

May 2019



FEATURING:

# THE SHOP TEAM TALKS

## Sharing Their Thoughts on the Renovations

ALSO IN THIS ISSUE:

- COORDINATORS WRITE IN
- NFMT TRADE SHOW 2019 RECAP
- EDWIN GETS PROMOTED
- AND MORE!



Construction of Shop Rooms  
December 2018

# SHOP RENOVATIONS: A Symbol of Growth

BY ANNA GAVIN

2019 is in full swing and it's been a great year so far. As I have mentioned to many of you in my company update meetings, we have a great team, better training programs, and good sales direction. I am really looking forward to seeing how this year turns out. I feel like much of the past few years have been building to where we are now and moving us towards a new level.

The new Portables Shop is a great example of our growth and building for our future. The shop is going to be a big advantage for us and has many benefits. Here are some things we are looking forward to gaining with the new shop.

**1. Better utilization of space:** The current shop is a bit of a maze and relies a lot on floor space for

extinguisher storage. The new shop has two main shops (CO2 and Dry Chem) where we can blend in the servicing of our clean agents and wet chemical work. We will have better racking to ensure extinguishers are always readily available for our team.

**2. Better Work Flow:** When growing into a space like we have these past 50+ years at our current location—customer demands, equipment and manufacturer needs and processes change. We have to mold our space to meet those changes. Now with building our space as we wanted it we are able to build the workflow to meet the need.

**3. Assisting other departments:** At one point we had a separate area to refill systems tanks for the

Systems Service Department and another small area to refill vehicle systems tanks. Now with the new shop as large as it is we will be able to perform those tasks in the main shop, really allowing for cross-departmental workstations.

**4. Better Customer Service:** There is definitely a challenge to having our current customer service walk-in area separate from the main warehouse. Customers sometimes have to ping pong between areas depending on their need. With moving the shop up to the old warehouse area, having a connected space, we will certainly be able to better serve our customers without walking them all over the campus.

Overall I am very excited about this project. Even though it hasn't been a smooth ride, I know it will be a major benefit to Fireline. In many ways this new shop is a symbol of our growth as a business and an investment in our future. I have to admit though, I am looking forward to the construction being done soon! ■

# YES, YOU CONDUIT!

With a little bit of training, you can step up to the next level!  
If you are a seasoned tech looking for knowledge on new systems, or a new tech looking to brush up on old equipment; we have something for you! For training and suggestions for new training ideas, please contact:

**Matt Meyers, Training Coordinator**  
**[mmeyers@fireline.com](mailto:mmeyers@fireline.com), 410-247-1422 x245**



# THIS EDITION'S TOPIC:

## Coordinators Write In

This edition we asked some of our many Coordinators to write in a bit about dispatching and scheduling technicians—their experiences, likes, dislikes and the things they have learned and people they have gotten to know. These folks are the heartbeat of our customer experience. It is a challenging job and we are grateful for all they do.

### DEANNA CUSTER RESTAURANT SYSTEMS • BALTIMORE

Being a coordinator for Restaurant Systems is probably the most challenging, but that is what I like about it. It is like a puzzle when scheduling service because every location opens at a different time and requires a list of things that need to be completed before Fireline can even get in and get the job done. I run into a lot of bumps but with the help of my technicians and their input on how things work out in the field, we get it done as a team.

### FRAN WHITING-LEWIS PORTABLES & RESTAURANT SERVICE • LEESBURG

Fireline scheduling for me is the same but different in some ways. I used to schedule in-home patients. Unfortunately, scheduling for these patients can be a little nerve racking. When the nurse would go for their visit, the patient can say, "No, not today, because I'm not feeling well, can you come back tomorrow?"; whereas with Fireline customers and their equipment, you can't

say that because there is a specific need for the visit. The equipment can't say "No, not today, I'm not feeling well, can you come back tomorrow?"

The best part of scheduling would be getting to know your customers and their needs. I try to put myself in their shoes and understand their frustrations and their needs. It can be a little unnerving at times; but "killing them with kindness goes a long way"!!! Scheduling sometimes can be the first door/face into the future with Fireline. I try to be motivated when answering the phones and assisting with the customers needs.

### ALLEY TUCKER PORTABLES SERVICE • BALTIMORE

Dispatching for me has been an eventful journey, I have crossed paths with many people each very different than the other. I love the moments when I am speaking with a customer and can tell I have completely fulfilled their every wish and to hear the gratitude in their voice makes my day. There are also times when customers are slightly frantic and unsettled that make my day a bit more challenging.

For example—when an extinguisher goes off in an Elementary School and kids are covered in the dry chemical... to some this was concerning, I had a several staff members call with full fear in their voice that these children may be physically harmed from this powder... I explained that it is not toxic, it can simply be brushed off... but in the back of my mind I wonder "If you think they may be hurt... why did you not call 911?" Then I remembered we offer training classes for a reason and this has now turned into a wonderful sales opportunity.

I will always admire customers believing we are always the people to call because honestly, we do know it all.

### ASHLEY JONES FIRE ALARM SYSTEMS

When I started this position, I thought it would be your basic role with just answering phone calls and scheduling but it's not. I'm way more involved than I thought I'd be and at times it's a bit overwhelming, Now realize I'm that I'm an important piece that keeps this

department flowing. The only difficult thing about this position is that because I am needed so much, my off days are still working days sometimes. I don't mind because the goal is always to do whatever it takes to get the job done. It was tough in the beginning trying to establish my name and role with our regular customers because they've always dealt with Fawn, but I'd like to think that I have proven myself because now they treat me as if they've known me just as long.

I've grown to be passionate about my work and I wanted to learn more about what happens in the field so I could be better at my job, so I started to have routine field days to see install startups, testing, troubleshooting, etc. Now when I get customer calls about issues like open circuits, strobe synch issues or comm failures they're having I'm able to direct and/or advise them on how to handle it. I also try to schedule my field days for customers that I talk to often. I found that that solidifies their respect for me and gives them the impression that I really do care about making sure they are satisfied and that we're getting the job done.

#### **FAITH DEWITT** **SYSTEMS SERVICE**

I have been a dispatcher for a little over a year now. I came into Fireline as a complete blank-slate to fire protection. I have learned a tremendous amount since starting here through dispatching including inspections, service, different types of fire suppression systems, etc. I enjoy dispatching because of the attention to detail. I also learn something new everyday and I work with stellar technicians/helpers, newer and seasoned. You really develop a good working relationship with some of your technicians/helpers which makes work more enjoyable. Dispatching strongly consists of teamwork and communication which has helped me to improve my skills in working with others.

The most rewarding part of dispatch is when a major event happens at a worksite such as a fire, major sprinkler pipe bust, suppression system dump, etc. I am able get a technician on site quickly and we "save the day" working to get their system repaired and back in order.

#### **SALLY DEWITT** **SYSTEMS SERVICE • KEY AND PREMIERE CUSTOMERS**

Think about it, work! Work is a four-letter word, I am sure you heard that before, right? Let's be honest, who really dreams of getting up at 3:00 AM to drive through a tunnel, that is underwater I may add, and arrive at 4605 Hollins Ferry Road five days a week? That is not what I had pictured growing up. I wanted to be a writer or work for a publishing company. But here I am, why am I here? Am I here because I love sprinkler systems, backflows, fire pumps and alarms? Reality check alert coming, look away if the unprofessional truth scares you please.

I am here because the owner is honest, fair, cares about the environment, ethical, a moral person and an animal lover. I am here because Marty makes me laugh, Kenny always listens and I truly trust him, Dan is always nice to me, Neil makes me smile and reminds me to stay humble without saying a word, John M always has a kind word, Jim C is an inspiration for his long hours with no complaints, Lane makes me happy, Charlie reminds me you don't have to sit in the front of the bus to be noticed for hard work, Ricky and Tyler are heartwarming, Kelly and Steve are my feel better buddies-they don't know they are my work psychologists, Tim, my friend who shares secrets, Steve D and Rob S are always nice to me, Bill Gibb, whose respect I want more than anyone, I see as a friend-confidant, and all the special people I encounter in my day who have wonderful qualities that make me a better person.

Why am I at Fireline? I am at Fireline because if I forget my wallet, someone will get me lunch, If I need help, someone is there for me day or night, the strangest people listen to my stupid animal stories, if I have a bad day, someone will give me a hug. Work may be a four-letter word, but so is luck or fate. Luck, fate, whatever brought me to Fireline, I know I have chosen a family. I was not born into Fireline, it is a choice for me, chosen family, think about it. ■





# Congratulations!



Newlyweds  
Heather Meyer & Antonio Scott  
4-13-2019



Newlyweds  
Bridget Sandkuhler & Scott Easton  
4-22-2019



Dustin Beeden's Son  
Daniel Matteo Breeden  
2-7-2019 • 7LBS 10Z



Kristi Hampton's Daughter  
Kali Paige Hampton  
3-19-2019 • 11:42PM



Joe Mooney's Son  
Samuel Brooks Mooney  
4-13-2019 • 8LBS 15OZ • 21.5IN



Edwin Montano's Daughter  
Natalie Montano  
4-16-2019 • 6:30PM • 7LBS 8OZ • 20IN



## THE SHOP TEAM TALKS

### Sharing Their Thoughts on the New Shop Renovations



It's been a long wait (longer than expected) but the shop team is finally getting close to moving into their new home in the newly renovated shop area that was previously the old warehouse. As this newsletter goes to print we are a mere days away from moving in to the new shop. Colin Creighton, Mitch D'Angelo, Steve Weiss and Caleb Chavis share their thoughts.

**What are you looking forward to in the new shop?**

**Mitch:** I am looking forward to a fresh start. It will be nice to get organized and have things set up how we want them to make them more efficient.

**Colin:** Organizing the Equipment and getting it exactly how we want it.

**Caleb:** Having everything in one room with the right amount of space.

**What will you miss in the old shop?**

**Colin:** I will miss all the good memories from where I started to the last day in here. Whether it was the classic "oops" moment (which usually led to cleaning up) or just some good laughs.

**Caleb:** I will miss the yellow walls. I will also not miss the yellow walls.

**Mitch:** I will miss the memories we shared and those yellow walls.

**What will you not miss in the old shop?**

**Colin:** I will not miss those yellow walls or the lack of windows or sun.

**Caleb:** I will miss the yellow walls. I will also not miss the yellow walls.

**Mitch:** I won't miss the old work benches. I have ripped many a pair of pants on them.

**What are some lessons you learned while working in the shop?**

**Mitch:** I have learned just how beneficial it is to work as a team. When we are all on the same page we get so much work done at an efficient pace to produce high quality work.

**Caleb:** I've learned that powder will literally get into place on you that you would never expect. Keeping clean is important.

**Colin:** The shop can be what you make it. I've learned that with a good group you can not only get a lot of work done but you can build relationships and honestly just have a good time. ■

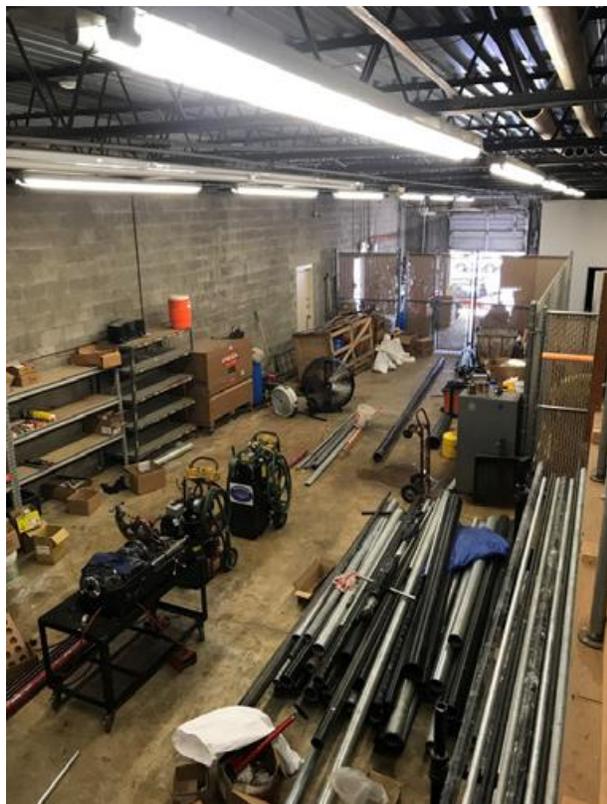
# Shop by the NUMBERS

The Portables Shop in Baltimore is a busy place. Here's more information on what the shop team currently does for Fireline:

- ✓ Average # of fire extinguishers tested weekly: **750**
- ✓ Number of shop areas: **4**  
(*Dry Chemical, CO<sub>2</sub>, Clean Agent, & Wet Chemical*)
- ✓ High pressure testing for both offices
- ✓ All shop techs are cross-trained to perform service on all types of fire extinguishers
- ✓ **11** pieces of large equipment (*testing machines, tanks, hot boxes, recovery systems etc*)—Shop techs maintain all our own equipment
- ✓ Support not just the Portables Department but the Restaurant Systems Department, Systems Service Department & Vehicle Systems Department as well

# Renovation Timeline

The new shop renovation is nearly complete. The original structure was Fireline's main warehouse built in 1964. In 2005 the new warehouse was built, converting the old warehouse to storage and shop space for sprinkler and vehicle suppression equipment as well as our training room. Construction for the new shop began in October 2018 and is scheduled to be complete in May 2019.



*Pre-Construction – Used for Sprinkler Storage & Tank Refills  
August 2018*



*Gutted Out & Ready for Demolition  
September 2018*



*Construction of Shop Rooms  
December 2018*



*Relocation of CO<sub>2</sub> Tank  
April 2019*

# Don't let this be your retirement savings plan.

## WITH FIRELINE'S 401K PLAN YOU ENJOY

- ✓ Tax savings
- ✓ Employer contributions
- ✓ Secure investments for your future

See Cindy Rueppel, [crueppel@fireline.com](mailto:crueppel@fireline.com) for more information.



**401K**

# Kudos!



Bill Gibb

**FROM A CO-WORKER**

"Despite sometimes being a lovable pain, there's probably nobody that cares more about Fireline and its people than Bill Gibb. He's not a bad guy, but he is willing to play that part so that we can protect our people from themselves. Sometimes his commitment is so bright and shiny it makes me aspire to be that committed."



Danica Malone

**FROM A CO-WORKER**

"As always, you are one step ahead of me. Thank you Danica for the fantastic job you do. Your hard work and attention to detail has made me look good on numerous occasions. Keep up the GREAT work!"



Troy Moseley, Dustin Breeden,  
& Jesse Simmons

**FROM A CUSTOMER**

"The customer called back to thank everyone for taking care of this issue so promptly and professionally. Troy he said thank you for helping coordinate and actually figuring out what the issue was. Dustin and Jesse he spoke very highly of you too. Job well done EVERYONE!!!"



Eric Robertson, Dwon Bess,  
Jake Smallwood, & Brian Bartholme

**FROM A CUSTOMER**

"For working on Easter—I just wanted to reach out to thank you again for the support on this project. In particular, this holiday weekend's migration work went along way for the customer. I know there are still some items left to be squared away but the GSA is pleased that the Fireline/DSI team was able to deliver a successful panel upgrade."



Elizabeth Adkins, Tori Romano,  
Natalie Stencil, & Shannon Adkins

**FROM A COWORKER**

"I just wanted to take the time to say thank you, I really appreciate everything you guys are doing for me to help me with my day to day functions. You have helped so much, I have noticed a drastic difference in my day. I wouldn't be able to keep my head on my shoulders without you guys, honestly, I wish I could do more for all of you."



Dave Gates

**FROM A CO-WORKER**

"I just wanted to give Dave Gates some Kudos for working to improve our team communications. This isn't the most beautiful map, hell it looks like how we might track down Isis, but he took the effort to mark all the buildings for me. There is even a Key at the bottom, it marks the panel locations. Definitely a step in the right direction! The goal is to have less confusion amongst coordinators, techs and billers when it comes to service calls on these accounts. Typically, with contract inspections we can get away with using ONE site to multiple buildings but it ends up putting dispatch in a tough spot. I wanted to give a shout out to Dave Gates on providing this map—it makes a big difference!"



Johnny Osborne & Zach Eberly

**FROM A CUSTOMER**

"I again would like to let you know how extremely pleased with the two Fireline Technicians that just spent three days here. I had met both Johnny Osborne and Zach Eberly before, when they were assisting the two Matts. I was really happy that I was able to have them do our annual fire system inspections. I do not need to tell you how important these are to our Hospital, or how very involved that they really are. One thing that I have learned about Johnny, he is very thorough and determined to find and test every device, and there are many! Thanks again for the training that you give these guys. You can send them here, anytime"



# New to the Team

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



**Brandon Kiser**  
Sprinkler Systems  
1/28/19



**Fran Whiting-Lewis**  
Leesburg Admin  
1/28/19



**Jason Eisele**  
Special Hazard Systems  
1/28/19



**Mike Sirak**  
General Admin  
1/28/19



**Greg Granger**  
Warehouse  
3/4/19



**Rex Shell**  
Vehicle Systems  
3/4/19



**Alisa George**  
Accounting - AP  
3/11/19



**Todd Marks**  
Systems Service  
3/25/19



**Natalie Stencil**  
General Administrative  
4/1/19



**Al Charles**  
Systems Service  
4/15/19



# SPRINKLER INSTALLATION DEPT: Edwin Gets Promoted!



Edwin Montano from our Sprinkler Installation Department has been promoted to the Project Manager in the Virginia area. Edwin joined Fireline in July of 2014 as a sprinkler helper and quickly established himself as not only a lead tech, but a leader in the field. In his new role he will be working under Ken Humphrey's direction and will be overseeing most of the work in the Northern Virginia area including permit runs and customer meetings.

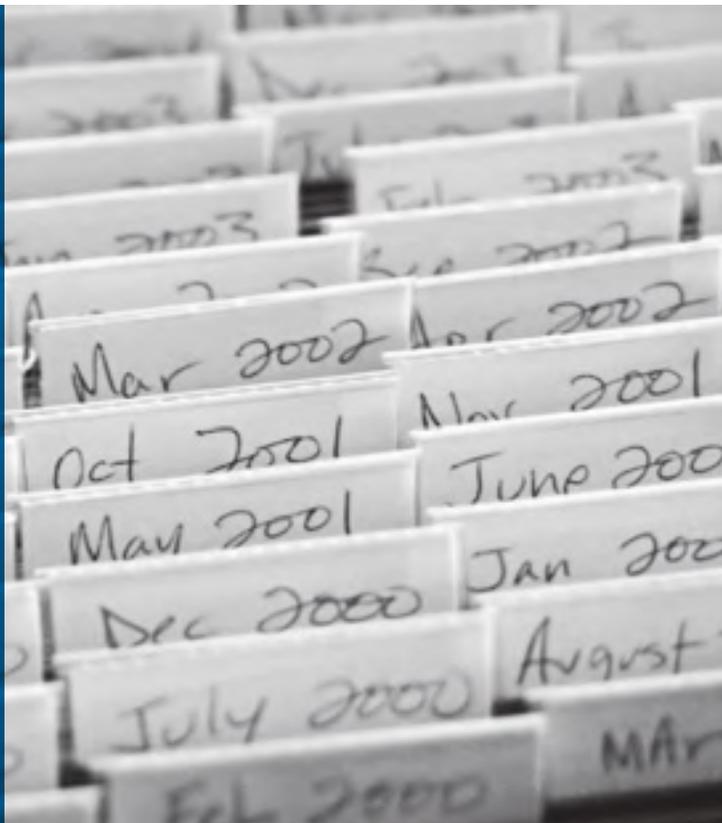
Edwin says, "I would like thanks to the Sprinkler Department to gave me the opportunity to jump up into this new position, which is an new challenge for me to get more improve myself everyday because there a lot a new tasks assigned to me that I have to focus to get every project done.

I'm looking forward to building trust with every costumer on the way, give them the quality that they deserve for any sprinkler project, taking the NoVa crew to coordinate and maintain any project on time, and talk to my crew to make themselves proud for what they are doing in the job. As a team leader, I have to meet with the crew to look what are we doing wrong so we can get it fixed and don't have any issues, differences or disappointments." ■

Never search  
for your  
paystub again.

See Elizabeth Zeledon  
x270 for more information.

<https://workforcenow.adp.com>



# 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](mailto: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](mailto:dct@fireline.com)



# Happy Birthday!

## MAY

Brittney Frampton	1
Jeff Brown	1
Matt Meyers	1
Brian Bartholme	3
Deanna Custer	7
Rich Sigethy	8
Bill Bonney	9
Kyle Dean	9
Amanda Whitehurst	14
Dan Kiser	15
Steve Twain	15
David McKenzie	17
Tyler Smith	17
Gary Cox Jr.	18
Greg Smith	20
Tim Custer	24
Charlie Harris	31
John Pierce III	31

Antonio Scott	7
Billy Carter	7
Greg Diaz	8
Rex Shell	11
Gary Hoddinott	17
Collin Creighton	18
Mike Ramiro	19
Joseph Parmer	30
Ron Eure	21
Austin Tucker	23
Mike Rich	23
Abe Anderson	24
Jimmy Keedy	26
Dante Cromwell	27
Angelo Santos	29
Jason Litten	29
Steve Sensibaugh	29
John Mosley	30
Will McDonald Jr.	30

Brandon Kiser	12
Hermela Solomon	12
Brad Ramey	13
Steve Clarke	14
Ras Wisidagama	18
Jason Eisele	19
Nick Copsey	22
Shannon Adkins	22
Gorsha Reitterer	25
Todd Everitt	28
Tom Cavin	28
Charlie Miskimon	29
Eric McCloud	29
Todd Bates	29
Natalie Stencil	30

## JUNE

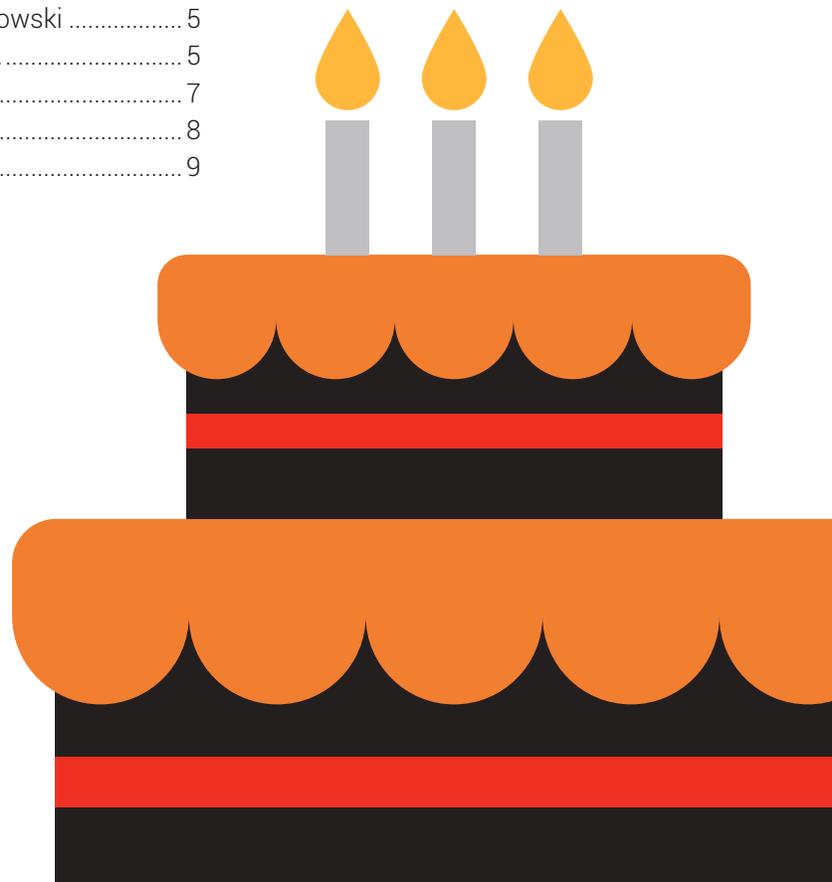
Caleb Chavis	1
Kandyce Kiser	3
Bridget Sandkuhler	5
Nate English	8
Kelly Coon	9
Bill Gibb	12
Ike Austin	12
Terence Kirks	12
Tony Cadogan	15
Chris Troutman	24
Bill Donohue III	25
Ted Richter	25
Adam Prager	28
Chris Weaver	28
Robin Busch	29
Trae Hall	30

## AUGUST

Anna Gavin	1
Anthony Campos	1
Jason Swieczkowski	5
Joe Mooney, Jr.	5
Jesse Bland	7
Gabriel Cajigas	8
Andre Dengler	9

## JULY

Elizabeth Zeledon	1
Shaun Austin	1
Mike Bryant	3





# Employee Recognition Awards



**Q4 2018**  
**Joe Parmer**  
Pre-Engineered  
Kitchen Systems



**Q4 2018**  
**Edwin Montano**  
Sprinkler Systems  
Department



**Q4 2018**  
**Sally DeWitt**  
System Service Department



**Q4 2018**  
**Jesse Bland**  
Vehicle Systems Department



**Q1 2019**  
**Dan Whiteaker**  
Suppression Systems Paint  
Booth Division



**Q1 2019**  
**Alley Tucker**  
Portables



**Q1 2019**  
**Lane Villers**  
System Service Department  
Fire Pump Division



**Q1 2019**  
**Deanna Custer**  
Restaurant Systems  
Department-Baltimore



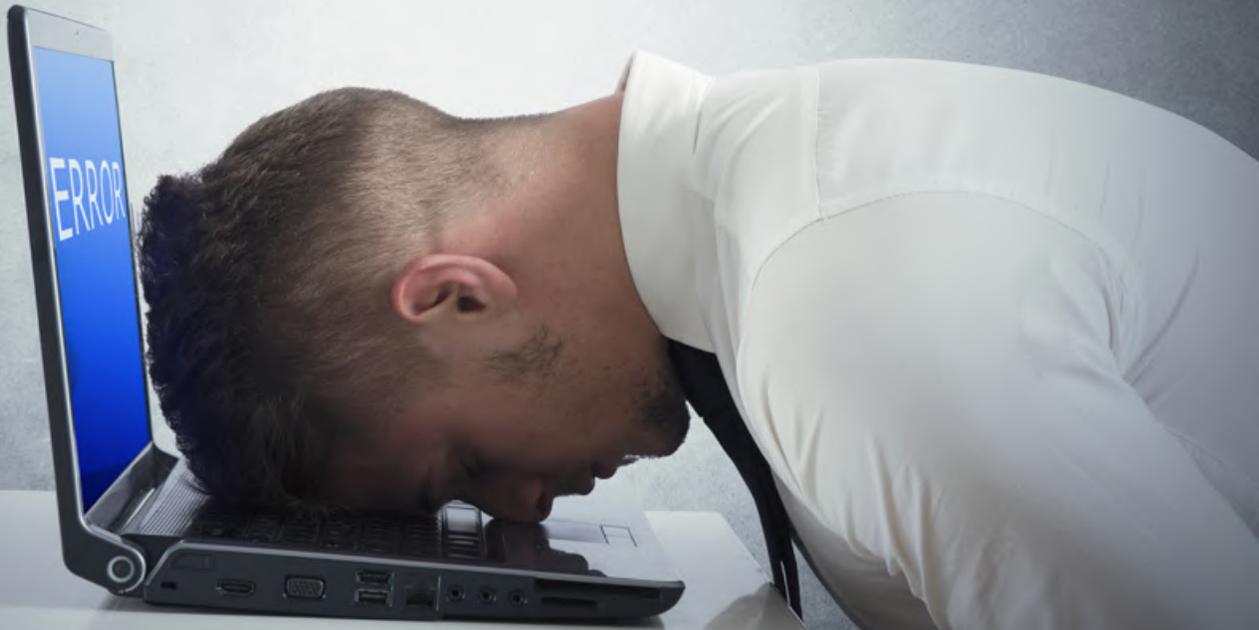


# NFMT Trade Show 2019

Fireline proudly displayed all of our service offerings at the 2019 NFMT Show held at the Baltimore Convention Center in March. Hopefully, everyone saw the photos on the Facebook page. If not, here they are. Quite a bit of advance planning is involved in the logistics of this show across all departments of the company, which is critical to the success of our efforts. Booth materials are organized, packed and shipped by the warehouse staff. Technical support from both Systems and Service Departments coordinate the touchscreen displays, demo fire alarm panels and monitor screens. The sales staff, both Service and Systems, man the booth during the show. Fireline personnel spoke to over 300 attendees, sending a personal thank you e-mail to each and every one. Was it a success? Well, we have at least 3 service contract proposals as a result and 2 engineering firms are interested in Fireline's systems expertise. We also continue to increase the visibility and marketing of Fireline as the premier fire protection company in the Mid-Atlantic region. So yes, it was success! ■



# Computer Problems?



**Relax, Zendesk provides you peace and harmony in your daily IT needs.**

Email [support@fireline.zendesk.com](mailto:support@fireline.zendesk.com) for to get your IT issues resolved.

Your request is important and will be monitored and updated until a solutions is found.

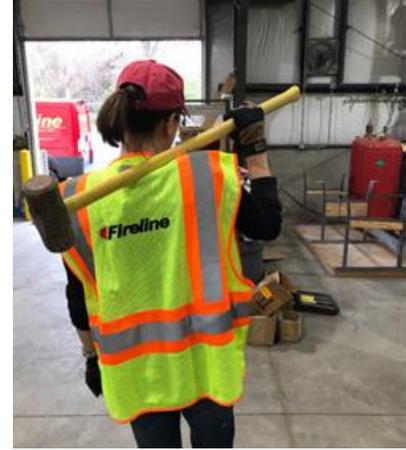




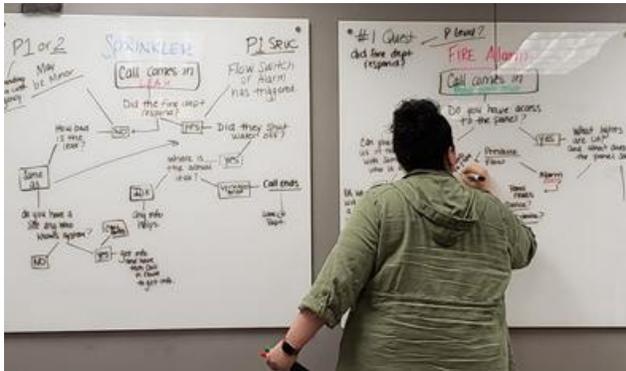
# Company Snapshots



**Bobby (Burgundy) Nicewander Making the Most of a Jobsite Visit**



**When Bill Gibb Is Your Fashion Advisor...**



**Flowcharts Are Fun...**



**Reggie Burton, Just Poppin' in to Say "Hi"**



**Snow Days as a Vehicle Systems Heavy Machinery Tech (Jesse Bland)**





*Notifier Customer Appreciation Dinner*



*Elizabeth Adkins, Shannon Adkins, & Jackie Ulloa at the Baltimore Bizwomen Event*



*Jackie Ulloa, Fran Whiting-Lewis, & Janet Werner*



*Mt Vernon Marioff Install*



*Ken Radke, Danny Nieves, & Lane Villers Conferring at a Jobsite*



**Warehouse Team Bowling Champs**



**FSSA Annual Wiffle Ball Tournament - Rich Sigethy, Anna Gavin, & Dave Krenzer**



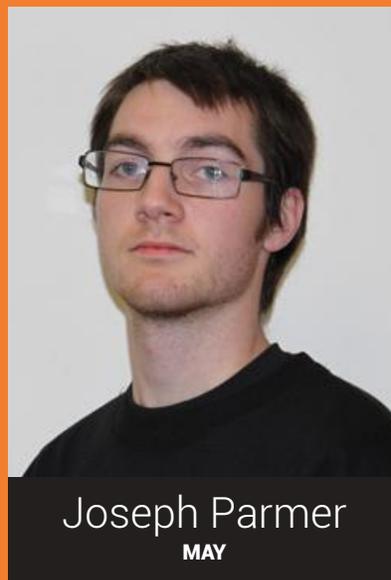
On-site Training



## *Safety Incentive Program*



Andre Dengler  
MAY



Joseph Parmer  
MAY

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

# Happy Anniversary!

## MAY

Luke Schmitt .....	1	Joe Murry .....	3
Mike Fuster .....	1	Kyle Miller .....	3
Mitch D'Angelo .....	1	Alberto Armesto .....	4
Gorsha Reitterer .....	2	Nick Copsey .....	4
Mike D'Angelo .....	2	Ted Richter .....	4
Mike Rich .....	2	Troy Moseley .....	4
Ricky Gardner Jr. ....	4	Edwin Montano .....	5
Craig Steinbock .....	9	John Mosley .....	5
Rupert Mangal .....	10	Mike Maloy .....	5
Eric Robertson .....	11	Ken Barnhart .....	10
Janet Werner .....	13	Frank Bernadzikowski .....	13
Al Riefflin .....	19	Fawn Dyson .....	21
Marty Ibbott .....	29	Steve Imhoff .....	45

## JUNE

Ahmad Harris .....	1	Debbie Lanham .....	10
Deion Minor .....	1	Anthony Campos .....	2
Eric McCloud .....	1	Jim Malone .....	2
Jeff Richards .....	1	Joe Dantoni III .....	2
Lisa Tiedemann .....	1	Bladimir Ventura .....	3
Matt Merson .....	1	Greg Smith .....	4
Kristi Hampton .....	2	Dave Krenzer .....	7
Tori Romano .....	2	Rick Kavlich .....	7
Angela Lester .....	3	Dustin Breeden .....	8
Dan Kiser .....	3	Ross Dyott .....	8
Stephen Dreyer .....	4	Dave Taylor .....	11
Guy Hornig .....	5	Dwon Bess .....	12
Mark Meyer .....	5	Shaun Austin .....	13
Joe Mooney, Jr. ....	10	Greg Diaz .....	15
Chris Troutman .....	15	Linda Abdow .....	15
Dave Gates .....	17	Rich Sigethy .....	15
Anna Gavin .....	18	Tony Cadogan .....	15
		Jim Handy .....	20
		Reggie Burton .....	25
		Steve Clarke .....	42

## JULY

Brad Ramey .....	7
David McKenzie .....	1
Marvin Argueta .....	1
Amanda Whitehurst .....	2
Gabriel Cajigas .....	2
Adam Prager .....	3
Francisco Martinez .....	3

