installation.

The CORE system is an innovative product for our industry that will bring many changes to restaurant system design in the future. It is very exciting to be chosen as one of the few fire protection companies in our area to work with this system, and we look forward to this new opportunity to collaborate between departments.



## *Training*

On July 22<sup>nd</sup> Fireline staff had the opportunity to travel to Captive Aire's display room in Silver Spring. In attendance was Justin Firshback (restaurant systems), Rupert Mangal (system service), Todd Everitt and Dwon Bess (fire alarm and suppression), Jason Litten (restaurant service), Kevin Federline and Jared Fishback (restaurant install) for the first CORE training session. Captive Aire's CORE product specialist, Brian Liles, led the class.

Brian introduced the system's key design features followed by hands-on training with the wiring. Brian instructed everyone on how to wire the control package, fire stats, and pull station. We also learned how to interlock the hood system with the pollution control system.

Finally, Brian tested our knowledge with some trouble shooting exercises. In order to produce an error code, he purposefully tampered with certain parts of the system. This allowed us to practice reading the codes and resolving the issues. Each of us had the chance to work through a problem start to finish. The Class concluded with a written examination that covered details of the design features and trouble shooting scenarios.

## QUOTES FROM THE FIELD

# HOW HAVE SMARTPHONES CHANGED YOUR PERFORMANCE IN THE FIELD?

“I use a combination of the adobe and drop box apps to create, email and store all of my field reports. The contractor and our office can have a signed field report emailed to them before I leave the job site.” – Eric Robertson

“Out here at Towson University, I use the Excel spreadsheet for our device list. I can email the list to whoever is running the floors testing. Then we both are on the same page you might say and there is less chance of having to go back to a floor because of something missed the first time through.” – Marty Ibbott

“Smartphones have provided the ability to email quotes on a short notice, this has helped get approvals and POs faster.” – Shaun Austin

“Smartphones have made being a field tech much easier. I have the capability of answering emails on the fly without digging out the laptop.” – Daryl Blow

“Having the map application allows for easy maneuvering around problem traffic areas, ensuring on time service appointments.” – Ross Dyott

“It has saved me numerous times because you not only can look up manuals but also receive emails from tech support.” – Robbie Kershner

“The ability to receive alerts for tasks created, respond to these alerts immediately, and resolve issues from the customer site reduces the customer’s wait time, and makes for outstanding customer service. Not only that, but instant invoicing and the ability to capture the customer’s digital signature is bound to improve our customers experience.” – Armando Morales



# got extinguishers?

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



# “Operator...?”



...I need a line,  
please.”

INSIDER INSIGHT:  
**FRANK CHENOWETH**  
TECHNICAL DIRECTOR  
BALTIMORE

IP/GSM! With the increase in fiber and cable, we have seen a decrease in the availability of copper phone lines. We field calls from customers who are switching phone carriers and losing their copper lines. We also get calls from monitoring companies telling us that accounts are no longer sending their daily test signals.

One solution for this problem is to convert to an IP/GSM transmitter. The IP/GSM takes the place of the standard copper phone lines and allows us to use internet and/or cellular to communicate the signals to the monitoring station. The current code allows the use of these devices, and the local AHJs are beginning to accept them as an alternative to phone lines.

I see this trend continuing to rise as the availability of phone lines decreases.

# birthdays

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## July

Alan Holmes  
Billy Carter  
Charlie Moore  
Elizabeth Zeledon  
Gary Hoddinott  
Glenn Jaeger  
Greg Diaz  
Jimmy Keedy  
John Mosley  
Kevin Federline  
Mark Rufus  
Mike Ramiro  
Nick Cavey  
Ron Eure  
Shaun Austin

## August

Anna Gavin  
Charlie Miskimon  
Deshawn Brown  
Joe Monney  
Marvin Nagel  
Mike Rainey  
Nick Copsey  
Ras Wisidagama  
Shane Nagel  
Shannon Adkins  
Steve Clarke  
Todd Everitt

## September

Dennis Perez  
Dwon Bess  
Eric Noffsinger  
Harry Lowman  
Jackie Ulloa  
Janet Griffin  
Jim Colgan  
Ken Humphrey  
Lou Lucas  
Mark Meyer  
Matt Benfield  
Rachel Gibb  
Ralph Mason  
Steve Bilz

# anniversaries

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## July

Mike Maloy – 1 Year  
Edwin Montano – 1 Year  
John Mosley – 1 Year  
George Armstrong – 10 Years  
Glen Jaeger – 13 Years  
Fawn Dyson – 17 Years  
Laura Smith – 3 Years  
Pat Fitzgerald – 4 Years  
Steve Imhoff – 41 Years  
Phil Bowers – 49 Years  
Ken Barnhart – 6 Years  
Frank Bernadzikowski – 9 Years

## August

Linda Abdow – 11 Years  
Tony Cadogan – 11 Years  
Greg Diaz – 11 Years  
Rich Sigethy – 11 Years

Daryl Blow – 15 Years

Dan Towle – 15 Years

Jim Handy – 16 Years

Reggie Burton – 21 Years

Rick Kavlich – 3 Years

Dave Krenzer – 3 Years

Marvin Nagel – 3 Years

Steve Clarke – 38 Years

Dustin Breeden – 4 Years

Ross Dyott – 4 Years

Jarvis Stevens – 5 Years

Tim Francis – 6 Years

Freddie Harvin – 6 Years

Debbie Lanham – 6 Years

Mike Rainey – 6 Years

Dave Taylor – 7 Years

Dwon Bess – 8 Years

Doug Henninger – 8 Years

Shaun Austin – 9 Years

## September

Alan Holmes – 1 Year  
Jon Hurley – 1 Year  
Patrick – Levdahl – 1 Year  
Shane Nagel – 1 Year  
Dan Evangelisti – 11 Years  
Justin Fishback – 11 Years  
Eric Noffsinger – 18 Years  
Ted Reitterer – 18 Years  
Cindy Rueppel – 37 Years  
Kevin Federline – 4 Years  
Robbie Kershner – 5 Years  
Brad Mays – 6 Years  
Matt Williams – 9 Years

As always, Fireline is a proud distributor of the following fire protection manufacturers....



*Enjoy the summer sun while it lasts!*

