

September 2020

FEATURING:  
New Website!

Fireline FireFlyer

QUALITY • INTEGRITY

Fireline

NOT

THIS EDITION'S TOPIC:

LET'S STAY  
POSITIVE!

ALSO IN THIS ISSUE:

- THE NEW CROSS-DEPARTMENTAL SWAP PROGRAM
- SUPPORT LOCAL
- AND MORE!

**Fireline**

Fire Flyer Vol. LXXIII No. 3

# POSITIVE CHANGES

BY ANNA GAVIN

**“Keep your face always towards the sunshine and shadows will fall behind you.”**

– Walt Whitman

It's been a tough year – there is no doubt. Everyone around the globe has felt the impact of this pandemic in some way or another. And as much as we have all started to adjust, it does not change the fact that our worlds are far from normal right now. Many people have not only had to deal with the risk of the virus, but the financial and mental health impacts as well. We are all ready for this year and this pandemic to be behind us.

It is times like these that it is so important to focus on the positive. To “look towards the sunshine” as Mr. Whitman writes. Positive thinking has a number of mental and even physical health benefits. So this edition we decided to focus on the good.

Personally, I have found many positives throughout this experience.

**1. Steady Business:** Fireline being a code required life safety service makes it able to withstand even the most unexpected of financial swings.

## **2. New Tools for**

**Communication:** One of my biggest frustrations as a leader has been the logistical challenge of bringing our team together to talk. It simply was not practical to pull everyone off the road to come in to listen to me talk about the company and yet there are so many messages I feel should not be sent in an email. The Microsoft Teams application has allowed you the ability to see and hear companywide communications. You can ask questions and I can provide real-time answers. This has been a big win for me as a leader.

**3. More Family Time:** While I have not worked from home and have chosen to remain at the office, I still have managed to have a lot more time with my family. My husband who typically travels a great deal has been home. Plus, less traffic and less hustling between activities has resulted in more time at home.

Our topic this edition highlights positive changes the pandemic has brought out, whether reduced traffic, better online tools or increased time with our families. Along those lines, our cover story is an example of the forward progress we are making on our business initiatives like the universal swap program, despite the pandemic. We are making plans, improving processes, and continuing to grow Fireline for the future. ■





# 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.



# THIS EDITION'S TOPIC:

## Let's Stay Positive!

Sure, 2020 has been a tough one, but with having to make so many adjustments to how we do business there have actually been a few good things that have come out of this pandemic.

### SYSTEM SERVICE • ANTHONY CAMPOS

In Systems Service, two things that have been on display since the beginning of the pandemic would be "courage" and "resolve".

The technicians went anywhere customers needed them and they absolutely lived the word "essential".

Considering some of the places that they had to go, one must really admire our technician's fearless courage in handling their business.

The other is "resolve", and that extends to everyone in the department including all of the dispatchers and the entire administrative team. Despite customer's being very timid about scheduling appointments at the beginning, the administrative folks worked very hard to make sure that the service team kept working.

Despite the tough times, if anything the team has worked harder during the pandemic in an effort to make sure that Fireline kept moving forward.

### FIRE ALARM AND SPECIAL HAZARDS • RICH SIGETHY

During this unfortunate pandemic, many companies have struggled with keeping their teams and customers connected. Thankfully Fireline has invested in its IT systems in the past, and we were prepared for our systems design teams to continue creating submittal documents remotely for our customers projects. Next, when our customers call into Fireline, they would rather talk to a person than leave a voicemail. UC1 has given us the ability for our customers calls to roll to Fireline employees computer or cell phone without delay.

### SYSTEM SALES • RON EURE

Being apart, is bringing us together. Over the months, I have seen the interpersonal communications between the sales people grow and mature. Even though we meet virtually every week, it is not like sitting in the same space and hashing-out issues and action plans with no time constraints. The reps have learned to depend and trust one another more pertaining to quotes, jobs, and technical information. I am not privy to this first hand, but I learn of the conversations and understand this is a growing aspect of the sales team brought forward by being apart.

### GENERAL ADMIN • ANNA GAVIN

We have changed our invoices to refer to a general email box instead of listing multiple extensions. Customers can then send non-urgent requests via email which can be addressed by various personnel. This helps to prevent customers having to wait on the phone or leave voice messages for non-urgent requests.

Also - Less Paper! We learning to print less and use PDF and file editing on computers instead— saving us costs on paper and toner.

### HUMAN RESOURCES • CINDY RUEPPEL

The most beneficial result from COVID in Human Resources has been being able to complete the entire payroll process remotely. We surprisingly found that we process more efficiently at home due to less interruptions. We miss the day to day interactions with our employees but it's good to know we can handle most HR requests from home.

**SERVICE SALES • DAVE TAYLOR**

Working remotely, we have continued to deliver superior service and response times to our customers and it was fairly seamless. This speaks volumes to the dedication and flexibility of our employees. This will pay dividends when, down the road, we return to more normal times.

**SPRINKLER • TED REITTERER**

One of the benefits of COVID is that it has reduced traffic and the allows the techs to spend more time on the jobs. Kevin and I can perform more site surveys per day then we could before COVID. COVID has cut back on both company and job site meetings which allow us to dedicate more time to doing our jobs.

**ACCOUNTING • LINDA ABDOW**

As a result of COVID, the accounting staff have had to work together as a more cohesive group in order manage work flow and support each other while working remotely at home. The team has a new appreciation for each other which we will benefit Fireline in the years to come. It takes a village to run an accounting department!

Also, COVID has forced the accounting team to re-evaluate our processes to enable us to work remotely. Some of the new processes have created efficiencies and will remain in place once we return back to the office such as having Tori helping with scanning invoices. This really opened up time for others to get more work processed.

**PORTABLES, PRE-ENGINEERED (BALTIMORE AND LEESBURG) • SHANNON ADKINS AND MIKE LEVASSEUR****1. How did COVID benefit Fireline?**

We think it benefited Fireline in multiple ways. The biggest was cost savings (gas, miscellaneous costs), even with a dip in sales we have been profitable. It has also created benefits for the future related to remote work environments and prepared us for a smoother renovation and additional cost savings for moving expenses.

**2. How did COVID benefit our Teams:**

Some of us have realized the true value of our Key Account customers, these larger customers with greater stability than some of the smaller businesses were provide service for, kept us moving during the lock down. It also forced our staff to think outside the box and develop new and improved processes. (i.e. No Contact Service, Virtual Communication, Paperless Processing).

**3. How did COVID benefit our Customers?**

We increased customer service when we had a reduced customer base during the lock down and even now as things slowly reopen has allowed us to offer a quicker turnaround for scheduling and response to immediate service needs.





# New to the Team

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



**Ashley Reddinger**  
Controller  
9/8/20



**Rick Zink**  
Special Hazards  
9/8/20



**Jason Wenger Jr.**  
System Service Technician  
8/31/20



**Howard Gross**  
Fire Alarm Technician  
8/31/20



**Brandon Ernest**  
Vehicles Service Technician  
8/3/20



**Jason Wenger**  
Fire Alarm Service Technician  
7/27/20



**Daniel Jackson**  
Shop Technician -  
Portable Fire Extinguishers  
7/20/20



**Sean Weiss**  
Shop Technician -  
Portable Fire Extinguishers  
7/20/20



**Kelly Keppley**  
Kelly Keppley  
7/13/20



**Nicholas Dom**  
System Service Helper  
7/6/20



**Johnny Osborne**  
System Service Technician  
6/29/20



**Steve Pleasant**  
System Service Technician  
6/8/20



# Congratulations!



Rasanjali Wisidagama's Daughter  
and Son-in-Law – Wedding Pics –  
Ras made the all the dresses for  
the wedding!

**Hansani & Michael**

August, 30th



Chris Griffin – Baby Boy

**Wendell Griffin Graves**

June 26, 2020; 9lbs, 5ozs





# ON THE COVER:

## Pre-Engineered System Swap Program

IT ALL STARTED  
AT THE WATER  
COOLER.....

**Mike:** Hey Shannon, did you know we swap out extinguishers due for Hydro-Test and saving the field guys tons of time while providing our customers with quick turnaround service? No more waiting for the tech to take the tank to their truck service it and bring it back.

**Shannon (intrigued):** Tell me more.

**Mike:** The FX Shop is testing tanks and the drivers are stocking up before they hit the road. When they arrive on site, they replace the tanks due for service and bring the past dues back to the shop.

**Shannon:** Wow that is a great way to save time and money, I LOVE efficiency!! What do you think about the shop servicing pre-engineered system tanks for swaps? We would save even more time and money with reduced trips, and customers would really appreciate us never having to leave a system down.

**Mike:** The guys are up to the task; I've never had a better team. Let's talk to Mitch and Mark.

**Shannon (talking to Mitch and Mark):** What do you think about taking on some additional work and expanding the role of the shop? It will require additional training, new equipment and tools and most importantly good communication.

**Mitch:** We have been doing a lot of work outside of the FX department recently I have been saying we are no longer just the FX Shop we are the Fireline Shop. The shop guys and I would be happy to get some additional training and help Fireline out in any way possible.



## And so, the planning began.

What steps need to be taken to make this happen?

1. Training, lots of training!
2. Inventory of tools and equipment needed ordering, installing, moving, and organizing.
3. Create a process to manage workflow as tanks are brought into “Fireline Shop” for service and as they go out for customer swap.
4. More training!!

## Thanks goes to:

- ✓ **Matt Meyers, Derrick Meilhammer, Armando Morales, and Chris Denbow for dedicating your time to training the shop team and sharing all your years of knowledge.**
- ✓ **Reggie Burton, Dan Whiteaker, Derrick Meilhammer and Armando Morales entertaining this big idea, providing answers to my 101 questions along way, and all the work and effort put in to counting tanks and parts, and relocating everything to it's new home.**
- ✓ **Leesburg for always being so cooperative and willing to do what it takes to create a standard.**
- ✓ **The Warehouse and Bill Gibb for assisting with storage.**
- ✓ **The entire “Fireline Shop” for standing behind the organization goals and helping to make us the best we can be.**

On behalf of Derrick, VSHE/WMATA and I, we want to let you know that project “Swap-Baltimore”, is turning out to be a successful one. Without each one of you on your team, it might not have been possible. I'd like to thank each one of you for the hard work and all the effort. The significant rise in productivity and revenue from our teams is massive which has helped us achieve our targeted goals. I thank you all for being patient and focusing on the goal that mattered the most, Project “Swap-Balt”. Mitch, the time and effort that you have put in are just amazing, not only do you lead by example, you motivate others, you push them to give it their all. We are lucky that you have a good team. In order to achieve the “Swap-Baltimore” program your team has shown true dedication and determination. I remember it wasn't to long ago that this was a quick meeting between Mike and I on the direction of Shannon. Mike and I sat down and weight out the pros and cons on an idea we had in passing to increase the efficiency of tank repair, recharge and service. WOW! “Swap-Balt”, it's really here and gaining speed. Long gone are the days of working in the cold, the rain, the heat and wind to recharge and service these tanks at the shop or on the field out of our trucks. Thank to you and your team Mitch. It is all but a memory.

Derrick and I would like to thank Anna, Shannon, Mike and Mark as well. Without your support, all of our departments could not have gone that extra mile. VSHE/WMATA is truly graced with management like you. A massive thank you to each one of you!

## THANK YOU!

# THIS EDITION'S TOPIC:

## New Website!

Every few years we give the Fireline.com website a facelift. This year we redesigned the look, added sections for "Industries we Serve" and highlighted our customer referrals and new product lines.

We also took the time to get updated stock photos (our last batch was from 2014). Thanks to our models who volunteered their time!

Check it out at [www.fireline.com](http://www.fireline.com)

### *Photoshoot 2020*







# Company Snapshots



#7 Women Owned Business in Baltimore



Bill and Kelly Birthdays



Anna and the Magazine Cover Plaque



Car Innovation



Dave Henson, Fireline Model



Headed to the Pot of Gold



BWI





**Fireline Run Group - Tuesday @ 4pm!**



**Hand Sanitizer Potion Making**



**Thank You!**



**Inventory Excitement**



**Keeping the Kids Busy on Summer Break**



**Maze of Extinguishers**



**Hot Wheels**





**Leesburg Inventory Count Team**



**Safety First!**



**Steve and the Kellys**



**Sunrise**



**Towson Pump Job Group Selfie**



**Morning Load Up**

# *Realizations from our Receptionist*

(Holding down the fort since March)

**"You never really understand the love you have for your coworkers until you're forced to not see them daily. It feels like a bad thanksgiving fight. This pandemic has definitely made me see how much I care for each of my people and I will never take them for granted anymore!**

**To those working from home, I miss you!"**



”





## BUSINESS DEVELOPMENT DURING CHALLENGING TIMES

BY DAVE TAYLOR

Business Development is a nebulous and misunderstood activity during normal times and as we all know, 2020 has been anything but normal. BD, while akin to sales and marketing really is not either. But like sales and marketing it requires a certain level of personal, face to face contact. With much of that being eliminated, how do we develop and cultivate the relationships necessary to closing sales?

Like everyone else, we have all had our share of Zoom meetings. They can be difficult, especially if you have multiple people who are not familiar with the mute setting (I could write an entire article about that topic, but we will save that for

another time). The real question is whether these online meetings are an effective replacement for traditional, face to face meetings. They might be merely adequate but how can you enhance the experience so that the message we are trying to convey – that Fireline is synonymous with quality and service - is being presented and received positively.

One way to do this is to share fire protection information in an environment that is more factual and less sales oriented. People will take time from their disrupted schedules to attend a webinar that is educational and informative. To that end, Fireline has been hosting presentations

and panel discussions on various topical fire protection issues.

These presentations (and online conferences) are conducted by the trade associations where we maintain memberships.

The topics have included:

- Lithium Ion Batteries off-gas and fire detection
- VESDA Addressable smoke detection
- Water mist systems and NFPA 770
- Protection of fire protection systems during times of civil unrest
- Fire protection for modular data centers

Hosting or presenting at these online events have helped to expand Fireline's reach when face to face meetings are not possible. They have also opened doors to further discussion with several prospects and have turned into tangible sales with others. While we all would like to get back to "normal", whatever that is, we have tried to turn a negative into a positive by developing new ways to reach out to customers.

# NEW ROLES IN FIRELINE'S ACCOUNTING DEPARTMENT

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Please welcome Ashley Reddinger to the Fireline family as our new Controller. Ashley began her career in the construction industry assuming a wide variety of roles in the accounting department before rising to a leadership role. She is looking forward to learning about the fire protection business and our processes. As Controller at Fireline she will be managing the monthly financials, reports and other high level accounting tasks.

With Ashley moving into the Controller position, our current Controller Linda Abdow will be assuming the role of Director of Finance. Linda will continue to oversee the accounting department while also working closely with the executive team on growth initiatives. Once Ashley takes over some of Linda's duties, Linda will focus on process improvements and tackling those projects on Anna's wish list!

Welcome Ashley and Congrats Linda. This is a big step in working towards Fireline's financial and accounting goals so that we may continue to grow as a strong and viable business in the future.



**Ashley Reddinger**



**Linda Abdow**



# *Safety Incentive Program*



**Marvin Argueta**  
May



**Edwin Montano**  
June



**Ike Austin**  
July



**Armando Morales**  
August

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







## *Employee Recognition Awards*



**Austin Tucker**  
Sprinkler Design



**Debbie Lanham**  
Accounts Receivables



**Harry Lowman**  
Fire Alarm Design



**Loren Crookshanks**  
System Service

## Get Yourself on the NICET Wall!

For more information about NICET and NICET prep, contact Matt Meyers at [mmeyers@fireline.com](mailto:mmeyers@fireline.com)

Getting NICET certified is a big achievement in the fire protection industry. **Congratulations to those who achieved their NICET recently.**



**Garrett Radke**  
Water Based Test and Inspection - Level I



# Fireline Marketplace



If you're looking to sell something, you can post it on our Fireline Marketplace in the Employee Resource Center on Firenet.  
(Field Staff can access via the Sharepoint app.)





# Support Local

We all know that restaurants have been hit hard since the pandemic began. It is important as ever to support our local spots to help ensure they are able to stay in business. Here are local restaurants recommended by Fireline staff:

## **ANNE ARUNDE SEAFOOD**

**Location:** Pasadena, MD

**Type of Food:** Seafood and subs

**Why It's So Good:** Great crab cakes and crab fluffs (my favorite)

## **EL TORO BRAVO**

**Location:** Linthicum, MD

**Type of Food:** Seafood & American / Mexican

**Why It's So Good:** Quick, great food, and inexpensive!

## **G&M RESTAURANT**

**Location:** Halethorpe, MD

**Type of Food:** Seafood

**Why It's So Good:** Because of crab cakes!

## **MI PUEBLO & MI PUEBLITO**

**Location:** Glen Burnie, MD

**Type of Food:** Mexican

**Why It's So Good:** Food is authentic and amazing! They also have really good Sangria & Margarita's!

## **BLACK HOG BBQ**

**Location:** Frederick & Urbana MD

**Type of Food:** BadAss BBQ and sides that are to die for

**Why It's So Good:** The owner is a down to earth hard working guy, who made his dream come true through hard work. The food is honestly really good, with this line of work you get to taste food from all over and the BBQ and sides here are really phenomenal the best I've ever had. I stop every two weeks and pick it up for the family

## **FISH HEAD CANTINA**

**Location:** Halethorpe, MD

**Type of Food:** Wings, Tacos, Sushi, Burgers, Salads, Soups

**Why It's So Good:** There is a wide range of food, The food is awesome no matter what you get. Its a family friendly spot during the day and a great happy hour location at night. Huge outdoor seating and indoor dining as well

## **HARD YACHT CAFE**

**Location:** Dundalk, MD

**Type of Food:** Wide variety Bar food to Crab cakes and steak

**Why It's So Good:** Close to home, On the water with outside seating. Laid back casual atmosphere. Dock your boat there. Stop in for a Drink and Shrimp and Crab Eggrolls

## **DAS BIERHALLE**

**Location:** Parkville, MD

**Type of Food:** Gourmet bar food and select entrees

**Why It's So Good:** Smaller menu of great quality and quantity, as opposed to an all encompassing menu with poor quality like alot of other restaurants. daily music, or great carry out/ delivery. Great customer service, owned and operated by local first responders

## **FISH HEAD CANTINA**

**Location:** Halethorpe, MD

**Type of Food:** Everything

**Why It's So Good:** Their food is awesome. service is so friendly and quick. they support local as well and sponsor a lot of youth sports

## **MI PUEBLO**

**Location:** Glen Burnie, MD

**Type of Food:** Mexican

**Why It's So Good:** Friendly atmosphere , really tasty food



**JALAPEÑOS MARKET & BAKERY**

**Location:** Dundalk, MD

**Type of Food:** Jalapeños has traditional products of Central America, fresh fruits and vegetables, all types of meat you can imagine with a Mexican food restaurant that you have to try

**Why It's So Good:** Love this store! GREAT produce for great prices... a lot of cool stuff you might not find at other stores or your local store's "ethnic section". Not to mention the items they have in stock. Items I remember as a little boy going to el Mercado with mi Abualito in, Juarez Mexico! Lots of things I've never been able to find other places, like banana leaves, corn husks (hello, tamales!). They even have some molcajetes for those of us that want to make guacamole the right way. They have "agua de tamarindo"! The store staff is super friendly! At the grand opening, they were asking random people what things they might want that where not stocked at the store yet. The little cafe/restaurant takes me back to the old days. Ah, to be young again! well and sponsor a lot of youth sports

**THE GRILL AT QUARTERFIELD STATION**

**Location:** Glen Burnie, MD

**Type of Food:** American

**Why It's So Good:** The food is always fresh, they have great specials and they have a spiced tea (hot or cold) that will knock your socks off. Prices are very affordable

**MIKE'S CRAB HOUSE NORTH**

**Location:** Pasadena, MD

**Type of Food:** Seafood, Burgers, Pizza

**Why It's So Good:** Great food, great atmosphere, great employees Dock your boat there. Stop in for a Drink and Shrimp and Crab Eggrolls

**OSCAR'S ALE HOUSE**

**Location:** Eldersburg, MD

**Type of Food:** Big variety burgers subs wraps wings jambalaya meatloaf crabcakes steak

**Why It's So Good:** Nice people great food Not overly expensive

**SABATINO'S**

**Location:** Baltimore, MD

**Type of Food:** Italiano

**Why It's So Good:** It feels like a trip to your Italian friend's family for dinner

**THE RUMOR MEAL**

**Location:** Pasadena, MD

**Type of Food:** All

**Why It's So Good:** Great food, Great Price, Great Atmosphere

**WILLY'S KITCHEN**

**Location:** Glen Burnie, MD

**Type of Food:** American Fare

**Why It's So Good:** Everything is locally sourced and fresh nothing frozen

**MUTINY PIRATE BAR & ISLAND GRILLE**

**Location:** Elkridge & Pasadena, MD

**Type of Food:** Wings, seafood, alcohol, burgers, salad

**Why It's So Good:** Yes, indoor and outdoor seating. Family friendly

**PAPPAS**

**Location:** Glen Burnie, MD

**Type of Food:** American Italian and Seafood

**Why It's So Good:** Food is reasonable and very good. Wait staff is Friendly Greeter is always accommodating

**STATE FARE**

**Location:** Catonsville, MD

**Type of Food:** All types

**Why It's So Good:** Love the atmosphere. Food is always good. Staff is always friendly

**THE SUNSHINE GRILL**

**Location:** Fork, MD

**Type of Food:** Greek & American

**Why It's So Good:** Great desserts. Simple yet flavorful dishes. Small comfy feel seating area

**XENIA GREEK KOUZINA**

**Location:** Columbia, MD

**Type of Food:** Greek

**Why It's So Good:** It's off the beaten path in Columbia but a great fancy date night restaurant. Good food and a cool atmosphere

**RECOMMENDED**

# Kudos!

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Lane Villers, Charlie Harris,  
Garrett Radke

**FROM A CUSTOMER**

I want you and the staff know how pleased we are in our decision to use our contract option of having Fireline perform fire pump testing. This is our second year of using Lane Villers and the Pump Division to conduct annual fire pump tests and we are extremely pleased with the knowledge displayed and the service provided. Yesterday our Fire protection Engineer from Corporate Risk Management was on site to witness the testing and his comments after the testing were extremely positive. Our original thought was to use Fireline every couple years as an independent outside group to validate our in house testing results and after using the Pump Division in 2019 we've decided to use them annually. The Pump Division is a jewel that if other customers are like I was, weren't aware they existed or what services they provided.

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Jason Litten

**FROM A COWORKER/CUSTOMER**

Ms. Joy at the Tara School just had the nicest things to say about the "wonderful young man" who came out the other day. "He's been coming to us for years and we really like him." She also thought you calling her before you came out was really thoughtful and she appreciated it.

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Mark Meyer and the Shop Team

**FROM A CO-WORKER**

As always Mark and his team jumped right on it and was able to get them turned around today so we could get the customer back in service within 24 hours. Anytime I need Mark and his team, he is there, ready and willing to do what it takes to help us out.



## Jimmy Keedy

### FROM A CUSTOMER

Last night I had an after-hours emergency in my home. A representative from Fireline came to my home to check a leak that was thought to be in my sprinkler system pipes. He was exceptionally polite, professional, and calming, I could not have asked for a better experience. Jim is a perfect example of what excellent customer service is. Thank you for having this exceptional employee.



## Danny Nieves

### FROM A CUSTOMER

Thank you for helping Heather get our annual to us. I searched high and low in my office and could not find it. I appreciate all you do and could not do my job without you and Fireline.



## John Pierce

### FROM A CUSTOMER

Just to let you know John who does the Ansul is the reason why I am switching to Fireline. He does great work, always pleasant and professional.



## Lane Villers, Tim Gott, Mike Stewart, Eric McCloud and Todd Marks

### FROM A CUSTOMER

I just wanted to reach out to express my gratitude with the work ethic of your techs, and also Lane Villers. Tim, Mike, Eric & Todd did a great job yesterday in very hot "no breeze" area. They are always on time, they get the job completed and clean up as they were never there but more so they are really good guys. They take pride in what they do and from being a sprinkler fitter myself to even Director of Operations of a large sprinkler company your guys are clearly among the best I have had the pleasure to work with. Eric & Todd did a great job yesterday so please extend our gratitude and Lane of course, I know he is the supervisor but he's here when we need bids, questions and even made sure to fix a pump that had previous work done on it without question. So please, tell them we say thank you for being professionals and they are the reason that we keep recommended you guys for the work we need completed.





## Ross Dyott and Mike Ramiro

FROM A CUSTOMER

I don't know where the Airport's fire protection would be without those guys and the relationships we've built with them. The MAA facilities maintenance staff can see a sense of ownership and pride in what Mike and Ross do here. Both of them have proven that they can step outside their comfort zones and have individual desires to continually improve, which is kind of a big deal in this environment. Both Ross and Mike are punctual and dependable as evidenced by over 76 documented emergency response calls for MTN and BWI just in FY'20.

Ross is a very effective communicator here and, in my opinion, has been performing way past what the contract has listed as his role. By an avenue of consistent work ethic and resilience, he's proved invaluable in getting subcontractors, Maximo, and inter-disciplinary collaborations within the MAA and our partners from their start to their finish. Mike is particularly gifted in his knowledge of Fire Alarm and Fire Protection integrations and has the ability to see the big picture as well as the details to propose new solutions. He has assisted in many long-term solutions at BWI, specifically those requiring multiple, simultaneous facets such as controls, hydraulics, pneumatics and power all in one system.



## Fred Anders

FROM A CUSTOMER

I sincerely want to thank you for your diligence and proactivity in getting the MAA the requested toolset for disassembling fire hydrant valves/seats so we can save the time, effort and costs associated with digging up/replacing fire hydrants and start moving the culture here towards repairing hydrants.

I know this materials acquisition task wasn't easy and required you to keep after it and included repeatedly calling and holding the vendors accountable. Through it, you were a true champion for the MAA and all the personnel who will benefit from the airport(s) having this specialty toolset.



## Joe Murry

FROM A CUSTOMER

It has been a pleasure to work with Joe again and even though this project has dealt them many obstacles including tight working spaces, multiple trade interactions, and time constraints, the team was able to achieve our due date. Joe personally would speak with me early in the mornings to keep me aware of his plans and work locations to make coordination on my end easier. He kept the workspace tidy and laid out Masonite to protect our finished floors. Nowadays this is a rare thing and worth contacting the company to praise his efforts.



## Stephen Dreyer

FROM A CUSTOMER

Steve routinely demonstrates a very strong and impressive BGE substation fire protection system knowledge base and related trouble-shooting skillset. Steve always delivers successful results in any assignment that comes his way. In addition, another striking attribute (that's a seemingly requirement of this utility business sector) that Steve possesses is that he is always reachable and available for consultation when we need his engagement or perspective on an emergent substation fire system business topic. In that regard, Steve is "always there for us" and provides the level of professionalism and care for our business that is very appreciated. Moreover, in all of our conversations, Steve always demonstrates an affable and supportive demeanor that both contributes to and strengthens our effective business partnership.



## Dave Krenzer

FROM A CO-WORKER

We had a discharge of a Vortex system this morning. David Krenzer jumped on it and got us tanks from an upcoming job that they have pending and then they're going to work to get the tanks replaced in time for that job to begin.

The particular contact at would not have been happy if we had to tell him that we were waiting two weeks or nitrogen tanks. The customer said our response and remediation plan has been outstanding and we have reinforced for him that we absolutely value the relationship with them. I just want to make you both are aware that Dave really saved our a\*\*.



## Sally DeWitt, Dennis Tetso, Trae Hall, and Brandon O'Connor

FROM A CUSTOMER

Your technicians repaired my sprinkle head leak today. I am writing this to thank all involved starting with my phone call last evening. A technician, Dennis, returned my frantic phone call last evening. Told him I could not get in contact with the property manager to report my problem and I didn't know what to do. He took the time to answer my questions and explained what I should do until a service technician came out today. He was very patient and nice.

Then I spoke with you, Sally, this morning. You were very helpful and patient with me. Thank you for that. Trae and Brandon came to repair the leak. They too took the time to explain the problem & how it was resolved. Answered all the questions I had. Excellent workers!

I am very pleased with the employees I dealt with throughout this repair & wanted to acknowledge my thanks to each & all. Please make sure they know I have sent this email. I would recommend Fireline to everyone since every employee I have dealt with, as a board member of this building, has been pleasant, helpful and knowledgeable.

## The Towson Pump Job:

FROM LANE VILLERS

I want to thank you for all the work that you did on removing the old and installing the NEW fire pump at Towson University. This was the 1st installation completed totally by the "Pump Team" and will not be the last. Everyone did a GREAT JOB and Fireline received several GOOD comments from Towson University, Starr Maintenance and the Fire Marshal. This job was a job no one else wanted. After a discussion with several people including Anna, it was decided that the Pump Team could do the complete job IN-HOUSE with all the experience we have on the Pump Team. The Team did an awesome job with EVERYTHING, I listed some things below that were completed by different guy and I want to say THANK YOU for the work that you did.



Tim Gott



Eric McCloud



Mike Stewart



Kenny Radke



Todd Marks



Garrett Radke



Joe Dantoni



Tyler Confer



Jimmy Keedy



This is just the basics of what was done. We have a few more NEW installation quoted and hope to have them finalized soon. **Thanks again for the GREAT JOB!!!!**



# HRInsights

Brought to you by the insurance professionals at  
The Jordan Insurance Group LLC

## The Benefits of Generic Medication

As consumer driven health plans (CDHPs) continue to grow in popularity, many employers are looking to similar strategies to control the rising cost of prescription drug coverage. Increasing employee use of generic medication may be one of the most effective ways to make an immediate impact in your budget.

Generic drugs approved by the Food and Drug Administration (FDA) are as safe and effective as their brand name counterparts, but are significantly less expensive because the companies don't need to spend money on clinical trials, advertising, promotion and marketing. The fact that generic drugs are often 80-85% cheaper can save your organization significant amounts of money.

According to the FDA, generic medications save \$3 billion every week, more than \$150 billion annually. Boosting the use of generic medications by incorporating the strategies of CDHPs into your prescription coverage design can save you and your employees significant amounts of money.

### Benefits Communications

CDHPs rely on informed consumers to make intelligent health care decisions. Though many of your employees may be willing to use generic medication, they may not know enough about them to see the advantage or to feel comfortable doing so.

Consider integrating information about generic drugs into your benefits communications. Send informational payroll stuffers or emails to employees explaining the differences between generic and brand name medication and encouraging them to

request generics when filling a prescription. You may wish to reach out to employees through social media with additional information regarding generics.

To maximize generic use, keep employees up to date on the newest approved generic medications through this FDA [site](#).

### Copayments

By exposing employees to the higher cost of brand name medication, employers are able to encourage them to select the less expensive option, creating savings for both employer and employee. By raising the copayment amount of your plan, employees will ideally take a proactive approach to their health care and consider using generic medication instead of filling a name brand prescription.

### Mail-order Pharmacies

Some of the larger mail-order pharmacies report an increase in generic substitutions among members. It may be worth considering incorporating a mail-order pharmacy component into your current health plan.

For informational employee resources, such as payroll stuffers and flyers, materials about how to communicate effectively through social media or ways to incorporate consumer-driven elements into your prescription medication plan, contact your The Jordan Insurance Group LLC representative.



# Happy Birthday!

## SEPTEMBER

Ken Humphrey .....	1
Lewis Lucas .....	1
Julio Castillo Sr. ....	2
Matt Benfield .....	3
Ashley Jones .....	4
Faith DeWitt .....	5
Jacqueline Ulloa .....	6
Alisa George .....	7
Harry Lowman .....	8
Justin Fultz .....	9
Dwon Bess .....	13
Janet Griffin .....	18
Jeff Tressler .....	21
James Colgan .....	21
Mark D. Meyer .....	24
Robert Stallings .....	24
Tyler Confer .....	26
Rachel Gibb .....	29
Alex Curtis .....	30

## OCTOBER

Dennis Burns .....	1
Jim Malone .....	1
Garrett Radke .....	3
Marvin Argueta .....	5
Dan Evangelisti .....	6
TJ Timpson .....	10
Todd Marks .....	11
Ken Barnhart .....	12
Mike Grow .....	12
Lisa Tiedemann .....	13
Michael Levasseur .....	17
Heather Meyer .....	18
Ken Scholl .....	23
Ahmad Harris .....	26
Joseph Hipkins .....	26
Elizabeth Adkins .....	31

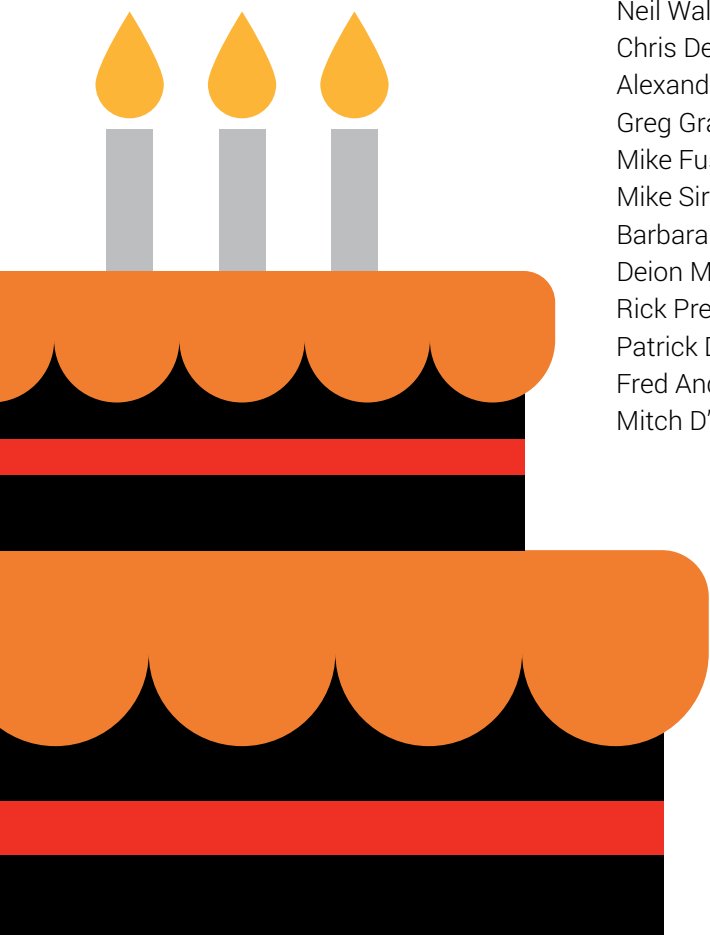
## NOVEMBER

Debbie Lanham .....	1
David Krenzer .....	3
Rob Kershner .....	4
Neil Walters .....	5
Chris Denbow .....	6
Alexandria Tucker .....	8
Greg Granger .....	9
Mike Fuster .....	11
Mike Sirak .....	11
Barbara Haas .....	13
Deion Minor .....	13
Rick Preston .....	13
Patrick Denbow .....	15
Fred Anders .....	16
Mitch D'Angelo .....	18

Craig Steinbock .....	19
Amanda Drury .....	21
James Mathews .....	21
Jim Mathews .....	21
Sharon Waters .....	22
Cleyde Soto .....	24
Jeremy Mohney .....	26
Shelby Aguilar .....	26
Fawn Dyson .....	27

## DECEMBER

Ted Reitterer .....	2
Steve Weiss .....	3
Eric Robertson .....	5
Julio Castro .....	5
Cindy Rueppel .....	6
Tori Romano .....	6
Kristi Hampton .....	9
Laurie Pryor .....	9
Brian Slacum .....	11
Matthew Merson .....	11
Ross Dyott .....	12
Tommy Welch .....	14
Rupert Mangal .....	18
Derrick Meilhammer .....	19
Julio Castillo Jr. ....	21
Danica Malone .....	22
Lane Villers .....	25
Diego Soto .....	26
Dustin Breeden .....	26
Johnny Osborne .....	27
Melinda Miller .....	28
Brandon O'Connor .....	31



# Happy Anniversary!

## SEPTEMBER

Garrett Radke .....	1	Tim Gott .....	4
Melinda Miller .....	1	Armando Morales.....	8
Scott Gore .....	1	Matt Benfield .....	9
Jeremiah Schleupner.....	1	Michael Levasseur .....	9
Austin J. Tucker .....	2	Shannon Adkins.....	11
Chris Weaver .....	2	Ken Humphrey .....	12
Diego Soto .....	2	Jason Litten.....	14
Rick Preston .....	2	Laurie Pryor .....	14
Terence Kirks.....	2	James Colgan .....	15
Angelo Santos.....	3	Frank Chenoweth .....	36
Chris Pressley .....	3		
Nate English .....	3	<b>NOVEMBER</b>	
Alex Curtis.....	4	Chris Griffin.....	2
Jason Swieczkowski .....	4	Alexandria Tucker.....	3
Collin Creighton .....	5	Joe Parmer .....	4
Rob Kershner.....	10	Tyler Smith.....	5
Matt Williams .....	14	Fred Anders .....	6
Dan Evangelisti .....	16	Jimmy Keedy .....	6
Ted Reitterer.....	23	Elizabeth Adkins .....	7
Cindy Rueppel .....	42	Ronald Eure .....	12
		Bill Gibb.....	24
		Kelly Coon .....	41

## OCTOBER

Eric Mayfield.....	1	<b>DECEMBER</b>	
Julio Castillo Jr. ....	1	Brandon O'Connor .....	1
Julio Castillo Sr. ....	1	Patrick Denbow.....	3
Nick Richardson .....	1	Stephanie Steinacker.....	3
Andre Dengler.....	2	Ashley Jones.....	4
Jeff Brown .....	2	Dan Towle .....	4
Brian Slacum .....	2	Vee Ouk.....	7
Daniel Whiteaker.....	3	Lane Villers .....	16
Dennis Burns .....	3	Jeremy Mohney.....	18
Sally DeWitt .....	3	Dennis Bryant.....	24
Tommy Welch .....	3	Ike Austin .....	36
Matthew Adams .....	4	Todd Everitt.....	37