

January 2022



FEATURING: Customer Service Classes



ALSO IN THIS ISSUE:

- BALTIMORE HUNGER PROJECT
- KENNY AND STEVE RETIRE
- HOLIDAYS AND MORE!



Fire Flyer Vol. LXXV No. 1

A DREAM COME TRUE



Have you ever made a dream come true? A big dream. A “pie in the sky” dream?

This past year, I got to make that happen with the office renovation.

For those of you have been here a while, you will know this process started over 4 years ago when I began talking to architects and engineers about tearing down and rebuilding the offices. After several false starts and realizing my budget had limits, we ended up with the current plan. Construction actually began in 2019 when we renovated the shop in the warehouse for phase 1 of the project. Then we rounded out the design on phase 2 and officially began construction in March of 2021. As of December 23rd we received our final U&O. Now all we have to do is tie up a few loose ends and then we are complete.

But the reality is this dream goes much farther back. The office layout in Baltimore was one of my biggest hang ups when I first took over the company back in 2010. And before me, my father had investigated the possibility of putting a second floor on building 1. Even he knew we needed to do something (FYI I looked into the second floor plan and it was a logistical nightmare). I have been wanting to make this happen for over a decade and now it is actually a reality. Sometimes late at night when everyone is gone I wander around and just take it all in.

I want to thank some people who helped make this project a success.

- **Funding, *Fulton Bank*** – Ian Riddle
- **Architecture and Design, *Arium AE*** – Brian Frels, Kevin Murry, April Bliss
- **Civil Engineering, *Sill Engineering*** – Paul Sill and Jonathan Blasco
- **Construction, *JC Porter Construction*** – Noel Phelps, Tim Hall and John Porter
- **Low Voltage/Security/AV, *Midpoint Technology Group*** – Bob Hanson, Craig Lewis, Jason Woods, Rob Butler, Jeremy Ray, Jeb Holligan, Joakim Kigaya
- **Furniture, *Duoron*** – Kaitlin Byrnes, Michelle Tomlin
- **Signage, *East West Signs, APCO and AP Corp*** – Jeff Rives, Lindsey Miller, Marie White, Cody Hipp

And more than anyone I want to thank Marc Fisher from InspiRE.

Marc is my owner's representative who helped me through every single step of this process. Marc managed everything from reading designs, soliciting bids, project managing task lists, billing and tons of paperwork tracking. While no construction project is smooth, this one was damn near close. There is no doubt that is a result of Marc's work.

And thank you to everyone who supported me during one hell of a year. All the Fireline Family who kept things running despite the added chaos of construction. Special shout out to Tori Cowley who took on the part time job of “Anna caretaker” this past year when I was struggling to keep up. It has taken so much to get here, and I am so looking forward to enjoying the new space!

New to the Team

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



9/13/21



Jake Smallwood
Fire Alarm Technician

9/20/21



Branden Smith
Shop Technician -
Fire Extinguishers

9/20/21



Harlie Brewington
Sprinkler Service Technician

9/27/21



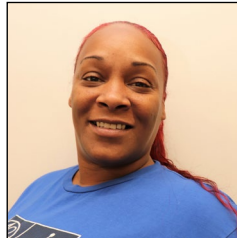
Gary Cardoza
Restaurant Systems
Technician

9/27/21



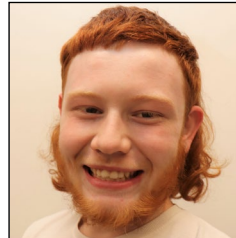
William Haliko
Shop Technician -
Fire Extinguishers

9/28/21



Alecia Thurman
Warehouse Clerk

9/28/21



Jason Jarrell
Shop Technician -
Portable Fire Extinguishers

9/28/21



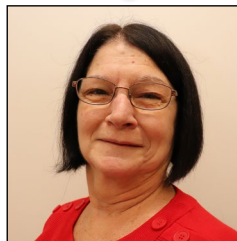
Landen Barber
Shop Technician -
Fire Extinguishers

10/11/21



Justin Baker
System Service Technician

10/25/21



Susan Hunt
Systems Department
Administrator

11/1/21



George Clayton
System Service
Sales Representative

11/1/21



Robert Likens
System Service Technician

1/3/22



Quinn Simms
Special Hazards Designer



Congratulations!



NEWBORN

Emmitt

Cindy Rueppel's Grandson

November 10, 2021 | 7 lbs.10 oz.



NEWBORN

Wyatt George Clayton

George Clayton's Grandson

December 23, 2021 | 6 lbs.15 oz.



NEWBORN

Alexander

Steve Clark's Grandson

19.5 Inches Long | 8 lbs.12 oz.



NEWBORN

Saylor Rae Malone

Alley Tucker and Jim Malone's Daughter

December 14, 2020 | 7 lbs.10 oz.



NEWLYWED

Jesse and Heather Simmons

Married | 10-15-2021



NEWLYWED

Tom and Shannon Cavin

Married | 10-17-2021



NEWLYWED

Danica and Eric Crum

Married | 12-09-2021



WHAT MATTERS TO THE CUSTOMER, MATTERS TO US **BECAUSE LIFE SAFETY MATTERS!**

Part of a companywide initiative that began in 2019, Fireline founded the Customer Service Committee (CSC). A group of eight team members came together to build and develop a customized customer service program for Fireline.

The CSC started by reading Customer Service Revolution by John Dijulius III. This book served as the guideline for building the program. From there the committee developed three phases:

Phase 1: Course Creation – study various teaching models, create content, build test model.

Phase 2: Teach Customer Service Courses – logistics, teach courses

Phase 3: Post Course Content – develop plan for refresher classes, schedule new hire classes, and deliver routine customer service content.





Content

The Customer Service Vision Statement

What Matters to Our Customer, Matters to Us

Customer Service Pillars

Courtesy, Accessibility, Efficiency

Courtesy Definition

Respectful, Genuine Communication

Efficiency Definition

Timely, Productive Effort

Accessibility Definition

Responsive, Reliable, Resourceful

Courses – Fall 2021

This fall CSC trainers Mark Meyer, Deion Minor, Matt Williams (and occasional fill-in Anna Gavin) met with every department in the company to teach three separate classes around our three customer service pillars: Courtesy, Efficiency and Accessibility. The logistics to make this happen were quite complicated (even without COVID making it extra challenging). Feedback from the employees was overwhelmingly positive thanks to the interactive exercises that encouraged teams to have conversations around each topic.

Exercises included:

- Internal vs. External Customers
- Wants and Needs of Customers
- Time Wasters
- Always/Never Lists

Oh, and there was a pretty awesomely cheesy video made by the committee that can be found here:

Fireline Customer Service - YouTube

What is next?

The CSC took a break during the holidays but are coming back together this January to work on finalizing the Fireline Always/Never List, build quarterly content and develop activities around our customer service vision and pillars. Stay tuned!

Customer service Committee Members:

Co-Chairs: Deion Minor, Dave Gates

Members: Angela Lester, Mike D'Angelo, Faith DeWitt, Mark Meyer, Matt Williams, Bladimir Ventura

CELEBRATING *The Holidays!*



With the pandemic lingering (and making big moves) into the holidays Fireline decided to play it safe again this year. In lieu of the big holiday party we opted to do another round of gift boxes, which fortunately made it just in time for Christmas! Looks like dogs are a fan of that blanket!

Some teams decided to do small gatherings and the Baltimore office staff had a small potluck along with a gingerbread building contest. The Grinch (aka the “Pandemic Mascot”) even made an appearance!







Another successful year supporting the Baltimore Hunger Project!

Fireline employees came together to make weekend food bags for children in Baltimore City and Baltimore County. This year we doubled up our contributions by adding snack bags to the meal bags we pack.

Baltimore Hunger Project

Baltimore Hunger Project is a non-profit organization that feeds over 1,600 food insecure children each weekend in Baltimore City and Baltimore County. They provide food bags for children to eat over the weekends when they do not have access to school provided meals. To learn more about Baltimore Hunger Project you may visit their website at <https://www.baltimorehungerproject.org/>





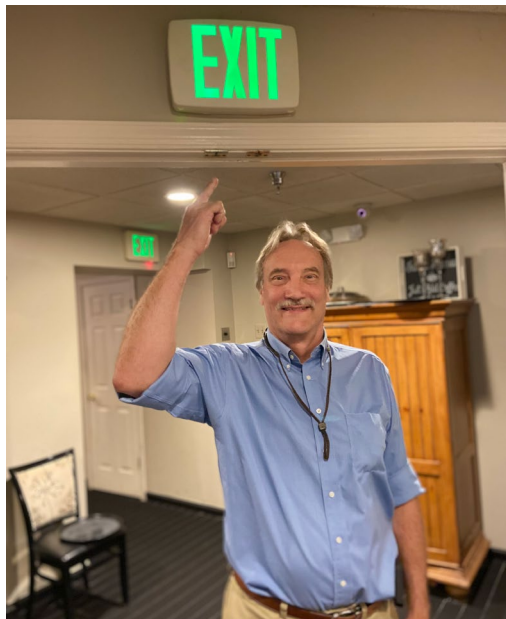
KNOW SOMEONE WHO WANTS TO **HEAT UP** THEIR CAREER?

We're always hiring. If you know someone looking for a job, please direct them to visit our **Career Center** site to see job postings:

www.fireline.com/careers



KEN SCHOLL RETIRES



After 25 years at Fireline, Ken Scholl decided it was time to head south to the Carolinas and start the next chapter of his life. Ken has been a designer lead and manager in our Fire Alarm department for much of his time here.

He helped Norm Mason to build the fire alarm department through his early years and was a wealth of knowledge to many in the company. In recent years he was integral in getting our monitoring department and radio mesh network up and running. We are all missing Kenny but know that he has certainly earned the break.

Congrats and thank you Ken!



STEVE WEISS RETIRES

Steve Weiss joined Fireline's Baltimore Portables shop in 2016 and immediately became an impact player.

Steve's legacy in the shop will go on for years thanks to countless procedural and logistical changes he implemented into both the dry chem and high-pressure shops. Thank you Steve for all you have done for us and have a great retirement.

We know we will see you around occasionally!





Safety Incentive Program



Jason
Swieckowski

**SUPPRESSION
SYSTEMS
ELECTRICAL TECH**

SEPT 2021



Cleyde Soto

**SPRINKLER
SYSTEMS TECH**

OCT 2021



Kelsey
Payne

**RESTAURANT
SYSTEMS TECH-
LEESBURG**

DEC 2021

Safety Incentive Program Award Winners have no lost time accidents.

REMEMBER, STAY SAFE!

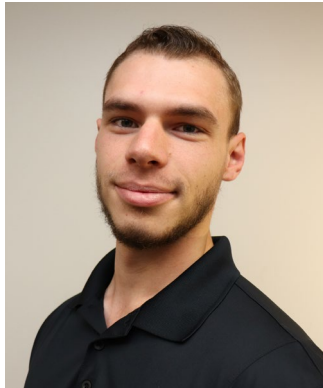




Employee Recognition Awards



**Heather
Scott-Meyer**
Systems Service
Q3 – 2021



**Todd
Bates**
Portables
Q3 – 2021



**Nick
Dom**
Systems Service
Q3 – 2021



**Chris
Denbow**
Vehicle Systems
Q3 – 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 with your nominee
and a brief description of why they
deserve the award.



Fireline's Employee of the Year Winners 2021



Jason Litten
Field



Jeff Richards
Field



Heather Meyer
Support



Nick Dom
Rookie



Matt Adams
Sales

Kudos!



Dan Whiteaker

FROM A CUSTOMER

I'm writing to let you know about a service call Fireline provided for The Local Oyster this past June. Although several months have passed since the call, I still wanted to let you know about our experience.

In the summer of 2020 we filmed a Netflix show that was scheduled to air on June 6, 2021. Because of the ongoing pandemic our new ventless hood and fryer showed up months late and the Baltimore City Fire Marshal inspections were backed up for months. Although I had several issues with the scheduling department at Fireline, once your tech, Dan Whiteaker showed up, I knew we were in good hands. He made it clear that he was going to get us up and running before our deadline.

Dan came to hook up and test our new ansul system. Once it was determined that we needed an alarm bell attached to our new unit, he went out of his way to get one, making sure it was installed before our inspection. After spending hours on the phone with the Fire Marshal's office, I finally got them to come out only one day before our show's premiere. Once again, Dan went out of his way and came out to meet the inspector with less than an hour's notice. The unit was charged and inspections passed. Dan saved the day!

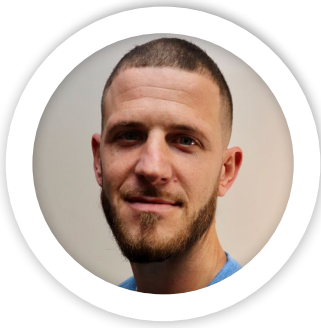
The next afternoon hundreds of hungry customers showed up for our Fried Soft Crab sandwich after seeing it on TV... and every day after that through the rest of the summer. Without the excellent and timely customer service by Dan Whiteaker, we would have never been operational before our premier. Dan took into account our considerations over his own and should be commended. Even 6 months later! I would highly recommend Mr. Whiteaker to move up Fireline's company ladder in the future.



Johnny Osborne

FROM A CUSTOMER

And I should have mentioned that Johnny Osborne has been a great help on these issues and several others. He's very proactive and we enjoy working with him.



Jimmy Keedy, Brandon O'Connor

FROM A CUSTOMER

I'm writing because we're dealing with a fire loss at 23548 Forest Haven Way and Fireline responded last night after hours to install new sprinkler heads and restore flow to the building.

Also, last night was not a good night for Management in dealing with the unit owner (long story), but I would also very much appreciate if you can run these names up the chain for a few "attaboys" who were awesome in responding to this loss and, frankly, saved the day. My first call was to Andrew at the 866 number who triaged my call. His kindness and support immediately brought my blood pressure down. Second was the alarm tech (I can't remember his name but his cell is 443-506-03013) who took down additional information and provided it to the appropriate tech. He was incredibly responsive throughout the evening. Finally, the on-call sprinkler tech Jimmy was in and out of the homeowners unit which was really clutch in avoiding additional problems with the unit owner. Please pass along my sincere thanks and appreciation to these gentlemen and their supervisors.



John Pierce III

FROM A CUSTOMER

I received a call from Teresa of Old Town Bowie Grille. She had a few questions and proceeded to tell me how much she likes John Pierce. She said he spoke to her in a language she understands, he cared, he was polite and very attentive. Teresa went on to say that John is great and she wished all her vendors were like John. I truly didn't ask her to critique John, she was that happy with his service.

I sent John an email to call Teresa to answer a question she had, he replied to me in minutes the task was complete. Nice to share a feeling good email now and then.



Charlie Miskimon, Anthony Campos,
Nick Copsey, Matt Meyers

FROM A CUSTOMER

Effective September 29, 2021 I will be leaving my position at GCR, Inc. and DISA to enter into the world of retirement. I have been at the DISA Headquarters Building for ten (10) years and through this time have come to associate with you and/or your company as members of our Team. We have been very fortunate in the fact that we, GCR, Inc. were awarded, May 2, 2021 our third five (5) year contract. We could not have accomplished this if it wasn't from the strong and reliable support of your company and its employees. For this I want to say "THANK YOU".



Shannon Adkins, Danny Nieves, Techs

FROM A CUSTOMER

Shannon this is Wayne from Cove Point. I'd like to thank you and Danny for coming here and witnessing the awesome job your technicians are doing for us. There's no such thing as a routine day here because of the scheduling and plant conditions. They continue to amaze me and always strive for excellence. I know I can be difficult to work for, however, with the regulatory oversight, nature of our operations and continuous insurance inspections, I hope you can understand a little better why I'm so demanding. The relationship established with the staff of Fireline isn't only a provider/customer one, but a friendship as well. Please thank everyone at Fireline for everything they do for us.



Anna Gavin, Matt Meyers, Rich Sigethy,
Anthony Campos

FROM A CO-WORKER

I just want to say thank you for all the support that has been provided over the last few days. Not just by you, but Matt Meyers, Rich Sigethy and Anthony. It's really awesome to work for a company that has such a good support system. I know it's been one hell of a weekend, but seriously I love working here because of the people here. Thanks!!



Lane Villers

FROM A CUSTOMER

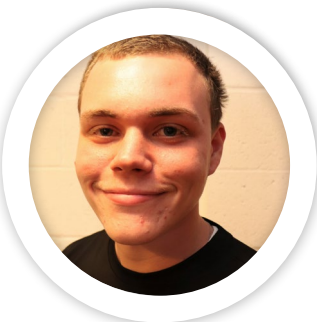
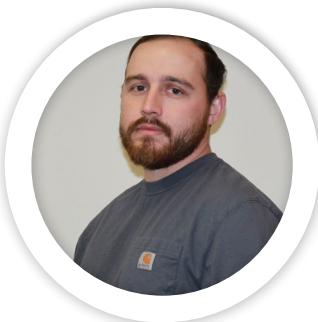
Lane, I have to take a moment and brag about how awesome a job you and your team did replacing the Scott Stadium pump and controller. We are more than happy with the replacement! Fireline makes it look too easy! All I had to do was unlock the door and you took care of the rest. It was such a comfort knowing that you all had everything under control. I will definitely be choosing Fireline anytime I have pump work that needs to be done. Thanks for another job well done! Look forward to seeing you on the next one.



Matt Meyers

FROM A CUSTOMER

Hi Anna! Had the pleasure of meeting Matt Meyers today. I had a new employee (they replaced Sam) and he came out to do some panel training for them. He was very responsive and did a great job.

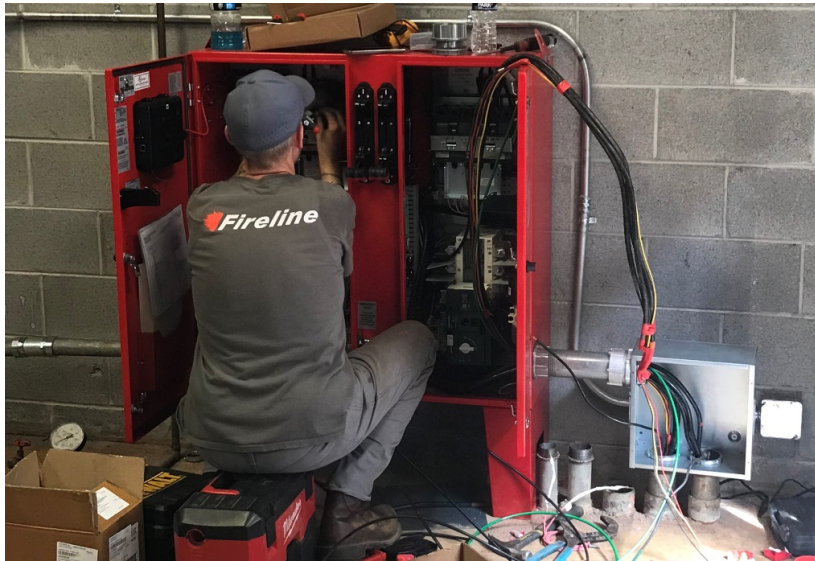


Tim Gott, Mike Stewart, Joe Dantoni,
Eric McCloud, Eric McCloud Jr

FROM A CO-WORKER

Here are the best pictures we took of the installation at UVA in Charlottesville, Va. This job was completed totally in-house by the pump division in 3 ½ days, they did an Awesome job. We have another one scheduled in 2 weeks at Monroe Bldg on the UVA Campus and hoping to have the Parking Garage at UVA schedules for the beginning of Nov.





WHAT IS THE PMO?

Recently, a newer staff member asked “What is the PMO?”

For over ten years the PMO (Project Management Office) has been quietly behind many of the internal process changes, system changes and projects that Fireline has taken on over the years.

Founded in 2011, the PMO's purpose is to deliver project support to the company by providing guidance in project management for Fireline's people, processes, and systems (its Customers). The PMO focuses on delivering successful IT and administrative processes in the company.

The success of the PMO is derived exclusively from the success of its Customers.

The PMO uses standardized project management principals to oversee and assist leadership and other project stakeholders achieve successful transitions and changes within the organization. Some examples of projects the PMO has facilitated and supported over the years:



Past Projects:

- Created electronic inspection forms and facilitated implementation in the field.
- Facilitated the implementation of ProfitZoom, both desktop and mobile
- Created the Profitability Report – a tool to assist management in determining exact profitability of customers for sales purposes
- Designed and configured the structure of Fireline's intranet, SharePoint, called Firenet.
- Sharepoint site management
- Facilitated the documentation and standardization of all organizational processes internal and external (SOG's)
- Facilitated the upgrade and transition of Firenet to cloud-based software
- Created a fully automated inventory cost/price increase process
- Facilitated the implementation of a System Service Department in the Leesburg Branch

- Facilitated the research and development of a tax exemption verification and certification collection process. Updated all current customer records.

Ongoing:

- Profitzoom Support – roll out of new versions, development of enhancements, field support
- Sharepoint Support – development of new sites, lists and libraries

Currently working on:

- Development of Configure Price Quote (CPQ) software
- Research and Development of Bidirectional Amplifier (BDA) service and inspection process

Future:

- Barcoding inventory

WHO IS THE PMO?



Shannon Adkins, PMP

The PMO is managed by Shannon Adkins, Director of Service Operations, who is a certified PMP (Project Management Professional). Shannon helps to ensure the projects managed by the PMO are aligned with the corporate initiatives and acts as a mentor and guide for the PMO staff.

The core work of the PMO is run by Elizabeth Adkins and Amanda Drury. While managing various projects they each have specialties that support project goals and Fireline staff.



Elizabeth Adkins

Skills:

ProfitZoom
Customer Portal
Sharepoint
Microsoft Teams
Building Reports

Supports:

Mobile systems access and navigation
Desktop systems access and navigation
System errors
Access issues
Creating Sharepoint site, lists and libraries
Document retrieval
Electronic mass mail campaigns



Amanda Drury

Skills:

Analytics
Excel
Jaspersoft Reports
Data Analysis
Reporting

Supports:

Process development and implementation
Business process challenges and support
Data extraction
Jasper report creation updates and troubleshooting
Data analysis and dashboard creation



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on Social Media



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Fireline Corporation.



NAFED 2021 CONFERENCE

One of the few “in-person” conferences this year, we were able to take a bigger crew with us to the NAFED 2021 conference in Atlantic City. Attendees learned about a variety of topics including food truck installation regulations, capitalizing on common deficiencies, managing change and business analytics, and selling clean agents and portable extinguisher code. They even got to try out some virtual reality training platforms!





Bill Gibb - 25 years!



Mike Bretzger from Ansul brought a LOT of Chick Fil A



CP Crew



Felix overseeing Warehouse Operations



Bobby Agee from Amerex visits the new office



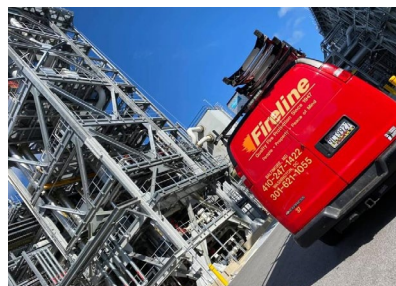
Cheers!



Office Welcome Cookies



The new tables being modeled



Customer Site on a Beautiful Day



Anna retires off NIFAD board after 11 years



Zoo Day

Photos



Dave Gates and Ken Radke at SFPE 2021



Tori and the New Tree



Thanksgiving Cocktail



Rich, Colin and Rick



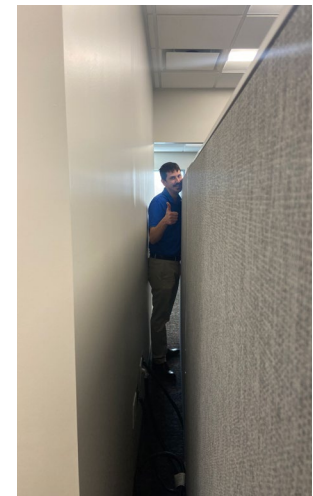
The Jasons



SFPE Golf Tournament



UVA Pump Team Dinner.jpg



New Hiding Spot
for Mike Sirak



Twins



Dulles crew

Photos



Will, Greg and Justin at the Ravens Game



Welcome Back Treat



Pump Work



Frank as a TV model



Putting that Cart to Use!



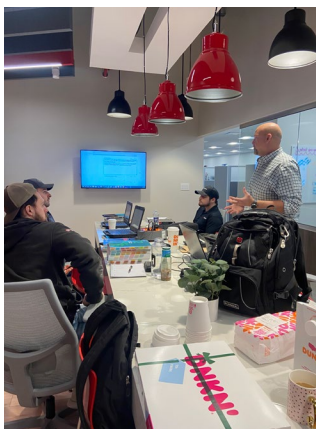
Fireline Represented at Glacier National Park



Fireline Training at Lutherville VFD



More Twinning!



NICET Training in the Kitchen



Zoo Day



First Place Team at SFPE

INVENTORY 2021

Another year, another inventory day. But this year was special because it was perhaps the best inventory day we have had in decades! Thanks to the hard work of many (and thanks to everyone sticking to new processes) we had the lowest inventory outage in recent history. Thank you to all who helped contribute to such a successful year!





Happy Birthday!

JANUARY

Reggie Burton	1
Albert Riefflin	1
Marty Ibbott	5
Danny Nieves	6
Dennis Tetso	6
Kevin Young	7
Ashley Reddinger	7
Steve Imhoff	8
Richard Zink	10
Howard Gross	14
Jim Handy	15
Eusebio Ventura	15
Jesse Simmons	15
Kenneth Radke	16
Fran Whiting-Lewis	16
Jason Jarrell	16
Robert Likens	18
Edwin Montano	19
Gary Cardoza	20
Steve Pleasant	21
Troy Moseley	24
Ever Sanchez	25
Kelsey Payne	26
Frank Bernadzikowski	27

FEBRUARY

Guy Hornig	2
Mike D'Angelo	2
Sally DeWitt	2
Branden Smith	2
Matt Williams	3
Joseph Dieumegarde	5
Joseph Dantoni IV	5
Lisa Malone	6
Mike Maloy	11
Blake Bankston	12
Joe Dantoni	14
Frank Chenoweth	15
Jason Wenger	15
Janet Werner	17
Harlie Brewington	19
Michele Flanagan	21

MARCH

Chris Pressley	3
David Gates	6
Luke Schmitt	7
Tim Gott	8
Chris Grasser	10
David Taylor	13
Stephanie Steinacker	16
Dwon Bess Jr.	17
Dan Towle	27
Joe Murry	30
Jeremiah Schleupner	31

APRIL

Linda Abdow	2
Bladimir Ventura	6
Richard Kavlich	7
Angela Lester	7
Heather Slagle	7
Daniel Whiteaker	9
David Henson	11
Dennis Bryant	11
Jeffrey Richards	12
Stephen Dreyer	14
Eric McCloud, Jr.	15
Armando Morales	16
Kyle Miller	20
Candace Slagle	20
Justin Baker	21
Chris Borkoski	24
Kelly Keppley	25
Devin Adams	25
Matthew Adams	27

Happy Anniversary!

JANUARY

Quinn Simms	0 Yrs
Chris Borkoski	1 Yrs
Devin Adams	1 Yrs
Joshua Schleupner	1 Yrs
Thomas Jarrell	1 Yrs
Heather Slagle	2 Yrs
Steven Gore	2 Yrs
James Mathews	2 Yrs
Fran Whiting-Lewis	3 Yrs
Mike Sirak	3 Yrs
Hermela Solomon	4 Yrs
Joseph Hipkins	4 Yrs
Jesse Simmons	5 Yrs
Danica Crum	5 Yrs
Elizabeth Zeledon	9 Yrs
Kenneth Radke	10 Yrs
Derrick Meilhammer	10 Yrs
Robin Busch	19 Yrs
Lisa Malone	21 Yrs
Neil Walters	22 Yrs

FEBRUARY

Robert McDermott	1 Yrs
Michele Flanagan	2 Yrs
Loren Crookshanks	2 Yrs
Justin Fultz	2 Yrs
Deanna White	4 Yrs
Mike Stewart	4 Yrs
Timothy Custer	4 Yrs
Johnny Osborne	4 Yrs
Tom Cavin	5 Yrs
Tyler Confer	5 Yrs
Blake Bankston	5 Yrs
Robert Stallings	6 Yrs
Dwon Bess Jr.	7 Yrs
Jacqueline Ulloa	9 Yrs
Janet Griffin	10 Yrs
Charlie Miskimon	17 Yrs
Matt Meyers	21 Yrs
Sharon Waters	26 Yrs

MARCH

Ever Sanchez	1 Yrs
Johnnie Johnson	1 Yrs
George Thompson	1 Yrs
Rachael DeWitt	1 Yrs
Alisa George	3 Yrs
Greg Granger	3 Yrs
Faith DeWitt	4 Yrs
Jeff Tressler	4 Yrs
Antonio Scott	5 Yrs
Todd Bates	6 Yrs
Dennis Tetso	7 Yrs
Brian Bartholme	7 Yrs
Chris Denbow	7 Yrs
Amanda Drury	8 Yrs
Rachel Gibb	10 Yrs
Lewis Lucas	10 Yrs
Rasanjali Wisidagama	14 Yrs
Julio Castro	14 Yrs
Gary Cox	15 Yrs
Charlie Harris	16 Yrs
Gary Hoddinott	18 Yrs
TJ Timpson	18 Yrs
Kevin Young	19 Yrs
Barbara Haas	24 Yrs
Bill Bonney	28 Yrs
Bill Donohue	36 Yrs

APRIL

Emarri Moore	1 Yrs
Jesse Jimenez	1 Yrs
Cierra Nicholson	1 Yrs
Chris Grasser	4 Yrs
Brittney Schultheis	4 Yrs
Caleb Chavis	4 Yrs
Trae Hall	4 Yrs
Abe Anderson	4 Yrs
Eusebio Ventura	6 Yrs
Heather Scott	6 Yrs
Cleyde Soto	6 Yrs
Steve Weiss	6 Yrs
John Pierce	7 Yrs
Mike Ramiro	8 Yrs
Billy Carter	13 Yrs
Mike Grow	13 Yrs
Steve Twain	14 Yrs
David Henson	15 Yrs
Danny Nieves	18 Yrs
Harry Lowman	20 Yrs