

January 2020

**THIS EDITION'S
TOPIC:**
2019 Recap &
2020 Outlook



FEATURING:

TEAMWORK IN 2019: The Evolution of the Fire Alarm Support Team

ALSO IN THIS ISSUE:

- 10-YEAR MILESTONE STAND-OUT MEMORIES
- TEAMWORK IN 2020 FROM THE PORTABLES DEPT
- 20/20 VISION FOR 2020 IN SYSTEMS SERVICE
- AND MORE!



10-YEAR MILESTONE: The Decade's Stand- Out Memories

BY ANNA GAVIN

This past December marked 10 years for me in this role. I have to admit that this milestone made me reflect a great deal on where we have been and where we are going. I thought I would share with you some of my stand out memories from the past decade.

- **Converting from Nextel to Blackberry to Androids to iPhones (2010–2015)**
- **Initiating the ERA (Employee Recognition Award) Program (2010)**
- **Launch of the electronic inspection reports for System Service (2010)**
- **Induction of the PMO (Project Management Office) (2011)**
- **Initiating the Safety Incentive Program (2011)**
- **Company Vision and Values (2011)**
- **Introducing DISC Profiles to the leadership teams (2011)**
- **Stephen Phipp's and his PIPs (2011)**
- **Losing Dave Bruchey (2011)**
- **Formation of the MRM role and Bill Gibb's promotion into the role (2012)**
- **Converting from a C-Corp to an S-Corp (2012)**

- **Open Houses (2011, 2012, 2013)**
- **Being awarded our WBE (Women's Business Enterprise) with Baltimore City**
- **Writing the first formal SOP's (2012)**
- **The Chicken Nugget Eating Contest (2012)**
- **PDO's (2012)**
- **Building the warehouse shop space into what is now the accounting area (2012)**
- **Launching Firenet (2013)**
- **First Long Term Strategic Plan (2013)**
- **NFPA 72 enforces low-frequency notification (2014)**
- **The Polar Vortex (2014)**
- **The AAA acquisition (2014)**
- **Going live on ProfitZoom!! (2014)**
- **Getting rid of the last typewriter in the office (2014) (yes you read that right...)**
- **The first strategy planning retreat (2015)**
- **Radio Monitoring Network (2016)**
- **Announcement of the new org structure promoting Rich and Shannon to their director roles (2016)**
- **PZ Mobile launch to Service teams (2016–2018)**
- **Fireline Phil retires on his 50th anniversary (2016)**
- **My maternity leave (2016)**
- **Casino Night (2016)**
- **Forming the Monitoring Department (2017)**
- **The Walters water-mist installation (2017)**
- **Switching to a self-insured insurance plan (2017)**
- **Legacy Retirements – Jack Harte, Susie Serio, Nancy Larsen, Sharon Rose, Rick Mohney, Phil Bowers, Norm Mason**
- **Creation of the Training Department (2017)**
- **Winning the SmartCEO Circle of Excellence Award (2017)**
- **First Employee of the Year Awards (2018)**
- **Tech Levels (2018)**
- **Hitting 200 employees (2018)**
- **Second long term strategic plan (2018)**
- **The growth spurt (2017–2018)**
- **Service Sales Territory Revamp (2018)**
- **Leesburg leadership change and evolution (2018–2019)**
- **Designing the (never to be seen) building (2018–2019)**
- **Losing Norm Mason (2019)**
- **Formation of the Customer Service Committee (2019)**
- **Baltimore Hunger Project Food Packing Event (2019)**
- **The New Portables Shop in Baltimore (2019)**

There must be a million other memories. There is no doubt this was a decade of change. We saw extreme swings in the economy, dramatic changes in technology, and a shifting from one generation to the next in the workforce. It's difficult to imagine where we will be at the end of this decade but I know that I am very much looking forward to what we can accomplish together. Let's make 2020 a great year and the 2020's a great decade! ■

HEY... Field Team!

See a system that needs
an upgrade?

Or a company that doesn't
have a service contract?

GOOD NEWS!

We have a new and simplified method for
submitting leads to the sales team.

**Just email leads@fireline.com and include
the basic information:**

- Company Name
- Address
- Contact Person Name & Number/Email
- Type of System
- Details about the lead

We will take care of the rest and follow up
with you if we close the contract.

Questions?

Email Dave Taylor at dct@fireline.com



THIS EDITION'S TOPIC:

2019 Recap & 2020 Outlook

ANNA GAVIN • INDEPENDENT DEPARTMENTS

The independent departments all were very busy this year. The IT and PMO departments welcomed Mike Sirak into the mix and just recently, Amanda Drury. These teams both launched some big projects. Most of you will now be familiar with the new Sharepoint site which was no small undertaking. Next year will see the release of the new PZ and increased use of mobile both with inspection reports and mobile for the installation teams. Ken and Mike meanwhile worked on many behind the scenes projects- cleaning up the Active Directory contact lists, installing a new backup system and new cameras, updating the mobile phone inventory, implementing Meraki and Cirasync, getting the old SI System in the cloud, transitioning many laptop units and implementing new security measures. Next years plans are much of the same with significant laptop updates and hardware updates as well as a continued push for improved security measures.

Matt Meyers in the Training Department started off the year with a bang when he participated in the first ever Notifier "train-the-trainer" program, certifying him to train our staff (and others) internally on ONYXWorks. Training on everything from monitoring systems to suppression systems to fire pump classes were either performed internally or coordinated with external vendors. We will continue to focus on training needs next year, with a special focus on one-one-one training and training in the field. Our Technical Director Frank Chenoweth has done everything from manage insurance claims to advise technicians and selling specialty systems. Frank has been working hard to rewrite the inspection reports and service sales documents which will be implemented in 2020.

The Warehouse continues to improve processes and the organization of the shelves to make for more efficient inventory management. This year we switched where material is placed from the truck to the ticket, helping with the accuracy of material tracking. The annual inventory count was one of the most successful in the past decade (both financially and logistically). Kelly Coon has been negotiating rates with FedEx and UPS to ensure Fireline gets the most cost effective shipping. And the Operations teams and Warehouse teams worked together to update the Min/Max lists. The inventory stocks for various products will see increases in 2020 to help manage our job workflow and customer service initiatives.

And no one can deny that Bill Gibb in the Material Resource Department is a busy guy. With over 140 vehicles in the fleet he is constantly handling service request, purchasing and selling vehicles, and yes, managing the incidents that occur on the road. With all the construction this year Bill also oversaw much of the facility needs whether upgrading the warehouse lighting, fixing building leaks or getting asphalt on various parts of the parking lot to create more parking spaces. Recently Bill has started back up the OSHA training classes and will continue to do OSHA training in 2020.

There is no doubt that these independent departments are vital to our success as a team. Please make sure to take the time to thank them for helping to support us through much of our day-to-day operations.

2019 TRAINING BY THE NUMBERS

Num. of Certificates Issued from External Vendors:	322
Num. of Internal Classes:	57
Num. of Attendees in Internal Classes:	228

RICH SIGETHY • SYSTEMS DEPARTMENTS

What an exciting year this has been for Fire alarm system department. The system sales team has been impressive finding new customers and opportunities keeping the operational teams VERY busy with the increased sales. With new customers and an abundance of work this has left the design team with many challenges that they have overcome. Even with the volume of work, customers are still receiving their submittals faster than our competitors! The installation teams have made some internal changes to adapt with the increased workload. These changes have not only helped our communications with our customers, but have greatly helped our internal communications with the sales/design teams. With the momentum of 2019, I am extremely excited for 2020 and beyond as we continue to grow together.

Years ago, we were told that Special Hazards was a dying market. With creative thinking and taking on projects that are outside our comfort zone, we now look at special hazards as an evolving market! From ship loaders at the CSX train facility, to protecting George Washington's Mt Vernon, this has been an interesting year. Logistics of these facilities has been very difficult at times, but what we have learned will be very important as WE EVOLVE as a department. To everyone in department 280, thank you for growing with us, and I look forward to the future!

2019 has been another year of consistency for the sprinkler installation department. Teaming up with other Fireline installation departments and providing one stop shopping has streamlined communications for our customers. 2020 already has a few large projects on the books, so we are looking forward more successes!

The monitoring department has only been around for a couple of years, and most new departments have their ups and downs. Since this department has begun, our customers are much happier with the constant communications from the office teams. The field team is hitting their stride and can now handle any situation they may encounter. With new sales ideas brewing, we are looking at new opportunities and ideas to grow this department in 2020.

SHANNON ADKINS • SERVICE DEPARTMENTS

2019 was a year of building core strength in the service departments. Each department identified weaknesses in 2018 and used those weaknesses to create goals for 2019.

Leesburg started 2019 with the loss of their Branch Manager. The decision was made to promote transparency by creating an operations team who would work to restructure and redistribute responsibilities, implement processes, ensure accountability, and manage cost.

The Pre-Engineered team (Restaurant & Vehicle Systems), who adopted the operations team idea last quarter of 2018, used 2019 to focus on relationship building with customers, new sales and growth management. They are still looking to increase sales so reach out if you have any sales opportunities!

The Baltimore Portables team spent the majority of the year focused on the new shop, overseeing construction, preparing for the move, setting up the new area, defining some new shop protocols and managing some foreseen and some unforeseen challenges.

The System Service team continues to add great leaders to its supervisory team creating a more management tech to supervisor ratio, the expectation is increased engagement, accountability and knowledge sharing. Expanding the departments service offerings has been a major initiative this year. They have broadened their reach in the world of Fire Pumps and an Electrical Team is now available for service jobs in the department as well as electrical jobs and repairs as needed in the Fire Alarm and Restaurant Systems departments.

DAVE TAYLOR • SERVICE SALES

2019 was an eventful year for the Service Sales team. First and foremost, sales totals for new service contracts was the highest since tracking began in 2005. This is an excellent achievement. We were also successful in selling inspection and testing services to customers focused on service and quality, the type of partners Fireline strives to work with.



During the year we also revamped the way we conduct sales meetings, setting up an agenda that is more collaborative with other Fireline departments. Of course, we discussed sales topics, totals, achievements and strategies. But we also worked with our colleagues to learn about scheduling issues, improve the contract entry process and to assist collections with their difficult job. In addition, we developed a closer relationship with field technicians (and their managers) who have the task of executing work sold by the sales staff. We now have a greater understanding and empathy for the all the elements and factors that go into a successful inspection and repair process and the other departments better understand the sales cycle and its inherent challenges.

Looking ahead to 2020 we are continuing to target customers who are focused on service and quality. New technologies, as always, will be a priority so that we can show customers how their fire protection systems can be more user friendly and reliable. For example, radio monitoring and other mobile technologies can assist property managers in becoming more efficient and productive. Cutting edge suppression agents provide service opportunities in new markets and territories. The sales staff will also employ incentives encouraging customers to engage all our product lines.

Business Development activities included a greater emphasis on diverse and underserved markets. Again, new suppression and detection technologies provide greater opportunities in formerly obscure building occupancies. These types of occupancies have a new and renewed emphasis on fire protection and provide tremendous potential for Fireline.

RON EURE • SYSTEMS SALES

System Sales completed the decade in fine fashion. All divisions met or exceeded their goals for 2019. The Fire Alarm Sales Team increased its sales total over 2018 by nearly 43%. This was led by a trio of multi-million-dollar bookers for the first time in Fireline's history. Gary Hoddinott, Matt Adams, and Deion Minor all broke the a high sales mark. Dennis Bryant again headed up another solid sales year for Special Hazards. Fireline is becoming known as a leader in the Water Mist Field

for Historic Facilities on the East Coast; and the word is spreading in this market and other markets (Museums) across the country. This will bode well for our group through the next decade. Ted Reitterer and Kevin Young increased the Sprinkler Division Sales by 66% in 2019. Sprinkler is exhibiting a steady, strong, growth directed in the field by Ken Humphrey. Fireline Hood Divisions are continuing to grow. Jackie Ulloa and Troy Moseley had a yearly increase of 15% in Leesburg and Reggie Burton has increased Baltimore Hood Sales by 65% over the prior five-year average.

Reviewing the past decade, the Systems Sales Group increased total sales by 150%. An enormous amount of growth! This can be attributed to a dedicated, hardworking, and seasoned team. 2019 was the first year in many that our sales team had no churn; except for churning out the jobs. If we stay together, and continue to grow our intercompany skills; I can only foresee continued growth and prosperity for the ROARIN' 20's.

LINDA ABDOW • ACCOUNTING DEPARTMENTS

2019 was a year dedicated to process improvement particularly as it related to automation, collections and data in Profit Zoom. With the assistance with our dedicated Accounts Receivable team, we implemented and now manage several new time-saving processes including; (1) sending email notifications to customers for past due invoices; (2) performing credit reference checks on-line; and (3) improving the collection policy for COD customers. Our meticulous Accounts Payable team has focused their efforts on improving data in Profit Zoom. Subcontractor Work Agreements, Certificates of Insurance and W-9 forms are now available in Vendor Navigation for easy electronic access.

All of these projects depend on up-to-date and accurate information in Profit Zoom. Below are areas where you can help us maintain the integrity of our data:

If you become aware of any data changes such as address, personnel or contact information, please pass this information to the correct administrative staff so that we can update the information in Profit Zoom.

- Inform the AR staff of any changes in a customer's accounting staff so we are using the correct email address in our email collection notifications.
- Please follow the new COD policy to help us improve cash flow and fund future growth.
- Obtain W-9 forms, Certificates of Insurance and Subcontractor Work Agreements from new vendors or subcontractors.
- Verify that we have updated tax exemption certificates for existing customers and new customers before we enter them as tax exempt in Profit Zoom.

Thanks everyone for your assistance as we gain efficiencies through continued teamwork. ■

Do You Need Fire Extinguishers?



Fireline employees can purchase fire extinguishers at only 10% over cost.

Inquire at our Walk-In Shop to purchase some for your home.





KNOW SOMEONE WHO WANTS TO **HEAT UP** THEIR CAREER?

We're always hiring. If you know someone looking for a job, please direct them to visit our **Career Center** site to see job postings:

www.fireline.com/careers





New to the Team

Join us in welcoming all of our new Fireline employees. Lots of new faces to learn, so take note!



Jake Holloday
Portables Shop
1/6/20



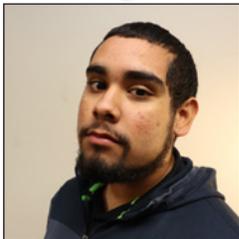
Heather Slagle
System Service
1/6/20



Brandon O'Connor
Sprinkler Service Tech
12/2/19



Eric Mayfield
Vehicle Systems
10/28/19



Julio Castillo Jr.
Sprinkler System
10/28/19



Julio Castillo Sr.
Sprinkler System
10/28/19



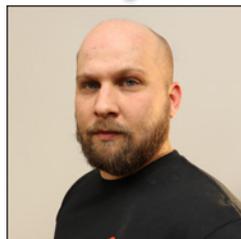
Nick Richardson
Sprinkler System
10/28/19



Scott Gore
Portables
9/30/19



Jeremiah Schlepner
Vehicle Systems
9/30/19



Jeffrey Candelaria
System Service
9/23/19



Melinda Miller
Accounting
9/18/19



Garrett Radke
System Service
9/3/19





Congratulations!



Newlyweds
Deanna Custer – Dillon
9-15-2019



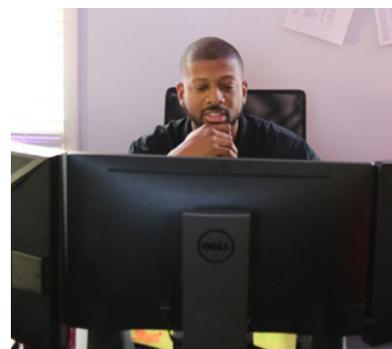
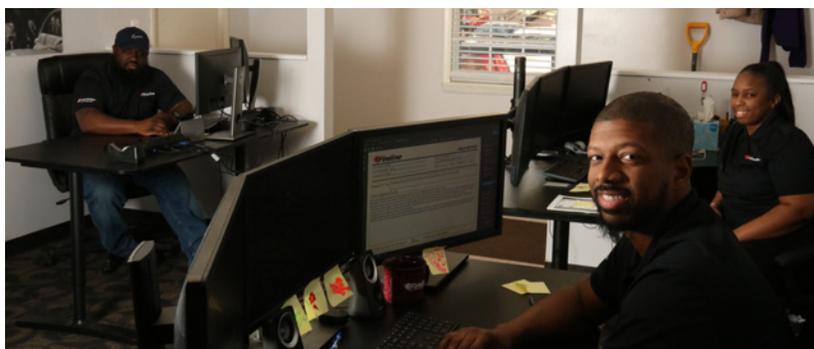
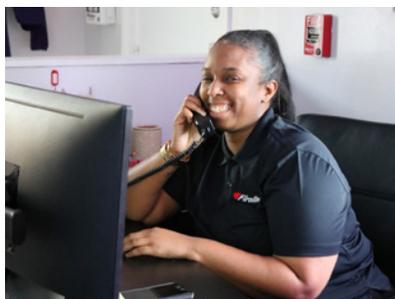
Newlyweds
Michael Haas & Corinne Luetje
10-12-2019



Barb Haas' Grandson
Tripp Lee Spurgeon
9-12-2019 • 6LBS 5OZ • 19.25"



Mike Stewart's Son
Beau Michael Stewart
10-30-2019 • 8LBS 9.6OZ • 21"



TEAMWORK IN 2019: A Look Into the Evolution of the Fire Alarm Support Team

This edition we have a recurring theme—teamwork. Looking back on 2019 one of the best examples of true teamwork is the new support team in the Fire Alarm Systems Department.

Previously the support for Fire Alarm was on the shoulders of Fawn Dyson and later, Fawn and Ashley Jones. Fawn moved out into the field to oversee project management of our subcontractors, creating an opportunity for others to move in to support the Fire Alarm tech team. In comes Gary Cox and Dwon Bess Sr. to tag team the effort with Ashley and a new generation of leaders is born. This group has done a fantastic job working together, helping improve communications with the field and our customers and have even fancied up their office space (if you haven't seen it in a while we recommend a field trip). President Anna Gavin asks about the evolution of their team.



AG: **What are each of your roles and how do you work them together as a team?**

AJ: I'm involved in a lot of things honestly but since Gary and Dwon has officially joined the office team it's so much better. Anything that I'm unsure about regarding technical questions they have both been a huge help and great teachers! Gary's focus is more towards being in office support for all technical needs that I, the design team has, or sales has. Dwon's focus is ensuring that the techs have physical support at job site, ensuring that customers are actually ready for checkout and providing any assistance to Gary and I as needed.

AG: **As you find your new roles in the fire alarm team, what are some of the challenges you faced in the beginning?**

AJ: In the beginning, I just felt like I'm never going to catch on to anything. It was hard for me to get through to the techs. It was overwhelming not knowing where to start to help make things better.

GC: Learning the actual position was difficult. I needed to learn Fawn's role and what Ashley does.

DB: There were no challenges for me because these are the same tasks I would do before I just now do them with Ashley and Gary.

AG: **What are some of the successes?**

The communication amongst the techs is the biggest success. They have this group text where they help each other with technical issues, discuss the schedule, ask if anybody needs help, they just talk about everything. This is the best and strongest we've ever seen the team.

AG: **Favorite lunch spot?**

Greek on the Street and Pizza Johns

AG: **What are some of the things you have started doing that you think really helped with your communication with each other or with the rest of the field team?**

DB: We started team building more and I think that

helped communication a lot. Just spending time with each other and getting to know each other a little better helps more than you know it.

GC: Amongst each other, communication is better because now we all share an office space and we also have a group text to stay in touch before, during and after hours.

AG: **Do you have favorite customers? If so what customers and/or sites have been your favorites to work with this past year?**

DB: I like Windsor Electric because they know what they're doing. We never have to keep going back on jobs with them because there are never any problems.

GC: I like Enterprise because I enjoyed working with George at Walters Art Gallery.

AG: **What does teamwork look like to you?**

DB: Teamwork looks like family and that's what we are.

GC: Teamwork looks like the Ravens prior to the playoff game with the Titans. But we still have Big Truss. ■



Importance of Communication

BY DAN WHITEAKER

"The single biggest problem in communication is the illusion that it has taken place."

~ George Bernard Shaw

What is communication? As defined by Oxford, communication is "the imparting or exchanging of information or news." (Oxford Dictionary) This is something that takes place in our everyday life in many different forms from the simplest gesture of a nod to an extensive detailed conversation. At Fireline, I believe that there are two main factors in which the importance of communication is utilized. One is communication with

the customer, and the other being the communication internally among company personnel.

A key ingredient in achieving and maintaining good customer service is with the continuing act of communication. From the initial proposal to the completion of a job, the steady flow of exchanging information with the customer is vital in having a successful outcome and reaching the desired goal(s) of the job. Information that is necessary to carry out a job or resolve a type of issue is obtained by communication. It is important to remember that the merit of a company is weighed by its customer base, therefore by communicating with the customer, we are letting them know that they are being taken care of and that they made the right decision choosing Fireline for their business needs.

Personnel within a company need to be informed with information that is necessary in order for the proper course of action(s) to take place. The "who, what, when, and where" are main pieces of information that form the overall structure of a successful outcome. The lack of communication within a company can lead to unwanted costs such as time and material and affect the performance of not only the individual employee, but the company as a whole. A "problem" is nothing more than a solution that has yet to be communicated. ■





20/20 VISION for 2020 in Systems Service

From the System Service Leadership Team

Of course, it's a play on words, but it's appropriate because if we in System Service want to better our results from the last few years we must have focused, crystal clear and sharp vision for 2020.

System Service has come so far in the last few years, it is almost unrecognizable. The members of the administrative team, the supervisors, the senior supervisor, the elite level technicians and every member of the System Service team all the way down to the lowest man on the totem pole, Todd Marks, has contributed to our success. Sorry Todd, it won't always be true, but for now it is. Success doesn't quite capture what has been going on in System Service. You have been here, you

have seen it. Hell, you have done it. It has been a revitalization, a restructure and a growth period like no other, positioning the System Service team to consistently exceed levels of service and performance that would have been unthinkable just a few short years ago. While the hard work has certainly paid off, and you can deservedly take a moment to congratulate yourselves, it can only be a moment. It is now time to press our advantage and lay out our expectations for ourselves for this next year, which will set the framework for all the years to come in System Service's next decade.

The vision is simple:

- ✓ **Do more with the resources we have.**
- ✓ **Get it right the first time.**

- ✓ **Treat others with respect and expect nothing less in return.**
- ✓ **Keep developing our skills and knowledge.**
- ✓ **Partner with every other department at Fireline.**
- ✓ **Hold ourselves to the highest possible standards of quality.**
- ✓ **Embrace a customer service mindset that far surpasses anything our customers expect in this industry.**

To accomplish the vision, we will all have to make some small tweaks and yes, also some big changes to the way we do things. It won't be easy. Those things worth doing never are. We have the leadership, the people, the organizational support and the resources to make 2020 the best year yet for System Service. More importantly, we have the ability to lead the charge in providing unparalleled service to our customers and in doing so, to take our Fireline to the highest heights yet. ■

Teamwork in 2020

From the Portables Department

Harry S. Truman once said, "It is amazing what you can accomplish if you do not care who gets the credit". Teamwork is what he was talking about. For the past few years and even still today we are working to improve the "Team" mentality here at Fireline. Inside of each department as well as inside the company with the vision being, Fireline is our "Team" and we are all teammates.

The ability to take Fireline service to an even greater level when we have that vision in mind was proven a few weeks ago. On Saturday, December 21st both the

System Service Department and the Portables Department worked together on a project to assist a customer that found themselves in a huge bind. It took multiple resources as well as some weekend hours but by pulling their resources together the project was a success.

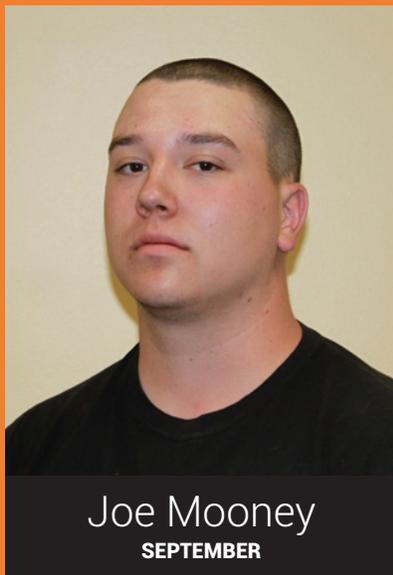
As we move into a new decade the Portable Shop is also working on a new innovative way to reclaim discarded dry chemical from their overflow vac system. This chemical is filtered through eight separate filters inside of a vac system and then discarded into

a fifty gallon drum. By creating a gravity fill system from the drum to allow repackaging of the dry chemical, it will now be able to be used throughout other departments in need of that chemical. Vehicle systems has already reached out as a department who will be able to benefit from this new system.

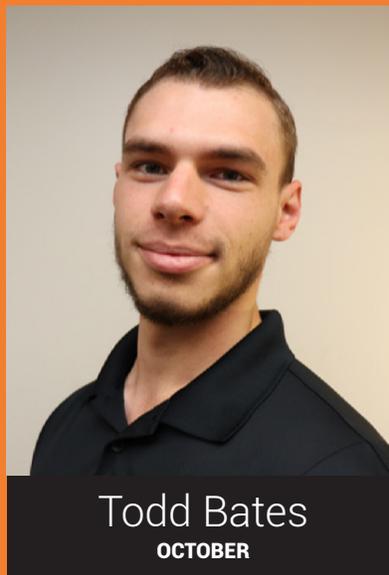
When we work together as a team we benefit at a deeper level. There are companies and professions in society where the individual mentality is not only accepted, it is also rewarded. Some of us, at times overlook the fact that we are in the business of life safety where the individual mentality does not work. Our customers depend on us. All of us. The Fireline Team, "Big Red". ■



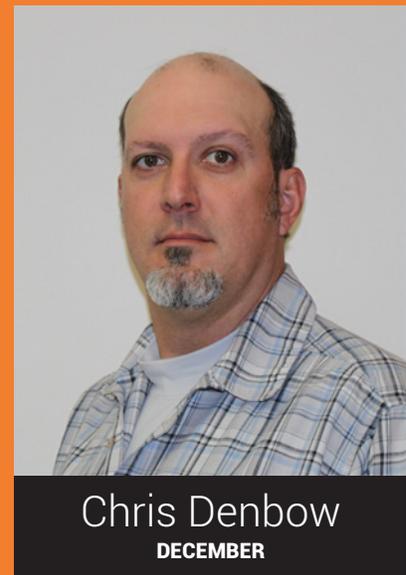
Safety Incentive Program



Joe Mooney
SEPTEMBER



Todd Bates
OCTOBER



Chris Denbow
DECEMBER

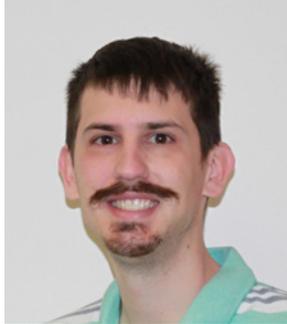
Safety Incentive Program Award Winners have no lost time accidents. Remember, **STAY SAFE!**



Employee Recognition Awards



Q3 2019
Stephen Dreyer
System Service Department



Q3 2019
Mike Sirak
IT/PMO Department



Q3 2019
Brian Bartholme
Fire Alarm Department



Q3 2019
Mitch D'Angelo
Portables Shop – Baltimore



Q4 2019
Nate English
System Service



Q4 2019
Kyle Miller
Vehicle Systems



Q4 2019
Tommy Welch
System Service



Q4 2019
Greg Granger
Leesburg Portables Shop

Fireline's Employee of the Year Winners 2019



Deion Minor
Sales



Frank Chenoweth
Support



Nick Copsey
Field

Kudos!



Lane Villers

FROM A CUSTOMER

"I wanted to let you know that from my original phone call (Wednesday 11-13-19) to Fireline, wanting to have a second opinion on a recent pump test, your pump division has responded very professionally. Lane Villers has been timely, responsive and a wealth of knowledge in understanding what our needs were. Lane and his technician, were on site today, running an independent pump test and quieting our concerns about a MAJOR repair. We are looking forward to increasing our business with Fireline to include our Fire pump service. Kudos to Lane and his team."

Fire Alarm Systems Team

FROM A CUSTOMER

"Mike, thanks very much for having a tech out today and getting Stanley security straightened out. Everyone I have dealt with from Fireline on this project has been excellent to work with, quick to respond and very knowledgeable."



Mark Meyer & Bill Gibb

FROM A PARTNER

"I can't thank you enough for being a part of the outdoor demo (so glad the weather cooperated!) during the lunch break. We've been receiving compliments that this was our best Conference yet! We couldn't do it without your help, and I appreciate your willingness to volunteer your expertise and time. We were able to top last year's attendance record, and having subject matter experts—such as yourself—make our Conference a "can't miss" event for safety professionals in our area. We truly appreciate your taking time from your very busy schedule to be a speaker at our Conference and can't thank you enough for being there."



Vee Ouk

FROM A CUSTOMER

"Thank you Vee for documenting the uptick in extinguisher incidents. The proactive measure you have taken to reduce incidents such as relocating extinguishers, having door stops repaired and working with the Rental cars and other tenants seemed to reduce the overall number."



Rex Shell & Laurie Pryor

FROM A COWORKER

"In reading through the email thread from the very begging. I see that communication and follow up was never dropped. OUTSTANDING! This is key for a well-groomed department. It starts with communication and follow-up. Thank you, Laurie, for having our backs in the forefront. Using your articulation skills to make us look good. We utilize your years of experience with customer service to our advantage. Thank you.

Rex, thank you for keeping the torch lit from the techs that came before you. You are the face of this department; you are the first thing our customers see, and you are what they expect. Thank you so much for your since of professional ethics. Because of the communication between the office and field, in an industry that is getting more and more saturated, is the reason our customers keep calling us back for service. It's more than just showing up, it's showing up with expectations of great service and peace of mind. Thank you all and keep up the momentum. OUTSTANDING WORK!"



Mike Levasseur

FROM A COWORKER

"I reached out to Mike this morning. He had to work hard to round a crew up to take care of this customers needs on a Saturday before Christmas.

In order for this company to get the boat back down south they had to have their fire protection needs taken care of. We have allowed them the opportunity to get back on the water and make it home in time for Christmas with their families. I know that part sound a little sappy but it's true. The customer is extremely happy and grateful for what Fireline has been able to do.

It's always nice when we can help out a fellow fire protection company and possibly form a relationship with said company moving forward.

I just want to say I appreciate Mike doing what he did and helping Fireline be a company that can be counted on when needed and his willingness to help out our department whenever needed."



Steve Weiss & Fred Anders

MIKE'S RESPONSE

"We got it done! Big thanks to Steve Weiss for coming in and helping... [the customer] said he's never had a company step up like this before and help them out. Had nothing but good things to say about Fred and his willingness to help. They dodged a major bullet today and I believe they'll only have great things to say about Fireline and staff we have working at Fireline. Great job Fred great job Steve this was an amazing job by them both."





Rob Stallings, Dennis Tetso, & Stephen Dryer
FROM A CO-WORKER

"I just want to give a shout out to the techs that persevered through a unique situation last night and made it happen! Rob and Steve were out for a somewhat rare type a service call/ repair when things went wrong; to the point that any mis-step could have been horribly time consuming/expensive to recover from. Dennis Tetso came in for an assist somewhere in the middle of the process.

Using their ability and resources, they were able to recover a program from a dead panel and make it work in a new panel. While it was not the perfect example of how we would want things to go normally, they stuck it out and used their resources to the utmost to get the customer back online."



Matt Meyers
ROB'S RESPONSE

"Matt Meyers also deserves credit as well. When we got stuck and our resources ran thin, I called Matt for help and guidance and no matter what time of the night it was he picked the phone every time and helped us knock this crazy call out."

Get Yourself on the NICET Wall!

For more information about NICET and NICET prep, contact Matt Meyers at mmeyers@fireline.com



Fireline Losses



Norm Mason

Norm Mason passed away on November 26, 2019 after a long battle with mesothelioma.

Norm started at Fireline in 1991. Many in the Fire Alarm Department know that their department is here today because of Norm. He came onboard to open the department, doing both sales and operations. The fire alarm department grew into one of the largest departments in the company, winning countless awards in the industry. In 2008 Norm was promoted to General Manager of Fireline and later Vice President in 2010. He retired last year only because his health required him to do so. If he had it his way he would have been doing take-offs on fire alarm drawings up to his last day. Since the beginning Norm worked at Fireline with a passion and dedication that he shared with his co-workers and customers alike. He loved his work and he loved Fireline (he also loved Snyder's where he went for lunch nearly every day).

Norm was an important part of Fireline's history and he will be missed by so many here. But his legacy lives on today and will for many more years to come.



Clinton Shell

Clinton Shell, a technician in our Vehicle Systems department passed away on December 9th after a heart attack. Clinton was a part of the Vehicle Systems team since January 2014. Clint worked in our Vehicle Systems department since January of 2014. He came to us later in his career and was always grateful he was for the opportunity to work at Fireline. Clint was gracious, kind, and hardworking and will be missed by his teammates and family that work at Fireline.



Al Charles

Al Charles, a technician in our Systems Service department passed away on December 25, 2019 after a surprisingly short battle with cancer. Al joined the Systems Service team in April of 2019. While he was not at Fireline for very long, he embraced Fireline as his work family right away. Al worked hard and had an incredible spirit and happy attitude that made working with him a joy for many here.



COMMUNITY SERVICE:

Baltimore Hunger Project

Fireline was excited to participate in a food packing event for Baltimore Hunger Project this fall. Baltimore Hunger Project prepares weekend food bags for children in Baltimore City and Baltimore County who are food insecure. The event was a huge success as Fireline set a record, stuffing 612 bags in just one hour. Our team was organized and efficient, we had fun and made a difference. Thanks to all who participated in the event and we look forward to doing it again next year. ■



Live Well, Work Well

Health and wellness tips for your work, home and life—brought to you by the insurance professionals at The Jordan Insurance Group LLC



EMERGENCY ROOM OR URGENT CARE?

More than 10% of all emergency room visits could have been better addressed in either an urgent care facility or a doctor's office. If you're suddenly faced with symptoms of an illness or injury, how can you determine which facility is most appropriate for your condition?

The Emergency Room (ER)

Emergency rooms are equipped to handle life-threatening injuries and illnesses and other serious medical conditions. An emergency is a condition that may cause loss of life or permanent or severe disability if not treated immediately. You should go directly to the nearest emergency room if you experience any of the following:

- Chest pain
- Shortness of breath
- Severe abdominal pain following an injury
- Uncontrollable bleeding
- Confusion or loss of consciousness, especially after a head injury
- Poisoning or suspected poisoning
- Serious burns, cuts or infections
- Inability to swallow
- Seizures

- Paralysis
- Broken bones

Patients at the emergency room are sorted, or triaged, according to the seriousness of their condition. For example, a patient with severe injuries from a car accident would likely be seen before a child with an ear infection, even if the child was brought in first.

Those who go to the ER with relatively minor injuries or illnesses often have to wait more than an hour to be seen, depending on the severity of the other patients' conditions. Often they could have been seen more quickly at an urgent care facility.

Urgent Care

Urgent care centers are usually located in clinics or hospitals, and, like emergency rooms, offer after-hours care. Unlike emergency rooms, they are not equipped to handle life-threatening situations. Rather, they handle conditions that require immediate attention—those where delaying treatment could cause serious problems or discomfort.

Some examples of conditions that require urgent care are these:

- Ear infections





Company Snapshots



Fire Alarm Sales



Strategic Planning Meeting



Crabs!



Service Sales Lunch



Chief Cat Officer



Leesburg Crew



Halloween





Holiday Party





Happy Birthday!

JANUARY

Reggie Burton	1
Albert Riefflin.....	1
Colleen Haney	2
Marty Ibbott.....	5
Dennis Tetso.....	5
Danny Nieves	6
Kevin Young.....	7
Steve Imhoff.....	8
Jim Handy.....	15
Jesse Simmons.....	15
Eusebio Ventura.....	15
Kenneth Radke.....	16
Fran Whiting-Lewis.....	16
Edwin Montano.....	19
Troy Moseley	24
Frank Bernadzikowski	27
Laura Papp	29

FEBRUARY

Mike D'Angelo.....	2
Sally DeWitt	2
Guy Hornig	2
Matt Williams	3
Mike Haas	5
Lisa Malone	6
Mike Maloy.....	11
Blake Bankston	12
Joe Dantoni	14
Frank Chenoweth	15
Janet Werner	17

MARCH

Chris Pressley	3
David Gates	6
Nick Richardson	6
Luke Schmitt	7
Tim Gott	8
Chris Grasser.....	10
David Taylor.....	13
Stephanie Steinacker.....	16
Dwon Bess Jr	17

Damien Bowman.....	26
Dan Towle	27
Joe Murry.....	30

APRIL

Linda Abdow.....	2
Bladimir Ventura	6
Richard Kavlich.....	7
Angela Lester	7
Daniel Whiteaker.....	10
Dennis Bryant.....	11
David Henson.....	11
Jeffrey Richards.....	12
Stephen Dreyer	14
Armando Morales.....	16
Kyle Miller.....	20
Matthew Adams	27
Vee Ouk.....	28



Happy Anniversary!

JANUARY

Hermela Solomon 1
 Joseph Hipkins 1
 Jesse Simmons 2
 Danica Malone 2
 Robin Busch 15
 Karen Cobb 17
 Lisa Malone 18
 Neil Walters 19
 Brandon Slacum 3
 Mike Bryant 3
 Clinton Shell 5
 Elizabeth Zeledon 6
 Derrick Meilhammer 7
 Ken Radke 7

FEBRUARY

Deanna Custer 1
 Jake Smallwood 1
 Johnny Osborne 1
 Niko Altenburg 1
 Zach Eberly 1
 Jesse Bland 1
 Tim Custer 1
 Dante Cromwell 2
 Devin Adams 2
 Tyler Confer 1
 Blake Bankston 2
 Tom Cavin 2
 Kandyce Kiser 1
 Charlie Miskimon 14
 Matt Meyers 18
 Robert Stallings, Jr. 3
 Sharon Waters 23
 John Oliver 4
 Dwon Bess, Jr. 4
 Jackie Ulloa 6
 Janet Griffin 7

MARCH

Bridget Sandkuhler 1
 Faith DeWitt 1

Jon Morris 1
 Jeff Tressler 1
 Antonio Scott 2
 Bob Nicewander Jr. 2
 Julio Castro 11
 Ras Wisidagama 11
 Gary Cox Jr 12
 Charlie Harris 13
 Gary Hoddinott 15
 TJ Timpson 15
 Kevin Young Jr 16
 Todd Bates 3
 Barb Haas 21
 Bill Bonney 25
 Dennis Tetso 4
 Chris Denbow 4
 Kathy Coffey 4
 Brian Bartholme 4
 Bill Donohue 33
 Amanda Drury 5
 Rachel Gibb 7
 Lou Lucas 7

APRIL

Edwar Hernandez Mejia 1
 Chris Grasser 1
 Ryan Ridge 1
 Caleb Chavis 1
 Rob Gardner 1
 Trae Hall 1
 Brittney Frampton 1
 Abe Anderson 1
 Jan Martinez 1
 Will McDonald Jr 2
 Steve Twain 11
 Dave Henson 12
 Danny Nieves 15
 Harry Lowman 17
 Eusebio Ventura 3
 Cleyde Soto 3
 Steve Weiss 3
 Heather Meyer 3

Ken Scholl 23
 John Pierce 4
 Mike Ramiro 5
 Mike Haas 8
 Billy Carter 10
 Mike Grow 10

