

September 2021



Fireline FireFlyer

## FEATURING: Kelly's Retirement

### ALSO IN THIS ISSUE:

- BACK TO SCHOOL
- NAFED 2021
- SALES TRAINING PROGRAM AND MORE!

**Fireline**

Fire Flyer Vol. LXXIV No. 3

# GOOD THINGS AHEAD

BY ANNA GAVIN



How does the saying go again? *Ah yes, good things come to those who wait.* Well, we are getting pretty good at waiting when it comes to the construction in Baltimore. Our contractors have been doing a great job moving things along, but as you know we had a good two month hold up from some red tape with the County and City. We are finally moving on though and the light is at the end of the tunnel. Within the month we hope to have occupancy in Building 1. Buildings 3 and 4 are wrapping demo and now being framed up. I know the accounting folks are excited to see their new offices finally come to life.

In the meantime, business at Fireline has been incredibly busy. No lazy days of summer here. Every department has been hard at work. **System Service** reports some of the highest volume of trouble calls in history. **Leesburg** brought on new members in both the service and install teams and are still looking for more to keep up with demands. The new team has been great and they are working closely with the Baltimore Restaurant Systems departments as well. The **Baltimore Restaurant** team added several staff members at the beginning of the year to build up the department and the team is the strongest it has ever been thanks to some great new hires. **Vehicle Systems** has seemed to have leveled out and contracts and team members are working together seamlessly to meet customers needs. **Fire Alarm** is battling

some serious shipping challenges from our vendors but they continue to execute projects and find solutions for customers. Construction projects slowed a bit in the spring and summer but you wouldn't know it from the amazing output of the team. **Monitoring** sales have been very strong the past few months, which June seeing the most ever accounts in a single month. The **Sprinkler Install** team has been through a bit of a transition with management, but the team is meeting regularly to make sure things stay on track. In July they had their strongest sales month this year (great work Kevin!) and there are several nice projects on the horizon. The **Special Hazards** team is racking up those hotel points working at several large jobs outside our normal territory. These projects are complex and yet the process and communication with the customer has been flowing nicely thanks to a lot of collaboration from the whole team. **Portables** in Baltimore picked up a sizeable account that required us to purchase a sea container just to stock it full of extinguishers!

September is already here we all know that end of year time sneaks up on us fast. I continue to be grateful for everyone's hard work. Thank you for keeping Fireline running while I have been working on this construction project. This project too will be behind us soon and then onward to the next big thing!





# *New to the Team*

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

6/1/21



**Cameron Justice**  
System Service Helper

6/1/21



**Daven Gunther**  
System Service Helper

6/1/21



**Morgan Kotanko-Wattersmith**  
Sprinkler Service Technician

6/1/21



**Thomas Gardner**  
System Service Helper

7/12/21



**Alexander Evans**  
Service Technician -  
Fire Extinguishers

7/12/21



**Candace Slagle**  
System Service Coordinator

7/12/21



**Joseph Dantoni IV**  
System Service Helper

7/12/21



**Kelsey Payne**  
Restaurant Systems  
Technician

7/12/21



**Mario Castillo**  
Sprinkler Service Technician

7/19/21



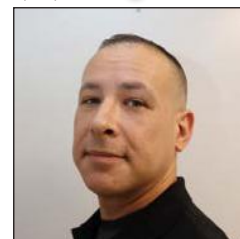
**Brandon Wright**  
System Service Helper

7/19/21



**Eric McCloud, Jr.**  
System Service Helper

7/19/21



**Jason Havelt**  
Restaurant Systems  
Technician

7/26/21



**Leonel Cartagena**  
Suppression System  
Mechanical Technician





# Congratulations!



NEWBORN

## Seth Ryan

Ras Wisidagama's Grandson

07-09-2021 | 7lbs, 4oz



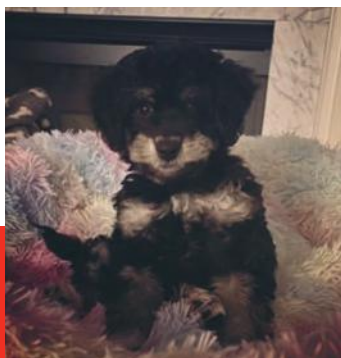
NEWLYWED

## Deion and Shana Minor

Married

06-26-2021

## PETS



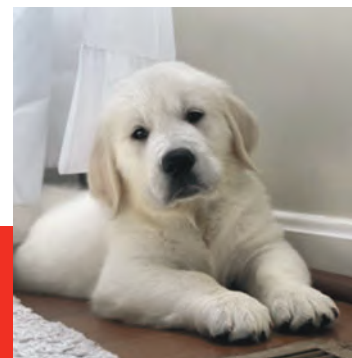
## Nova

Ashley Reddinger's new  
bernedoodle puppy



## Storm

Deion Minor's new Siberian  
husky puppy



## Jettson (Jet for short)

Matt Adams' new English  
Cream Golden Retriever  
puppy

# KELLY COON – 41 YEARS

Fireline's Warehouse Manager Kelly Coon went out with a bang for his retirement. On June 9th we celebrated all things Kelly with a luau and pig roast outside Fireline's Baltimore warehouse. Everyone had a great time and it was so nice to see so many faces on campus. Special guest appearance by some of the old school crew made for an extra special treat!

## About Kelly:

Kelly came to Fireline as a technician, working with suppression systems. He has held several roles at Fireline but is most well known to many here as the Warehouse Manager who helped transform the warehouse into what it is today. Since taking over the warehouse Kelly has helped to transition the stock from the old warehouse to the new one, has made many improvements to inventory tracking and management, and has helped to decrease inventory outages by keeping the warehouse significantly more organized. He is always looking for ways to improve the warehouse and the inventory process.

Kind and thoughtful, Kelly has been an important part of Fireline's history and we are honored he choose to be a part of Fireline.

**Best of luck in retirement Kelly!**







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Bobby Hewitt, CFP®  
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Enhancement  
Group®



# Back to School

School is back! If last school year taught us parents anything, it is that we are really really grateful for all the work that teachers do. While we are still not yet fully “back to normal” it is good to see kids interacting and having an opportunity to be with their teachers and classmates. Here are some of Fireline’s junior family members off to school.

**Here’s to a healthy and happy school year!**



**Aaron Austin**  
Kindergarten



**Adeline Reddinger**  
Pre-K



**Alexa Reddinger**  
7th Grade



**Arihanna Slagle**  
4th Grade



**Ava Reddinger**  
Kindergarten



**Azlynn Scott**  
Kindergarten



**Ben Gavin**  
7th Grade



**Cam Miller**  
2nd Grade





**Cayden and  
Logan Pierce**

6th Grade



**Chares  
McDermott**

2nd Grade



**David Henson Jr**



**Dominic  
Romano**



**Emma Richards**

Pre-K



**Evan Richards**

Pre-K



**Fisher and  
Finn Dyott**

Pre-K



**Gabby Adkins**

1st Grade



**Grace Miskimon**



**Hannah Williams**



**Jase Hampton**

2nd Grade



**Jesse Drury**

10th Grade



**Joelynn Cox**



**Kai Roulhac  
(Burton)**

Kindergarten



**Kinsley Litten**

2nd Grade

**Landon Litten**

4th Grade



**Laila Slagle**

2nd Grade



**Lexi Williams**



**Libby Gavin**  
Kindergarten



**Lola Austin**  
9th Grade



**McKenzie Swander**



**Molly Anders**



**Ryan Miller**  
Pre-K



**Sophia Drury**  
4th Grade



**Tyler Herbert  
(Meyer)**  
8th Grade





# NAFED 2021

We went to a conference! In what feels like the first time in forever, Fireline employees made their way back to Atlantic City to attend the 2021 NAFED conference. Topics included – the change in customer requirements, reinterpreting NFPA 10, selling clean agents, business analytics and KPI's, food truck installations and regulations, and capitalizing on common system deficiencies. It was definitely a different feel this year, but everyone learned a thing or two, got some face time with vendors and discussed new products coming to market. Reggie Burton even tried out the new virtual reality kitchen system training. Overall a successful trip (and everyone stayed healthy- extra bonus!).



*NAFED Crew*



*Greg and Troy*



*Cousins Mark and Mike*



*Reggie*



*Reggie getting VR kitchen  
System Training*



*Selfie Crew*



# *Safety Incentive Program*



Terence  
Kirks

**SUPPRESSION  
SYSTEMS**

**MAY 2021**



Daniel  
Jackson

**FIRE  
EXTINGUISHERS**

**JULY 2021**



Eric  
Robertson

**FIRE ALARM  
SYSTEMS**

**AUG 2021**

Safety Incentive Program Award Winners have no lost time accidents.

***REMEMBER, STAY SAFE!***







# Employee Recognition Awards



**Jimmy Keedy**

Systems Service  
Q2 – 2021



**Jeff Richards**

Fire Alarm Systems  
Q2 – 2021



**Dennis Burns Jr.**

Fire Alarm Systems  
Q2 – 2021



**Justin Fultz**

Extinguisher & System Tank Shop  
Q2 – 2021

## Have a Teammate who's **ON FIRE?**

Nominate him/her for the quarterly *Employee Recognition Awards (ERA)*!

Your nomination can be made on the form on *Firenet* or by emailing [ERA@fireline.com](mailto:ERA@fireline.com) with your nominee and a brief description of why they deserve the award.



**Fireline**

# Kudos!

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Lane Villers, Tim Gott, Mike Stewart, Tyler Confer, Charlie Harris

**FROM A CUSTOMER**

Gentleman,

I would like to thank you for the exceptional job you did today while performing the annual fire pump test at Cove Point. You conducted 5 fire pump flow test at 2500 GPM in less than five hours with all of the OPS and the EPA personnel standing over your shoulder. This was by far not the standard or normal fire pump test that we conduct. We got praises from the EPA inspector for the amount of water usage that we DID NOT use, as well as the way we conducted the test by not damaging anything environmental and coming out ahead with the Cove Point personnel in the same way. I appreciate all the hard work that you put in today to make this job happen without any damages, fines or injuries.

I attached a few pictures of just 1 of the fire pumps that was tested today, they were all tested in the same manner and completed without any problems. Thanks Pump Team.







## Loren, Rupert, Tyler, Greg

### FROM A CUSTOMER

The list of repairs is considerably smaller than the one from January 13th as a result of the partnership between Fireline and Cove Point. The committing of personnel and funding allowed us to accomplish this milestone. Loren has been instrumental in making this happen by taking ownership. Between Loren, Rupert and Tyler our backlog of maintenance orders is more manageable and we haven't experienced any impairments. As a result of the improved performance, attention to detail and attendance of the scheduled Technicians, I'm requesting going forward that our Compliance Inspection team consist of Loren, Rupert, Greg and Tyler! I look forward to working with you and the professionals at Fireline to ensure our Fire protection System is tested and maintained and ready to perform as designed if needed.



## Danny Nieves

### FROM A COWORKER

Danny is one of the hardest working people that we have in the company, but you all know that.

A situation recently occurred that reminded me, Danny is so much more than a salesman who puts up big numbers. Danny is a partner, a partner who cares about the people that work with him and understands and sympathizes with everyone's perspective. Danny is passionate about what he does, but he tempers that passion with a good natured manner.

Even if we disagree in the moment, Danny will always find common ground on which we do agree. Most importantly, Danny is willing to do the hard work to maintain relationships and make sure that we are all moving in the same direction.



Todd Bates

FROM A CUSTOMER

I have to commend the man who did the inspections – he was prompt, polite and professional, and I would highly recommend him to others needing this service.

---



Chris Borkoski

FROM A COWORKER

Good Afternoon,  
Just wanted to send kudos over for Chris Borkoski. Chris is always very detailed with his notes, always calls me to make sure he has XYZ added onto tickets if he thinks it may have been forgotten and today, a customer said he was very helpful on site.

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Jason Litten, Julio Castro

FROM A CUSTOMER

On behalf of our team I wanted to express our thanks to Jason and Julio for the recent servicing of our fire extinguishers here at the TSA Compliance office. Both technicians were extremely accommodating and professional throughout the inspection. Once again thank you and your staff for a job well done.





## Rich Sigethy, Gary Cox, Tony Cadogan, Davon Bess

### FROM A COWORKER

Thank you thank you thank you. Well, our house went on the market Friday and Sharon, the dogs and myself were heading out of town so the agent could have an open house this weekend.

I woke up Friday to electricity not working in 3 of the rooms of the house. No breakers were tripped and I had no idea what the problem was. Knowing Rich had a long history in the industry, I called him and asked if he knew any electricians that could help in an emergency.

Rich had me contact Gary Cox who sent out Tony Cadogan and Davon Bess. Both were amazing. Tony was in the attic searching for the culprit and pulling switches and outlets off the wall. They could not figure out what was wrong but they patched around the issue and got the electricity back on and the open house went on as planned. I can not tell you how much it meant to us that Fireline came to our rescue during this stressful time. Life savers. Huge appreciation.



## Robert McDermott

### FROM A CUSTOMER

Customer called to say he wanted to let us know that Rob was awesome at his church today! Rob explained everything he did and was very courteous and thorough with the suppression system in the kitchen to the fire extinguishers!

He also said most times we would probably get complaints and hardly ever does anyone call to give praise. Today he wanted to make sure Rob received praise and for us to know since Rob has been with Fireline for about 5 months!



## Angela Lester

### FROM A COWORKER

Angela, Thank you for always willing to help, it doesn't go unnoticed with me anyways. I know it gets exhausting sometimes and thankless. You are appreciated.



# Photos



Dwon keeping cool



Building 4 break down crew



CSC leads



Gates sampling customers products - looking good!



Frank the wall art guy



Glacier National Park



Little helper



Now that is a hair day



Management team meeting



Anna at glass board





# Photos



Team meeting with a view



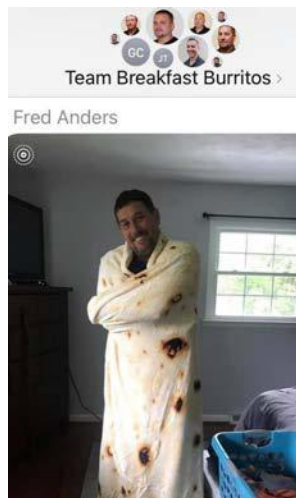
Vacation bottles



Preschoolers thank you art



Shannon on site



Team breakfast burrito poster child



Twinning!



More sales meetings



sales training

# SALES TRAINING PROGRAM ALLOWS SALES TO “RETHINK” OUR APPROACH

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Both the Service and Systems Sales Departments have embarked on an intensive sales training program. Fireline has engaged Ray Mutchler of ROI Consulting to help us “rethink” or think out of the box how we approach sales. Much of what we know, or think we know about sales is being challenged. Sales, like many other business functions has evolved over the years. The question is, have we evolved, too? For example, many of us approach a prospect by selling features and benefits. But all legitimate companies are

selling the same features and benefits. What the customer really wants to know is how we are going to solve their problems and make their operations more efficient and streamlined. We are also exploring how to make our sales calls more effective and identifying customers that are a good fit for Fireline and using technology and social media to our advantage. Stay tuned for more effective selling as we continue this ongoing project.



# 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**



# 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
George Thompson .....	15
Janet Griffin .....	18
Emarri Moore .....	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
Marvin Argueta .....	5
Jesse Jimenez .....	5
Dan Evangelisti .....	6
TJ Timpson .....	10
Ken Barnhart .....	12
Mike Grow .....	12
Lisa Tiedemann .....	13
Michael Levasseur .....	17
Heather Meyer .....	18
Ken Scholl .....	23
Joseph Hipkins .....	26
Elizabeth Adkins .....	31

## NOVEMBER

Debbie Lanham .....	1
Rachael DeWitt .....	2
David Krenzer .....	3
Rob Kershner .....	4
Neil Walters .....	5
Chris Denbow .....	6
Alexandria Tucker .....	8
Mike Sirak .....	11
Barbara Haas .....	13
Deion Minor .....	13
Rick Preston .....	13
Patrick Denbow .....	15
Fred Anders .....	16
Mitch D'Angelo .....	18
Thomas Jarrell .....	18
Craig Steinbock .....	19
Leonel Cartagena .....	20
Amanda Drury .....	21
James Mathews .....	21
Sharon Waters .....	22
Cleyde Soto .....	24
Jeremy Mohny .....	26
Fawn Dyson .....	27
Joshua Schleupner .....	28
William Henry Hall .....	30

## DECEMBER

Cierra Nicholson .....	1
Ted Reitterer .....	2
Steve Weiss .....	3
Eric Robertson .....	5
Julio Castro .....	5
Cindy Rueppel .....	6
Tori Cowley .....	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
Mario Castillo .....	21
Danica Crum .....	22
Lane Villers .....	25
Diego Soto .....	26
Johnny Osborne .....	27
Melinda Miller .....	28
Brandon O'Connor .....	31





# Happy Anniversary!

## SEPTEMBER

Ashley Reddinger.....1 Years  
 Richard Zink.....1 Years  
 Melinda Miller.....2 Years  
 Scott Gore.....2 Years  
 Jeremiah Schleupner.....2 Years  
 Chris Weaver .....3 Years  
 Diego Soto .....3 Years  
 Rick Preston .....3 Years  
 Terence Kirks.....3 Years  
 Angelo Santos.....4 Years  
 Chris Pressley .....4 Years  
 Nate English .....4 Years  
 Jason Swieczkowski .....5 Years  
 Alex Curtis.....5 Years

## OCTOBER

Luke Schmitt .....1 Years  
 Eric Mayfield.....2 Years  
 Julio Castillo Jr.....2 Years  
 Julio Castillo Sr. ....2 Years  
 Jeff Brown .....3 Years  
 Dennis Burns.....4 Years  
 Daniel Whiteaker.....4 Years  
 Brian Slacum.....4 Years  
 Sally DeWitt .....4 Years  
 Tommy Welch .....4 Years  
 Tim Gott .....5 Years  
 Matthew Adams .....5 Years  
 Armando Morales.....9 Years  
 Michael Levasseur ..... 10 Years  
 Matt Benfield..... 10 Years  
 Shannon Adkins..... 12 Years  
 Ken Humphrey ..... 13 Years  
 Laurie Pryor ..... 15 Years  
 Jason Litten..... 15 Years  
 James Colgan ..... 16 Years  
 Frank Chenoweth ..... 37 Years

## NOVEMBER

William Henry Hall.....1 Years  
 Joseph Dieumegarde .....1 Years  
 Chris Griffin.....3 Years  
 Alexandria Tucker.....4 Years  
 Joe Parmer .....5 Years  
 Tyler Smith.....6 Years  
 Jimmy Keedy .....7 Years  
 Fred Anders .....7 Years  
 Elizabeth Adkins .....8 Years  
 Ronald Eure ..... 13 Years  
 Bill Gibb..... 25 Years

## DECEMBER

Brandon O'Connor ..... 02 Years  
 Stephanie Steinacker.... 04 Years  
 Patrick Denbow..... 04 Years  
 Ashley Jones ..... 05 Years  
 Dan Towle ..... 05 Years  
 Lane Villers ..... 17 Years  
 Jeremy Mohney ..... 19 Years  
 Dennis Bryant..... 25 Years  
 Ike Austin ..... 37 Years  
 Todd Everitt..... 38 Years