



Company Updates

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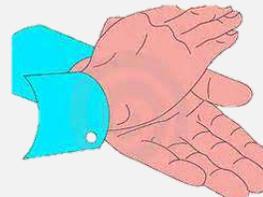
Cert Inspections

Customer Service

Miscellaneous

0 INJURIES FOR 2015!!

Congratulations to all! With over 200 Firefighters this is a milestone everyone should be proud of. (Note: this is as of Dec 22nd HR did not want to jinx it)



Boeing San Antonio

I am happy to announce after a lot of thought, and discussion we have selected Roy Wiggins to be our new Senior Account Manager replacing Mike Franscell who resigned last month.

Roy brings a lot of experience as a shift supervisor at DOD Fire Departments. He was instrumental in getting the non-Fire Link staff trained on ARFF vehicle operation, ARFF Tactics and Strategy and how things should be (properly) done so that we could stand-up the department on April 1st as expected. His relationships with JBSA FD will take the working relationship Mike established to the next level.

We will be working to get him into NIMS 300 and 400 as soon as the next round of classes are announced as well as other training to help him become an even more effective leader.

by Chief Bill Ewing



Congratulations and Great Job!!!

The Pro-Tec firefighters continue to shine for our customers.
Congratulations on the following PERFECT inspections.

NO WRITE UPS

Austin Straubel

I am pleased to announce Austin Straubel International Airport received a **100 Percent** on their Cert Inspection this week. Trace told me he was at the airport late Monday and Tuesday nights as the Cert Inspector went through every piece of paperwork he had on training, NOTAMs, airfield inspections etc. He also said that the Airport Director Tom Miller was exceptionally pleased as this was the new Airport Operations Supervisor and Airport Maintenance Supervisor's first Cert Inspection.

MidAmerica

I am pleased to announce that MidAmerica got a 100% on their Cert Inspection this week including "Close to the best training program I have seen." from the Cert Inspector from the NW Mountain Region subbing for MidAmerica's designated Cert Inspector.

Congratulations to Chief Dennis Schipper and everyone at MidAmerica for a job well done!!

Appleton International Airport

Appleton International received a perfect score.

This is...

- 5 in a row with Pro-Tec
- 8 in a row counting their Rural Metro contract
- 15 of 16 for Chief Wunsch since he has been at the airport.

Their training program "Bunch of comments on the great training records, Josh is going to work with Ken (Tiara) to make it a "show case" report system. "

Well done Appleton! **WELL DONE!!!!**

This year was a very good year for our customers regarding FAA cert inspections. It has been noted several times that the inspectors are getting a little more meticulous with their inspections. Congratulations again to all the airports that had 100% on their inspections. It is quite an accomplishment! The following is a list of customers with perfect inspections:

FAA AIRPORTS

Appleton
Kalamazoo
Carlsbad
Des Moines
Fort Smith
Medford
Rockford
Roanoke
Trent – Lott
Green Bay

DCMA Inspections

Beechcraft
Boeing San Antonio
Summit Aviation

Canada

Saskatoon
Wabush

Ardmore – Not Certificated

Saskatoon Airport

Fundraiser Event for Rodney Spork

Rodney Spork is a patient that was helped at Saskatoon Airport in August with an AED on location. After the incident friends and family supported Rodney by sponsoring a fund raiser on his behalf. Rodney and his wife invited the people that were responsible for saving his life so that the rest of the family could thank them. There was a big thank you to Rick Townsend, Craig Muensch, and Brian Smith.



Our firefighting personnel actions helped save a life that day.

The airport authority was greatly appreciative of our teams response to this incident.

Thanks

*Bryan House
Airport Fire Chief*

Appreciation Lunch from Saskatoon Airport Authority

Andrew Leeming , Richard Jasienuk, Rick Townsend from the airport authority had contacted me about arranging to buy lunch for the on duty personnel. They want to give some recognition to the services our personnel have provided.

Pizza Appreciation Lunch

They spoke very highly of our services that we provide as Pro-Tec Fire Services at the airport and the airport community.

They mention the bomb threats, EMS responses, Jazz aircraft that skidded of the runway to name a few. They have been getting positive feedback on the services we provide and not only from the airport community but also other agencies in the community outside of the airport.

They also appreciated some of the other services we have provided for them over the years and are looking forward to working with us in the continued growth of the airport.

It was good for the personnel to hear the words of appreciation that are coming from the airport as they took the time to come over and talk to our personnel and also about future plans of the airport and eat with our personnel.

All about building relations ships with our client, win - win for both sides.

Good note to end on a busy week.

*Bryan House
Airport Fire Chief*



ROCKFORD INTERNATIONAL AIRPORT

CPR Training

The Chicago-Rockford Airport ARFF team is teaming up with the volunteer Ambassadors so they can be trained in CPR. On Tuesday the 20th of October Chief Chris Millard trained 6 of the most active Ambassadors in adult and child CPR. This came from the networking where the ARFF team assists in the terminal and interfacing with the Ambassadors on a daily basis. The terminal Manager Pam Guentert organized the class on a training day for the volunteers. Millard instructed the class and the response

was tremendous. "They all were very interested and eager to practice the sequences," stated Millard.

Chief Millard has instructed CPR for a very long time. "This will make our terminal and airport much safer for all of our visitors and employees. It will provide a quicker response for help and better potential to save lives here at our airport," added Millard.

The airport and Millard expect to have several more classes to train and look forward to working with group.

Santa Comes to Town

Saturday December 12th the local Marines and UPS sponsored a toy drive here at the airport. They helped supply over 100 needy families with presents, it was totally awesome when Santa appeared as the plane cargo door was opened. Capt. Hogan and FF Caruana were on shift that day and participated.



They used the ARFF trucks because visibility was too low for them to air taxi the Life Flight



helicopter as they normally do with the Marines sitting in the helicopter as it taxis. The ARFF vehicles only moved about 25 feet with the Marines on top at 1 MPH. Captain Hogan conducted a safety brief for all involved having done it before as Deputy Chief for Byron FD. The Airport loved the idea and granted permission to do it.



AED Training

Before the class yesterday I would never have wanted to try the AED on a person, but after seeing the video and seeing the "inside" of that box and how easy it seems to be to hook up, I now think it's something I could actually "do". Thanks for the opportunity to be exposed to this lifesaving information. Thanks for being easy to work with and never putting any pressure on us and you are great to take the kidding and joking, unlike the place I worked for 35 years. So refreshing. Thanks from Vivian (Rockford Airport)



Kalamazoo ARFF Station Tours

Firefighter VanOverbeek, Firefighter Robinson and I have given several station tours over the last month. We are always looking for ways to improve our tours. People are having a great time.



DES MOINES FUND RAISER FOR BREAST CANCER
Just wanted to let you know we raised \$400 to donate to the Susan Komen Breast Cancer Awareness Foundation with the T-shirts we sold.

Roanoke

Our team at Roanoke is helping with the airport's Christmas display. Here is a model of the Air Traffic Control Tower that "C" Shift Captain Steve Lambruscatti, FF Chuck Mills and FF Richard Alley built for the display. Keith has Pro-Tec stickers to place on it once the airport places theirs.



Where Are We Training?

Des Moines Training

On another note, we were recently afforded the opportunity to train on an actual aircraft. The contractor that was awarded the bid for getting rid of the planes at the aviation school invited us over to use our cutting tools, piercing and entering this aircraft. This contractor was a wealth of knowledge and we were all instructed by Whistler Aviation on where to cut and various techniques on where and how to make entry. This training was priceless.

Trent Lott Live Fire

Trent Lott Firefighters did their annual Live Burn at Mississippi State Fire Academy. Class was with other departments in the region including Firemen from FEDEX out of Memphis, Tenn. Other departments were the Jackson area and the northern part of state. Mississippi Fire Academy is located in Jackson, Ms. and is nationally recognized as one of the top schools in the southeast for ARFF training.

Roanoke

"C" Shift gets the first chance to punch holes in Roanoke's newly installed PAST trainer!



TRAINING AT KALAMAZOO



Aircraft Training



Every now and then we have new aircraft come in. When unfamiliar aircraft fly in I encourage our firefighters to schedule a training session. Firefighter VanOverbeek was out driving and witnessed this helicopter set down. It is very uncommon for military helicopters to land in our area.

More Training from Kalamazoo

Since our change on September 28, 2015 here at AZO there has been and still has many opportunities.

Here is just a few updates of how and what we are doing and all the exciting news from the AZO.

Training has increased by almost 30% per person. With what we are currently doing along with ANTN digicast, ARFF working group and other sources we are getting more training and education than ever before and looking to do more. This is not just book work and online, but also hands on activities.

LT Padgett and I went to Lansing, MI for AVFUEL training. What a great class and we learned a lot to bring back to the department. I would recommend this class to all who can attend it at some point.

New part time FF Hughey and I went to Detroit Metro Airport for his initial live fire training and to explore new and other training opportunities with Detroit Metro. The staff welcomed us with open arms and included us in every aspect of their training day. We had the opportunity to train with the crash truck on the hot burn. We also were involved in hose line evolutions exterior and interior. I received some great tips and knowledge on their command operations that will be extremely helpful. We are all looking forward to coming back to Detroit Metro Airport.



ANTN AWARDS



I am pleased to announce that **Edwin Hall** (Lynchburg) and **Becky Erickson** (Ardmore) have received awards of excellence from Airport News and Training Network (ANTN). Each passed 189 tests and watched countless videos to achieve this award. They join **Daniel Eisenhower** (Wabush) as award recipients.

Each will receive a certificate and Achievement of Excellence plaque from the American Association of Airport Executives (AAAE). I will have a Pro-Tec coin engraved for them, then send their plaques and certificates to you to present to them. Please present them the plaques and coins in a formal presentation with pictures for the newsletter.



Captain Recognition Party For Ardmore's New Captain Becky Erickson

Carlsbad

A Beechcraft Bonanza crashed at Carlsbad. It had to land with its gear up, no injuries – the two passengers walked away from the incident, the FAA cleared the airport to remove it from the runway almost immediately. Bonanza's have a history of landing gear problems.

FYI, this is Keith's second aircraft response in 7 days.



HR Updates by Karen Cashman

Online W-2

Employees will be able to retrieve your W-2's online using the same criteria when retrieving your paystub.

The W-2's will be available on or around 01-28-16. If you have trouble logging in to Paychex, see your Fire Chief for the instructions and or 800 phone number for assistance.

If you have not logged in to retrieve your paystub, we recommend that you do it now so that you are able to retrieve your W-2 online. You may also want to log in to update your security information. Paper copies will not be sent out in the mail.

United Health Care & Lincoln updates

The medical and dental summaries are always available on the company website under the Benefits section. United Health Care is the medical carrier and Lincoln Financial is our dental and life carrier.

Just a friendly reminder to create your personalized account for yourself and dependents online at ***myuhc.com***

The ***myuhc.com*** online personalized account will assist you in managing your medical claims, choose an in network physician, clinic or hospital, compare costs for medical services; reorder-email an ID card, etc.

Health4me is an app that will allow you to download your medical ID card on your phone. No more searching for your Medical ID card in your wallet or the app is perfect for your dependents that are away at college. More information is available on ***myuhc.com***

Whenever you have moved – changed email or phone numbers -please inform your Fire Chief and they will complete a 105. Please contact the applicable insurance carriers and or John Hancock if you moved at all in 2015. The company does not update addresses with the carriers.

If you have any questions regarding the information above, feel free to contact me at 920-593-1721. Have a very Merry Christmas.

Karen Cashman, HR Director

BUDGETING

Being Creative Can Save \$\$

Chief Ewing

This time of the year I hear a lot of groans and joy when I send the third quarter financial reports and New Year budgets to each of our locations. Both the groans and joy are accompanied by “I can’t believe I spent that much”. Groans when they over spent in a cost center they had responsibility for and joy when they came in under budget. The main area being Station Supplies and Repairs

Recently, I received an email from Chief Keith Whitlow (Roanoke) asking if we had looked into a corporate Amazon Business account. He identified several instances specifically printer toner cartridges where he could save (roughly) 50 percent over buying them locally. He went to Sam’s Club (now taking AMEX) to compare versus Amazon and local retailers (Office Max/Depot, Walmart). His research (Roanoke area) found that Amazon was cheaper for trash bags, office supplies but Sam’s was cheaper for paper and cleaning products. Another plus to Amazon as well as Office Max/Depot and occasionally Walmart is that if you order online, they will deliver it for free in most cases the next day; saving you time driving around town shopping.

Below is the link to Amazon Business; check it out, compare their prices with local prices as well as other national/regional on-line stores and the warehouse stores in your community. Many communities now have both Sam’s Club and Costco reducing the prices on many items even more. If your research indicates a warehouse store membership is cost effective - meaning over a year we will save more than the membership cost, then do so.

Amazon Business: https://www.amazon.com/bb/registration/business-info/ref=b2b_reg_co_rd

Please take the time to do the research; choosing the option that works best for your location. If you are responsible for buying station supplies billable to your client, please do the research as well; our clients like it when we deliberately try to save them money.

If you are doing something innovative to manage costs please share it by sending it to me, I’ll ensure it gets out to everyone in the company.

ADDITIONS TO THE PRO-TEC CREW!

From Kalamazoo

Congratulations on the arrival of Paul Vosburg’s fifth grandchildyes I did say 5, Grandchild....Noah Elliot Avalos born October 26th.



Lynchburg

Heather Palm (Lynchburg) delivered a baby boy November 20th at 3:26 PM – Hudson Edward. Mother are doing well and are at home.



November 15th marked one of Michigan's holidays
OPENING DAY OF DEER SEASON! . FF Josh VanOverbeek
got this one. He is the only one lucky so far.



LET IT BE CHRISTMAS

TO SOME OF US IT IS THAT GOOFY TIME
THAT CONTINUES TO COME EVERY YEAR.
THE HASSLE OF IT ALL! THE SHOPPING, THE
BAKING, THE DECORATING , THE THIS, THE
THAT, **EVERY YEAR THE SAME
OLD THING.**

TO THE OTHER 99% PERCENT OF US IT IS THE TIME OF YEAR FOR FRIENDS AND
FAMILY TO FINALLY GET TOGETHER AFTER THE HUSSLE AND BUSSLE OF DAYS GONE
BY. TO FINALLY RELAX AND SAY OUR FAMILY MADE IT THROUGH ANOTHER YEAR.

WHICHEVER IT IS FOR YOU REMEMBER THE PEOPLE THAT GOT US THERE:

OUR MEN AND WOMEN IN THE MILITARY THAT ARE STILL OUT THERE FIGHTING FOR
US ON A CHRISTMAS EVE.

THE POLICE OFFICERS THAT ARE ON WATCH SAYING YOU'RE GOING TO BE SAFE
TONIGHT

THE FIREMEN AND WOMEN WHO ARE ON 24 HOUR CALL THAT WILL BE THERE WHEN
CALLED UPON

AND TO ALL THOSE BEHIND THE SCENE'S PEOPLE THAT DO WORK THROUGH THE
HOLIDAYS

LET'S JUST TAKE THE TIME TO SAY THANK YOU!

FROM ALL OF US AT PRO-TEC A VERY MERRY CHRISTMAS AND WE ARE LOOKING
FORWARD TO ANOTHER EXCELLENT AND SAFE 2016.