

January 2023



HIGHLIGHT: Hitting Goals



ALSO IN THIS ISSUE:

- JANET RETIRES
- CONVERSATION CORNER
- BALTIMORE HUNGER PROJECT AND MORE!



Fire Flyer Vol. LXXVI No. 1

BRING ON 2023

Anna Gavin
January 2023

Someone asked me to define 2022 in one word. My answer? Roller-coaster. The ups and downs of last year were intense. It was definitely a year that required a long nap at the end.

The best highlight from 2022? We celebrated our 75th anniversary! I really enjoyed reflecting on all we have accomplished in 75 years – the people, the business growth, the family. And I was very excited to time it with the grand opening of our newly renovated headquarters. What incredible major milestones brought together to show both our past and future. Now on to 2023!

2023 Plans

We are in the middle of several changes to our company structure that will position us for a strong and healthy company going into this recession. I am honestly very excited for 2023 even though the economists are less than optimistic. Why? A few reasons.

1. Talent. We are rethinking our hiring and compensation plans for 2023. Everyone knows finding talent is a top priority. And even with a recession that need for talent does not look to be going away. We are investing lots of resources here.

2. Backlog. Last year was a record breaking year for some of the sales teams. Many of those sales bookings haven't yet moved into the installation phase. So we have a nice strong backlog going into 2023.

3. Restructure. With growth comes change. There is a lot of thought that goes into the structure of the company (department breakdowns, leadership teams etc.). Every few years as we grow, the demands on our structure changes. We are really making some big moves this year that should greatly help our operations teams be able to handle an increasing workload (more to come here!).

4. Training. Everyone at our company knows training is important. But finding the time and resources to make it happen is a continuing challenge. Even with a great trainer at the helm! We are looking to improve efficiencies and utilize training resources in new ways to continue to build on our training programs.

So bring on 2023. There has been so much change since the pandemic we have all become more resilient. And resilient we will be. Forget the recession – we got this.



New to the Team

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



09/06/22



Brandon Dayhoff
Fire Alarm Service
Technician

09/06/22



Devin Dunnigan
Systems Service
Coordinator

09/06/22



Drew Parr
Sprinkler Service
Technician

09/26/22



Jeffery Dyer
Sprinkler Service
Technician

09/26/22



Matthew Embrey
Fire Alarm Service
Technician

09/26/22



Svetlana Reitterer
Sprinkler Design

10/03/22



Stephen Dreyer Jr.
Sprinkler Service
Technician

10/03/22



Benjamin Kopp
Fire Alarm Service
Technician

11/21/22



Joseph Blasko
Fire Alarm Install
Technician

11/28/22



Joseph Notaro
Special Hazards Install
Technician

12/05/22



Ami Berlanga
Restaurant Install
Technician

12/05/22



Colum Conner
Fire Alarm Install
Sales

12/05/22



Bryan Shirley
Special Hazards Install
Technician

12/05/22



Tobin Tetzloff
Sprinkler Service
Technician

12/12/22



Dylan Bates
Fire Alarm Service
Technician

12/12/22



Kalcie Offer
Restaurant Service
Technician

12/16/22



Tiffany Markley
Fire Alarm Service
Technician



NEWBORN

**Lilith Marie Richter (Lily)
Oliver Wade Richter (Ollie)**
Ted Richter's Twins
September 24, 2022



NEWBORN

Jaxson Crum
Danica Crum's Son
November 29, 2022 | 5:21 am



NEWBORN

Ryder Joseph Dreyer
Stephen Dreyer Jr.'s Son
December 15, 2022 | 5:31 pm
8 lbs. 12 oz. | 21.5 inches long

Get Yourself on the NICET Wall!

For more information about NICET and NICET prep, contact Matt Meyers at mmeyers@fireline.com

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



Rick Preston
Inspection & Testing of
Water Based Systems
– Level I



Svetlana Reitterer
Water Based Systems Layout
– Level II



Fred Anders
Inspection & Testing of
Water Based Systems
– Level III

HITTING GOALS



Team Building - Mike and Mark took their team out to shoot them with paint ball bullets

Since taking over the Baltimore Portables Department in the summer of 2016, Mike Levasseur and Mark Meyer have had a long reaching goal to grow extinguisher revenue in Baltimore from \$3 million to \$4 million. Growing extinguisher sales organically takes time and patience – it takes a *lot* of extinguisher inspections to get an additional \$1M in revenue.

This year, the department hit their goal! This was done without the help of one large contract or sale.

In addition to that goal, there has been a significant investment in equipment, training and quality checks to improve the shop and staff performance. We feel pretty confident that we have the best extinguisher shop and staff in the state.

After hitting the target number, it felt like a good time to reflect on how far they have come.

Q1: What have been the hardest challenges to overcome during this time?

ML: Keeping the goal alive. It is easy to put forth a goal, but it is hard to keep people invested and do the work needed to reach it.

MM: Keeping the goal in focus. 6 years is a long time and \$1 million in growth is a big goal for extinguishers. Getting the team to "buy in" year after year to see the progress they were making and understanding their achievements.

Q2: What were the most key changes made that lead to this growth? In the shop? In the field?

ML: Making the shop part of the TEAM. In the past the shop has always been looked at the grunt work, while the field techs were the all stars. Investing in the shop staff and showing the field techs how the shop is here to help and improve their workday. Listening to them and making the necessary changes that are needed to be successful.

MM: Key changes in the shop were getting the shop to feel as part of the team. Everything we do starts with them. In the field, it was putting people in positions where they can be successful. Maximizing strengths and assisting with struggles.

Q3: The team is one of the best we have had in recent memory – what do you attribute to that?

ML: Communication and trust.

MM: Our communication. It is constant. We listen from top to bottom. We hear the issues, and we work on them as a team.

Q4: Running the department as a team, what have you learned about yourselves as leaders?

ML: I learned that you can't be afraid to fail, and you need to take failure as a learning experience. Then make the changes needed to correct your failure.

MM: I started here 8 1/2 years ago, sweeping the shop floors. I trusted the process. I trusted my leaders. If my team puts that same trust in me, I refuse to fail them. I want everyone to be successful. Whatever success means to them, my goal is to help them achieve it.

(Anna Gavin comment – Mike and Mark working as a team, playing to each other's strengths has been one of the most rewarding employee developments of my time here.)

Q5: How does communication flow in your department? What has improved communication over the years?

ML: As a TEAM we really do a great job at this. We allow everyone from a new guy to a tenure employee to have a voice. Mitch has communication with the shop techs and the street techs, Kelly and Mark have communication with the street techs, and we all talk to each other and advise each other when needed. Everyone knows if a certain person isn't available that they have someone else to communicate with to get the help or advise they need. This allows us to always be moving forward and to never just be waiting to get something taken care of.



Important to take breaks from all the hard work

MM: It changes from day to day, but it remains constant. I check in with my techs and Kelly, they check in with Kelly their coordinator and me. Mike and I will check in with one another. We will check in with the shop. We make sure the team is on the same page every time we talk. The biggest change over the years has been trust. Getting them to trust what happens "behind the scenes" is always going to be what is best for us as a department.

Q6: Hitting this goal is a big mile marker – what are the plans for the future?

ML: To keep improving and making changes as needed. Oh, one more thing \$5 million!





CUSTOMER SERVICE CONVERSATION

w/ Guy Hornig

Q) What does customer service mean to you?

A) It's all about the entire experience. At the end of the day, we are ultimately looking for results, but customer service is much more than that alone. It's given at the very beginning and continues to the very end of our assistance. It's about how we present ourselves, how we leave the customer feeling that what's important to them is important to us, it's how we listen and communicate, it's how we follow through and execute on what we are saying. There are many aspects of providing customer service. Handled it how you'd like your customer needs to be handled.

Q) Give an example of great customer service you have witnessed while at Fireline.

A) A times when customer service is at its best is when a customer is faced with emergency situation that affects not only them, but the end user (our potential future customer) as well. There have occasions when we have been presented with tremendous urgency and had to react accordingly. We may not have had a specific part needed or the personnel available to accommodate their needs, but we had to find a solution. In one instance a few components had failed shortly before occupancy was to be granted. We did not have the necessary replacement parts available nor did we have any availability within our field schedule. In this situation, multiple individuals were charged with looking into options. Additional efforts were made, parts obtained whether externally or internally from other not so demanding projects, and personnel schedules rearrangement to accommodate all customers. During this time the customer was informed routinely so that they could also provide the required feedback to everyone up the chain. In the end the parts were replaced, and the system brought back online in time for final acceptance testing of the system. The customer was very appreciated and commended everyone involved.

Q) Give a time when you demonstrated great customer service.

A) It's not my nature to highlight on how well I do my job at times, but to answer this question, we had a project that came about as an emergency response to a down system which put our customer in a very bad situation of fire watch and one that was costing them greatly. Although we responded quickly with getting them back up and running, they were forced to remain on fire watch though an entire permitting process. This was something out of our control, but the customer was quite frantic, stressed, and upset from the start. I dealt with anywhere from 2 -3 calls a day for a few months from an angry customer looking for results. These calls took place anywhere from the very early morning to late at night most being outside of normal work hours. Understanding the customers position and their urgency to speak with someone, I took every call, and I offered whatever help I could even if it meant doing something outside of our typical bailiwick. This involved many things including having routine conversations with multiple individuals at the property management company, conversations with multiple departments within the plans review division, conversations with the fire marshal's office and the fire watch company. I did whatever I could to show the customer the we were making every efforts to bring there situation to end quickly. It may not have happened quickly enough, but maintaining constant communication with them helped immensely and in most cases calming them down and changing their initial demeanor.

See next page for more



Q) Give a time when someone provided great customer service to you and how that made you feel?

A) I'm sure we all have an opinion about when we've tried resolving an issue over the phone with a telecommunications company or any similar type of corporate business utilizing an automated answering system. You either get disconnected and have to run through it again or possibly deal with someone or multiple individuals who take up your time, but ultimately can't get it taken care of or have the authority to do so. Who really has the time to deal with these matters anyway? Life is always busy whether work or personally related. Nevertheless, I've been there many times and have always approach these calls with a negative perspective. However, I was pleasantly surprised recently dealing with an issue with my cell phone carrier. At first, I still had to navigate the system a bit, but did make contact with an individual who took complete ownership with the problem and kept me informed along the way. I can't express enough what a great feeling it was knowing that my issue was not only being handled, but I did not have to constantly chase them down for updates or feel as if I had to start the process over again. Their willingness to resolve my issue combined with continuous communication really changed my opinion of customer service. As a customer I want to have the confidence that I'm being taken care of and that it doesn't involve a lot of my time following up to ensure so.

Q) Who at Fireline do you feel provides excellent customer service?

A) Not having privilege of working with every individual at Fireline I am somewhat limited to visibility within my own department. But rather than highlight on any one individual, I like to see when customer service is provided collectively. Meaning when there may be 1, 2, 3 or more individuals involved with handling a customer related issue as a team effort. Each person ensuring their part is completed and handed off to the next until the customers needs or request have been met.

Q) How do you feel Fireline as a company does with their customer service strategy?

A) I think we've really invested in it. More so than a lot of other businesses in my opinion. Creating a committee that specifically focuses on these matters coupled with the training of its employees is nothing short of outstanding. I'd be silly not to think that other businesses don't touch on the subject, but not to the degree that we have. I've been in the fire alarm industry going on 31 years and have not witnessed the effort that Fireline has put in place at any of my previous companies. We work in a very competitive industry where pricing is important, but it isn't always the deciding factor when given opportunities. How do we stand out from our competitors if not for the customer service we provide?

Q) What do you think is the most important aspect of customer service?

A) I'll approach this one from outside the box. To me one of the most important aspects is consistency. Our goal when acquiring customers is to keep those customers. Repeat business is a crucial part of our success. A customer wants a good experience every time. How we work with them shouldn't change from project to project or in any other capacity with their dealings with Fireline.

Q) How important is customer service to you?

A) It's very important. I would say it's definitely a deciding factor as to whom I'd prefer to work with no matter an external business or internally here at Fireline. Are we not likely to choose again those we prefer to work with because we have the confidence it will be taken care of?

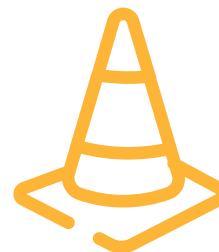
Q) What would you do to help others adopt a great customer service attitude?

A) Broaching on the subject each time I witness their struggle. At Fireline we don't just sell product; we sell customer service we're talking about. I hear complaints from time to time about some of our customer base and how difficult it is to deal with them. Are we here at Fireline providing our best effort especially during those times we are accusing our customers?



SAFETY CONVERSATION

w/ Loren Crookshanks



Q) What does safety mean to you?

A) Safety is knowing your hazard before getting to the Job site in the morning and going back home in the afternoon.

Q) Do you feel you've received effective safety training for the job you do?

A) Yes, more than enough. Between Bill Gibb and Wayne Hail (Cove Point Safety Manager). LOL

Q) Would you consider Fireline a safe company?

A) Yes, Fireline is just below Cove Point with Safety Procedures which is understandable given the differences in type of companies, job sites and hazards each possess.

Q) How do you determine what protective gear you need?

A) Per Job Site and Job Conditions. I could be using different types of PPE or safety equipment depending on what I'm doing at any given time.

Q) What are some potential hazards you've identified in our workplace?

A) At Cove Point, Falls, Electric, Hazardous Materials (This is an LNG Plant)

Q) What steps do you take when working around those potential hazards?

A) The biggest thing is knowing the Hazards and/or the issues. This is achieved by AM safety meeting and obtaining the proper permits for the Project or for the Service Call and the Inspection.

Q) What's one safety improvement you'd make?

A) Not so much at Cove Point, but more for other sites. The Techs should have plenty of notice if they are sent to a site and they need any kind of Special PPE / (FR Clothing, Safety Harness, Confine Spaces Permits, Proper Clothing) and not wait until the morning of the job.

Q) Do your coworkers show their dedication to safety?

A) Yes, for the most part. I am always reminding the guys, "put on your safety glasses, tuck in your FR Shirts, put your ear plugs in."

Q) Are you comfortable sharing your safety concerns with management or the safety committee?

A) Yes, I have no problems calling the office with any issues. Also, I would like to sit in on a meeting with the committee to go over Cove Point's Policies.



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FIRELINE EMPLOYEES

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PERSONAL INSURANCE SOLUTIONS HOME. AUTO. LIFE & MORE.

OUR PROMISE



INDIVIDUAL RISK
MANAGEMENT CONSULTING



ANNUAL REVIEW OF YOUR
LIFESTYLE



DEDICATED CLAIM ADVOCATES



GLOBAL CARRIER NETWORK



EDUCATIONAL RESOURCES
APPLICABLE TO YOU



EXPERIENCE IN YOUR CORNER

TO BEGIN YOUR
PERSONALIZED RISK
ASSESSMENT, CLICK
HERE TO IMPORT
YOUR CURRENT
POLICIES



OR
CONTACT US

OFFICE LOCATION Severna Park, MD

PHONE: (800) 374-9439

EMAIL severnapark@assuredpartners.com



AssuredPartners

VOLUNTEER DAY 2022 – *Baltimore Hunger Project*

Each year Fireline employees gather to support Baltimore Hunger Project in their mission to support food insecure children in Baltimore City and Baltimore County. Baltimore Hunger Project provides 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/>

This year we made 500 weekend food bags and 500 weekday snack bags. Well done volunteers!





Safety Incentive Program



No Winner
SEPTEMBER



Caleb
Chavis
OCTOBER



Billy
Johnson
NOVEMBER



Greg
Diaz
DECEMBER

Safety Incentive Program Award Winners have no lost time accidents.

REMEMBER, STAY SAFE!





Employee Recognition Awards

Q3



Jim Malone



Elizabeth Zeledon



Brittney Schultheis



Will Haliko

Q4



Brett Carter



Ryan Malloy



Stacey Lockner



Keith Oliver



Rob Stallings



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.



Kudos!



Antonio Scott

FROM A CO-WORKER

We had a great conversation this morning with our contact at WMATA. They were very complementary about Antonio Scott. They said all kinds of positive things. I wanted to say "I think all this will be news to his wife". :) Great job Antonio, thank you for representing Fireline so well with this very important customer.



Barbara Haas

FROM A CO-WORKER

I just wanted to thank you for taking the zoom meeting this week. You generated a lot of confidence in adjusting their billing to reduce their workload. You always are on top of my customers, and it makes a big difference to the whole sales team. We know we can always depend on you. We were awarded the new bid package tonight, and I cannot thank you enough for your support. I am excited the way we lead them to prepay! It was a real bonus! I love working with you on projects.



Laura Vasilenko and Al Riefflin

FROM A CO-WORKER

This call made my day. The person you helped was so overwhelmed by "Fireline Family Kindness" she is bringing all her fire protection needs to Fireline. She owns HMS Movers and has trucks buildings etc to be serviced. I sent forms etc. She went on and on about how kind Mr. Albert and Laura were to her. She really did sing your praises. Nice to know.



Mike Romingo

FROM A CUSTOMER

I spoke with Mr. Barry today over the phone and he wanted me to make sure management knows he was very happy with Mike's service last week. Mike called to notify Mr. Barry when he was running late and was "VERY pleasant" on site.



Bob Parsons, Tommy Welch, Rupert Mangal,
Justin Baker, Loren Crookshanks, Greg Diaz

FROM A CUSTOMER

The crew performed effortlessly. They worked 26 of 27 days to complete all the inspections and testing. The team had zero at risk behaviors observed during the outage. I'm continually impressed by their skill sets, the quality of work and their can do attitudes. The schedule was aggressive and dynamic and they clearly met every challenge. It was an honor and a privilege to work with such a team. I look forward to 2023 and spending time with them. To me this isn't just a business relationship but a mutual friendship.



Nick Copsey

FROM A CUSTOMER

As you know we have had a couple of problems this year related to our fire system. It has been my distinct pleasure working with Nick to resolve these problems.

We just recently had to swap out a large number of spray nozzles. It was Nick who alerted me to the problem and assisted me thru the ordering and installation process. He is the consummate professional. I noticed that while he was installing our nozzles he received several calls from other workers asking his opinion on how to fix their problem. He was always able to answer their questions and assist them in resolving their problem.

He is a KEEPER. I look forward to a continued outstanding working relationship with Fireline and Nick.



John Peirce

FROM A CUSTOMER

We had a gentleman today servicing our fire extinguishers and checking our exit lights. His name is John Peirce. He couldn't have been more professional and friendly. It's always nice to meet nice people who go out of their way to do a great job in a friendly manor. Thank you for your service today.



Guy Hornig and Gary Cox

FROM A CO-WORKER

I have good news! The R&D 4-Part Test documentation was approved by CLA, and a final version was emailed to them this morning.

I know I mentioned this already, but I must give a big shout out to Guy and Gary for their support on this project. I know Guy will be relieved that I will no longer be requesting his presence to analyze the R&D requirements and determine how to improve our documentation to clearly support our R&D efforts. It was also nice to hear Ashley's perspective on this project and know that Ashley, Guy and Gary now have a good understanding of the R&D Credit requirements.

This was one of the big items I wanted to tackle before I retire so I can now check this off my list!



Dan Whiteaker

FROM A CO-WORKER

Just would like to say Dan Whiteaker is very confident in his work and stature. During a recent training with Amerex we had a room of about 75 attendees and during the course of 2 days Dan asked several very knowledgeable questions (might of been one or two others that asked a question) and even made the trainer think once or twice on how to answer it. I can tell by just the way Dan asked the questions he takes a lot of pride in his workmanship knowledge of the systems he works on.



Eric McCloud, Eric McCloud Jr. Tim Gott, Mike Stewart

FROM A CO-WORKER

I wanted to take a minute to thank the guys that did the upgrade and repair at the racquet club on Monday and Tuesday. You guys did an excellent job and the customer is extremely happy about getting their system back together and everything new, I have attached some pictures that I took while on site of the work that you guys did, You did an outstanding job and I greatly appreciate it.

THANK YOU

Harlie Brewington, John Mosley, Jeff Tressler, Zach Eberly, Matt Williams, Joe Dantoni, Dan Evangelisti, Greg Diaz, Jim Colgan, Joe Hipkins, Joey Dantoni IV, Mike Ramiro, Morgan Wattersmith, Rick Preston, Tobin Tetzloffz

FROM A CO-WORKER (ANNA GAVIN)

I want to take a moment to recognize our holiday heroes.

This weekend we saw incredible freezing temperatures. Going into the weekend we knew we were going to see a lot of pipe freeze ups.

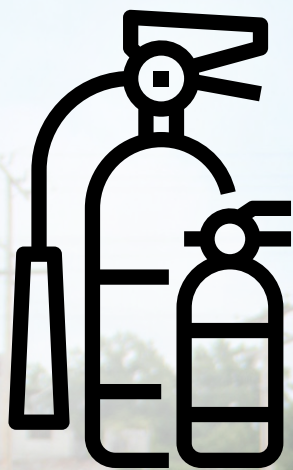
As expected, we have had techs working around the clock all weekend and all day today as well. These techs took time away from their families and their holiday gatherings to go out and service our many customers who were in need.

Please give a big thank you to the techs who took time on Christmas Eve and Christmas Day to repair frozen pipes, some working upwards of 30 hours during that time.

I apologize if I missed anyone. I am sure there are more it was hard to keep track. And many more chipped in today. Thank you to the many people who helped support calls as well. We still have customers calling in and will likely see this continue throughout the next few days.

I know I speak for many of at at Fireline when I say thank you all. We are all very grateful for you being our holiday heros!

Do You Need Fire Extinguishers?



Fireline employees can purchase fire extinguishers at only 10% over cost.

Inquire at our Walk-In Shop to purchase some for your home.



HOLIDAY GATHERINGS

Holidays are a time for family, and at Fireline many of our teams get together with their work families to celebrate the year and spend time together. Here are some pictures of Fireline family holiday cheer!



RETIREMENT - ON TO THE *Next Chapter!*



Janet Werner Retires

Each sales rep has their own unique style. Janet's key to sales success? Ask questions, be there for them when needed, and the occasional lunch works too.

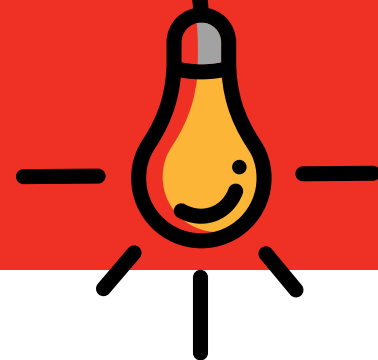
Since 2006 Janet has been a part of the service sales team. In that time she has been extremely successful bringing in some great customers and caring for existing ones. Some of Janet's customers include Verizon, McDaniel College, Stevenson University, Greenberg Gibbons, and several government facilities. Over the past several years Janet has been a top sales rep. Even in her last month Janet won the month Top Dog sales award!

Janet's great customer care will be missed by many. We wish her well as she retires down to Florida (just as soon as the hurricane damage to her house is repaired) where she will enjoy the Jimmy Buffet lifestyle she deserves.

Congrats Janet and thank you for 17 wonderful years!



Did You Know?



Fireline's founder John Waters Sr. is the father of Baltimore film director/writer John Waters Jr.

Known for works such as *Pink Flamingos*, *Hairspray* and *Cry-Baby*, John is a Baltimore icon whose cult films and visual art have influenced people for decades.

Back in the 1960's John worked at Fireline for less than half a day before he told his dad this was "not for him". Indeed it was not, as he went on to make quite a name for himself in the arts.

John's brother Stephen took over the running of Fireline from their father instead, now run by John's niece Anna. John has been a supporter of the family business and is proud to see it going all these years later.

John showed his Fireline pride this Christmas by wearing his Fireline socks. Looking good!

NOTIFIER CONFERENCE 2022



After a 4 year hiatus, the Notifier Conference returned in 2022. Fireline employees Chris Troutman, Guy Hornig, Rich Sigethy and Anna Gavin attended the conference along with many of Fireline's peers and friends in the industry. There was a focus on BDA's as well as the debut of the new Notifier Inspire N16e panel with it's CLSS program and features.

Fireline was featured throughout the conference which had over 800 attendees. Rich Sigethy was interviewed in a pre-recording for the opening general session. Anna Gavin was a panelist speaker in the Women of Notifier breakout session. And of course, no Notifier conference would be complete without the Multi-Million Award.



TAILGATE 2022

In lieu of the holiday party this year Fireline opted for an outdoor (covid friendly) event with a company Tailgate. Face painting and crafts for the kids, drinks and food and games for the adults (and maybe something called pudding shots?). A lot of fun by all. We even let some Steelers fans join in the fun.



Photos



Golf selfie



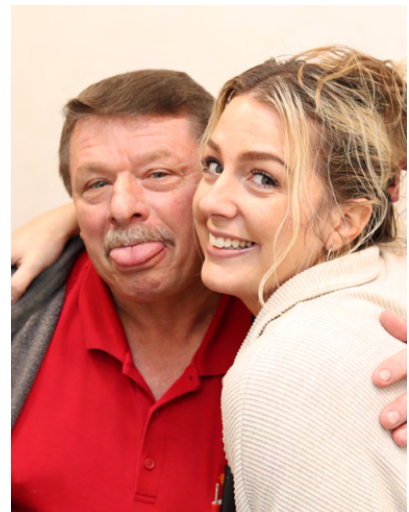
Halloween



Festive customer site



Fire pump rebuild



Jim and Heather



Dwon Bess Jr.



Hydrant testing at BWI



Mike Ramiro really enjoys hydrant testing

Photos



Leesburg team



Edwin Montano and Rick Kavlich



Quinn Simms



Joe Parmer working on an install



Washing Daddy's truck



Inventory gurus



Everyone loves meetings!



Tori holds down the fort at the office



Restaurant Hood team



Happy Birthday!

JANUARY

Reginald Burton	01
Wilson Canales	03
Martin Ibbott	05
Daniel Nieves	06
Sean Harper	06
Ashley Reddinger	07
Kevin Young Jr.	07
Stephen Imhoff	08
Richard Zink	10
Ryan Malloy	10
Eusebio Ventura	15
James Handy	15
Jason Jarrell	16
Kenneth Radke	16
Lillian Whiting-Lewis	16
Robert Likens	18
Edwin Montano	19
Gary Cardoza Jr.	20
Troy Moseley	24
Ever Sanchez	25
Kelsey Payne	26
Francis Bernadzikowski	27

FEBRUARY

Guy Hornig	02
Michael D'Angelo	02
Sally DeWitt	02
Matthew Williams	03
Joseph Dantoni IV	05
Joseph Dieumegarde Jr.	05
George Hampton III	06
Lisa Malone-Troutman	06
Michael Maloy	11
Devin Dunnigan	14
Joseph Dantoni III	14
Franklin Chenoweth	15
Jason Wenger	15
Janet Werner	17
Harlies Brewington Jr.	19
Michele Flanagan	21
William Johnson	28

MARCH

Stephen Dreyer Jr.	02
David Gates	06
Timothy Gott	08
Brandon Dayhoff	12
David Taylor	13
Dwon Bess Jr.	17
Matthew Embrey	20
Joseph Murry	30
Jeremiah Schlepner	31
Tiffany Markley	31

APRIL

Linda Abdow	02
Ismael Ventura	06
Angela Lester	07
Heather Slagle	07
Richard Kavlich	07
Daniel Whiteaker	10
Tobin Tetzloff	10
David Henson	11
Dennis Bryant	11
Drew Parr	11
Stacey Lockner	11
Jeffrey Richards	12
Stephen Dreyer	14
Benjamin Kopp	15
Eric McCloud Jr	15
Candace Slagle	20
Kyle Miller	20
Justin Baker	21
Joseph Blasko	23
Joseph Notaro	23
Christopher Borkoski Jr.	24
Devin Adams	25
Kelly Keppley Jr.	25
Matthew Adams	27
Zachary Eberly	30

Happy Anniversary!

JANUARY

Stephen Walters	23 Yrs
Lisa Malone-Troutman	22 Yrs
John Meilhammer	11 Yrs
Kenneth Radke	11 Yrs
Elizabeth Zeledon	10 Yrs
Danica Crum	6 Yrs
Hermela Solomon	5 Yrs
Joseph Hipkins Jr.	5 Yrs
Lillian Whiting-Lewis	4 Yrs
Heather Slagle	3 Yrs
James Mathews	3 Yrs
Wilson Canales	2 Yrs
Christopher Borkoski Jr.	2 Yrs
Joshua Schleupner	2 Yrs
Thomas Jarrell III	2 Yrs
Quinn Sims	1 Yrs
Elizabeth Bolton	1 Yrs
James McGraw	1 Yrs
Juan Esperanza	1 Yrs

FEBRUARY

Sharon Waters	27 Yrs
Matthew Meyers	22 Yrs
Charles Miskimon	18 Yrs
Janet Griffin	11 Yrs
Jacqueline Ulloa	10 Yrs
Dwon Bess Jr.	8 Yrs
Robert Stallings Jr.	7 Yrs
Devin Adams	6 Yrs
Zachary Eberly	5 Yrs
Deanna White	5 Yrs
Michael Stewart	5 Yrs
Jacob Smallwood	5 Yrs
Timothy Custer II	5 Yrs
Michael Sirak	4 Yrs
Michele Flanagan	3 Yrs
Robert McDermott	2 Yrs
Nicholas Clements	1 Yrs

MARCH

William Bonney	29 Yrs
Barbara Haas	25 Yrs
Kevin Young Jr.	20 Yrs
Gary Hoddinott	19 Yrs
Leroy Timpson Jr.	19 Yrs
Charles Harris III	17 Yrs
Gary Cox Jr.	16 Yrs
Rasanjali Wisidagama	15 Yrs
Julio Castro	15 Yrs
Lewis Lucas	11 Yrs
Amanda Drury	9 Yrs
Christopher Denbow	8 Yrs
Todd Bates	7 Yrs
Antonio Scott	6 Yrs
Faith DeWitt	5 Yrs
Jeffrey Tressler Jr.	5 Yrs
Gregory Granger	4 Yrs
Ever Sanchez	2 Yrs
Rachael DeWitt	2 Yrs
Johnnie Johnson	2 Yrs
George Thompson	2 Yrs
Anna Barnett	1 Yrs
George Hampton III	1 Yrs
Robert Parsons	1 Yrs

APRIL

Kenneth Scholl	27 Yrs
Harry Lowman	21 Yrs
Daniel Nieves	19 Yrs
David Henson	16 Yrs
Anna Gavin	16 Yrs
Steven Twain	15 Yrs
William Carter	14 Yrs
Michael Grow	14 Yrs
Michael Ramiro	9 Yrs
John Pierce III	8 Yrs
Eusebio Ventura	7 Yrs
Cleyde Soto Rojas	7 Yrs

Stephen Weiss	7 Yrs
Heather Meyer	7 Yrs
Phillip Chavis Jr.	5 Yrs
Brittney Schultheis	5 Yrs
Abraham Anderson	5 Yrs
Jesse Jimenez	2 Yrs
Stacey Lockner	1 Yrs