

September 2019



**FEATURING:**

# UNCOVERING A HIDDEN GEM

## Interview with Fire Extinguisher Technician Bill Bonney

**ALSO IN THIS ISSUE:**

- UPDATES FROM INDEPENDENT SUPPORT DEPTS
- GREETINGS FROM THE CUSTOMER SERVICE COMMITTEE
- EMPLOYEE HOBBY SPOTLIGHT: PATRICK DENBOW
- AND MORE!



## WORK-LIFE BALANCE: Recognizing the Importance of Family

BY ANNA GAVIN

How is it that I am buying school supplies already? This year has positively flown by, and even though it seems to be the case every year, I am still surprised we are already turning the corner into the school year. This year, my son is entering fifth grade and my daughter rocking circle time at preschool. We are now getting to the stage where we must coordinate multiple after school and weekend activities. How did my parents do this without iPhone

calendars and reminders? I want to take a moment to thank all the employees who bring Fireline into their family. Whether a working parent or not, your family is as important to us as our Fireline family. As "work-life" balance continues to be a trending topic, I realize the importance of making time available to our staff.

Working in a business that has 24/7 service can make balance a

difficult task. Throw in email and text and those boundaries continue to blur. I greatly appreciate those who put in the extra hours and time it takes to make Fireline work. Our customers are important, the work we do is important. But you and your families are important as well. If ever you need time for your family or need help with managing your schedule please do not hesitate to reach out to your manager or supervisor to work on a solution. While we need to look out for Fireline, we also need to look out for you. Having a work-life balance means we have to make time for both. I know that there are so many of you who often put Fireline first, even when you don't have to. I am beyond grateful and only hope that we can continue to take care of you as much as you take care of Fireline. ■



# 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:

## Updates from our Independent Support Departments

---

### KELLY COON • WAREHOUSE DEPARTMENT

---

With our Annual Inventory on the horizon we have started focusing on warehouse clean-up with extra emphasis on organization. As always, we appreciate the team effort across Fireline and the additional company resources that shine a light on our operations.

Post inventory we will prepare to increase our warehouse inventory with help from Mike D'Angelo. This was a decision brought on by manufacturers not stocking their inventory.

Finally we welcome our new next door neighbors, the Portable Extinguisher Shop, which includes our new inside salesperson, Natalie Stencil. We look forward to working more closely with the portables shop to ensure a more efficient overall process for all involved.

### BILL GIBB • MATERIALS RESOURCE DEPARTMENT (FLEET, PROPERTY, SAFETY)

---

With fall fast approaching we have added some requested Safety Training to the Calendar. We will be conducting three 10 hour OSHA 1926 classes for those who have not attended previously. Classes will start on October 2nd and run every other week through December 11th. A list of attendees will be forwarded to the Manager of their department.

We have also schedule four CPR/AED including Infants, classes for two Saturdays in October. October 5th 8 AM and 12 PM-These two dates are full as of last check. October 19th 8 AM and 12 PM-Still have openings. Classes have been moved into the Building 1 training room for a more comfortable environment but has limited space for practice so we had to stay at 12 per class.

We also had several cookouts this Summer. We did a Phil Bower day on July 5th. Hot Dogs and Ice Cream. Phil actually made a cameo appearance. We did a special BBQ for the Leesburg gang on August 9th. On August 16th we did Brats and Hot Dogs for National Bratwurst day. Lastly an end of Summer on August 30th at Baltimore with a Hawaiian theme.

### MATT MEYERS • TRAINING DEPARTMENT

---

This quarter marks the beginning of a new phase of training for the restaurant systems group. We are equipping the restaurant group techs with the knowledge to work on electronic detection and control systems to a new level. In a world that has been primarily a mechanical field, the techs are learning how to deal with wiring and electronics as well as troubleshooting these sophisticated new systems using tools like meters and skills they have not required before. We expect these sophisticated types of systems to proliferate the market in years come.

We will soon launch another series of NICET classes. As Virginia has determined certified techs will be required for inspections, we expect to see this expand into other markets and parts of the industry, potentially including installation. Please pay attention for announcements to come shortly.

Fireline is also pleased to announce we are holding three more Notifier Onyx University classes this year. These classes allow us to have more technicians than ever before certified, and more importantly trained in one of our premier product lines. The cost is greatly reduced with these in-house classes as opposed to sending techs out to the factory. Employees also have the benefit of not being separated from their family and homes during these classes. The instruction will

be catered more to Fireline's needs, as opposed to a generic class.

We look forward to determining next years training agenda soon. If you have any suggestions, please send them my way. Whether it's a personal or departmental training agenda, we are interested in your thoughts.

#### **KEN BARNHART • IT DEPARTMENT**

This past quarter has been a busy one for IT. We have replaced/upgraded the VMWare hosts and the Backup server and are finalizing the offsite backup replication. We have completed the move of the SI (ANITA) server to the cloud. With LOTS of help from Mike Sirak, we have completed the Windows 7 to Windows 10 upgrades and are working on upgrading memory in all the laptops. (We only have about 20 left to go.)

On the phone front, we're working to get everyone up on the iPhone 7 platform. Mike has also been working on automatically syncing our company address book with the phones. We're working with the safety committee on a mass notification solution and expanding camera coverage on campus.

Going forward, we'll continue improving our cybersecurity, looking for ways to improve end user productivity, and positioning Fireline's infrastructure to meet future needs.

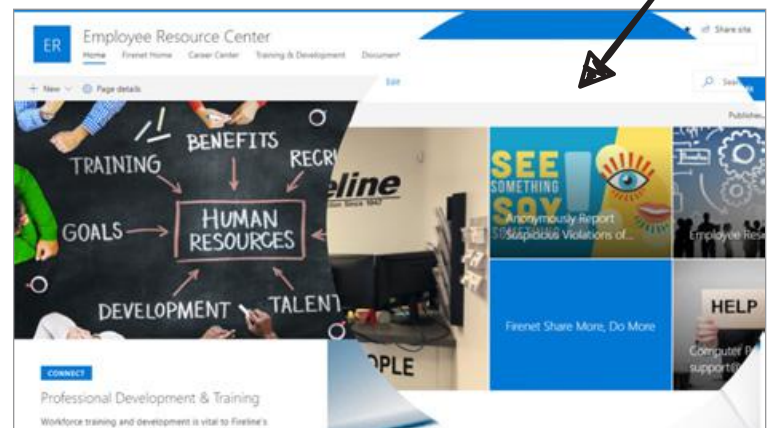
#### **ELIZABETH ADKINS • PROJECT MANAGEMENT OFFICE**

Our most recent completed project was the role out of Customer Portal. This was a long and drawn out process to ensure our customers would be getting a tool that would be helpful and useful to them. Our portal has been going solid now for about 3 months.

Customers are now able to log into their own account and see their Inspection Reports, Work Orders, Upcoming Inspections, Invoices; as well as, paying their invoices online through the portal. This was a huge growth step for us! If you haven't seen what the Portal looks like and you would like to, stop by and I'll gladly give you a quick tutorial.

What we've been diligently working on and can look forward to coming out within the next Quarter is very exciting! We have two big projects, PZ Mobile 19 version and Sharepoint 365. We are in the final testing stages of the new PZ mobile release, with this new release techs will have more abilities with inspection reports, the ability to bar code, secondary techs will now be able to see everything a Lead Tech can. Overall, a more fluent application to use.

SharePoint Online we'll be able to do more from wherever we are just by signing into our Office 365 account. Here's a sneak peek of what's to come! ■





# OPEN POSITIONS



## Service Technicians

Northern Virginia  
Experienced



## Vehicle Systems Technician

Maryland/DC  
Entry Level



## Fire Alarm Technician

Maryland/DC  
Experienced

Experienced  
(3+ years)  
\$250/\$750

Entry Level  
\$100/\$400



## REFERRAL BONUS

Referral bonuses  
are paid in two  
phases - at the  
time of hire and  
after 6 months  
employment

## Referral Success!

When an employee you refer is hired, make sure to contact Elizabeth Zeledon ([ezeledon@fireline.com](mailto:ezeledon@fireline.com)) to log your bonus



# UNCOVERING A HIDDEN GEM:

## Interview with Fire Extinguisher Technician Bill Bonney

Bill Bonney has been a staple at Fireline for 25 years, but he remains unknown to many folks here. Working in our Harford County territory as a fire extinguisher technician, Bill mostly keeps up north, even managing his own storage unit of materials. In many way, Bill is a hidden gem; beloved by his customers and respected by his co-workers.

Because of this it was Bill we turned to when an opportunity came up to do monthly extinguisher work for three very large and important clients. Throughout the end of the year Bill will be transitioning into a key accounts technician as Colleen Haney learns the ropes in the Harford territory. A true gentleman and professional, there is no one more suited to take over these important accounts. President Anna Gavin asked Bill a few questions about his career, his work in his territory and the advice he has for others.



**AG:** What were you doing before coming to Fireline?

**BB:** I was a paid fireman/paramedic in Norfolk, VA. On my days off I worked part time for a retired fireman who had a fire extinguisher company.

**AG:** What are your favorite parts of the job?

**BB:** Truly, I enjoyed exceeding my customers expectations and the freedom of working as though I were self employed. Setting my own schedule and pricing (to a degree). Harford county is really a beautiful place to live and work, very picturesque with horse farms and fields of corn that seem to be never ending.

**AG:** What are some of the interesting jobsites you have been to over the years?

**BB:** There have been many interesting job sites I've been to over my 25yrs. There is a site where they test ballistics and the items designed to protect people from them; i.e. bulletproof glass and body armor.

One is a large closed-down wood mill that is now a large inside storage facility. I had completed my inspection and had shut off the lights and headed for the roll up. As I walked away I heard a "chain fall" being operated behind me. I stopped turned and looked. The sound stopped. I looked around couldn't see anything and proceeded to leave. The sounds resumed. Again I stopped turned and again the sound stopped. I then choose a different gear and left while maintaining a small degree of dignity ( I wasn't screaming). I've been back but to no spooky stuff.

Rodgers's Tavern located in Perryville is historical site I service for the municipal town of Perryville. It figured into the Revolutionary war and entertained figures like Washington, Madison, and Jefferson. It also operated a ferry that moved our troops over the Susquehanna river.

Finally I serviced a camp in Darlington that entertained a nudist colony. Some people shouldn't have joined.

**AG:** In your opinion, what's the best restaurant in the Aberdeen area? Best activity to do?

**BB:** Best restaurant in "Olive Tree" a privately owned Italian restaurant. The food is great and the service incomparable. I've visited this establishment for 25yrs and haven't been disappointed once.

Best activity is skydiving at "Skydiving Baltimore." Great experience and beautiful scenery on your own. Tip, no tequila the night prior.

**AG:** Soon you will be starting a new role managing your key accounts. What will you miss about running your territory? What will you not miss?

**BB:** I'll miss the long relationships I've developed over the years. I've watched children grow up and leave my customers to begin the adult lives and saw some return. I've known people who have passed away and been replaced by others at that site which allows for us to play "remember when". What I won't miss are those who are miserable and want you to join them there.

**AG:** If you were a fire extinguisher what would you be and why?

**BB:** At best an odd question. A "water extinguisher" because I'm cool under pressure.

**AG:** What advice would you give for someone coming in as a service technician?

**BB:** My advice is to learn your customers and treat them as you would want to be treated. The greatest compliment a customer can give you is to say "you do what you think is best, I trust you." Earned over time and lost in a moment. ■





# *Congratulations!*



Mark Meyer's Daughter  
Bradleigh Harper Meyer  
7-15-2019 • 8LBS



Matt Benfield's Daughter  
Cecelia Carol Benfield  
8-7-2019 • 4LBS 12OZ



## *Employee Recognition Awards*



Q2 2019  
**Ricky Gardner**  
System Service Department



Q2 2019  
**Heather Meyer**  
System Service



Q2 2019  
**Jason Litten**  
Leesburg Service



Q2 2019  
**Tori Romano**  
Baltimore Front Desk  
Receptionist

# 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.



# Kudos!



## Nick Copsey

FROM A CUSTOMER

"... I want to say how appreciative I am to have Nick Copsey as our technician. I reached out to Nick on Saturday with an alarm issue in Thomas Jefferson's Home and he immediately knew what to do. I was able to conference in our security onsite and Nick, from memory, was able to walk security through the panel and disable the point. During this time we had the house evacuated and the fire department was onsite. The had guests fainting from the heat but due to Nicks knowledge and responsiveness, we were able to disable the point and get guests back inside. This is not the first after hours response that Nick has assisted with. Nick is an extremely skilled employee and I ask that you pass this email up the chain. Nick is a big reason why we will continue to do business with Fireline..."



## Rich Sigethy, Dan Whiteaker, Karen Cobb, & Stephanie Steinaker

FROM A CO-WORKER

"At one point the customer was quite frustrated and we risked losing the contract. Rich Sigethy stepped up to create a team to handle all services and we continued to service the locations, as they watched us very closely.

Dan Whitaker was assigned as a field supervisor and Stephanie Steinacker had to take on the duties as coordinator, thanks to Karen.

Dan and Stephanie have been truly amazing and I have received several compliments from Caliber on their professionalism and the great customer service they have been providing. For me personally, the constant contact with Dan and Stephanie has been the best ever. They have taken customer service to the next level and now the customer is reaching out to use to give us more work. A great turn around thanks to a great team!"



## Troy Moseley

FROM A CO-WORKER

"This has been a very busy week but WE DID IT!!! Thank you very much to our Leesburg Team for making everything go smoothly. We pitched in and helped each other. I personally would like to thank TROY MOSELEY!!! He has been my (our) GO-TO-GUY this week. It didn't matter what was needed; he did it."





Chris Grasser

FROM A CUSTOMER

"Chris Grasser helped us out considerably on the issues we have been having. I just wanted to let you know what a great asset he is and thank you for a great guy and tech."



Daniel Whiteaker

FROM A CUSTOMER

"Daniel W was an absolute delight to work with. He was amazing and made sure the entire install went smoothly. He is for sure my go to. My company hired Fireline to install Dry Chem systems and they are perfect. Friendly, knowledgeable, and extremely professional. We will defiantly be working with them on future projects. Thank you for everything!"

Gary Cox, Ted Richter, Fawn Dyson,  
Lisa Malone, & Karen Cobb

FROM A CUSTOMER

"Good afternoon, I am writing to you to inform you of what a great team you have. The level of professionalism, willingness to get the job done, expertise of product/installation, and sense of urgency is unmatched. I have never interacted with your company or another fire safety company and I tell you what, you left a great impression on our business. Fireline was contracted through one of our sub-contractors, Union Electric.

In particular I would like to give a warm thank you to Gary Cox, Ted Richter, Fawn Dyson, Lisa Malone, and Karen Cobb. This team made it happen with a tight deadline that was unexpected. Thanks again and whatever you're doing over there keep it up!"



Ashley Jones

FROM A CUSTOMER

"All completed. Thanks for the follow up. I'm also very impressed and appreciate Ashley's help on this project. Thank you both!"



## Matt Meyers

**FROM A CO-WORKER**

"Matt Meyers held two training sessions for my department this week. The topic was meter reading and also basic fire alarm panel operations. I sat in on the training today and I wanted you to know that Matt did an awesome job! He kept the class engaged and I could tell that everyone benefited from it. There were a lot of questions asked which told me that the guys were interested and wanted to learn. I also heard a few of the guys after the class thank Matt and compliment him on the class and content."



## Todd Bates

**FROM A CUSTOMER**

"I had a meeting at Cove Point yesterday with the Life Safety Manager. He told me that "Lifeguard", the Fire Extinguisher Technician from Fireline, was extremely personal and very professional. He was a very hard worker and knew what he was doing."



## Joey Hipkins

**FROM A CO-WORKER**

"I want to express my appreciation for the assistance that we received from Joseph yesterday. Because of him, we were able to get the two locations straightened out of their previous situations. Joseph took the time to instruct and teach us the sprinkler details related to the issues that were at hand. We gained knowledge from him that will further assist us in being capable of handling sprinkler inspections for the future. His time and effort in explaining everything is greatly appreciated and I know that if I have any questions, he is willing to advise. Thank you for providing this assistance to our department."



## Jim Colgan

**FROM A CUSTOMER**

"As I am sure you might be aware, the City is under a Ransomware attack. The reason for my email is a good one. To recognize your service tech Jim Colgan. I made a service call on Sunday about 4 PM and requested response for a fault of a system. The room that the alarm was sounding was filled with IT techs feverishly 24/7 to correct the issues we are facing with the attack. The alarm sounding every 2 minutes was not very helpful. Jim responded, diagnosed the issue, made a trip to obtain a part for the system and made the beeping stop. While seemingly a simple task, it was not after a long weekend of calls for Jim and who was exhausted and made many IT gurus very happy. In fact I was flooded with messages of thanks. Jim deserves all of those thanks. Hat Tip to Jim for going above and beyond on a Sunday evening."



Chris Troutman

FROM A CO-WORKER

"I have reached out to Chris on a few occasions and he has always been more than willing to help me out. Not only does he do what I'm asking for he goes above and beyond to make sure what I'm requesting is done completely and thoroughly. He is a pleasure to work with and is a wealth of knowledge."



Joe Parmer

FROM A CUSTOMER

"I wanted to drop you a line and let you know how much I appreciate your help the other week. Your tech did a great job was quick and friendly and got me through three inspections that day."



Dwon Bess, Eric Robertson, &amp; Ashley Jones

FROM A CO-WORKER

"I just wanted to reach out and tell you how awesome the fire alarm team was with helping get our Vac System hooked up. We ran into an electric issue without warning and we could not be shut down any longer. Ashley and Rich were able to move some things around to get Eric Robertson and Dwon freed up.

Dwon spent some late hours here the other day getting it hooked up for us. I really appreciated it."





## New to the Team

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



**David Felder II**  
Sprinkler Systems (Install)  
7/8/19



**Laura Papp**  
Systems Service  
7/29/19



**Eric Wing**  
Systems Service  
8/26/19

**SAFETY IS OUR BUSINESS.  
DON'T FORGET TO MAKE IT YOURS.**

**For safety training contact Bill Gibb at extension 321.**

# 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)





# EMPLOYEE HOBBY SPOTLIGHT:

## Patrick Denbow

Ever since I was a small kid my Dad introduced me into trains, they have been a huge part of my life since. For 20 some years I have been gaining knowledge about them and shooting pictures. I now operate a YouTube channel with a growing number of subscribers and view each day, it's a hobby. I do it because to me it's fun

and takes up free time plus keeps me out of trouble, I have been able to go and see places thanks to this hobby in many different states that include; New York, New Jersey, Pennsylvania, Maryland, Florida, Georgia, Tennessee, Virginia and West Virginia. Many more places to visit and many more trains to see. ■

**Ashland, VA. A CSX manifest under symbol Q410 (General Freight) heads south towards Richmond, VA and points South.**



**Ashland, VA. A Southbound Amtrak train and CSX are racing South through town, the CSX train would win due to the Amtrak train stopping to take folks to Richmond and as far south as Newport News, VA.**



**Tamaqua, PA. A Reading and Northern freight train slides down the mountain after taking a train up to Jim Thorpe, PA to be transferred with the Norfolk Southern Railroad.**





***Perryville, MD. Golden light shines over Perry interlocking in Havre De Grace, MD before I head up to New Jersey to chase Norfolk Southern trains through the towns around Philadelphia.***



***Maugansville, MD. Norfolk Southern business executives train #955 heads by a grain facility en-route to home terminal in Altoona, PA. The train is always lead by 4 classic EMD streamlined F7 locomotives in a A-B-B-A fashion being the A units have cabs while the B units are just bodies with motors.***



***Cumberland, MD. While everyone was enjoying the company Holiday Party back here in Baltimore I was watching CSX trains navigate the Allegheny mountains on steep grades with heavy trains for my 22nd birthday. Seen here is a Eastbound manifest streaking into town during a long exposure.***



Members of the customer service committee from left to right – Mike D'Angelo, Matt Williams, Deion Minor, Dave Gates, Angela Lester, Bladimir Ventura, Mark Meyer (not pictured: Faith DeWitt)



# GREETINGS

## from the Customer Service Committee

### "What Matters to the Customer Matters to us"

Thanks to all the Fireline Employees for choosing Fireline's Customer Service Statement, "What Matters to the Customer, Matters to Us." We look forward to working with you to develop a customer service program that is built on caring about customer's needs and establishing relationships.

Also thank you for your Customer Service Experience examples—there were some very nice ones.

#### Example of Good Customer Service:

My husband arrived at a restaurant ahead of me for a quick dinner and ordered my food. I ended up running late, and without being

prompted, the waitress asked what happened to me and when he told her she said that after a hard days work I needed a warm meal. So she put in for a new order. This was above and beyond but it has since been a go to for us!

#### Example of Poor Customer Service:

I waited for a delivery, for which there was only and ALL DAY window, then when they showed up they didn't have my full order and had to schedule another delivery. There was no outpouring of apologies and didn't even provide a window for the next delivery even when I called to complain. ■





*Dave Krenzer being interviewed  
about the installation.*

## IN THE NEWS: Oglebay Water Mist & Vesda Installation

Check it out at:

<https://www.wtrf.com/video/mansion-museum-receives-cutting-edge-technology/>

<https://www.theintelligencer.net/news/community/2019/08/oglebay-mansion-museum-installs-innovative-fire-suppression-systems/>

<https://wtov9.com/news/local/the-mansion-museum-at-oglebay-installs-state-of-the-art-fire-prevention-technology>





Fireline Customer Service

# >> WHAT MATTERS TO OUR CUSTOMERS, MATTERS TO US.

Life Safety Matters.

Time Matters.

The Customer Matters.



Efficiency.  
Courtesy.  
Accessibility.

Take matters into your own hands.

# Happy Birthday!

## SEPTEMBER

Ken Humphrey .....	1
Lou Lucas .....	1
Matt Benfield .....	3
Ashley Jones .....	4
Fatih DeWitt .....	5
Jackie Ulloa .....	6
Alisa George .....	7
Harry Lowman .....	8
Jon Morris .....	9
Dwon Bess .....	13
Janet Griffin .....	18
Rob Gardner .....	20
Jeff Tressler .....	21
Jim Colgan .....	21
Mark Meyer .....	24
Robert Stallings Jr. ....	24
Tyler Confer .....	26
Rachel Gibb .....	29
Alex Curtis .....	30

## OCTOBER

Dennis Burns Jr .....	1
Jim Malone .....	1
Marvin Argueta .....	5
Dan Evangelisti .....	6
TJ Timpson .....	10
Todd Marks .....	11
Ken Barnhart .....	12
Mike Grow .....	12
Lisa Tiedemaann .....	13
Al Charles .....	14
Mike Levasseur .....	17
Heather Meyer .....	18
Ken Scholl .....	23
Ahmad Harris .....	26
Joseph Hipkins .....	26
Elizabeth Adkins .....	31

## NOVEMBER

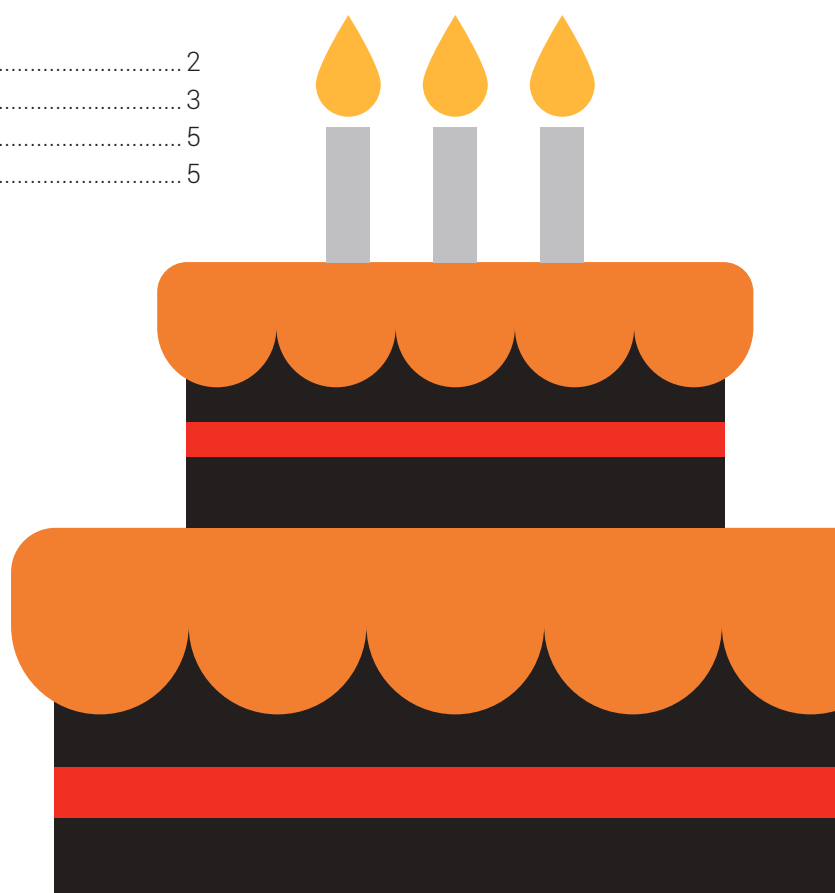
Debbie Lanham .....	1
Doug Wright .....	1

Dave Krenzer .....	3
Robbie Kershner .....	4
Neil Walters .....	5
Chris Denbow .....	6
Conner Bokman .....	7
Alley Tucker .....	8
Greg Granger .....	9
Mike Fuster .....	11
Mike Sirak .....	11
Barb Haas .....	13
Deion Minor .....	13
Rick Preston .....	13
Patrick Denbow .....	15
Fred Anders .....	16
Mitch D'Angelo .....	18
Craig Steinbock .....	19
Amanda Drury .....	21
Sharon Waters .....	22
Cleyde Soto .....	24
David Felder II .....	26
Jeremy Mohny .....	26
Fawn Dyson .....	27

## DECEMBER

Ted Reitterer .....	2
Steve Weiss .....	3
Eric Robertson .....	5
Julio Castro .....	5

Cindy Rueppel .....	6
Karen Cobb .....	6
Tori Romano .....	5
Kristi Hampton .....	9
Laurie Pryor .....	9
Brian Salcum .....	11
Matt Merson .....	11
Ross Dyott .....	12
Tommy Welch .....	14
Clinton Shell .....	16
Rupert Mangal .....	18
Derrick Meilhammer .....	19
Danica Malone .....	22
Jake Smallwood .....	23
Ricky Gardner Jr .....	24
Lan Villers Jr .....	25
Diego Soto .....	26
Dustin Breeden .....	26
Johnny Osborne .....	27
Eric Wing .....	30
JP Cooney .....	30





# Company Snapshots



**Anna Gavin, Matt Williams & Bill Gibb Painting the Roof of Building 4**



**Angela Lester & Elizabeth Adkins at the WBMASON Customer Appreciation Event**



**Blowing Down Wheeled Units in the Rain**



**Derrick Meilhammer Working on a Vehicle System**



**Bill & the Fireline Fawn**



**Bill Bonney & Colleen Haney**





*Dave Taylor Representing at a Trade Show*



*Leesburg Office BBQ*



*Kyle Miller Strikes a Pose*



*Jesse Bland of the Vehicle Systems Team*



*City View*



*It's a Maryland Thing...*



*Hanging in the Top of Mt. Vernon*





**Mark Meyer's Test-Taking Game Face**



**Makeshift Conference Room**



**New Shop Doors with the Company Values**



**Rob Stallings & Stephen Dreyer**



**Target Toms**



**Faith Surveys the Rockies**





**Sometimes You Just Need to Turn the Drawing Table Into a Ping Pong Table**



**Warehouse & Shop Team Lunch**



**Steve Imhoff Celebrates His 45th Anniversary**



**Visiting the Alamo During the NFPA Conference**



**Sprinkler Team at the Reliable Sprinkler Trailer**

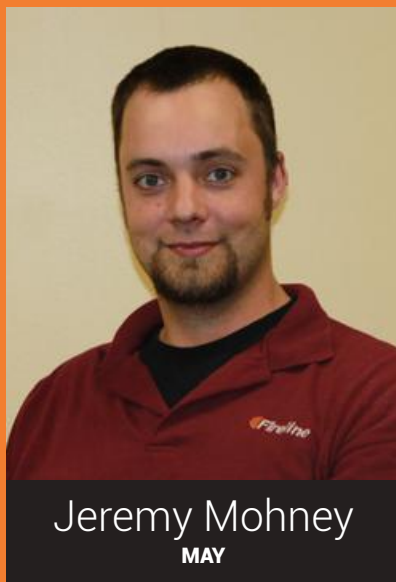




*Moving The Beast*



## *Safety Incentive Program*



Jeremy Mohny  
MAY



Jeff Richards  
JULY



Dave McKenzie  
AUGUST

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

# Happy Anniversary!

## SEPTEMBER

Austin Tucker .....	1
Diego Soto .....	1
Chris Weaver .....	1
Rick Preston .....	1
Terence Kirks .....	1
Leo Soto .....	1
Colleen Haney .....	1
Angelo Santos .....	2
Chris Pressley .....	2
Doug Wright .....	2
Nate English .....	2
Jason Swieczkowski .....	3
Alex Curtis .....	3
Collin Creighton .....	4
Robbie Kershner .....	9
Matt Williams .....	13
Dan Evangelisti .....	15
Ted Reitterer .....	22
Cindy Rueppel .....	41

## OCTOBER

Jeff Brown .....	1
Andre Dengler .....	1
Dennis Burns Jr .....	2
Daniel Whiteaker .....	2
Tommy Welch .....	2
Sally DeWitt .....	2
Brian Slacum .....	2
Joe Dieumegarde .....	3
Tim Gott .....	3
Matt Adams .....	3
Armando Morales .....	7
Matt Benfield .....	8
Mike Levasseur .....	8
Shannon Adkins .....	10
Ken Humphrey .....	11
Laurie Pryor .....	13
Jason Litten .....	13
Jim Colgan .....	14
Frank Chenoweth .....	35

## NOVEMBER

Chris Griffin .....	1
Alley Tucker .....	2
Joseph Parmer .....	3
Tyler Smith .....	4
Jimmy Keedy .....	5
Fred Anders .....	5
Kyle Dean .....	5
Elizabeth Adkins .....	6
Ron Eure .....	11
Bill Gibb .....	23
Kelly Coon .....	40

## DECEMBER

Damien Bowman .....	1
Stephanie Steinacker .....	2
Ashley Jones .....	3
Dan Towle .....	3
Vee Ouk .....	6
Lane Villers, Jr .....	15
Jeremy Mohney .....	17
Dennis Bryant .....	23
Ike Austin .....	35
Todd Everitt .....	36

