

May 2024



FEATURING: Inspector's Bootcamp



ALSO IN THIS ISSUE:

• FIRELINE'S FAMOUS FAMILY MEMBER



Fire Flyer Vol. LXXVII No. 2

A STRONG START

Anna Gavin
May 2024

2020

COVID

2021

Building
reconstruction

2022

Major supply chain
and price problems

2023

Department
and leadership
restructuring

Let's just say it has been an exhausting couple of years. There has been nonstop disruption to our business for an entire high school career! That said – it has been a journey worth taking to get to this point because 2024 has started off stronger than ever.

Not only was it a strong first quarter financially – the entire company feels strong. We have teams working together better than ever. The leadership team has clear direction on how their objectives align with the company goals. We are making great hires to add value to our customers. We are evolving sales relationships with high-end customers. Overall - we are building a strong business in the post-COVID era.

It means this year we can focus on the basics of running a good business. Less disruptions and more forward progress.

Our strategic plan this year revolves around 4 objectives.



Hiring and Training



Unifying the Sales
Teams and their Focus



Improving Efficiencies with
Scheduling and Purchasing



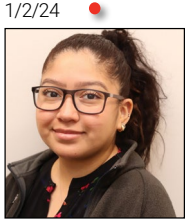
Collaboration between
Leadership and Teams

**"Keep up the great
work everyone!"**

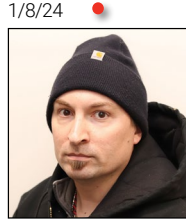
I am pleased to say that our leadership teams are all reporting progress on their goals and that our employees are making an impact each day to building our healthy and happy company. I am very proud of all that everyone does to make us a great company and am very excited to see where the year leads us. Keep up the great work everyone!

New to the Team

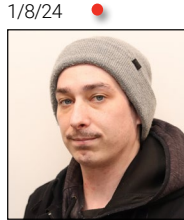
Join us in welcoming all of our new Fireline employees. Lots of new faces to learn, so take note!



Cassandra Miranda
Accounts Payable
Assistant



Chris Fortier
Service Technician



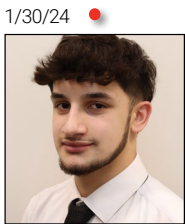
Kevin Gillhouse
Service Technician



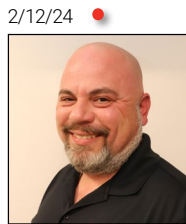
Garrett Radke
Service Technician



Eric Ramey
Service Technician



Shan Azamy
Intern



Dan Whiteaker
Install Technician



Tyler Drummond
Service Technician



Josue Siles
Sales Representative



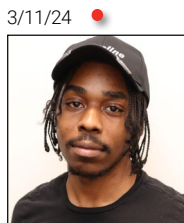
Devon Ambrose
Apprentice



Brandon Ebert
Apprentice



Andres Herrera
Apprentice



Douglas Wright III
Apprentice



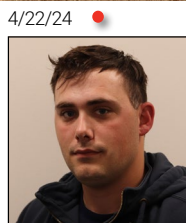
Daryl Cannon
Service Technician



Zachary Dieumegarde
Apprentice



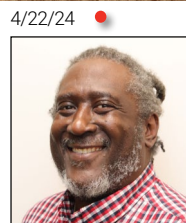
Marcus Turks
Service Technician



Dustin Burns
Service Technician



Donovan Martin
Service Technician



Larry Stevenson Jr.
Service Coordinator

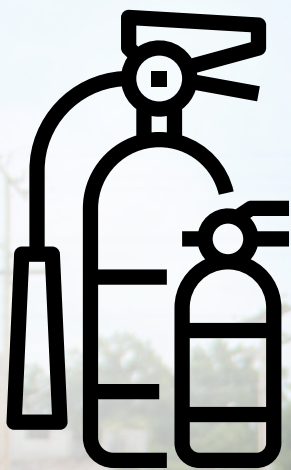


Kenny Wheeler
Service Technician



John Waters
Install Technician

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.



Congratulations!



NEWBORN

Daniel William Henson

Son of Dave Henson

February 13, 2024 | 7lb. 6oz.



NEWBORN

Sophia Elizabeth Schleupner

Daughter of Ashley Schleupner and Jeremiah Schleupner

March 4, 2024

7 lbs 8.5 oz | 19 inches long

(a Fireline baby! Both mom and dad work here!)



NEWBORN

Presley Lynn Radke

Daughter of Garret Radke

April 19, 2024

7lbs 9oz | 19.5 inches long

Get Yourself on the NICET Wall!

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

Getting NICET certified is a big achievement in the fire protection industry.

Congratulations to those who achieved their NICET recently.



Steve Cody

Inspection and Testing of Water Based Systems – Level III



Dylan Bates

Inspection and Testing of Fire Alarm Systems – Level I



Rick Preston

Inspection and Testing of Water Based Systems – Level II



Nick Copsey

Inspection and Testing of Fire Alarm Systems – Level II



Reminder

Submit your Tech Leads!

Don't miss out on that well deserved bonus.

Bonus Amounts:

New Monitoring Account Leads \$50 each

Service Inspection Contract Leads \$100 – \$600

Installation Leads \$25 – \$200



How to Submit a Lead:

Email leads@fireline.com or lmalone@fireline.com with
Company Name / Address / Contact Person Name and
Number / Type of Service Needed / Any Other Details.

What is a Lead Bonus?

Leads are sent by employees to our sales department to give Fireline an opportunity to capture new work. **Employees receive a "lead bonus" if the lead turns into closed work.**



INSPECTOR'S BOOTCAMP



The skilled trades industry is one that has been struggling for years with new generations of high school graduates. In recent years there has been more of a call to action to bring attention to the many benefits of working in the skilled trades.

Fire protection is a specialty skilled trade – an even more difficult place to find technicians than the more commonly known trades such as electrical and plumbing/HVAC. People in our industry are always complaining that we cannot find enough good labor. Hiring is our top business challenge and it has been for years.

The only way to combat this trend is to INVEST. It is our responsibility as a business in this trade to put in the time and money to help bring in the tradespeople of the future.

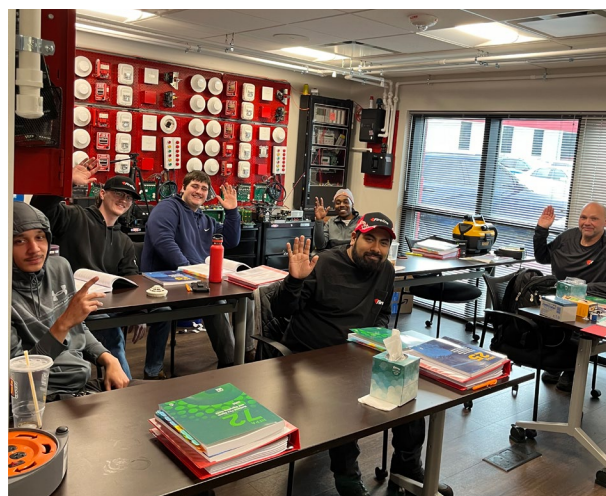
With this in mind, Fireline has begun our "Inspector's Bootcamp" program. One to two times per year we are hiring a class of students and putting them through a 10 week program to teach basic test and inspection of fire alarm and sprinkler systems.

The class is lead by our Training Manager Matt Meyers and supported by various field "mentors". The 10-week course includes classroom training, field ride alongs, shadowing, safety training, technology training and customer service training.

Our first class graduated this past January – congratulations to Calvin York, Alex Dibbern and Jack Sigmon! These three are well on their way to starting a great career as inspectors.

Our spring 2024 class is currently underway with 5 students. We look forward to seeing them complete this course and becoming graduates themselves.

"The skills gap is a reflection of what we value. To close the gap we need to change the way the country feels about work." – Mike Rowe



FIRELINE'S FAMOUS FAMILY MEMBER

Beloved Baltimore celebrity John Waters Jr. came to visit Fireline this winter. While most know John Waters for his cult films like *Pink Flamingos* and *Polyester* or his mainstream hits like *Hairspray* and *Cry Baby*, around here we always make sure to emphasize the Jr. in his name.

Son to Fireline's founder John Waters Sr., John grew up with Fireline in his life from an early age. While John had bigger and more artistic ambitions for his future, that didn't stop him from giving the "work for dad" thing a try. Fortunately for his

fans, John's career at Fireline only lasted a few hours before he declared that fire protection was definitely not for him.

John came by for a visit to the newly renovated office and reflected on the many changes to the company over the years. He continues to be a strong supporter of his niece Anna as she continues to lead the company in it's third generation of the Waters family. Fireline employees like to brag that we are all related to John through the company!





Safety Incentive Program



Antonio
Scott
FEBRUARY



Nate
English
MARCH



Duffy Nagle
APRIL

Safety Incentive Program Award Winners have no lost time accidents.

REMEMBER, STAY SAFE!





Get Yourself on the **NICET Wall**

**FOR MORE INFORMATION ABOUT NICET
AND NICET PREP, CONTACT MATT MEYERS
MMEYERS@FIRELINE.COM**



GENERAL REQUIREMENTS FOR CERTIFICATION



PASS EXAM(S)

Pass exam or exams



EXPERIENCE

Specific industry
related experience
(Major Project at Level IV)



PERFORMANCE

Successful performance
of key role-specific
activities



RECOMMENDATIONS

Personal recommendations
(Levels III and IV)



RECERTIFY

Certification must be
maintained through CPD &
recertified every 3 years



Employee Recognition Awards



**Quinn
Simmons**



**Scott
Easton**



**Duffy
Nagle**



**Jeremy
Mohoney**



HAVE A TEAMMATE WHO'S *On Fire?*

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

Your nomination can be made on
the form on *Firenet* or by emailing
ERA@fireline.com with your nominee
and a brief description of why they
deserve the award.



Kudos!



Kevin Young

FROM A CO-WORKER

Kevin, Mike Levasseur was extremely impressed with you at the site walks in Ocean City. He contacted me yesterday and I told him I'll pass the message to you. He was particularly impressed by your proficiency with the laser measure, flashlight, and your comprehensive understanding of sprinkler systems. Mike noted that you were the most knowledgeable and well-prepared salesman present during the walkthrough. Keep up the excellent work, Kevin!



MacKenzie Woodward and Ami Berlanga

FROM A CUSTOMER

I need to talk with you about MacKenzie at your Leesburg office. She is a Gem ☺! You need to have McKinsey and Ami in your Leesburg office run Fireline. They are the best. They are very knowledgeable and responsive to all my questions and needs.

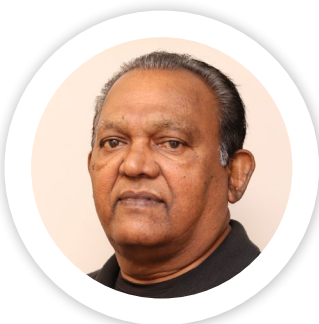
We had a situation on Sunday morning at 5:00 am. Both Fire Marshals came out and visited us and Johnny one of your technicians from VA came out and he was very nice and helpful and took care of us with a great attitude.



Caleb Chavis

FROM A CUSTOMER

I can't say enough good things about Caleb Chavis. The Tate team in Salisbury had the same feedback, he goes above and beyond, and they want him back next time, as do I. I'm also pleased that Fireline is able to serve all my locations. I intend to use Fireline annually going forward.



Tim Gott, Mike Stewart, Rupert Mangal,
Justin Baker, Bob Parsons

FROM A CUSTOMER

Tim, Mike, and their pump crew as well as our Fireline Site Technicians of Rupert, Justin and Bob went about assembling the pump. Assembly and installation were completed on March 2nd. When we went to start the pump for the first time, we discovered the motor was tripping the main breaker. After extensive troubleshooting, the breaker was replaced, and a pump test was scheduled for March 8th. The pump passed the acceptance test without an incident. This was the best example of teamwork, skill of the craft, patience, flexibility, positive attitude, can do attitude and ability to overcome obstacles I've seen. Tim's ability to assemble the right team, his customer focused attitude, and his humble demeanor are no doubt the leadership skill sets others should embrace to be successful.

**SAFETY IS OUR BUSINESS.
DON'T FORGET TO MAKE IT YOURS.**

For safety training and information
contact Matt Williams at mwilliams@fireline.com





HAVE YOU LISTENED TO THE FIRE AWAY PODCAST LATELY?

2024 has been off to a great start with some really entertaining listens.

You can find the podcast on Apple Podcasts and Spotify. And don't forget to follow us on Instagram at @Fire_AwayPodcast!

2024 EPISODES

EPISODE 14: REGGIE BURTON

EPISODE 15: DAVE FRASER, PRESIDENT OF SILCO FIRE

EPISODE 16: ORIOLES BASEBALL WITH O'S FANS MARK AND FRED

EPISODE 17: CINDY RUEPPEL

EPISODE: 18: STEVE IMHOFF

EPISODE 19: CHRIS TROUTMAN

EPISODE 20: DAVE HENSON

EPISODE 21: OKLAHOMA CITY BOMBING DEMOLITION EXPERIENCE WITH FRED ANDERS

EPISODE 22: MATT WILLIAMS

EPISODE 23: JOHN PLETCHER WITH PLETCHER FIRE

EPISODE 24: CHRISTA POSS FROM MIDWEST ALARMS



RETIREMENT - ON TO THE *Next Chapter!*



Bill loves a BBQ!

Bill Gibb retired this January after 27 years at Fireline. When asked how he wanted to celebrate, he immediately said "With a cookout!". Often acting as our BBQ grill master, Bill participated in many cookouts over the years. It seemed fitting to wait for the spring so we could send him off in true Bill style.

As our Safety and Fleet Manager for the past 13 years, employees gathered for the cookout in their safety gear and donned fake moustaches to honor Bill's well known 'stache. It was a great day for a cookout and a great day to celebrate Bill. Congrats Bill and we will see you around when you come in to teach OSHA classes!



RETIREMENT - ON TO THE *Next Chapter!*



Ron Retires!

Congrats to recent retiree Ron Eure who worked for Fireline from 2008 through 2024 as our Systems Sales Manager. Ron was known for his fun hat collection which he often sampled on conference calls. Naturally we had to wear silly hats to his retirement celebration. Congrats Ron and enjoy retirement!



Photos



Anna , Dave and Shannon at the NFMT Show



Vehicle team



Vehicles



Is this part of inventory?



Eclipse watchers



Spring Colors - Lookin' Good fellas!



Fall protection training



Opening day fans



Rick Preston, Tim Gott, Nick Copsey and Edwin Montano
in Soft Skills Training

Photos



Anna Gavin, Shannon Adkins and Jason Litten run the Cherry Blossom 10 Miller in DC



Dick Bauer visit!



Dwon wears this well



Parking lot aerial view



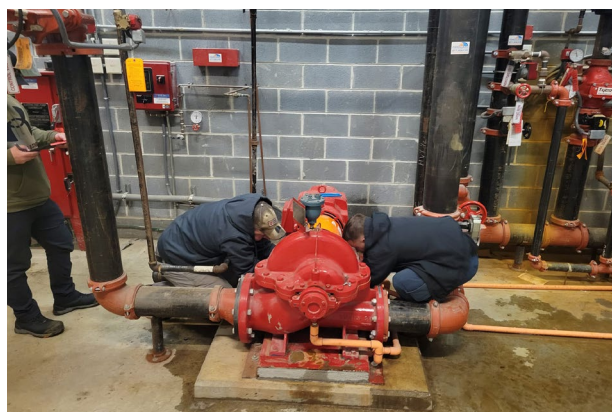
Bill Bonney celebrates 30 years with Fireline!



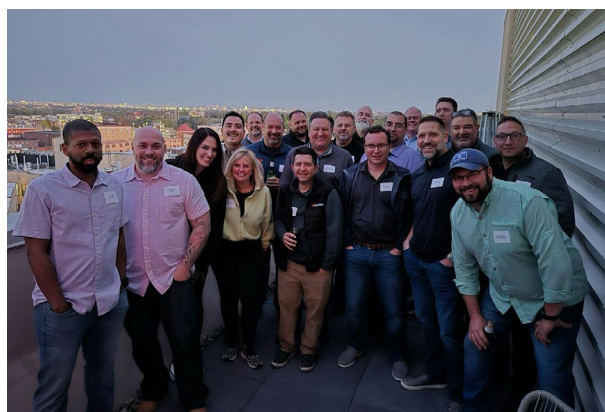
Marty and the Mini Car



At the National Facility Management & Technology event in Baltimore.



Fire Pump Inspection is a team effort



Gary Cox, Mark Meyer and Matt Benfield attend the Nonamer II meeting

Photos



This year's Bacon Wheel volunteers



Vacay bottle



Strategic Planning Meeting means reading a LOT of data



Tori and the backpack vac



George Clayton and Nick Perry at the NFMT show



Michele Flanagan rocking fireline gear



Outdoor training in the nice weather



Laura Vasilenko and Tori Cowley

Happy Birthday!

MAY

Matt Meyers	1
Jeff Brown	1
Paul Thompson	2
Laura Vasilenko	3
Landen Barber	4
Sly Washington	5
Deanna White	7
Rich Sigethy	8
Bill Bonney	9
Nick Johnson	11
Susan Hunt	12
Steve Twain	15
Tyler Smith	17
Bailey Robison	17
Gary Cox	18
Greg Smith	20
Mike Stewart	23
Nick Hall	24
Cameron Justice	26
Charlie Harris	31

JUNE

Caleb Chavis	1
Larry Scott	2
Davon Bess	3
Johnnie Johnson	4
Nate English	8
Orlando Ibanez	10
Terence Kirks	12
Ike Austin	12
Loren Crookshanks	16
George Clayton	17
Shawn Patterson	18
Sarah Tillman	21

Dylan Bates	22
Kirsten Gatton	23
Chris Troutman	24
JJ Wenger	25
Ted Richter	25
Bill Donohue	25

JULY

Shaun Austin	1
Elizabeth Zeledon	1
John Waters	5
Antonio Scott	7
Shan Azamy	7
Greg Diaz	8
Quinn Sims	9
Patrick Weaver	10
Cassandra Miranda	12
Douglas Wright III	16
Gary Hoddinott	17
Mike Ramiro	19
Bryan Shirley	19
Joe Parmer	20
Joey Gunther	20
Donavan Martin	26
Jason Litten	29
Angelo Santos	29

JULY

Anna Gavin	1
Josue Siles	1
Al Riefflin	1
Daniel Jackson	4
Jason Swieczkowski	5
Jake Atkins	8

Michael Romingo	10
Hermela Solomon	12
Bradley Combs	16
Ras Wisidagama	18
Dustin Burns	18
Shannon Adkins	22
Saera Sophareth	22
Nick Copsey	22
Gorsha Reitterer	25
Alex Evans	26
Todd Everitt	28
Ardie Jenkins	28
Eric McCloud	29
Todd Bates	29
Charlie Miskimon	29

Happy Anniversary!

MAY

Scott Easton	1 Yr
Robert Winneberger	1 Yr
Keith Oliver	2 Yrs
Marty Ibbott	34 Yrs
Mitch D'Angelo	6 Yrs
Rupert Mangal	15 Yrs
Eric Robertson	16 Yrs
Al Riefflin	24 Yrs
Mike D'Angelo	7 Yrs
Alex Dibbern	1 Yr
Brian Lipscomb	1 Yr
Terry Parkinson	1 Yr
Craig Steinbock	14 Yrs

JUNE

Joey Gunther	3 Yrs
Cameron Justice	3 Yrs
Matthew Merson	6 Yrs
Deion Minor	6 Yrs
Jeffrey Richards	6 Yrs
Kristi Hampton	7 Yrs
Sean Harper	2 Yrs
Lisa Tiedemann	6 Yrs
Bradley Combs	1 Yr
Orlando Ibanez	1 Yr
Sly Washington	1 Yr
Chris Troutman	20 Yrs
Stephen Dryer Sr.	9 Yrs
Mark Meyer	10 Yrs
David Gates	22 Yrs
Eric McCloud	6 Yrs
Jawaun Huff	1 Yr
Nicholas Johnson	1 Yr
Hamlet Santana	1 Yr
Douglas Wright II	1 Yr
Tori Cowley	7 Yrs
Angela Lester	8 Yrs

JULY

Guy Hornig	10 Yrs
Joyce Cole	1 Yr
Richard Mosley	1 Yr
Shawn Patterson	1 Yr
Ashley Schleupner	1 Yr
Kyle Miller	8 Yrs
Brett Carter	2 Yrs
Chase Redden	2 Yrs
Mario Castillo	3 Yrs
Joseph Dantoni IV	3 Yrs
Alex Evans	3 Yrs
Kelsey McAuliffe	3 Yrs
Candace Slagle	3 Yrs
Nicholas Copsey	9 Yrs
Kelly Keppley	4 Yrs
Kirsten Gatton	1 Yr
Saera Sophareth	1 Yr
Logan Stegall	2 Yrs
Ted Richter	9 Yrs
Daniel Jackson	4 Yrs
Edwin Montano	10 Yrs
Stephen Imhoff	50 Yrs
Brad Ramey	1 Yr
Jesse Snyder	1 Yr
Leonel Cartagena	3 Yrs
Jason Wenger Sr.	4 Yrs
Fawn Dyson	26 Yrs
Frank Bernadzikowski	18 Yrs