

# **The Fire Flyer** SINCE 1947 **QUALITY FIRE PROTECTION NEWS**

January 1, 2013

Quarterly Edition—Winter

Vol. LXVI, No. 1



## The President's Pen



### Building Fireline's Future

By ANNA GAVIN, *President*

Maybe 2012 was a rocky start, but we pulled it off in the end. Before the year was even over, we were already looking ahead to our plans for 2013. In November we hosted multiple "planning meetings", open to all staff. The discussion was amazing. We had candid conversations about our strengths and weaknesses, our competitor's strengths and weaknesses, and what we can do to improve as a business and compete in this market. From this information I was able to create a detailed analysis of our company's current profile including a prediction of current market share and areas for growth opportunities. From there I was able to outline a detailed and comprehensive 5 year strategic plan.

The result was a clear focus for the management team on where to direct our efforts in coming years. In addition, these meetings turned out to be a great team building exercise. I enjoyed observing staff from all different departments work together and share ideas with each other.

Many, many thanks to all who contributed. I hope to host more meetings in the coming months as I found it incredibly valuable for both my own education as well as the future of the company.

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## Kudos from Colleagues & Customers

### Customer Email, Ref: Janet Chapman

"Janet is extremely professional, polite and helpful whenever I need anything from Fireline."



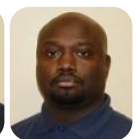
### Customer Email, Ref: Greg Diaz

"He is great at communicating and always goes above and beyond to ensure that the site is receiving the best service. He is very knowledgeable about our building and has really helped us better understand the systems that we have in place. . . I truly feel that he is a great asset to Fireline."



### Customer Email, Ref: Marvin Jenifer and Dwon Bess

"I want to let you know how appreciative and impressed I am with the work and professionalism of Marvin and Dwon. Without their assistance and hard work, the U & O inspection . . . would not have gone so smoothly. . ."



# PDO

A Professional Development Outline (PDO) is a list of tasks that are necessary for an employee to effectively perform their job. Many Professional Development Outlines (PDO's) have been finalized and published on SharePoint. Review your PDO to make any necessary additions or updates. If you have not started your PDO please contact Shannon Adkins (x326) or Julia Mooney (x247) to begin.



## ***Dome Deluge—A Serious State of Affairs***



By **JEFF SMITH**, *Fire Alarm Service Technician*

When I think of the morning of November 2, 2012, it still brings butterflies to my stomach. As a matter of fact, I recall not sleeping much at all the night before. Tim Francis and I were the team assigned to the job that day. We were to perform a full trip test of the deluge sprinkler system, which protects the exterior of the State House Dome, also known as the cupola.

For various reasons, the deluge system had not been tested in at least 3 years. The original plan to perform a partial test of the system a few days before the scheduled full test fell through due to hurricane Sandy. The morning of I found myself wishing that I hadn't invited so many people to see the system in action or that I could postpone the test a few days. Most of all I was wishing that I hadn't asked the president of Fireline to come down and see the work that we were doing.



### The System

The operation of the system is quite simple. All around the dome at approximately 3 levels there is a network of piping with open sprinkler heads. When the system is activated water will flow out each head, completely flooding the outside of the dome with water. The system operates both manually and automatically.

**Manual Operation:** In the basement of the state house is the control valve for the deluge system. At that valve in a manual release valve that when it is operated, will allow the system to trip, sending water up and into the piping network, thus putting out the fire.

**Automatic Operation:** All along the dome is a continuous run of a single cable. This cable is referred to as linear heat detection cable. Within the cable there are 2 conductors that are separated by an insulator. The insulator is designed to melt at a certain pre-determined temperature, thus allowing the two conductors to complete the circuit. A signal is then sent to the linear heat detection panel, which activates a solenoid through the existing fire alarm and automatically trips the deluge valve, sending

water into the piping and the open sprinkler heads, until the fire is out.

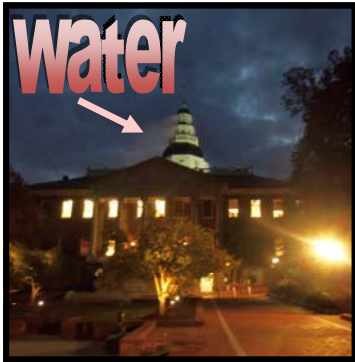
Whether the system is tripped manually or automatically, the 1000 gallon per minute fire pump will turn on providing additional pressure to get the water up the dome more quickly. Also, the system must be manually shut down and reset regardless of how it activates.

### Fun Facts about the Dome:

- On March 28, 1772 the cornerstone was laid for the 3<sup>rd</sup> State House built on State Circle. The first burned down in 1704 and after 60 years the 2<sup>nd</sup> building was deemed too small.
- It is the same one that is still in use at State Circle.
- By 1788 the exterior of the dome was completed. It was constructed of timber and wooden pegs, reinforced by iron straps that were forged by a local ironmonger
- By 1797 the interior was completed.
- The distance from the exterior base to the weather vane is 121 feet
- The diameter of the base of the dome is 40 feet.



The test of the system turned out to be a success. The deluge system tripped properly but as a result of years of not being serviced there was some difficulty resetting the system. However due to superior training and a total understanding of how the system operates, the system was back in service in a matter of minutes.



# PAY

Remember that your SI Web Tools online schedule and paystub username may not be the same as your workstation, email/webmail and SharePoint username. For access and permissions, contact Shannon (Ext.326). For password reminders and resets, contact Cindy. For time or compensation disputes, contact your Supervisor and/or your Department Manager before contacting the Human Resources Manager.

## Recurring Themes



### Financial Feng Shui—*Mind on the Money*

By LINDA ABDOW, *Controller*

Many are asking the burning question, “How did we do on the 2012 Physical Inventory Count? Well, I’m pleased to report that overall, truck inventories were much better this year than last year due to the following changes:

- After the October 2011 physical inventory count, we set up separate truck inventories for the Leesburg Portables and Restaurant technicians, Leesburg System Service technicians and Vehicle System Service technicians. This allowed for better tracking of inventory and created greater accountability.
- The tracking and management of inventory during 2012 enabled us to identify early reasons for inventory shortages allowing us to make corrections in a timely manner. Thanks to Frank Chenoweth, Justin Fishback and our technicians for implementing new inventory procedures.

Following are new procedures which will ensure we continue to make progress in controlling inventory:

- In November 2012, we implement an improved procedure to account for warranty parts for one of our largest vehicle system customers.
- Fire Alarm Installation technicians are now assigned truck number, TR2150 which will allow us to track inventory used for work orders performed by the fire alarm installation technicians.

Kelly Coon and his warehouse team have worked effortlessly to improve processes to minimize inventory shortages, but still, additional controls need to be established to reduce risk. Our focus for 2013 will be to improve processes to minimize shortages, especially in the handling of inventory needed by our service technicians.

Many thanks to Kelly Coon, Steve Twain, Dylan Fogle, Justin Fishback and all the volunteer counters for keeping inventory organized and counting all of the widgets. Thanks also to Nancy Larson, Laurie Pryor, Ras Wisidagama and Debbie Lanham for entering all the counts into the system and checking them again and again for accuracy. In fact, Barb Haas, Nicole Baublitz and Phil Bowers enjoy the inventory process so much; they enter and balance the trucks in their departments without any assistance from Accounting. And many thanks to Frank Chenoweth for organizing the trucks counts.



## Quarterly Eats



### *Chocolate Éclair Cake* A Sharon Rose Favorite

#### Ingredients:

- 3 cups cold milk
- 2 pkgs. instant French Vanilla pudding
- 1 8 oz. Cool Whip
- 1 box graham crackers

#### Directions:

Beat 3 cups cold milk with 2 pkgs. Instant French Vanilla pudding. Add 8oz. Cool Whip, mix well. Use a 9” x 13” pan. Layer row of graham crackers, then 1/2 of the above mixture. Add another layer of graham crackers and the remaining ingredients. Refrigerate for two hours.

#### Icing:

- 2 squares melted unsweetened chocolate
- 2 tsp. corn syrup
- 2 tsp. vanilla
- 3 tbs. milk
- 1 1/2 cups 10X sugar

Beat all ingredients well. Spread icing quickly. Refrigerate for four hours.



# NEW

Please help us welcome the newest members of our Fireline team: Armando Morales (Vehicles Systems Service Technician) and Chris Tarr (Vehicles Systems Service Technician).



### Executive Direction—Administrative Notes for All

By CINDY RUEPPEL, *Executive Director*

I'm sorry to say that Enger will be leaving us to accept a position as Assistant Pastor for Glen Burnie United Methodist Church. Enger has been a pleasure to work with and will be missed by all (especially me). She will leave her contact information in case any of our employees wish to counsel with her or just to keep in touch.

Thank you to all in the Admin department for their hard work this year – it is very much appreciated. Happy New Year to everyone!

## Fireline in the Headlines

### Fireline Corporation Granted Women Business Enterprise Certification

Baltimore, Md. (October 31, 2012) – Today Fireline Corporation was certified by the WBENC, Women's Business Enterprise National Council as an official WBE (women's business enterprise – a term similar to MBE used for minority businesses). Anna Gavin, President, was quoted saying:

The fire protection industry is a bit of a boys club.

It's only natural, being part of the construction industry. Working with complex tools, heavy lifting, and the overall concept of construction is all part of the business. It appeals to a man's nature.

Now that is not to say there are not women-owned and operated fire protection companies out there, but most of us have inherited it from our husbands and fathers. Therefore, it falls on us to prove that while it is a naturally a man's business, a woman is just as capable of making it succeed. In fact, there is a very successful example of that just down the street from us. And while we woman may not be drawn to the industry naturally; we can love it just as much as our fathers and husbands. It is for this reason that we at Fireline need to take advantage of the diversity programs encouraged by government and large corporations that promote the use of women-owned businesses.

I am very proud of Fireline's recent WBENC certification. I look forward to taking the hard work and vision of my grandfather and father to continue to build and develop Fireline into the finest fire protection company in the country. A WBENC certification is one of many steps in the plan to help get us there.



## Birthdays

### January

Dan Vecchioni  
Danny Nieves  
Dave Riggs  
David Loveless  
Frank Bernadzikowski  
Jim Handy  
Jon Pegg  
Ken Radke  
Kevin Young  
Marty Ibbott  
Marvin Jenifer  
Nancy Larsen  
Reggie Burton  
Steve Imhoff  
Tyler Drake

### February

Brad Mays  
Chris Tarr  
Dan Davidson  
Frank Chenoweth  
Janet Werner  
Jarvis Stevens  
Julia Mooney  
Justin Fishback  
Lisa Malone  
Matt Williams  
Mike Haas  
Misha Green  
Sharon Rose  
Tom Frankhouser

### March

Alyson Barnhart  
Dan Towle  
Dave Taylor  
David Gates  
Dylan Fogle  
Eric Perkins  
Keith Smith  
Ken Silberman  
Laura Smith  
Lou Killmeyer  
Marcus Beckwith  
Mark Dyson  
Matt Losignor  
Pat Fitzgerald  
Rachel Gibb  
Sam Sudano

# WBE

NC is the largest nationally recognized third party certifier of women owned and operated businesses. They work with American corporations to promote and partner with their certified businesses, as well as federal, state, and local government entities. These partnerships that WBENC creates are all managed through their regional partner organizations. Fireline's regional organization is the Women's President Educational Organization (WPEO) in DC. They work to match up WBENC certified businesses with corporations looking to find companies they can use to meet their diversity requirements.



### Fireline Corporation Hosts A Holiday Nugget Eating Contest

Baltimore, Md. (December 20, 2012) – Fireline Corporation hosted its 2<sup>nd</sup> annual Nugget Eating Contest today.

There were five contestants in attendance, up two from last year, Eric Perkins (reigning champ), David (Big Horse) Henson, Ryan Witt (returning contestant), Mike Lavasseur (returning contestant) and Ross Dyott (the only contestant not in the Portables Dept.).

The same rules applied from last year, 60 nuggets in the least amount of time, but this year the proud winner claimed an engraved chicken trophy.

The contest turnout was amazing each contestant having cheerleaders in their corner urging them along, trying to distract them from their increasing body temperature and growing fullness of their stomachs.

After 12 minutes and 30 seconds Fireline had a new champion, Ryan Witt, beating last year's record by 3 minutes and 30 seconds. Congratulations Ryan!



### Fireline Corporation Hosts Its Annual Holiday Party

Baltimore, Md. (November 18, 2012) – Today Fireline Corporation hosted its Annual Holiday Party but with a twist. This year's event had an interesting theme, Football, which turned out to be a huge success.

After the dust settled from the company open house the reality of how little time was left to plan the holiday party set in. "At first there were fears that this would put a damper on the season's regular festivities but soon ideas were flowing and the idea of something new and fresh was a welcomed idea", said Anna Gavin.

The party was held in Fireline's back lot. Once everyone arrived and set up their tailgates it looked much like a lot you would see at an actual football game, that is, if all the teams in the NFL were playing a game in the same location. Fireline may be based in Baltimore but not all of it's employees loyalties lie with the Ravens. Some other favorites were the Denver Broncos, Pittsburgh Steelers and Tennessee Titans.

Lots of fun to be had, pong games, corn hole, moon bouncing, crafts and a couple extra activities courtesy of two creative Fireline Employees. Dave Gates handcrafted a wooden Raven player (with a hole for the head) tackling a Steeler, which provided some fun photo ops. Laura Smith made a Steeler pinata. There was no shortage of food either, guests brought their favorite tailgate dishes to share.



## Dave's Rave—On Customer Service



### Customer Service Faux Pas

By DAVE TAYLOR, *Operations Manager*

One of the biggest customer service faux pas company's deal with day to day is incoming calls being "bounced" from department to department, person to person. Call direction is a challenge in our industry due to the variety of products and services we provide. No one person can possibly know all of the answers posed by our customers. We can; however, do our best to make sure that the customer doesn't get unnecessarily inconvenienced by becoming the proverbial "bouncing ball".

Here are some suggestions that will go a long way to overcoming this challenge in the future.

- **Be empathetic to the customer.** Put yourself in his or her place.
- **Take some time to learn all there is to know about your company.** What products and services do you offer and, more importantly, who is responsible for what in each department. This is information that can easily be found on a company's website or intranet. Use Fireline's [PHONE CALL DECISION TREE](#) in SharePoint under General Documents.
- **Ask detailed questions when you're not sure to whom the call should be directed.** In many cases the person calling is vague, confusing and contradictory about what he is asking for. Simple questions like "Is this a sprinkler problem" or "Do you need an inspection, repair or new system" can go a long way toward providing you with the information you need to direct the call. Similarly, you can ask if they are an existing customer, SI is a treasure trove of information.
- **Take ownership of the customer and his problem.** If a call is directed to you and it's clear that it shouldn't have been, please get as much information as you can and let the customer know that you don't know the answer but you will make sure the responsible person will call you back as soon as possible. Give them your name, department and extension and offer that if nobody calls them back they can get in touch with you.
- **Don't leave customers on hold for long periods of time.** If you have been directed a call that is clearly not yours but you know exactly to whom it should be directed, please keep an eye on the phone to make sure the call has been picked up in a reasonable amount of time. If your co-worker doesn't pick up, ask to take the customer's information and then have the co-worker call them back.

### *Congratulations on your little miracles!*

Jeremy Mohney (Systems Service) - Trinity Alivia born November 21st. Weighed 9lbs 5.7oz., 20in long.

Dan Vecchioni (Systems Service) - Emma Layne born December 28th. Weighed 6lbs 4oz., 19.5in long.

Rich Sigethy (Fire Alarm Systems) - Tanner Eugene born December 31st. Weighed 8lbs 1oz., 21in long.

# DAD

© Karen K. Boyer

He never looks for praises  
He's never one to boast  
He just goes on quietly working  
For those he loves the most  
His dreams are seldom spoken  
His wants are very few  
And most of the time his worries  
Will go unspoken too  
He's there.... A firm foundation  
Through all our storms of life  
A sturdy hand to hold to  
In times of stress and strife  
A true friend we can turn to  
When times are good or bad  
One of our greatest blessings,  
The man that we call Dad.



Dan Vecchioni & Rich Sigethy at Harbor Hospital where both their wives gave birth within days of each other.

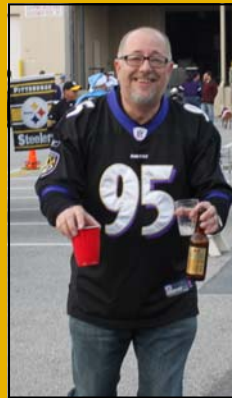
# ERA

Congratulations to our recent Employee Recognition Award (ERA) winners. Janet Chapman, Julia Mooney and Lane Villers won in October. Barb Haas, Billy Carter and Marcus Beckwith won in November. Shannon Adkins, Lou Killmeyer and Loren Crookshanks won in December.

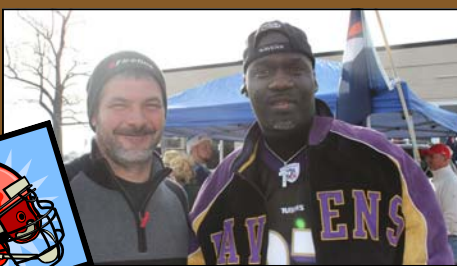


**Fireline Football Fan Fest** Winter 2012

# Tailgate



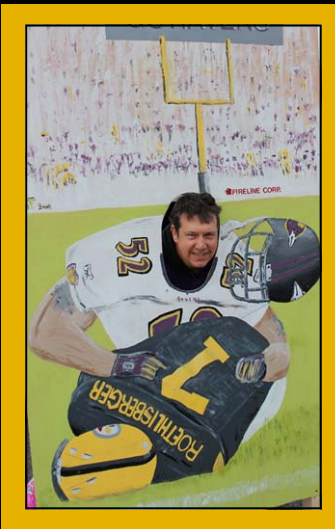
# Party





**Fireline Football Fan Fest** Winter 2012

**Football**



**Fan Fest**



## Unforgettables - 3 Generations of Dedication



Does this face look familiar? It should it's been in and out of Fireline's parking lot and wondering it's halls since 1974.

After studying to be a machinist in high school, the idea of standing in front of a machine punching out nuts and bolts for four years in a union apprenticeship didn't sound too appealing. So after graduation and a whopping two weeks' vacation he decided to follow his father's footsteps (who already worked Fireline) right in the front door.

Understand that in 1974 Fireline didn't have a Fire Alarm and Sprinkler Division, and at age 17 with no experience he had to start at the bottom. First, he began working in the packaging department putting together chemicals that went into fire extinguishers, then training for extinguisher service and finally on to the field as a Portables Service Technician all in two years' time.

Always having an intense interest in absorbing all he could learn, he continually asked and participated in ANY training offered and after twenty years in the portables dept. he was offered the Pre-engineered Department. Back then that meant selling, designing, permitting, installation and fire marshal approvals of kitchen, vehicle, and spray booth systems all wrapped up in a one man department at least until it grew enough to hire help.

Six years in Pre-engineered somewhat prepared him, or so he thought, for a job offer of "Project Manager" in the Suppression Division, which lasted about a year after which he made a lateral move to an exploding Fire Alarm and Sprinkler Service Division. His appetite for knowledge paid off and he adapted quickly to his newest assignment.

As many know the Waters family has always been big on education so about 20 years ago he began earning credits to earn a Fire Protection Degree, paid for by Steve Waters. He received about 30 credits before dropping out due to personal issues but has been quoted saying "Even though I didn't complete my degree the education I did receive has been invaluable in the capacity in which I function. We should never stop learning".

Now you know Rick Mohny and his history with the company. You would also be interested to know that not only has he been with Fireline for 38 years, his father was with the company 6 years before him and retired after 23 years. Rick's son Jeremy, who has also come to work at Fireline, recently celebrated his 10 year anniversary.



*Fireline*  
is a proud distributor of...



# JOB

*Fireline* is seeking experienced Sprinkler and Fire Alarm Service technicians in the Northern Virginia area. Good pay and benefits. Please email resumes to [web@fireline.com](mailto:web@fireline.com) or come in to our Baltimore Office to fill out an application.



## Read Up on the Resources



### Focus on the Fleet

By **BILL GIBB**, *Materials Resource Manager*

Fireline was fortunate to have had a mild 2011-2012 Winter. Odds are we will not be as lucky this Winter. Please review these reminders for you and your families Safety.

There are many driving hazards that we face every day when the weather is clear and dry that become compounded when changes in the weather create fear and anxiety, often hampering our ability to make good decisions! Always use caution when driving any vehicle. Here are a few reminders regarding driving in inclement weather conditions:

- Use caution when driving on bridges or concrete highways. These surfaces are the first to freeze.
- Do not pass snowplows or salt spreaders, and don't follow them too closely.
- Be aware of falling temperatures and ice or snow spots. Wet roads will freeze quickly.
- Be aware of pedestrians if sidewalks are impassable.
- Be aware of icy spots or other hazards hidden below slushy road surfaces.
- Don't turn corners too tightly.
- Signal early to allow others time to react and adjust to your intended movements.
- Slow down in advance of shaded areas, especially on curves. These areas will not thaw as quickly.
- Fog, snow, or wet and overcast conditions will reduce visibility. Use those headlights!
- Use low beam headlights in fog or snow. This directs the light to the road surface where it is needed.
- Slow down! Stopping efficiency is hampered significantly by inclement weather conditions.
- Make sure your tires are in good condition and properly inflated.
- If you must stop along the way, find a safe place to pull off the road.

Changing weather conditions challenge our driving ability. The key to our continued safety is anticipating the hazards ahead and adjusting our behavior accordingly.



### Resources the Right Way—Human Resources That Is

By **CINDY RUEPPEL**, *Executive Director*

January is the time to think about making changes to your 401K. Please consider enrolling or try to increase your current deferral if possible. Our rep, Richard Osikowicz, is always willing to answer employee's questions regarding our plan. Any-

one having questions about John Hancock's website please feel free to contact me. January is also the time to check your current payroll withholding taxes and make desired changes. Please be sure HR has your current address so payroll taxes are filed correctly. Anyone wishing to change their filing status must complete new tax forms. See HR for required tax forms.



### ANNA CLAUS IS COMIN' TO TOWN

You better watch out,  
You better not cry  
You better not pout,  
I'm telling you why:  
Anna Claus is coming to town

She's checking the numbers,  
she's adding them twice  
She's gonna find out if we profited nice  
Anna Claus is coming to town

You better watch out,  
You better not cry  
You better not pout,  
I'm telling you why:  
Anna Claus is coming to town

She sees when your van is idling  
She knows how much money you make  
She knows if your departments good  
So be good for goodness sake

You better watch out,  
You better not cry  
You better not pout,  
I'm telling you why:  
Anna Claus is coming to town

She sees how hard we're working  
She thinks that we're all great  
She's gonna write us a bonus check  
So quit asking for goodness sake

You better watch out,  
You better not cry  
You better not pout,  
I'm telling you why:  
Anna Claus is coming to town

# SOP

A Standard Operating Procedure (SOP) is a written procedure prescribed for repetitive use as a practice, aimed at increasing productivity and accuracy. Has your department documented your SOP's? In preparation for new and improved software, integrated systems and technology upgrades the PMO will be focused on assisting you with this task in 2013. Complete SOP's are posted on SharePoint and can be referred to for instruction or as an example when creating your own.







## Messages from the Managers



**Fire Alarm** By **NORM MASON**, *Vice President & General Manager*

I would like to take this opportunity to wish each and every Fireline employee and their family a Merry Christmas, Happy Holidays, and a safe and Happy New Year. I hope that all of us get an opportunity to spend quality time with our families.

At the recent Notifier Annual Distributor's Conference, Fireline was awarded a 2012 Diamond Distributor Award of Excellence as well as Million Dollar Sales Award. Thanks go out to all of those within the Fireline organization whose efforts contributed to us receiving these awards.

The fire alarm sales department has continued to pursue new work for the company. New contracts are still coming in on a regular basis and there is some future work out there that we are waiting on to get the contract in hand. To date in 2012, over 456 new projects have been booked in the Fire Alarm Department.

Congratulations go out to the members of the Fire Alarm Department that received 2 different awards at company functions. We received the best overall group prize for our Laverne & Shirley group on Halloween and a first place award at the Fireline Tailgate party.

Laura Smith recently assisted Lisa Malone at the Lake Shore Fire Department. Laura & Lisa (with Rich Sigethy's delivery assistance), manned a mini Fireline demonstration booth at the fire department's annual fair.

The fire alarm department earlier this month had the opportunity to pursue a large GSA project that required a detailed technical presentation. We were chosen to be part of a team with a large & very well-known general contractor for this presentation. With Al Riefflin's assistance with the technical presentation criteria, Rich Sigethy & I went to Philadelphia with the GC and other contractor members of the team and did a presentation for the GSA project review team. We were complemented on the outstanding presentation and are hopeful to be awarded this contract by the end of the first week of January.

Once again, please enjoy the Holidays and be prepared to return to work and help the company start off the new year with a bang.

## Anniversaries

*Fireline* is extremely grateful to these employees for their years of dedicated service:

### January

Susie Serio - 30 Years  
Randy Parsons— 16 Years  
Neil Walters— 13 Years  
Lisa Malone— 12 Years  
Mark Rufus— 12 Years  
Karen Cobb— 11 Years  
Robin Busch— 10 Years  
Cathy Cox— 6 Years  
John Meilhammer— 1 Year  
Ken Radke— 1 Year  
Mike Clark— 1 Year

### February

Sharon Waters— 17 Years  
Pee Wee Glenn— 17 Years  
Charlie Moore— 15 Years  
Matt Meyers— 12 Years  
Charlie Miskimon— 8 Years  
Denise Campbell - 6 Years  
John Kneisley— 4 Years  
Nick Decker— 4 Years  
Matt Losignor— 4 Years  
Steven Hale— 1 Year  
Janet Chapman— 1 Year  
Jimmy Brewster— 1 Year

Continued on page 16

# SIP

Steve Twain won the SIP award in October. There was a recordable incident in November so no SIP award was given. Ryan Witt won the award in December. Stay safe out there, and do your part to help *Fireline* avoid recordable incidents. By doing so, you become eligible to win cash prize drawings which increase with extended accident-free periods!



**Portables & Restaurant Hoods** By PHIL BOWERS, *Department Manager*

Hard to believe that another year has gone by we knew that it was going to be a tough one and it was. I want to thank all of my service technician drivers, shop personnel, office support and sales for working as diligently as they did in order for our department to have another successful year.

Looking ahead at the New Year I am optimistic and excited at the opportunities before us. Our department will be making some major changes. New technologies bestowed on our group, Blackberry phones, and the upgraded SharePoint will allow us to improve our communications with field staff. We are looking forward to scheduling our technicians have them receive notification and access the schedule remotely.

As with most of the company we are moving into the electronic era. Thanks to Fireline's PMO department (Julia and Shannon) we are making all our hydro testing data into electronic files, creating lost account, new account and cold calling follow up data files. Our department plans to focus on increasing our service customer base in 2013 thru an aggressive lead generation and follow up from our service technicians and sales staff. This and other projects we will be working on with the PMO in the upcoming months will be a welcomed learning experience and a welcomed changed. With the dedicated effort of our department's personnel in working as a team we are looking forward to an incredible year.



**Sprinkler & Suppression** By TED REITTERER, *Department Manager*

I'd like to welcome Tim Fogle to the department. Tim has transferred from the fire alarm install department and will be roaming the field, getting material together for the crews, meeting with general contractors and assisting the designers and project management.

The field crews have been working hard to make our jobs profitable even with some of the almost impossible working conditions that they face. It amazes me sometimes that they can accomplish this and turn out a finished project that looks so neat and clean, something that we're proud to hang our Fireline tag on.

The designers and project management continue to stay busy and have been keeping up with the workload and meeting the demanding schedules set by our customers. Dennis Bryant, Pat Fitzgerald and Mike Clark have created a nice backlog of work that should keep us all busy through the 1<sup>st</sup> quarter of 2013.

The 4<sup>th</sup> quarter was good to us and I look for this trend to continue through the New Year. Once again, thanks to everyone in the Sprinkler and Suppression Department for all of their hard work throughout the year!

Happy, healthy holidays to everyone and their families.

**PMO**

The Project Management Office (PMO) is here to help you establish and maintain efficient and effective processes in conjunction with formal project management methodologies, company-wide training and development, information management, and automation initiatives. We perform all administrator functions for *SI Web Tools*, *SharePoint*, and the *Fireline* Technology Committee. Call Shannon (Ext.326) any time with your questions or concerns.





**Service Sales & Vehicles Service** By **DAVE TAYLOR**, *Department Manager*

The Vehicle Systems Department recently hired two new Technicians: Armando Morales and Chris Tarr. Both of these gentlemen have completed their initial training and will be primarily assigned to the WMATA contract. The WMATA contract now includes semi-annual inspections for over 1500 Metro buses. We were also recently contracted to perform annual inspections for the portable fire extinguishers on the buses.

T.J. Smallwood, Field Supervisor for the Vehicle Systems Group recently attended the "FIVE" (Fire In Vehicles) Conference in Chicago, Ill. This conference was a world-wide gathering of experts in the vehicle suppression systems industry. The conference included two days of seminars on vehicle fires and technological improvements to vehicle suppression systems.

The Service Sales Representatives (Charlie Miskimon, Danny Nieves, David Gates, Janet Werner, Lisa Malone and Robin Busch) along with Yetty Oreagba, Service Sales Assistant, put on their annual "Technicians Christmas Party" on December 13<sup>th</sup> in the warehouse. This party is held as a big "Thank You" to all of the field personnel who are responsible for the successful completion of the all of the inspection and testing contracts we sell.

In November, the Service Sales Department had its best month in four years, selling the largest amount of service contracts since 2008. This is quite an accomplishment, especially in a tough economy. They also recently completed an interactive group review of the book *Service Is Not A Product* authored by noted fire protection sales expert Joe Siderowicz. The book examines all aspects of selling fire protection service contracts. It was a valuable exercise as the sales representatives were assigned chapter presentations and preparation of discussion questions. Bernadette Glasgow of the Fire Extinguisher Department also participated. Kudos to the sales representatives for these achievements.



**Leesburg Branch Office** By **JUSTIN FISHBACK**, *Branch Manager*

2012 has been a year of great change for the Leesburg office. We have welcomed several new team members, and streamlined many of our procedures in order to serve our customers more effectively. We have been able to purchase new equipment this year, and thanks to our new hydro-test machine and dryer, our dry-chemical shop is now operating more efficiently.

Additionally, I have been pleased to offer several training classes in our office this year, and look forward to organizing more opportunities for our technicians to earn additional certifications. Overall we have had a very busy and productive year. I want to say thank you to each of my guys; our growth wouldn't be possible without their hard work and dedication. I am excited to see what the New Year has in store for us.

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**Systems Service** By **KAREN COBB**, *Department Manager*

As the year comes to a close there have been numerous changes to the system service department over 2012. I feel we are moving in the right direction and I will do my part to make this department more efficient and productive in the upcoming year.

Our inventory losses for the department in 2012 dropped considerably due to Frank Chenoweth conducting the quarterly truck inventories and better tracking of the materials on your trucks – great job everyone!!

Our backlog of tickets has improved and with the new systems in place with the dispatch team jobs are getting done within the time required, the reports are getting to the customers in a timely manner and tickets are being turned in when completed improving our billings for each month.

I want to thank all of you for the work you have done over the year and tolerating the bumps in the road. Without all of you none of what has been accomplished this year would have been possible.

**THANK YOU AND I LOOK FORWARD TO WORKING WITH ALL OF YOU IN 2013!!**



**System Sales** By **RON EURE**, *Department Manager*

The Install Sales Departments are wrapping up a successful 2012. All departments have increased bookings over the prior year. The Fire Alarm Division has seen a booking increase of 17%. Hood Systems increased their bookings by 20%. With the hard work of Dennis Bryant and Pat Fitzgerald, and a large assist from Dave Taylor; the Suppression Group had an increase in bookings by nearly 70%. The Sprinkler Division led all groups with a 77% increase in 2012 bookings.

All divisions have had end of year meetings to review 2012 successes and failures, and to discuss 2013 goals and strategies. We all believe 2013 will only hold bigger and better times.

Wishing Everyone a Great Holiday Season..... **AND TO ALL, A GOOD NIGHT!**

## Anniversaries

Continued from page 13

### March

Bill Bonney—19 Years  
Barb Haas—15 Years  
Tim Mays—10 Years  
Kevin Young Jr.—10 Years  
Tom Frankhouser—9 Years  
Gary Hoddinott—9 Years  
TJ Timpson—9 Years  
Charlie Harris—7 Years  
Gary Cox—6 Years  
Ras Wisidagama—5 Years  
Julio Castro—5 Years  
Paul DeMaria—2 Years  
Rachel Gibb—1 Year  
Lewis Lucas—1 Year  
Ken Silberman—1 Year

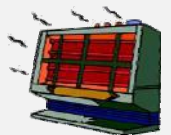
[Winter Safety Tips from NFPA](#)

## Industry News

Heating equipment including, furnaces, space heaters and fireplaces are one of the leading causes of home fires during the winter months.

Keep your heating equipment clean, have a three foot buffer between the heat source and flammable objects and do NOT use an oven to heat your home.

For more safety tips click 'Winter Safety Tips from NFPA'.



# APP

Share your favorite phone APP's with coworkers and Fireline followers: Submit the name and a short description of the app on the Phone App List. To access the list open SharePoint and click on Fireline Trading Post on the Quick Launch bar. Keep in mind that not all apps work on all phone models. One of your favorites will be chosen and featured in the Fire Flyer next quarter.



## Affairs To Remember January, February, March

## Fireline Funny's

### Baltimore

### District of Columbia

[Orioles FanFest 2013](#)  
January 19

[Presidential Inauguration Festivities](#)  
January 15—24

[Baltimore Restaurant Week](#)  
January 25—February 3

[Alexandria Restaurant Week](#)  
January 18—27

[Deep Creek Dunk](#)  
February 23

[Washington Nationals Natfest](#)  
January 26

[Annapolis Restaurant Week](#)  
February 25—March 3

[Sugarloaf Crafts Festival](#)  
January 25—27

[Baltimore Boat Show](#)  
February 28—March 3

[Capital Home & Garden Show](#)  
February 22—24

[Maryland Home & Garden Show](#)  
March 2

[Chocolate Lovers Festival](#)  
March 2—3

[Saint Patrick's Day Parade \(Baltimore\)](#)  
March 17

[Saint Patrick's Day Parade \(DC\)](#)  
March 17

[Beer Bourbon Barbeque](#)  
March 22

[National Cherry Blossom Festival](#)  
March 20—April 14

[Ringling Bros., Barnum & Bailey Circus](#)  
March 27—April 07

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"Nothing is just a phone anymore. This one has an antenna that doubles as a nose hair trimmer!"



How About Them O's  
To view the O's 2013  
schedule click the link below

[http://  
baltimore.orioles.mlb.com/  
schedule/index.jsp?](http://baltimore.orioles.mlb.com/schedule/index.jsp?)



### Want to win a prize?

Be the first to locate the ghost image of Shannon (hidden somewhere in the newsletter) and complete the Winter 2013 Fire Flyer crossword puzzle.

To win this month's prize email: [sadkins@fireline.com](mailto:sadkins@fireline.com)

Last quarter's winner was Mike Clark.

### Coming Soon

**Vol. LXVI, No. 2 (Quarterly Edition—Spring)** arrives Friday, April 5, 2013

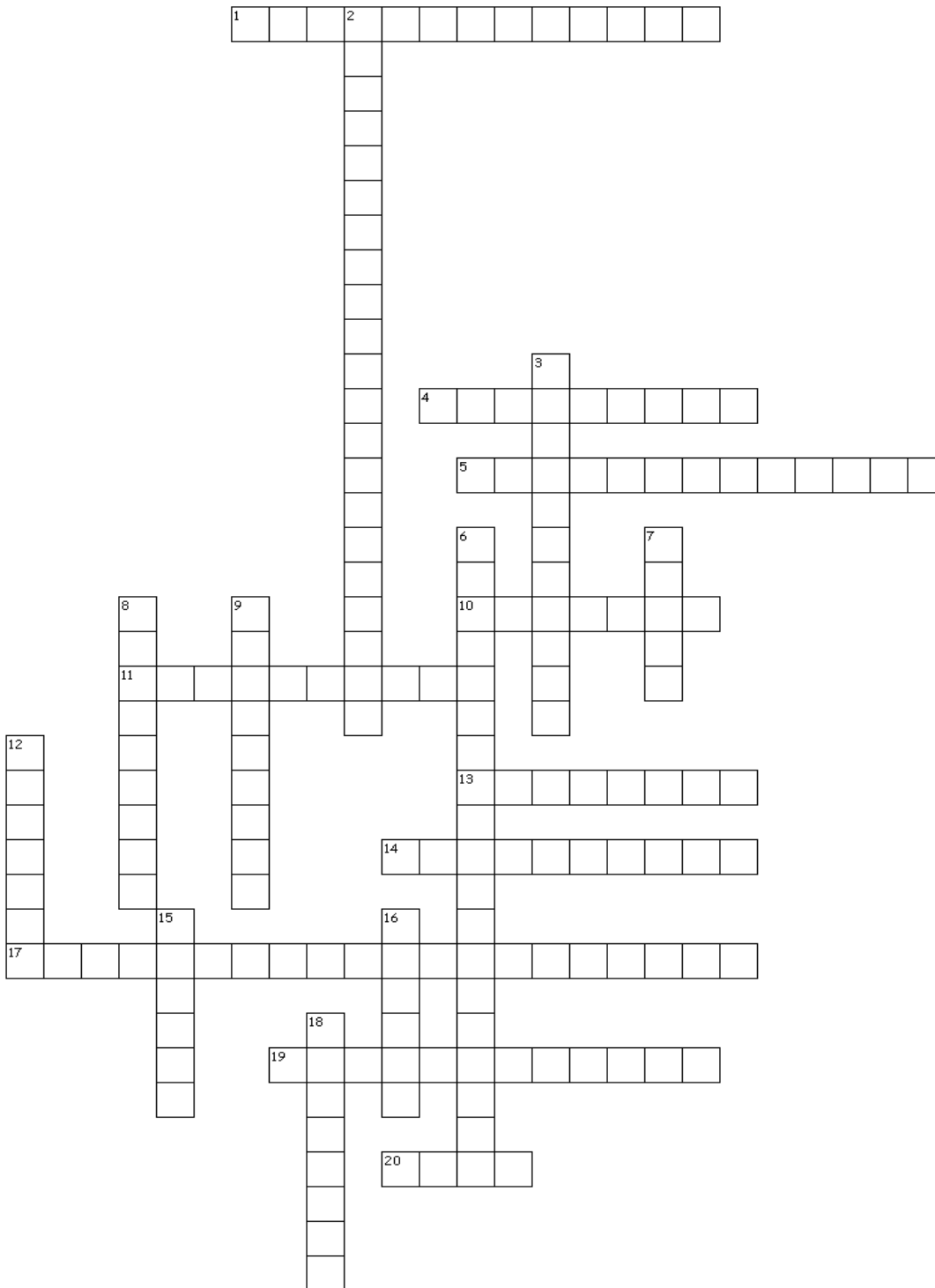
Although some contributors maintain recurring articles or features in the newsletter, any *Fireline* employee may submit ideas or material for publication (content may be edited).

The deadline for submissions is Friday, March 15, 2013.

# FAQ

Check out the IT tab on SharePoint to see answers to frequently asked IT questions like "How do I fax from my computer?" From this tab you can also submit a service request for your computer such as, "The printer is not working" or "I need a new mouse", directly to Ken Barnhart.

# Did you read the newsletter?



**Across**

1. Don't miss this event to support Maryland Special Olympics on February 23
4. Which Department won an award for Laverne & Shirley Halloween Costumes and Best Tailgate?
5. Pudding flavor used in Sharon's Chocolate Éclair Cake recipe
10. Baltimore celebrated 'Orange Day' to support the \_\_\_\_\_
11. This employee has dedicated 30 years to Fireline in January
13. This Project Manager recently transferred from Fire Alarm to Sprinkler/Suppression
14. SIP award winner in October
17. Book the Service Sales Department recently reviewed
19. ERA Winner celebrating her 1 year anniversary with Fireline
20. Do not use an \_\_\_\_\_ to heat your home

**Down**

2. What tool can assist you in learning who is responsible for what in each department
3. Be aware of \_\_\_\_\_ if sidewalks are impassible
6. Chosen recipe for Quarterly Eats
7. Abbreviation for the certification Fireline received on October 31, 2012
8. The only Systems Service Technician to participate in the Nugget Eating Contest
9. Contact Rick \_\_\_\_\_ for questions regarding your 401k plan
12. Team Art Decker supported at Fireline's Football Fan Fest
15. Laura Smith created a Steeler's \_\_\_\_\_ to be crushed by the Ravens fans
16. The last name of this family has provided three dedicated generations of service to Fireline
18. Fireline can be 'liked' on this social media site