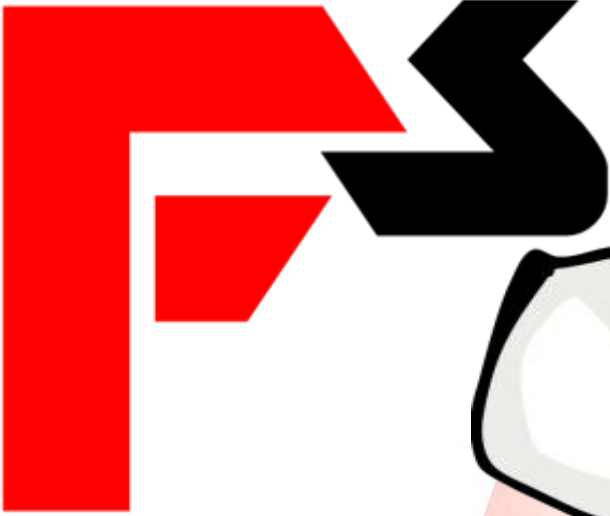


DECEMBER 2015

**Fireline** FIRE FLYER Vol. LXVIII, No. 3



IN THIS ISSUE:

FROM **WEDDINGS**  
**AND WIRELESS**

TO

**BOWLING AND**  
**BABIES**

PLUS

**RETIREMENTS**

**AWARDS**

**ERA's**



# get in the wheelbarrow

## A note from Anna Gavin

There is a story that comes to mind lately. The story goes:

Upon completing a highly dangerous tightrope walk over Niagara Falls in appalling wind and rain, 'The Great Zumbrati' was met by an enthusiastic supporter, who urged him to make a return trip, this time pushing a wheelbarrow, which the spectator had thoughtfully brought along.

The Great Zumbrati was reluctant, given the terrible conditions, but the supporter pressed him,

"You can do it - I know you can," he urged.

"You really believe I can do it?" asked Zumbrati.

"Yes - definitely - you can do it." the supporter gushed.

"Okay," said Zumbrati, "Get in the wheelbarrow..."

When first taking over the company I had to learn my way around business management. I had many advisors, peers and consultants all giving me advice. We had no formal planning process and I was determined to build one for us.

I eventually put into place the "Red Yellow Green Method" for strategic planning.

Each year, every manager and I met to outline three major goals. They reported the status of these using red, yellow or green in our managers meetings



and quarterly reviews.

This was a great method for completing long term projects that otherwise may have been pushed to the side.

However what worked in the beginning became stale after several years. With nine divisions each setting 3 or more goals, roughly 27-30 goals were being set a year. The managers were working independently from one another and I was trying to oversee it all.

This year – we all worked together to build a new strategic planning process. They all agreed that there were several key elements they wanted:

- That we identify shared company objectives
- That they work in cross-departmental teams on these objectives
- That they set key deliverables, tasks, and milestones to more clearly define completion.

I am very pleased with the new process they have developed and look forward to the outcomes.

There are five teams that will work on objectives in the following categories; **Financial, Human, Process, External and Structural**. They will work together over the next year with the unified goal of improving Fireline for the benefit of our staff and our customers.

Now I need to step back and let them prove to me what they can achieve when they work together. Now it is my time to get in the wheelbarrow.





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See Elizabeth Zeledon x270  
for more information.

<https://workforcenow.adp.com>



## THE PMO

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For assistance with Sharepoint, Adobe, or PZ see  
Elizabeth Adkins x247



# overcoming our challenges

*The business world is changing and so are the challenges you face as a manager*

There are both internal and external factors that cause various challenges in the workplace. How have these factors affected you as a manager? What are some challenges you face everyday?



**PHIL BOWERS**  
**PORTABLES**

Resolving conflict between fellow employees and different subdivisions of our departments is my biggest challenge. I'd like to think we are all grownups with two goals at work and that is to be the best department in the company and provide our customers with the best customer

decision I made will upset one or some of the employees and they will not perform their job the way they should in procrastination of the decision causing more conflict than we started with. Also, I tend after a few months to presume the decision I made is working and I don't follow up to see that everyone is doing what they are supposed to be doing.



**TED**  
**REITTERER**  
**SPRINKLER**

My biggest challenge as a manager is trying to accomplish everything that I set out to do. I try to plan an agenda for the day or week and one email or phone call can change everything. With deadlines placed on everything nowadays, and some unrealistic, we are forced to try to meet them. This sometimes causes problems because we try to put the customer first and in doing so our coworkers and teams needs suffer by getting put off or delayed. I am trying to slow down and analyze each situation and prioritize. I need to get all the details before making a decision as to what is a real emergency and what can wait.



**JUSTIN FISHBACK**  
**RESTAURANT**  
**SYSTEMS**

My greatest challenges as Leesburg branch manager come from situations that have no set objectives or clear paths to success—ones that rely on skills that come

**“There is no manual to help us answer these questions because both the questions and answers vary from individual to individual, and from day to day. ”**

only from experience and a fair mind. For me, being a fair and effective leader to a team of diverse individuals is by far the most difficult task I face each day. Am I doing enough to reward outstanding work? Do I strike a good balance between sensitivity and the bottom line? Am I being fair when I correct poor performance or bad behavior? There is no manual to help us

answer these questions because both the questions and answers vary from individual to individual, and from day to day. My yearly development goals always include something that will help me answer these tough questions. This coming year, I plan to find new ways to solicit feedback from my team so we can have more effective two-way communication.



**KAREN COBB**  
**SYSTEMS**  
**SERVICE**

I would say my biggest challenge as a manager is realizing that not everyone is me. You have to be willing and able to understand that people work differently and your way is not necessarily the only way. You need to be flexible and open to new ideas brought to you by your team and hear them out, not just assume that it will not work—some of the best ideas/solutions starting out as a “what if we try this”. Involving your team/

department in the process will give you some allies when you make your decisions.

**YOU ARE NEVER  
TOO COOL  
FOR SAFETY**



**Respect Yourself.  
Respect Workplace Safety.**

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

**September:** No winner

**October:** Neil Walters

**November:** No winner



RICH SIGETHY

**FIRE ALARM**

My biggest challenge as a Manager this year has been shuffling responsibilities from employees. As Fireline has grown, many of us have taken on tasks as a temporary fix to a problem. Before we know it, we have inherited this task forever. Changes to our industry require changes to the tasks we perform. Some tasks are new, some are changed and others may be eliminated. This requires the assignment of these tasks to the appropriate position, not to a person who you think can handle it. Planning requires evaluating positions and tasks so that you can hire the right person for that position. Without this process growth and efficiency can be stunted.



TJ SMALLWOOD

**VEHICLE SYSTEMS**

My challenge as manager is delegation. In an OCD struggle to ensure every part of my department is reported accurately, I overwhelm myself with smaller tasks that could be delegated to others. I am often concerned with handing others delicate, time-consuming work. I like perfection, but I know when transitioning a task there will inevitably be mistakes. However letting go of such things would free up my time to work "on" the department rather than "in" the department. I am working to improve this in 2016 so we can continue to grow.

## Congratulations to Fireline Corporation



for being named the  
7th Largest Women Owned Business in Baltimore  
by the Baltimore Business Journal.

**KEN BARNHART**

IT DEPARTMENT

BALTIMORE

# keep it clean



The approaching holiday season has to be one of the most stressful times of the year for IT professionals. Between Halloween and Valentine's Day two-thirds of all identity thefts occur.

It has been reported that last year there were 17 million identity theft /credit card fraud incidents in the USA. Think about that. That's nearly 1 in every 10 adults affected. So what can you do to protect yourselves?

At work, Fireline protects you by using servers and firewalls and software (and me) to defend against the majority of threats. We also ask you to follow certain procedures such as not downloading software without permission, not opening email attachments from unknown or unexpected sources, and notifying IT if something is questionable.

At home, you can do many of the same things we do in the office without having to spend a bunch of money.

**1. Make sure your antivirus is up to date.—If it's not, fix it NOW!**

AVG and Microsoft Security Essentials are two of several very effective free products out there. Check it regularly and keep it up to date.

**2. Make sure your firewalls are enabled**

- There's one built into your wi-fi router
- There's one built into windows
- Change your passwords regularly

**“That's nearly 1 in every  
10 adults affected...”**

**3. E-Mail Security—DON'T BE FOOLED!**

- Never open email attachments from unknown or unexpected sources
- Look for inconsistencies, i.e. email address doesn't match the sender
- The IRS doesn't communicate via E-mail
- Collection agencies aren't allowed to use E-Mail

**5. Online: Make sure the lock icon is showing in your browser there are no certificate errors being reported, and keep detailed records of all online transactions**

Finally, if something doesn't look right, assume it's not right and get help cleaning it up.

Follow these basic guidelines and we'll all have a happier Holiday season.



**“...we will be seeing more of these systems installed.”**

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

### No Wire? No Problem!

Notifier now has a system called SWIFT Smart Wireless Integrated Fire Technology that will allow initiating devices (Detectors, Manual Pull Stations, Modules...) to be connected to their addressable fire alarm systems without the need for wire. They use a wireless gateway module connected to the addressable loop. Once installed and programmed, this module talks to the wireless devices through radio frequencies. The wireless devices can then be installed anywhere the radio frequency can reach. Each wireless device is a transmitter and receiver so they pass signals through from other devices. Notifier calls this a wireless mesh network. Because of this technology, the more devices that are installed on the system, the more reliable the network becomes.

Because the devices can be installed without the need for wire, this system is a good fit for system upgrades where the old system can be kept on line while the new system is installed. Historic sites, difficult locations, and temporary systems installed during construction are also prime applications for this technology.

Currently the system is limited to initiating devices, but Notifier is working on wireless notification devices like horn/strobes so the entire system will be able to be installed without wire.

Once the Fire authorities and installers become more familiar with this technology, we will be seeing more of these systems installed.



# Anniversaries

## December

Lane Villers, Jr.—11 yrs.  
Lou Killmeyer—12 yrs.  
Jeremy Mohny—13 yrs.  
TJ Smallwood, II—13 yrs.  
Dennis Bryant—19 yrs.  
Vee Ouk—2 yrs.  
Nancy Larsen—29 yrs.  
Ike Austin—31 yrs.  
Todd Everitt—32 yrs.

## January

Steve Rosenblit—1 yr.  
John Hupman—1 yr.  
Clinton Shell—2 yrs.  
Robin Busch—13 yrs.  
Karen Cobb—14 yrs.  
Lisa Malone—15 yrs.  
Neil Walters—16 yrs.  
Elizabeth Zeladon—3 yrs.  
Derrick Meilhammer—4 yrs.  
Ken Radke—4 yrs.

## February

John Oliver—1 yr.  
Dwon Bess, Jr.—1yr  
Jason D'Alfonzo—1 yr.  
Charlie Miskimon—11 yrs.  
Matt Meyers—15 yrs.  
Charlie Moore—18 yrs.  
Sharon Waters—20 yrs.  
Jackie Ulloa—3 yrs.  
Janet Griffin—4 yrs.  
Steve Hale—4 yrs.  
Matt Losignor—7 yrs.  
Denise Campbell—9 yrs.

## Connected?



Search for  
“Fireline Corporation”  
to find us on these  
social media sites.



**A**



**B**



**C**

### OUT AND ABOUT

A - Charlie Harris testing the fire pumps at Conowingo Dam.

B - Marvin Clark making a new friend at Eco Systems.

C - Halloween costume contest winners—Shark Week.



**D**

D - Norm Mason and Rich Sigethy at the Notifier Awards Gala with the Million Dollar Award.

E - Barb Haas, Linda Abdow, Cindy Rueppel and Sharon Rose at Sharon's retirement dinner.



**E**



# 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 4th quarter winners



Dave Krenzer ~ Suppression System



Mike Levasseur ~ Portables



John Oliver ~ Fire Alarm Service



Nick Copsey ~ System Service

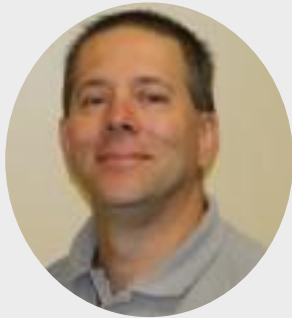
Frank Chenoweth ~ Technical Director

Greg Smith ~ Warehouse

Craig Steinbock ~ Sprinkler Install

Janet Griffin ~ Key Accounts Coordinator

Laurie Pryor ~ Contract Administrator





Elizabeth Adkins & her husband welcomed their baby girl Gabriella Elizabeth to the world on 8/30/15 she weighed 8lbs 11oz and was 21 inches long



Mr. & Mrs. James Keedy  
August 15th, 2015

Laura Smith said "I do" on  
September 23rd.



Mr. & Mrs. David Krenzer in  
Charleston, SC on October 10th





# kudos

Sometimes its nice to get a little recognition.

*"he hung-in to solve our problems, this is remarkable in the 21st century..."*



John Oliver

## Customer

I highly commend John for

the work that he did. He is an outstanding technical employee in addition to being a great middle-man communicator on critical fire alarm systems and fire security monitoring systems. That he hung-in to solve our problems this is remarkable in the 21st century. He could simply have said "Call us to reschedule when the problem is fixed... and left".



Robbie Kershner  
System Service  
Specialist

## Customer

I would like to thank your technician, for taking good care of us. He did a fine job in a workman like manner. The system came up on the first try and he was able to configure our fixed IP address with no problems. Rob saw to it that everything was installed neatly and aligned squarely, and with no debris left behind. It is a joy to work with a pro like Rob!



Ricky Gardner &  
Steve Hale  
Sprinkler Service &  
System Service  
Technicians

## Customer

They were extremely profession-

al and it was clear they knew their job and worked within the requirements we have for tunnel operations.



Karen  
Cobb,  
Frank  
Cheno-



weth & Laurie Pryor  
Systems Service

## Internal

Karen, Frank, Laurie and the rest of the team really kicked it in. I appreciate all they did.



Jenn Barron  
System Service  
Repairs

## Customer

"Thank you so much for being on top of this...Fireline is lucky to have you on their team!"



Jason Litten  
Restaurant Service  
Technician

## Customer

Jason did a fantastic job. He was very thorough and even educated me and my crew on some items that had gone neglected over the past few years.



Nick Cavey & Dylan Fogle  
Fire Alarm Service  
Technicians

## Customer



They were excellent workers and very thorough. I learned a lot and really appreciate the work they did. I want to thank you and look forward to working with your employees in the future.



### **December**

Cindy Rueppel  
Clinton Shell  
Corey Marriott  
Daryl Blow  
Derrick Meilhammer  
Dustin Breeden  
Eric Dill

Eric Robertson  
Jared Fishback  
Jay Doyle  
John Oliver  
Julio Castro  
Karen Cobb  
Lane Villers, Jr.  
Laurie Pryor

Ricky Gardner, Jr.  
Ross Dyott  
Rupert Mangal  
Santos Castillo  
Scott Johnson  
Sean Parsons  
Steve Rosenblit  
Ted Reitterer

### **January**

Al Riefflin  
Dan Vecchioni  
Danny Nieves  
Dennis Tetso  
Edwin Montano

Frank Bernadzikowski  
Jim Handy  
Keith Chaffman  
Ken Radke  
Kevin Young, Jr.  
Marty Ibbott

Nancy Larsen  
Nicole Manzanera-Davis  
Reggie Burton  
Steve Imhoff  
Troy Moseley

### **February**

Alberto Armesto  
Brad Mays  
Dan Davidson  
Frank Chenoweth

Guy Hornig  
Janet Werner  
Jarvis Stevens  
Jason D'Alfonzo  
Justin Fishback

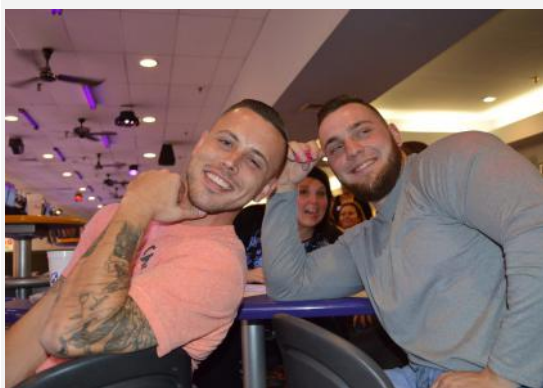
Lisa Malone  
Matt Williams  
Mike Haas  
Mike Maloy



# holiday party

**Fireline** FEATURES

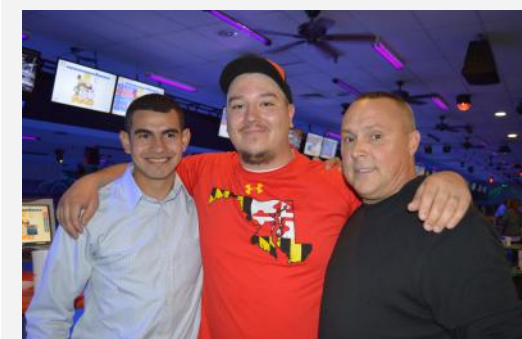
PEOPLE



## **Sample of Quiz Show Questions :**

1. How many square feet is the "new" Warehouse in Baltimore? A) 8,300 , B) 7,200, C) 6,900, D) 6,600
2. How many **red** vehicles are in Fireline's fleet? A) 98, B) 129, C) 103, D) 115
3. Out of 178 Fireline employees, how many are women? A) 27, B) 19, C) 14, D) 25
4. Fireline was the first to introduce what to Maryland? A) The Halon 1301 System, B) The ABC Dry Chemical Extinguisher, C) The Wet Chemical Restaurant Fire Suppression System, D) The Addressable Fire Alarm Panel

*Answers: B, D, D, A, B*



# good luck sharon

After more than 35 years we said “goodbye” to Sharon Rose at a dinner in her honor at Olive Grove Restaurant. Sharon began her Fireline career April 9, 1980 as an office assistant under the legendary Miss Helen. At the time Sharon was hired, Fireline did all clerical tasks manually, including hand typing Annual Automatic and call in service tickets! In the 80’s Sharon worked in our Linthicum branch as System Sec-



retary. She returned to our Baltimore office as Projects Biller, where she became our expert on Fireline’s job billing and customer information.



What a memory she has, she can remember old Fireline employees and events that most “old timers” have long forgotten. Always professional in her actions with customers and co-workers, Sharon sets a standard we should all strive to meet.

Sharon will be busy spending time with her daughter Sherry and grandson, Michael. She is also an active member of her church and will now have time to commit to her friends and church activities.

Goodbye Sharon, we wish you a long, healthy, enjoyable retirement! We will miss you!





## ON THE COVER

### JOHN PIERCE

Restaurant Installation—Leesburg Office

*New to the restaurant team this year, John has picked up the trade quickly. Anna Gavin sits down with John to know a little more about the latest team all-star.*

**Fireline** FEATURES

PEOPLE

**AG: What is it that you like about installing restaurant suppression systems?**

**JP:** The safety of it. Knowing that when we are in there doing what we do, families are able to safely come in there and eat while we provide a safe environment for them.

**AG: If the Leesburg Restaurant team had a mascot what would it be?**

**JP:** A Clown. Definitely a clown.

**AG: I hear you are a car buff and often fix up your co-worker's cars. What is your favorite car?**

**JP:** I love mini trucks and rat rods. They are more of a junky type vehicle. I mean, the outside looks junky but the inside is like, Lamborghini style. We like to fix them up.

**AG: What did you do before coming to Fireline?**

**JP:** I worked at the Dr. Pepper plant for 16 years. I was the lab technician, I tested all the soda and waters and made it safe before going out to the public.

**AG: So working in restaurants exposes you to a lot of kitchens – what is your favorite restaurant?**

**JP:** I like Chinese food.

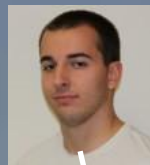
**AG: Wait, really? Even when you have seen the kitchens?**

**JP:** Oh yeah, they are the dirtiest restaurants- but I like Chinese food – no real specific one, I just like the food.



# new kids on the block

Fireline's Baltimore Office has a few new faces on campus. Make sure to say hello and welcome them to our team!



**Collin  
Creighton**

*Portables Shop*



**Samuel Jean**

*Portables Shop*



**Eric Dill**

*Special Hazards*



**Tyler Smith**

*Special Hazards*



**Carrie Schyan-Watkins**

*Job Billing*



**Steve Sensibaugh**

*System Service*



**Kirsten Chandler**

*System Service Dispatch*

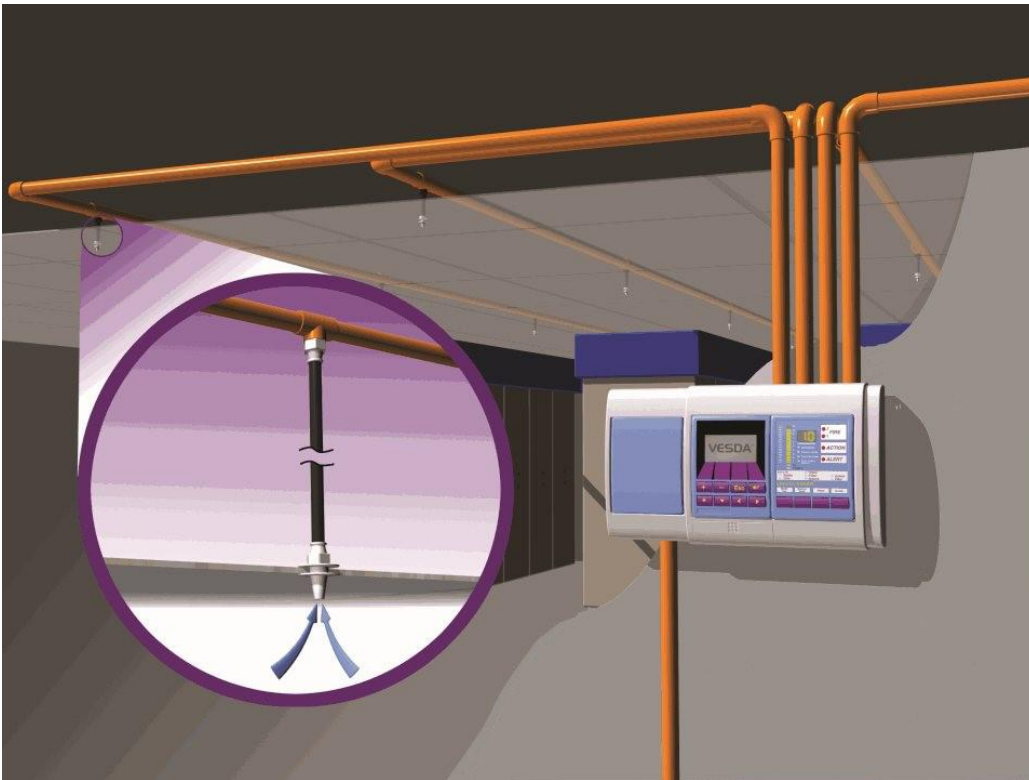


# ***HI-TECH DETECTION***

The ability to detect special hazards is more advanced than ever. Now able to detect not just smoke, but dust, diesel and wire burns, the VESDA-E VEA is making waves in the industry.

Article by Dave Krenzer





proach may not seem new when you think of installing air sampling in a single large room, but the VEA was created to replace detectors in many rooms.

How it works: each spot detector becomes a sampling port serviced by a small diameter flexible tube which connects to the VEA box. The VEA knows the smoke condi-

*Air sampling over the last few years* has become a more viable solution to the fire protection industry for many reasons, i.e. early warning and ease of installation to name a few. There has been development from several manufacturers exhibiting air sampling smoke detection but one stands out from the rest over the last year; Xtralis' VESDA-E VEA. This is their newest addressable air sampling smoke detector which is designed to replace spot type smoke detectors. This ap-

tions in each tube and can report alarms as an individual address to the fire alarm panel. In the past detecting smoke in multiple rooms a building owner had to settle for a "zoned" approach and would not be able to pinpoint the location and provide the information to the fire department. The advantages don't end there, the VEA provides high sensitivity smoke detection (as one should expect from an air sampling smoke detector) and can give pre-warning notifications to the building owner before emergency conditions are reached.

The **next generation**  
of aspirating smoke detection

**VESDA®** 





One of the other features the VESDA-E has to offer is the VESDA Analytics Applications or Xapps. The Xapps provide unique particle characterization capabilities. This brings a number of key enhancements over the existing laser chamber such as a shorter wave length source that allows tighter focusing and a direct imaging of particles via the CMOS camera which records data regarding size, color, and shape. The net effect is that there will be more actionable information provided about the observed particles.

The (3) available Xapps are the “DieselTrace”; “DustTrace”; and the “WireTrace”. The diesel trace provides targeted detection of diesel engine particles which can be used to activate ventilation in

**“This really is a cutting edge technology for any building fire alarm system.”**

parking garages or warehouses. Dust trace provides targeted detection of dust in the sampled air which can be used to prevent contamination in food manufacturing and storage facilities. Wire trace provides targeted detection of particles from slowly overheating PVC insulated wires. This will direct personnel to a primary source (i.e. electrical wires and/or cables) resulting in a faster response than the standard early warning.



### VESDA PRO

Late last year Fireline was asked to become a “Vesda Pro” distributor by Xtralis. This program is targeted to just 25 distributors in the country. The benefits include better pricing discounts, leads, training and technical support.

Pat Fitzgerald and Anna Gavin attended the Vesda Pro conference in New Orleans this year. Xtralis was very open with the attendees on everything from their market strategies, to their current company outlook and sales. The result was candid conversations about how this air-sampling tycoon can better help us on the distributor level improve our business.

Much of the conference focused on the many opportunities tied to the latest Vesda Products including the Vesda-E VEA and the VESDA-E VEP. The ability for these new products to perform true analytics is quite impressive. By witnessing demonstrations, reviewing target markets and sharing with the other distributors the Vesda Pro program is proving to be a great value to Fireline.

## WHAT IS THE MOST INTERESTING JOB YOU'VE BEEN ON?

“

“1.7 billion dollars in cash in the Federal Reserve vault; and that the elevator weighs you on way down and up with an accuracy to 5 grams the weight of one nickel.” - Mike Levasseur

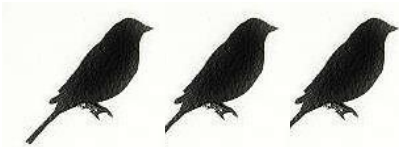
“I had to service a dry chemical system on a huge earth mover that was being used to make a bird sanctuary island in Chesapeake Bay. I had to meet a ferry at St Michael's and insure I loaded everything that was needed for the job on to the ferry, there was no way to return to my vehicle or the shop for anything.” - Marty Ibbott

“State of MD government building. All the underground tunnels that connect the buildings and inside the offices and mansion.” - Dave Henson

“Working on a Waste Management site in Virginia. As I sat on top of the land fill, a family of American Bald Eagles perched on a branch. As if they where on patrol and keeping order of the sea gulls that fed on the trash below.” - Armando Morales

“The craziest place I have ever worked is world recycle. There are rats the size of small dogs. It's gross!” - Kyle Dean

“The most interesting job I have been to was the Bureau of Printing and Engraving where all of the money is printed. Aside from being surrounded by pallets of 20's 50's and 100's, they have a room where they make the printing plates. They use cyanide to harden the plates so there is potential for the room to be toxic. In order to be sure the room is safe, they have 2 canaries in a cage in the middle of the room. There is a peep hole in the door that you look to see if the canaries are still alive before entering to room. They have 2 in case one dies of natural causes.



They also had little bird stencils on the door for the ones that died. Kind of like the side of a fighter plane.”

- Frank Chenoweth

”

Congratulations to the Fire Alarm  
team for winning the  
**2014 Notifier Million Dollar Award**  
("The cup" gave the acceptance speech.)

**WINNERS  
AND AWARD**  
**Winning**  
NOTIFIER's 2015



**NOTIFIER®**  
by Honeywell





**KEEP  
CALM  
AND  
SELL ON**

**Congratulations to this quarter's Service Sales Top Dogs**  
September October November  
 Janet Werner Charlie Miskimon Charlie Miskimon

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

