

January 2024



# HIGHLIGHT: Baltimore Hunger Project



## ALSO IN THIS ISSUE:

- CASINO NIGHT
- HALLOWEEN



Fire Flyer Vol. LXXVII No. 1

# FORWARD PROGRESS

**Anna Gavin**  
**January 2024**

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As I reflect on 2023, I can say for certain that we finished the year out better than we started. The turmoil of the pandemic lingered far longer than I would have liked – following us into 2022 and all the way into early 2023 with shipping delays, inflation, labor shortages and a commercial real estate market. Top that with the chaos of a major office renovation and a 75th anniversary and it made for a stressful couple of years.

Fortunately, things have leveled off a bit and we are able to settle back into some good routines. It was great to feel like we were finding our new “normal”. That said, the new normal is a very busy one. Sales were up significantly in both 2022 and held high in 2023 with no sign of slowing. There is no shortage of work out there.

Hiring was nonstop. Employee headcount rose 6% and we now have 250 employees. And yet we could use so many more. Remember – Fireline has a referral bonus plan. Our best employees come from our own Fireline family!

Our greatest need is service technicians. Our Leesburg Office need Fire Extinguisher/Restaurant Hood technicians and both Leesburg and Baltimore offices need Fire Alarm and Sprinkler Service Technicians. If you know anyone who you think may be a great add to the Fireline family – please reach out to Joyce Cole in HR.

We also started our Inspectors Boot Camp program in 2023. A 10 week training program for entry level technicians looking to learn test and inspection service in fire alarm and sprinkler. We are planning to hold this course again in the spring. If you have people looking to learn a great trade – please let us know.

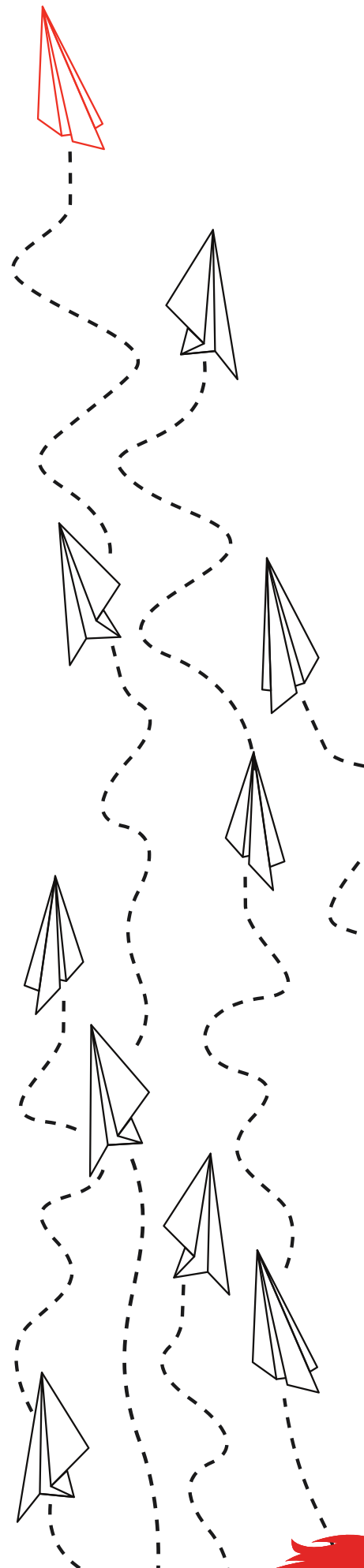
We also did a lot of restructuring in 2023, changing leadership roles and department divisions. While I know this can be confusing at times, the changes are starting to take hold and all of them for the positive. I am proud of how we are managing the changes that it takes to adjust to Fireline's growth.

As for 2024, I am very much looking forward to continued forward progress. We are becoming a sizeable business in not only our industry, but amongst local businesses as well. And we are finding a way to grow while still holding true to our culture and core values – Quality, Integrity and People.

Thank you all who made 2023 a success and thank you for the positive energy you have going into 2024. It truly is the people here at Fireline that make every difference in how our companies grows. As always, I am grateful for all that you do for Fireline.

**“If everyone is moving forward together,  
then success takes care of itself.”**

– Henry Ford





# New to the Team

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



9/11/23



**Calvin York Jr.**  
System Service Technician

9/12/23



**Brad Mays**  
System Service Technician

10/2/23



**Ardie Jenkins III**  
Vehicle Systems Service Technician

10/2/23



**Brittney Luttrell**  
Service Coordinator Technician

10/2/23



**Nicolas Soper**  
System Service Technician

10/16/23



**Nicholas Perry**  
Fire Alarm Sales Representative

10/16/23



**Gorsha Reitterer**  
Electrical Install Technician

10/16/23



**Patrick Weaver**  
Sales Manager

10/23/23



**Jack Sigmon**  
System Service Technician

10/30/23



**Steve Cody**  
System Service Technician

11/01/23



**Howard Gross III**  
System Service Technician

11/6/23



**Jerral Dyer**  
Pre-Engineered Install Technician

11/6/23



**Malcolm Muhammad**  
Fire Alarm Designer

12/11/23



**Jacob Atkins**  
System Service Technician

12/11/23



**Amy Martinez**  
Service Coordinator

12/11/23



**Lorna Slebzak**  
Service Coordinator

1/2/24



**Cassandra Miranda**  
AP Assistant

1/8/24



**Kevin Gillhouse**  
System Service Technician

1/8/24



**Garrett Radke**  
System Service Technician

1/8/24



**Eric Ramey**  
System Service Technician

1/8/24



**Chris Fortier**  
System Service Technician



**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](mailto:mmeyers@fireline.com)

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



**Tobin Jason  
Tetzloff**

Inspection and Testing  
of Water Based Systems  
Level I



**Brian Lipscomb**

Fire Alarm Systems  
Level I



**Dan Evangelesti**

Special Hazards  
Level I



**Brandon Edwin  
Dayhoff**

Inspection and Testing  
of Water Based Systems  
Level I



**Edwin Montano**

Water Based Sprinkler  
Layout  
Level II



**Jonathan Miller**

Inspection and Testing  
of Fire Alarm Systems  
Level III





# Congratulations!



NEWLYWED

**Kelsey and Andy McAuliffe**  
Married | July 3, 2023



NEWBORN

**Jace Saint Craig**  
Heather Slagle's Son  
December 31, 2023 | 6 lbs 12 oz



NEWBORN

**Kehlani Yuri Bess**  
Dwon Bess Jr's Daughter  
December 2, 2023  
7 lbs 3 oz



NEWBORN

**John Quinston**  
TJ Timpson's Grandson  
August 2, 2023



NEWBORN

**Zoey Eramian**  
Ken Barnhart's  
Granddaughter  
May 10, 2023



# BALTIMORE HUNGER PROJECT

This was our 5th year working with Baltimore Hunger Project.

As always, our team was highly efficient - packing 500 food bags and 500 snack bags in just one hour! Fireline covers the cost of all the food and our team puts the bags together - saving time and money for the volunteers who work at Baltimore Hunger Project.

These food bags help feed children in Baltimore City and Baltimore County over the weekend. These are kids that typically rely on the free breakfast and lunch programs at school for most of their meals. Helping these kids have access to meals over the weekend ensures they do not show up to school hungry on Mondays.

Baltimore Hunger Project feeds almost 2,000 kids a week. Their waitlist is very long, and it takes a lot of resources to grow the program. Warehouse space, money for food, and an increased need for volunteers and staff.

Check out our video of the event on our Instagram account [here](#).



*If you were unable to help participate but would like to contribute, here are a few ways you can help:*

## 1. Donate

**EVERY LITTLE BIT HELPS!**

Solving poverty is a complex issue, but feeding Baltimore area children is not. NOTE: **A donation can be made payable to Baltimore Hunger Project and mailed to 9596 Deereco Road, Timonium, Maryland 21093.** Make a difference and donate today. Help us discreetly provide students with nourishment for the weekend.

## 2. Make Notes of Encouragement

**SUPPORT KIDS THROUGH TOUGH TIMES**

The notes of encouragement should be handwritten, simple and colorful and about the size of a large notecard. Turn into Tori at the Baltimore Office front desk and she will get them over to BHP. Great Activity with the kids!





# FIRELINE CUSTOMER SERVICE COMMITTEE 2023 YEAR IN REVIEW

The Fireline Customer Service Committee was very busy in 2023. They saw a few changes as well as facilitated quite a few fun activities.

The Fireline Customer Service Committee's primary focus for 2023 was "Internal" customer service. Everything they did Centered around "Internal" customer service, and what it means. The main goal was to have the different departments of Fireline get a better understanding of what every other department did to have a better understanding of how to deal with each other in a positive supportive light. Some of the activities the customer service committee Introduced were:

- Game days. They would Set up different board games in the kitchen area to encourage aunts from different departments Games against each other. Sometimes they would provide lunch.
- Hosted a technician, Truck wash where members of the committee and members of the leadership team participated in washing vehicles for the technicians out in the field.
- Held a Mario kart tournament in the Training Room where we had participants from all over Fireline battled it out in a winner take all Mario kart tournament. Brian Lipscomb was the tournament champion!
- Helped create The Fire Away podcast that has had multiple Fireline interviews from our president Anna, technicians in the field, as well as other members of Fireline. Fireaway is hosted by 3 of our committee members, Mark Meyer, Matt Williams and Fred Anders.
- Hosted a holiday scavenger hunt where participants had to search and find different holiday themed items.
- Bi-weekly tidbits were sent out in an effort to keep internal customer service in the forefront of everyone minds.



All of these games and activities had the internal customer service theme in mind.

The committee also had a few changes in members during 2023. David Gates, Deion Minor, Bladimir Ventura and Mike D'Angelo, who were all founding members of the customer service committee and help guide it to where it is today all stepped down during 2023. Fred Anders assumed role of chairman and they added Kenzie Woodward, Ryan Malloy, And Trevor Basso as new members. Mark Meyer and Matt Williams elected to stay on as well as Amanda Drury and Susan Hunt. Mark and Matt were also founding members of the committee and have helped guide it to where it is today and continue to put forth great effort to help make the customer service committee the best it can be.

All in all, it was a very successful year for the committee. If 2023 is any indication of what 2024 is going to look like then I think it's safe to say, we expect great things from the committee this coming year! So be on the lookout for fun and exciting activities coming from your Fireline customer service committee in 2024.



# HEY... Field Team!

**See a system that needs  
an upgrade?**

**Or a company that doesn't  
have a service contract?**

## **GOOD NEWS!**

We have a new and simplified method for  
submitting leads to the sales team.

**Just email [leads@fireline.com](mailto:leads@fireline.com) and include  
the basic information:**

- Company Name
- Address
- Contact Person Name & Number/Email
- Type of System
- Details about the lead

We will take care of the rest and follow up  
with you if we close the contract.

## **Questions?**

Email Dave Taylor at [dct@fireline.com](mailto:dct@fireline.com)





# AAAAAAND WE'RE BACK!



After four long years without a in-person holiday party, we decided to bring it back in our favorite way – with Casino Night!

The party hosted at Laurel Park was a big success. Employees showed up in style to spend time with our Fireline family, have a lot of laughs, do some dancing, and win some raffle prizes. Thanks to all who came and made it such a special night.















# Safety Incentive Program



Nicholas Clements

**NOVEMBER**

Safety Incentive Program Award Winners have no lost time accidents.

**REMEMBER, STAY SAFE!**







# Employee Recognition Awards

Quarter 3



**Amanda  
Drury**



**Makenzie  
Woodward**



**Juan  
Esperanza**



**Mario  
Castillo**

Quarter 4



**Laura  
Vasilenko**



**George  
Hampton**



**Rachael  
DeWitt**



**Joe  
Dieumegarde**



## HAVE A TEAMMATE WHO'S *On Fire?*

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

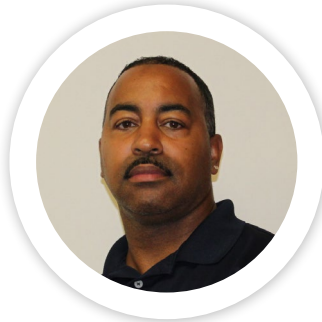
Email [ERA@fireline.com](mailto:ERA@fireline.com) with your nominee and a brief description of why they deserve the award.





# Kudos!

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Greg Diaz and Cameron Justice

**FROM A CUSTOMER**

Your two techs were great! Very helpful, very friendly, and not only fixed the problem in question but made a number of other improvements to our equipment as well.

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Steve Twain and Dwon Bess Sr.

**FROM A CUSTOMER**

I was writing today to thank Steve and Dwon for the wonderful service and kindness provided when I brought my extinguishers in for service. Dwon volunteered to carry the extinguishers for me with a smile and Steve was accommodating, efficient and friendly. It was a day closed to walk in customers with a sign on the door but they assisted me and provided the service with a smile. I have been a customer of Fireline for over 25 years with several businesses and have always received great customer service. While I didn't think the service could improve, it has become exceptional. My thanks to Steve, Dwon and the management. Great to patronize a woman owned business.





Kelsey McAuliffe

FROM A CUSTOMER

Thank you. Your techs did a great job today. Kelsey was amazing!!!



Jason Swieczkowski, Tyler Smith, Bryan Shirley,  
Adrian Ceballos, Orlando Ibanez

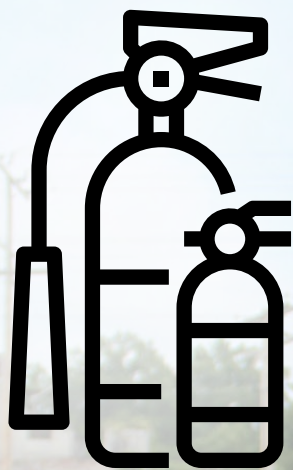
FROM A CO-WORKER

Recently, we had the opportunity to work at installing fire curtains in two large paint booths that were protected by Victaulic Vortex systems previously installed by Fireline. The customer has been the industry leader since 1925 in the manufacturing of extremely large crawler cranes. The Fireline crew of technicians took this project on without any hesitation despite never having seen one much less installing 4 fire curtains of this size. Our electricians handled the tie-in and control side of things while our mechanical guys hung, trimmed, and adjusted the curtains for smooth operation. Very proud of these guys to say the least- teamwork, decision-making, and problem-solving were on full display! Great job completing this project and communicating with the client.





# 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.**



# Halloween 2023





# Photos



Fireline Receives 60 Year Membership Award from ABC Baltimore



Part of the Vehicles Department OGS



Dave Krenzer Doing His Thing



Cleaning Up After a Deluge Test



Anna at Jobsite Visit



Thom Providing a Hot Breakfast During the Holidays



Don't Touch That Wire!



# Photos



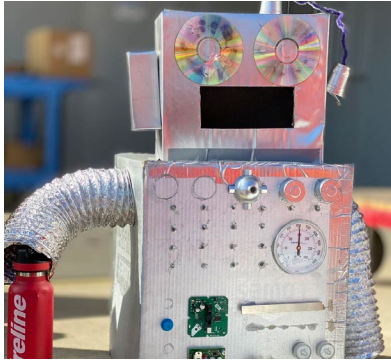
Accounting and HR Team Paint and Sip



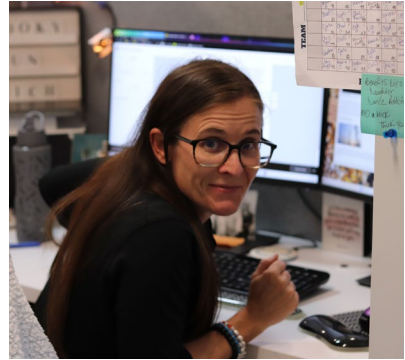
Ken, Craig and Edwin



Anna and the Warehouse Cat Felix



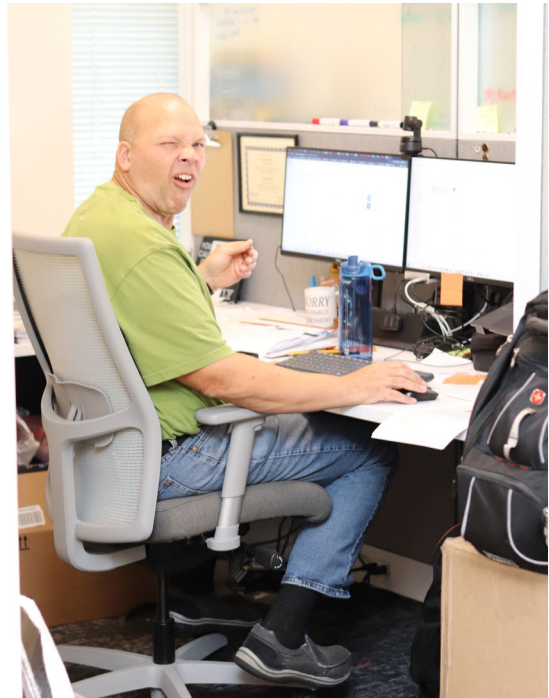
RO'BE the Warehouse Robot



Everyone's Favorite PZ Guru



Mark and 'Fireline Jack'



Matt at His Finest

# Happy Birthday!

## JANUARY

Reggie Burton	1
Joyce Cole	1
Marty Ibbott	5
Sean Harper	6
Danny Nieves	6
Kevin Young	7
Jesse Snyder	7
Ashley Reddinger	7
Stephen Imhoff	8
Rick Zink	10
Ryan Malloy	10
Howard Gross III	14
Eusebio Ventura	15
Fran Whiting-Lewis	16
Kenneth Radke	16
Jason Jarrell	16
Jawaun Huff	16
Edwin Montano	19
Gary Cardoza Jr.	20
Ever Sanchez	25
Kelsey McAuliffe	26
Frank Bernadzikowski	27

## FEBRUARY

Guy Hornig	2
Mike D'Angelo	2
Matt Williams	3
Joseph Dieumegarde	5
Joseph Dantoni IV	5
Lisa Malone-Troutman	6
George Hampton III	6
Scott Easton	10
Mike Maloy	11
Devin Dunnigan	14
Nicholas Perry	14
Joseph Dantoni III	14
Frank Chenoweth	15
Jason Wenger	15
Brad Mays	17
Hamlet Santana	18
Harlie Brewington Jr.	19
Michele Flanagan	21

## MARCH

Stephen Dreyer Jr.	2
David Gates	6
Steve Cody	8
Tim Gott	8
Brandon Dayhoff	12
David Taylor	13
Samuel Payne	13
Dwon Bess Jr.	17
Matthew Embrey	20
Robert Winneberger	28
Adrian Ceballos	30
Jeremiah Schleupner	31

## APRIL

Ashley Schleupner	3
Nicholas Sieminski	6
Bladimir Ventura	6
Angela Lester	7
Rick Kavlich	7
Heather Slagle	7
Tobin Tetzloff	10
Drew Parr	11
David Henson	11
Stacey Lockner	11
Dennis Bryant	11
Makenzie Woodward	12
Jeffrey Richards	12
Stephen Dreyer	14
Jerral Dyer	15
Ben Kopp	15
Candace Slagle	20
Kyle Miller	20
Justin Baker	21
Joseph Blasko	23
Christopher Borkoski	24
Kelly Keppley	25
Patrick Jarrell	26
Matthew Adams	27
Hassler Lopez	29
Zack Eberly	30



# ANNIVERSARIES

Cindy Rueppel

**45 YEARS**

September 25th was Cindy Rueppel's 45th Anniversary with Fireline.

Cindy has been the support network of Fireline since she started back in 1978. She has seen many changes over the years, but the one thing that does not change is her kind and caring nature.

Cindy's buddy and Fireline retiree Phil Bowers even stopped by to celebrate.

Congrats Cindy!



Todd Everitt

**40 YEARS**

December 5, 1983 Todd Everitt began his career here at Fireline. Todd was in our service department working on suppression systems and alarms, later working with pre-engineered systems before heading into suppression installs. Todd is a wealth of knowledge, especially with suppression systems. He is the go-to for many employees here and has helped on countless projects along the way.

Thank you Todd for 40 years of service to Fireline! What an incredible accomplishment. Congratulations!



# RETIREMENTS

## Steve Clarke Retires

BY ANNA GAVIN

Please join me in wishing Steve Clarke well in his retirement and thanking him for 46 years of service to Fireline!

Steve has been with Fireline since 1977 working as a Portables technician and later a Suppression technician for many years. Steve then moved into the office as the System Service dispatcher (back when we had only one dispatcher!). From there he moved into our Accounting department as a collections rep. Steve was quite the bill collector!

I have many fond memories of Steve through the years. When I started in 2001 I worked the phones in reception and as dispatcher, Steve received many of the incoming calls. We all knew his bark was worse than his bite (he was known to bring flowers to the ladies up front after a particularly stressful day). At the end of the day – Steve is an exceptionally kind person and has been a loyal asset to Fireline for many years. I am grateful for all his years here.

Steve has been mostly part time and remote the past few years, easing into his retirement. So now he can begin the real retirement! Steve loves to fish and hunt, he loves his wife Terry and their family. He loves his cats (me too Steve, me too).

I am happy for Steve as he officially starts this well-deserved journey.

Thank you Steve, and go enjoy that Retirement!







### Bill Gibb Retires

BY ANNA GAVIN

This January Bill Gibb is retiring from Fireline after 27 years.

Bill started at Fireline in November of 1996. He started his career here as a Fire Alarm technician having come to us from Simplex. He met Frank Chenoweth at a fire pump training class and Frank recruited him to come work for the good guys.

He worked in the System Service department on Fire Alarms for many years. Through that time he always showed an interest in Safety, acting as a founding member of the Safety Committee. When an opportunity opened up to manage the vehicle fleet in 2011, Bill was offered the position of Materials Resource Manager, overseeing both the Fleet and Safety.

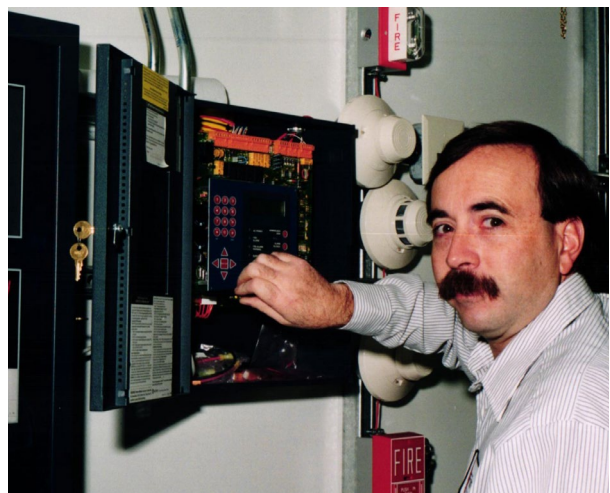
Bill helped to make many changes to our fleet management, instituting policies that still stand today. Since taking over the fleet he helped Fireline save money in vehicle maintenance costs by purchasing and managing a younger fleet of vehicles, preventing us costly downtime in repairs. Bill was also instrumental in helping us to get better safety ratings by hosting defensive driving courses as well as training our staff in OSHA 10 and 30 hour. He also oversaw our facility safety and security as well. He also was pretty handy with a grill and often cooked for our Fireline cookouts.

While Bill's role required him to be a "big brother" at times, he always worked for the good of Fireline. Bill could always be counted on to answer the call - no matter the time or day. Responding to everything from car accidents, to worker injuries, or burglaries or security breaches at the office - Bill always made himself available. He is someone we all could rely on in a time of need.

True to form, Bill has requested that his Retirement sendoff be a good old fashioned Fireline cookout in the Baltimore parking lot. Since he is retiring in January, we decided to postpone the farewell until the spring on April 30th. There we can where we can wish Bill Gibb well with some grilled meats and baked beans.

Bill is busy with plans already for his retirement such as fishing, hanging out with his two new puppies, and working on a long "honey-do" list his wife has made him.

Congrats Bill and thank you for 27 great years





# Happy Anniversary!

## JANUARY

Neil Walters	24 Yrs
Lisa Malone-Troutman	23 Yrs
Derrick Meilhammer	12 Yrs
Kenneth Radke	12 Yrs
Elizabeth Zeledon	11 Yrs
Hermela Solomon	6 Yrs
Joseph Hipkins	6 Yrs
Fran Whiting-Lewis	5 Yrs
Heather Slagle	4 Yrs
Joshua Schleupner	3 Yrs
Christopher Borkoski	3 Yrs
Thomas Jarrell III	3 Yrs
Quinn Sims	2 Yrs
Elizabeth Bolton	2 Yrs
Juan Esperanza	2 Yrs
James McGraw	2 Yrs
Makenzie Woodward	1 Yr
Jonathan Miller	1 Yr

## FEBRUARY

Matt Meyers	23 Yrs
Charlie Miskimon	19 Yrs
Janet Griffin	12 Yrs
Dwon Bess Jr.	9 Yrs
Robert Stallings	8 Yrs
Michael Stewart	6 Yrs
Deanna White	6 Yrs
Mike Sirak	5 Yrs
Loren Crookshanks	4 Yrs
Michele Flanagan	4 Yrs
Paul Thompson	1 Yr
John Parker	1 Yr
Jordan Kolb	1 Yr
Laura Vasilenko	1 Yr

## MARCH

Bill Bonney	30 Yrs
Barbara Haas	26 Yrs
Kevin Young	21 Yrs
Gary Hoddinott	20 Yrs
TJ Timpson	20 Yrs
Charlie Harris	18 Yrs
Gary Cox Jr.	17 Yrs
Rasanjali Wisidagama	16 Yrs
Julio Castro	16 Yrs
Lewis Lucas	12 Yrs
Amanda Drury	10 Yrs
Christopher Denbow	9 Yrs
Todd Bates	8 Yrs
Antonio Scott	7 Yrs
Faith DeWitt	6 Yrs
Jeffrey Tressler	6 Yrs
Gregory Granger	5 Yrs
Ever Sanchez	3 Yrs
Rachael DeWitt	3 Yrs
Johnnie Johnson	3 Yrs
George Thompson	3 Yrs
JJ Wenger	2 Yrs
George Hampton III	2 Yrs
Robert Parsons	2 Yrs
Anna Barnett	2 Yrs
Sarah Tillman	1 Yrs
Justen Harmon	1 Yrs
Patrick Nagle	1 Yrs

## APRIL

Harry Lowman	22 Yrs
Danny Nieves	20 Yrs
David Henson	17 Yrs
Steve Twain	16 Yrs
Michael Grow	15 Yrs
Michael Ramiro	10 Yrs
Eusebio Ventura	8 Yrs
Cleyde Soto	8 Yrs

Heather Meyer	8 Yrs
Caleb Chavis	6 Yrs
Stacey Lockner	2 Yrs
Bailey Robison	1 Yr
Luis Trinidad	1 Yr
Adrian Ceballos	1 Yr
Samuel Payne	1 Yr