

September 2023



Fireline FireFlyer

HIGHLIGHT:

Fire Away Podcast



ALSO IN THIS ISSUE:

- ASSOCIATED BUILDERS AND CONTRACTORS
- CAR WASH
- FX TRAINING
- SILCO, VORTEX



Fire Flyer Vol. LXXVI No. 3

FALL AT FIRELINE

Anna Gavin
September 2023

As I write this I have just sent my kids off on the bus for the first day of school. Fall is officially on it's way! (the BEST season in my opinion)

This is that time of year that as a business, we wake up out of our summer brain fog and get back to our routines. The time of year when we realize the holidays and the end of the year will be here before we know it. So we revisit our annual plans to make sure we can achieve them before the year wraps up.

I am extremely pleased that many of our goals for the year are being met. Hiring goals (including new HR Administrator Joyce Cole who has been a great addition to the team), Financial goals, Sales goals, and Operational goals are all reviewed quarterly by the leadership team. We have had a lot of successful wins this year and continue to see Fireline grow and evolve into a strong company.

Fall is also a time of year that we have many events and activities. The Customer Service Committee has been helping to sponsor employee touchpoints over the summer and I am looking forward to the Mario Kart Tournament in September. I have to start practicing with my son on his Nintendo Switch! And we also have a few employees working to put together a Fireline Yard Sale with the community. I have a husband who likes to hoard things, so I wouldn't mind having an excuse to clean the basement (this is a test to see if he reads our newsletters – if so – love you honey!).

It is also when our Volunteer Day with the Baltimore Hunger Project. If you have not participated in this event in the past I highly recommend you consider it this year. It is an honor and privilege to work with such a great organization. This year we will be building food bags on November 1st at the Baltimore Office. I am also looking into a similar program for the Leesburg Office.

And lastly, I am very happy that this fall will see the return of the Fireline Holiday Party – November 18th at Laurel Park. It has been far too long since we had a real holiday party. Our events the past few years were great, but didn't quite have the same feel. I am extra excited to bring back Casino Night which was a fan favorite from years past.

Overall I am looking forward to Fall at Fireline!

New to the Team

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



Robert Winneberger
System Service
Coordinator



Scott Easton
System Service
Coordinator



Alex Dibbern
Apprentice



Brian Lipscomb
System Service
Technician



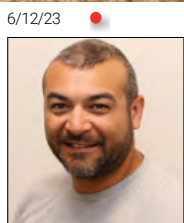
Terry Parkinson
Shop Technician
Fire Extinguishers



Bradley Combs
Fire Alarm Designer



Mohamed Fofana
System Service
Technician



Orlando Ibanez
Suppression Install
Mechanical Technician



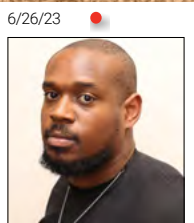
Thermon Washington
Shop Technician
Fire Extinguishers



Douglas Wright
Fire Alarm Technician



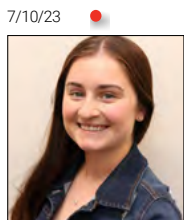
Hamlet Santana
System Service
Technician



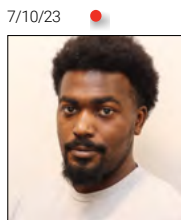
Jawaun Huff
Restaurant Systems
Technician



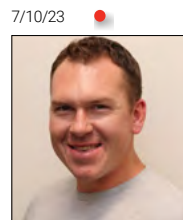
Nicholas Johnson
System Service
Technician



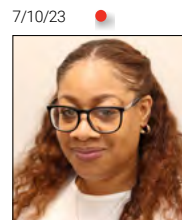
Ashley Schleupner
System Service Billing
Coordinator



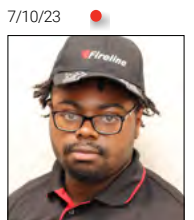
Hosea Washington
System Service
Technician



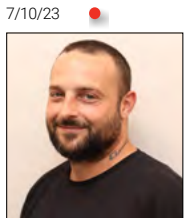
Jason Sandbek
Suppression Install
Mechanical Technician



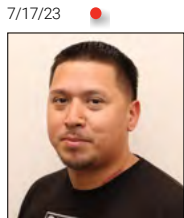
Joyce Cole
Human Resources
Administrator



Richard Mosley
System Service
Technician



Shawn Patterson
System Service
Technician



Erik Ortiz
System Service
Technician



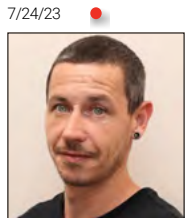
Kirsten Gatton
System Service
Technician



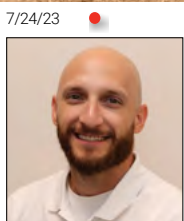
Saera Sophareth
System Service
Technician



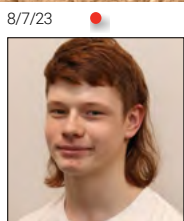
Brad Ramey
System Service
Technician



Jesse Snyder
System Service
Technician



Nicholas Sieminski
Apprentice



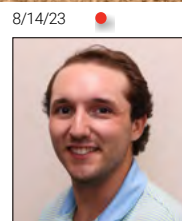
Patrick Jarrell
Shop Technician
Fire Extinguishers



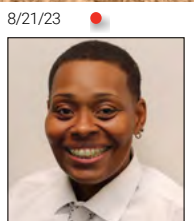
Thomas Estrada
Apprentice



Hassler Lopez
Apprentice



Trevor Basso
Customer Support
Specialist



Joy Young
Project Manager

**FIRELINE IS
HIRING,
SPREAD THE
WORD!**



Entry Level Employee Referral Bonus:

Time of hire: \$100
6 months after hire: \$400

Experienced Tech Referral Bonus:

Time of hire: \$500
1 month after hire: \$500
6 months after hire: \$1,000

**WHEN AN EMPLOYEE YOU REFER
IS HIRED, MAKE SURE YOU
CONTACT ELIZABETH ZELEDON
(EZELEDON@FIRELINE.COM) TO
LOG YOUR BONUS**

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.



JJ Wenger
Inspection and Testing
of Water Based Systems
Level I



Dan Evangelisti
Inspection and Testing
of Water Based Systems
Level I



Juan Esperanza
Inspection and Testing
of Fire Alarm Systems
Level I



Charlie Harris
Inspection and Testing
of Water Based Systems
Level II and Level III



Brandon Dayhoff
Inspection and Testing
of Water Based Systems
Level I



Congratulations!



NEWLYWED

Sean and Natalie Harper

Married | May 27th 2023

Expecting first child Sofia in February 2024!



NEWBORN

Laura Sofia Montano

Edwin Montano's Daughter

July 1, 2023 | 7.5 lbs | 21 inches long



NEWLYWED

Matt and Sarah Adams

Married | July 21, 2023



ENGAGED

Guy Hornig and Carolyn Henry

**Carova Beach, NC
July 11, 2023**



NEWLYWED

Stephen and Mackenzie Dreyer

Married | June 10, 2023



FIREAWAY PODCAST

Who has a lot of windshield time in their car or truck?
Want to make your drive a little more interesting?

Listen to the Fire Away Podcast! Fireline's very own
podcast is available on Apple Podcasts.

The Fire Away Podcast is a way for Fireline
employees to learn about Fireline happenings as well
as get to know their fellow co-workers.

Sponsored by the Customer Service Committee, the
Fire Away Podcast is hosted by Mark Meyer, Fred
Anders and Matt Williams. Technical support by Kelly
Keppeley and Mike Sirak.

Get to know your awesome co-workers and have a
listen!

EPISODE 1: ANNA GAVIN

EPISODE 2: MATT WILLIAMS

EPISODE 3: MATT BENFIELD

EPISODE 4: ANTONIO SCOTT

**EPISODE 5: LIZ ADKINS AND
AMANDA DRURY**

Follow the Fire Away Podcast on Instagram:
@fire_awaypodcast





CUSTOMER SERVICE CONVERSATION

w/ Tori Cowley

Q) What does customer service mean to you?

A) Hmmmm. That's such a broad question... there's a lot of variants (for me) but I think mainly, its how you treat the person. Whether it's the janitor or the president, they get the same version of respect and service.

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

A) I love the interaction when a customer comes into service and will call. I love seeing our guys go to the customers vehicle, help them carry the extinguishers in, and then just talk with them like they've been friends for years. I think the little added touch of carrying their extinguisher, goes a long way. It's the little things in life.

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

A) : Sighs deep breath: Ya know, it's hard to really talk about yourself without feeling like "look at me" ... I don't know of a certain time/customer/call, etc. but I will say, I love that I've formed some connections with some customers who when they call, we chat for a few minutes like old friends, if the call queue allows me to. Some customers and vendors have sent nice choochkies (Anna help me with that word!) ha-ha, they've dropped off goodies and snacks and even drop by just because they were in the area. So, while I'm not the perfect receptionist and I have my moments, it's nice to know they think of me too.

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

A) Naturally, I'm a very black&white style person. There's no grey with me. So, I think anyone who takes the time to really help me navigate through my confusion, questions, or appointments, is a gem! Shout out to my dentist office for coddling me thru cleanings! Haha

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

A) Oh man! That's a toughie! We have so many great personalities who really make CS the brunt of what they do... I'm gonna go 2 different ways with this one. Internally, I'd say Liz Adkins. That girl is always down to help you, and if she doesn't have the answer, she'll

find it. And THAT to me is big. Externally, I'd have to say Beanie! That guy is a human tug of war but no matter what, when he has a customer on the phone, or in his face, you'll never know if there's an issue. He approaches the customer with such respect and grace. He listens to our problem customers and while in his head he's losing his cool, in his tone, he's fixing the problem. Kinda neat to hear and see in the moment.

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

A) I think as a whole, FL is top notch. I hear a lot of nightmares come in on calls when someone's used a different company, and to know that we have a "follow up service" team really trying to open that line of communication, means a lot.

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

A) Be kind. Sounds cliché I get it. And sometimes I fall short, and I just don't take the time, but I think if you treat others how you'd want to be treated, that will go a long way. Appreciation is also a HUGE factor. And be humble. Know that as stressed as you are, someone else is going thru it too... times 10.

Q) How important is customer service to you?

A) It's very important. I think a lot of companies have lost a lot of humanity since Covid. I think a lot of small businesses have really honed in to what makes them different from a big brand business. So, if I'm out shopping and I see the efforts of 1 business and the lack of effort from another, where do you think I'm going? The underdog is usually the hidden winner.

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

A) Podcasts and self-awareness, definitely. Just be glad you're here, working with this group of people who've become like a family. It is so much better then working with others who don't speak to you, or have crazy office drama, and there's no respect or appreciation. Smile, you can hear a smile through the phone. Remind them "it could always be worse". #HumbleUp



SAFETY CONVERSATION

w/ Greg Granger



1. What does safety mean to you?

Safety is everything. The hope is that everyone takes safety seriously and puts safety into their mind when performing a job. It should be everyone's responsibility to make it home in the same condition you left every day. Whether it's in the shop, on a job site or behind the wheel of a vehicle.

2. Do you feel you've received effective safety training for the job you do?

Since I started in the shop and moved into the office, safety has always been at the top of everything. So, yes, I have but you can never have too much safety training even if it's a refresher course on the proper way to safely do your job.

3. Would you consider Fireline a safe company?

All in all, I would say yes, we are but always with room to get better. As part of the Safety Committee hopefully we can set a new standard company wide to take care of everyone.

4. How do you determine what protective gear you need?

There is the standard equipment. Gloves, steel toe shoes, hard hats, and safety glasses. Hopefully there would be notes stating if there are any special requirements like fall protection as an example but asking who went there before just to make sure.

5. What are some potential hazards you've identified in our workplace?

Most of the hazards I see are trip hazards, improper use of ladders, tools, and unsafe driving habits.

6. What steps do you take when working around those potential hazards?

Simply if something is in your way to perform your job safely take the time to make it safe before starting and if you are on a jobsite have a conversation with your point of contact. Make sure you have the proper ladders and tools to do the job correctly and safely.

7. What's one safety improvement you'd make?

Since being on the safety committee I think the biggest thing brought to my attention is being at a job site after hours by yourself. Sometimes in a high crime area, sometimes just because of the scope of work you are doing would be beneficial to have a 2nd person. I know it's not always feasible but potentially something we could do better.

8. Do your coworkers show their dedication to safety?

As in everything there are some that take it more seriously than others, but it is definitely getting better. Hearing the techs in Leesburg talk amongst each other has brought up more and more concerns.

9. Are you comfortable sharing your safety concerns with management or the safety committee?

Well, since I am on the safety committee I would hope so, but seriously, I have been a part of several safety teams throughout my career, and it has always been important. Because we work in a potentially dangerous industry with high profile customers, safety is of the utmost importance. When I am no longer on the committee, I know anything I bring to them will be taken seriously and discussed and that's all I can ask.

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ASSOCIATED BUILDERS AND CONTRACTORS



Baltimore is fortunate to have many industry and trade organizations that are dedicated to the construction field. One of the top organizations, Associated Builders and Contractors (ABC) Greater Baltimore has recently completed the construction a new training facility on Biddle Street. In it, a new Fire Sprinkler lab complete with various types of sprinkler valves, devices and equipment. With access to this training facility, Fireline can now do more in depth sprinkler training course for our technicians.



To Learn more about ABC Greater Baltimore you can visit their site [ABC Greater Baltimore \(abcbaltimore.org\)](http://abcbaltimore.org)

In addition to providing great training, ABC also produces a monthly magazine called Building Baltimore. In June of 2023 they asked Fireline President Anna Gavin to be the cover article for their women in construction edition. You can check it out here: [Building Baltimore : June 2023 \(mydigitalpublication.com\)](http://mydigitalpublication.com)



Safety Incentive Program



Bryan
Shirly
MAY



Leo
Cartagena
JUNE



Paul
Thompson
JULY



Jason
Jarrell
AUGUST

Safety Incentive Program Award Winners have no lost time accidents.

REMEMBER, STAY SAFE!





Employee Recognition Awards



**Alley
Tucker**



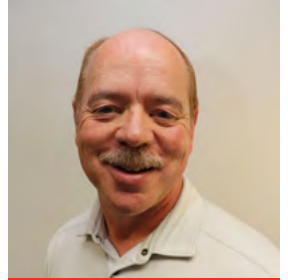
**Eric
Robertson**



**Mike
Sirak**



**Jason
Wenger**



**Bill
Bonney**



HAVE A TEAMMATE WHO'S
On Fire?

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

Email ERA@fireline.com
with your nominee and a brief
description of why they deserve
the award.



Kudos!



Reggie Burton

FROM A CO-WORKER

I wanted to share how helpful Reggie was this morning. I was doing training with Ken & Rich on how to do time. I thought it would be helpful for them to see it being done in real time so I reached out to Reggie early this morning and asked him if he would mind showing them how he does his time.

He jumped right in as soon as he got in and walked them through the whole process, and really expressed how he's been in the same seat and knows how it looks right now but how much better it is once they get their techs doing what they need to do.

It was awesome to see an old dog teaching other old dogs' new tricks!



Mike Ramiro, John Parker, Harlie Brewington and Jeff Dyer

FROM A CUSTOMER

Thanks to the Fireline team for faithfully and professionally serving the MAA through this year of the fire protection maintenance contract.

It really shows that we as a customer are prioritized and cared for.



Terence Kirks

FROM A CUSTOMER

I just wanted to say that Terrence has really done an excellent job for us at both DD's and the church job. We have very much appreciated his commitment and willingness to stay late and solve issues at both projects. It has really helped us to get these projects completed. We have enjoyed working with him and look forward to future projects.



Heather Meyer, Scott Easton, Kristi Hampton, Heather Slagle, George Clayton III, Nick Copsey, Joey Hipkins, Jordan Kolb, Saera Sophareth

FROM A CUSTOMER

I wanted to send this email to THANK all of you for your assistance over the last couple of weeks. We are so grateful that you worked with us in a speedy manner to get the needed inspections & reports completed before the inspector returned to the property for a final inspection.

Please know we do realize that we put a lot of pressure on you guys as we were being pressured ourselves by the tenant. Your professionalism and patience definitely did not go unnoticed!

We would also like to THANK the gentlemen who came to property and worked diligently to get it done: Nick, Joey, Jordan and Saera- KUDO's to each of you for a job well done you guys ROCK!!!!

Well we passed the inspection and wanted all of you to know that Trinity Seminary and the tenant are so very THANKFUL and GRATEFUL for all of your follow-thru, assistance, patience and professionalism during this time.



Nick Copsey

FROM A CUSTOMER

Nick Copsey was amazing- he was respectful, knowledgeable and efficient/flexible.



Nick Copsey and Charlie Miskimon

FROM A CUSTOMER

Fireline has been a great partner to have here, and I have been very happy with the services Fireline has provided. I believe that the center and other contractors here appreciate the continuity that having Fireline here can provide the center and their projects. You have proven time and again that you are the right folks for the job.



Tim Gott, Mike Stewart, and Charlie Harris

FROM A CUSTOMER

I wanted to provide you with some feedback from a recent experience with another Fire Protection Companies pump test crew. We recently completed construction on a new warehouse offsite. During the acceptance test of the diesel-powered fire pump, I noticed some discrepancies during the testing in March of 2023. In May of 2023 we performed our annual fire pump tests on 12 pumps utilizing your pump crew of Tim, Mike, and Charlie. Your team confirmed my suspicions of the acceptance test. Once those results were delivered to our management team, the project manager scheduled a third party to conduct an additional pump test.

There is no comparison between the professional appearance of your pump crew including vehicle appearance and condition. Your crews are always early and prepared for the test. The test equipment is in excellent condition and current in test dates and calibration. The diffusers and test software match to ensure accuracy. There's no doubt that the investment Fireline has made in equipment, training and personnel are paying dividends.



Angela Lester and Ashley Reddinger

FROM A CO-WORKER

Kudosgo out to Angela and Ashley Reddinger for completing the very complicated Amazon qualification process in 3 days. We have a Prime (pun intended) opportunity to do service work for them at multiple mission critical facilities. Before we can even price the work, we needed to complete the qualification process. Angela and Ashley were great on this. Their support was critical on this effort.



Deion Minor and Dennis Burns

FROM A CUSTOMER

Prior to my vacation last week, we received our final inspection from the county. Now that we're 100% good to go, I wanted to reach out and thank you and your entire team for our install and conversion to all things Fireline in our offices. Starting from my initial conversation with you after an intro by Emily Martin (EMR), conversations with Deion, entire install team, and constant communications with Dennis, I couldn't be more pleased. The level of service and thorough explanations to all of my questions exceeded my expectations. Please pass along a virtual high five to your entire team!

Car Wash!

The Fireline Customer Service Committee has been focusing its efforts on one of the core teachings of our customer service training: Internal Customers are just as important as our External Customers.

What are Internal Customers? Your co-workers! The team that you work with daily to help provide great fire protection services. It is important to treat your co-workers with the same level of respect and care that you do our external customers.

In the spirit of this message the Customer Service Committee has been sponsoring several programs such as Board Games at lunch encouraging people to play and engage with co-workers from different departments.

This summer the Customer Service Committee sponsored a Tech Car Wash where technicians from the field could bring their truck in to be washed by the office staff. While the truck was being washed, techs were treated to a break in the shade and some ice cream to keep cool in the summer sun.

Thanks to all our volunteers who participated!



Upcoming Customer Service Activity:

Mario Kart Madness – join your co-workers for a friendly MK Madness tournament! Or stop by to watch the fun. September 13th 2-4 pm



FIRE EXTINGUISHER TRAINING

Learning how to use a fire extinguisher is important for your safety! Fireline trains various companies and their staff on how to properly use a fire extinguisher. We also train our own employees. Here are some pictures from our annual new hire fire extinguisher training class. Several of our new hires stopped in to learn and have a little fun putting out a live fire.



SILCO FIRE AND SECURITY VISIT

Friends of Fireline, SILCO Fire and Security is a multi-generational family owned fire protection company with five offices across the state.

In July, Fred Anders, Mark Meyer, Heather Meyer and Matt Benfield set out to visit SILCO's Headquarters in Columbus. The purpose of the visit was to see how SILCO manages their service departments.

Topics covered scheduling techs, how supervisors fit into the mix, portables, kitchen hoods, how to perform QAQC's etc. There were a lot of great ideas tossed back and forth. SILCO did an outstanding job at hosting Fireline. They were well prepared to answer our questions and made sure they had key personnel in place. All who attended were able to come back a little more educated on other ways of doing things as well as solidifying the way we do things. We will be setting up a visit from Silco in the future.

"Their training facility was second to none. They're a seemingly seamless operation with good organization and procedures. I came away with a big motivation for job and quotes trackers that have since been implemented in the pre-engineered department." – Mark Meyer



HAVE YOU LISTENED TO THE NEW FIRE AWAY PODCAST YET?



The show that fires away with
anything and everything Fireline.



Available on Apple Podcast

VICTAULIC VORTEX

Did you know Fireline has built a Victaulic Vortex demo system in our CO2 extinguisher shop?

This newer technology of fire suppression has been a major part of Fireline's strategic growth plans. Vortex, defined as a hybrid fire extinguishing system, combines water mist and nitrogen gas creating a nitrogen-enriched fog to inert and rapidly cool the protected space.

This spring Fireline's Special Hazards Team completed the installation of a Victaulic Vortex system in our CO2 shop to be used for in-house training and to perform full scale discharge demonstrations.

This is a great addition to the Fireline campus to show our potential customers the benefits of a hybrid fire extinguishing system. Feel free to stop by and check it out.

To learn more about Victaulic Vortex systems you can visit their site here: [Fire Extinguishing System - Hybrid Fire Suppression System | Victaulic](#)





Fred Anders Graduates Level Up



HR Meeting



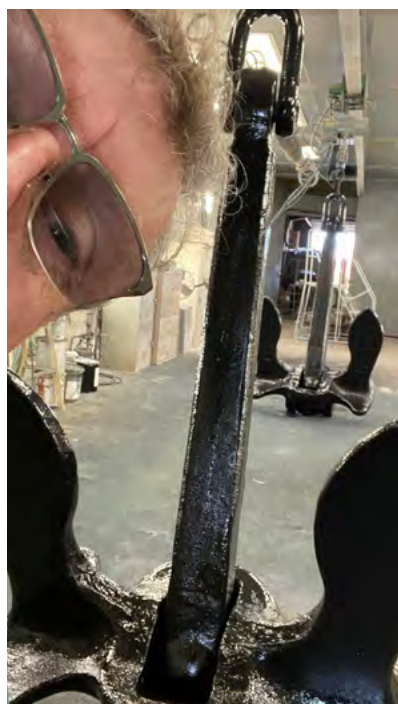
How could you not take a picture with this sign



Puzzle Finishers Kyle and Derrick



Baltimore County Executive Johnny O presenting Fireline with recognition for 75 years



Marty with anchors



Beach vacation



Restaurant system training boards

Photos



Vehicle Systems Team Building Orioles Game



Training Class Graduation Lunch



Site visit at FT McNair



UL inspection training



Sometimes its a dirty job



Rob Stallings and Joey Blasko at Disney!



Working at the high tops



Happy Birthday!

OCTOBER

| | |
|-------------------|----|
| Dennis Burns | 1 |
| Elizabeth Bolton | 1 |
| James Malone | 1 |
| Michael Jones | 1 |
| Fidel Duran-Ramos | 4 |
| Robert Parsons | 4 |
| Dan Evangelisti | 6 |
| Laura Pryor | 9 |
| Leroy Timpson | 10 |
| Lisa Tiedemann | 13 |
| Michael Levasseur | 17 |
| Heather Meyers | 18 |
| Nicholas Clements | 24 |
| Juan Esperanza | 25 |
| Joseph Hipkins | 26 |
| Elizabeth Adkins | 31 |
| John Parker | 31 |

NOVEMBER

| | |
|----------------------|----|
| Debbie Lanham | 1 |
| Douglas Wright | 1 |
| Jonathan Miller | 2 |
| Rachael DeWitt | 2 |
| David Krenzer | 3 |
| Stephen Neil Walters | 5 |
| Brian Lipscomb | 6 |
| Chris Denbow | 6 |
| Alexandria Tucker | 8 |
| Greg Granger | 9 |
| Michael Sirak | 11 |
| Barbara Haas | 13 |
| Deion Minor | 13 |
| Richard Preston | 13 |
| Patrick Denbow | 15 |
| Fred Anders | 16 |

| | |
|-------------------|----|
| Jason Sandbek | 17 |
| Anna Barnett | 18 |
| Mitch D'Angelo | 18 |
| Thomas Jarrell | 18 |
| Craig Steinbock | 19 |
| Leonel Cartagena | 20 |
| Amanda Drury | 21 |
| Cleyde Soto | 24 |
| Terry Parkinson | 24 |
| Jeremy Mohnney | 26 |
| Fawn Dyson | 27 |
| Joshua Schleupner | 28 |

DECEMBER

| | |
|-------------------------|----|
| Alex Dibbern | 2 |
| Eric Robertson | 5 |
| Julio Castro | 5 |
| Cindy Rueppel | 6 |
| Tori Crowley | 6 |
| Kristi Hampton | 9 |
| Keith Oliver | 10 |
| Justen Harmon | 11 |
| Matthew Merson | 11 |
| Daniel Ross Dyott | 12 |
| Brett Carter | 17 |
| Jordan Kolb | 18 |
| Rupert Mangal | 18 |
| John Derrick Meilhammer | 19 |
| Chase Redden | 20 |
| Hosea Washington | 21 |
| Julio Castillo Jr. | 21 |
| Mario Castillo | 21 |
| Steven Lane Villers | 25 |
| Diego Soto | 26 |
| Melinda Miller | 28 |

Happy Anniversary!

SEPTEMBER

| | |
|---------------------|--------|
| Cindy Rueppel | 45 Yrs |
| Dan Evangelisti | 19 Yrs |
| Matthew Williams | 17 Yrs |
| Jason Swieczkowski | 7 Yrs |
| Angelo Santos | 6 Yrs |
| Nathaniel English | 6 Yrs |
| Chris Weaver | 5 Yrs |
| Diego Soto | 5 Yrs |
| Richard Preston | 5 Yrs |
| Terence Kirks | 5 Yrs |
| Melinda Miller | 4 Yrs |
| Jeremiah Schleupner | 4 Yrs |
| Ashley Reddinger | 3 Yrs |
| Rick Zink | 3 Yrs |
| Nicholas Hall | 2 Yrs |
| Harlie Brewington | 2 Yrs |
| Gary Cardoza | 2 Yrs |
| Jason Jarrell | 2 Yrs |
| Landen Barber | 2 Yrs |
| Brandon Dayhoff | 1 Yr |
| Devin Dunnigan | 1 Yr |
| Drew Parr | 1 Yr |
| Fidel Duran-Ramos | 1 Yr |
| Jeffery Dyer | 1 Yr |
| Matthew Embrey | 1 Yr |

OCTOBER

| | |
|-------------------|--------|
| Frank Chenoweth | 39 Yrs |
| James Colgan | 18 Yrs |
| Jason Litten | 17 Yrs |
| Laura Pryor | 17 Yrs |
| Ken Humphrey | 15 Yrs |
| Shannon Adkins | 14 Yrs |
| Matthew Benfield | 12 Yrs |
| Michael Levasseur | 12 Yrs |
| Joe Dieumegarde | 7 Yrs |
| Matthew Adams | 7 Yrs |
| Timothy Gott | 7 Yrs |
| Dennis Burns | 6 Yrs |

| | |
|--------------------|-------|
| Jeffrey Brown | 5 Yrs |
| Eric Mayfield | 4 Yrs |
| Julio Castillo Jr. | 4 Yrs |
| Julio Castillo Sr. | 4 Yrs |
| Justin Baker | 2 Yrs |
| Susan Hunt | 2 Yrs |
| Ben Kopp | 1 Yr |
| Stephen Dreyer Jr. | 1 Yr |
| Zach Eberly | 1 Yr |

NOVEMBER

| | |
|-------------------|--------|
| Bill Gibb | 27 Yrs |
| Ronald Eure | 15 Yrs |
| Elizabeth Adkins | 10 Yrs |
| Fred Anders | 9 Yrs |
| Tyler Smith | 8 Yrs |
| Joseph Parmer | 7 Yrs |
| Alexandria Tucker | 6 Yrs |
| George Clayton | 2 Yrs |
| Joseph Blasko | 1 Yr |

DECEMBER

| | |
|---------------------|--------|
| Todd Everitt | 40 Yrs |
| Stephen Ike Austin | 39 Yrs |
| Dennis Bryant | 27 Yrs |
| Jeremy Mohny | 21 Yrs |
| Steven Lane Villers | 19 Yrs |
| Patrick Denbow | 6 Yrs |
| Ami Berlanga | 1 Yr |
| Bryan Shirley | 1 Yr |
| Dylan Bates | 1 Yr |
| Tiffany Markley | 1 Yr |
| Tobin Tetzloff | 1 Yr |