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Company Updates

Sheboygan Hosts PGA Tournament

The PGA of America and Kohler Co. announced that they will celebrate the upcoming year-out mark of the 2015 PGA

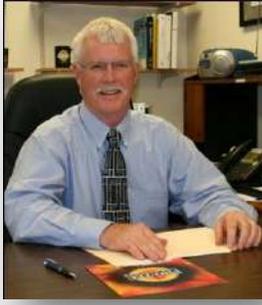
Championship by offering a variety of opportunities for golf fans in the state of

Wisconsin. The PGA Championship is making its third visit to Whistling Straits in Kohler, Wis., Aug. 10-16, 2015.

What does this mean for Pro-Tec Fire Services? This will be the third year Pro-Tec has provided ARFF services at the Sheboygan Airport for the tournament. Chief Gary Wunch will be leading the crew with the help of Captain Josh Boelk. Sheboygan Falls Fire department will help with backup water supply and mutual aid. Two of our firefighters will be on duty throughout the tournament. Oshkosh Truck is providing a new ARFF vehicle at no extra cost for the tournament.



"Forget past mistakes. Forget failures. Forget everything except what you're going to do now and do it." William Durant



From Marketing

2015 started off fast and furious with the addition of Boeing in San Antonio.

We have several interested airports that we have been in contact with throughout the United States. For the immediate future Pro-Tec has submitted a proposal into Morristown, New Jersey. I will keep you up to date regarding new opportunities.

One way we market the company is by attending conferences and venues that get us in front of the decision makers for airport ARFF services. We had a chance to attend the AAAE South Central Conference in Tulsa, Wisconsin Aviation Conference, Mississippi Conference, and the AAAE Conference in Philadelphia. The struggles and concerns for the airport industry are as follows:

- a. Government Funding for airport projects
- b. The government sequestration program which returns in September
- c. Shortage of qualified pilots in the near future
- d. The integration of unmanned aircraft
- e. How to increase airport revenue other than through commercial airline service

How do these concerns affect ARFF services? Directly it has no effect on ARFF services but indirectly, the possibility of an airport closing is very real. Airport management is always looking for ways to be more cost efficient. One way we can help as part of the airport team is to find extra tasks we can take over. By performing these value added services helps the customer, Pro-Tec, and the ARFF team.



CARLSBAD

It's been a little while since I updated you on our airline status around here. So far Biz Charter has been operating very slowly, but making progress. They have only had a few people flying in and out per flight, and canceled as many flights as they have had actually gone up. Their marketing is getting better now, and more people are starting to inquire about the service. Beginning July 30th, they will begin flights to Las Vegas and they have already booked passengers for that flight.

A second airline, Elite Aviation, is very serious about starting up. Most of the process has been completed, and it is looking good. The Airport Manager even thought it was promising enough to make an announcement at our joint quarterly meeting that they are trying to get started by quarter one of 2016. He also stated that, if first quarter looks good, we will need to start getting ready for it in October, meaning we will be revving for a two firefighter operation. This airline wants to be established and start ticket sales three months prior from the first flight date!



Boy Scouts visit L.U. School of Aeronautics

On Saturday, April 18th at around 11a.m., a scout master knocked on the door of the ARFF Station and asked if there was any way the ARFF unit could be brought to the south ramp so approximately 50 scouts could see a demonstration of an airport crash truck at 1:30 that afternoon. The scout master said it was part of the tour of Liberty University's

School of Aeronautics which included learning about flight and seeing airplanes on the ramp. Unfortunately there had been a miscommunication and Chief Bowen had not been notified about the event.

Capt. Edwin Hall, the firefighter on duty, gave a presentation on the capabilities of an airport crash truck. During his presentation he showed the different tools and equipment on ARFF 1. Capt. Hall took this opportunity to give the scouts and their families some quick lessons in home fire safety as well as the 4 classes of fire extinguishers. He then gave all the scouts a fire truck brochure with fire safety tips on it. After fielding questions from the scouts, their scout masters and family and getting permission from an L.U. representative, the presentation was ended in style. Lights, sirens and a couple shots of water out of the bumper and roof turrets, gave the scouts a lasting memory.



ROCKFORD AIRFEST

Rockford International Airport had their yearly airshow and, yes, the firefighters at Rockford helped out at the airshow all day. They received great feedback not only from the airport but also from Lead Command of the Blue Angels. The Airfest was another very safe and great success.

Rockford Airfest 2015 appears to have been a huge success on many levels. But there apparently was at least a brief moment of danger at one point over the weekend.

The following is an article about a mishap with one of the jets. After the piece fell, the jet landed safely and the pilot climbed into another jet immediately and continued the show, according to Chief Ewing.

According to AirShowStuff.com, Blue Angel #5 lost a piece of his wing during Saturday's performance:

The outer portion of the leading edge flap on the left wing went missing some time before or during the Line Abreast Loop. The flap is an aircraft control surface that helps the wing maintain lift at high angles of attack... The pilot, LCDR Mark Tedrow, completed that maneuver but appeared to give the rest of the formation some extra spacing until it was completed. He then came in to land while the rest of the team continued the performance, jumped into a two-seat backup jet, and amazingly took back off to finish the show.

There's no official word on what happened to the wing, though in the comment section someone claims to have found it in a bean field.

[Jalopnik.com has much more on the story](#) and informs us that a week before the Rockford incident, another one of the Blue Angel's Hornets has a piece of its wing fall off in flight over Rochester, New York. That time it was from one of the [jet's right wings, and it was found by a local fisherman floating in a marsh.](#)



THANK YOU!!!

Our team here at the office is constantly getting great feedback from our customers regarding the outstanding work our firefighters do for their airports. What makes our company stand out is our customer service. Here are a few examples of great customer feedback so far this year.

Austin Straubel Airport

Trace,

Just wanted to express my thanks to you for walking Richard through the process of obtaining the necessary permits for the airport to be able to continue our wildlife abatement.

I truly appreciate it.

Tom Miller
Director

Boeing San Antonio

This is feedback on Pro-Tec performance this past weekend.

I spent considerable time on site from Friday evening through Monday morning supporting two aircraft moves. Accordingly, I had the opportunity to interact with your team and observe their performance. Boeing site program leadership, PAG Security, and the Air Force customer gave positive reviews to site S&FP performance, which included Pro-Tec, for these high-profile aircraft moves. **Continued Next Page**

I saw strong leadership and initiative from Pro-Tec. Specifically:

- Senior Account Manager Mike Franscell and Managers Derrick Curtis and Will Phillips took the initiative to read, understand, and correctly configure the RMT-4000 foam systems for use.
- The RMTs were armed/disarmed without malfunction or incident.
- Will Phillips and his team pre-positioned the spill containment barriers for rapid deployment Sunday evening.
- Quick response to several standby requests related to these two moves and several other operations.
- And finally, due to pre and post-contract efforts, all involved fire-fighters had the mandatory escort accesses to enter the program area – demonstrating readiness.



Understanding there are and will be challenges, Pro-Tec's strong operational performance this weekend bodes well for future contract performance.

Please accept my thanks.

Pete Traynor, CPP

Fire Extinguisher Training at LYH

Recently fire extinguisher training was conducted at the Lynchburg Regional Airport. Chief Jimmy Bowen conducted the training for the airport custodians, maintenance, grounds personal as well as the mobile fueller operators from the FBO. Training was done in a unique fashion; Chief Bowen contacted the Lynchburg Fire Department and used their electronic extinguisher trainer. Two members of LFD assisted Chief Bowen with this training. The trainer has multiple levels of difficulty as well as sound effects and a timer on the extinguisher to give it the realism of extinguishing a fire without the cost involved using real extinguishers.





Congratulations and Great Job!!!

It is that time of the year again when the FAA starts sending out their inspectors for Part 139 and DOD inspections. Doing some advance preparation for these inspections is a must and the company supports this by sending out some of our best representatives to do a pre-inspection for our customers. This is not to undermine our on-site chiefs, but to provide another set of eyes looking at records, operations and the airport. It also gives Pro-Tec a chance to say hi and thanks for your business to airport administration. These pre-inspections are one of the reasons Pro-Tec Fire Services has been so successful over the years.

Here is a big congrats to some of this year's airports that were PERFECT on their inspection.

NO WRITE UPS

Congratulations to Chief Shawn Raysin and the team at **McClellan-Palomar Airport (Carlsbad)** for another perfect FAA Cert Inspection. This is 5 in a row for Shawn and his team!

Congratulations Shawn!

Chief Holmes reported **Des Moines International Airport** received a perfect score on their Cert Inspection recently. The Cert Inspector (Mike Mullen) had nothing but praise for everyone including our staff. Nice job to all!!

FYI, some Army personnel from DCMA were at **Summit Aviation** on Thursday and decided to call an unannounced response drill. The ARFF vehicle was on site and flowing water in two minutes. Afterwards they asked some questions of my crew and my guys answered all their questions to their satisfaction. Bruce Palmer and Bob Pratt were very happy with our response to the DCMA personnel.

Cliff Snyder

Congratulations to the Chris Millard and the staff at **Rockford International** on a perfect Cert Inspection. The crew has really stepped up this last year regarding customer service and training. Thanks again!!!

CARLSBAD



Carlsbad Airport experienced a Beechcraft King Air land with the wheels up. According to Chief Raysin, the plane came in so fast that it almost flipped when it came into contact with the runway. There were no injuries and no fire.

HR Updates by Karen Cashman

Paychex Reminder: If you have forgotten your password and are unable to log on to Paychex to retrieve your paystub please call the **Paychex hotline at 877-281-6624**. Please do not call Liz Wilson or me – as we do not have access to change passwords or unlock your account.

UHC Update

If you haven't already created your own personalized website for all your healthcare needs; please log on myuhc.com –

You will be able to manage your claims, health history, re-order ID cards, check for in-network physicians, hospitals, clinics and compare costs when having a procedure or surgery.

All insurance related questions, enrollment forms should be sent to kcashman@protecfire.com

All medical, dental benefit information and enrollments forms are located on the company website.

Employee log in
Password

www.protecfire.com
Protec-Fire
protec1!

Anniversaries

We are celebrating several anniversaries in this edition of *ARFF Flash*. Congratulations to the following:

5 Years

Patrick Aylor – Roanoke (May)
Chad Baker – Roanoke (May)
Michael Banks – Roanoke (May)
Gary Fisher – Roanoke (August)
Steve Lambruscati – Roanoke (May)
Chuck Mills – Roanoke (May)
Mark Christensen – Corporate (July)

10 Years

Jimmy Bowen – Lynchburg (July)
Edwin Hall – Lynchburg (July)

15 Years

Jeff Lueck – Green Bay (August)
Karen Cashman – Corporate (July)



L-R Chief David Holmes, Captain Michael Banks, FF Chad Baker, FF Chuck Mills, FF Patrick Aylor, Carl Thiem. Not Pictured; Captain Steve Lambruscati, Captain Gary Fisher

ARFF NEWS ARTICLE

Working Group

There is an article in the recent ARFF News publication, Volume 26 Number 2, written by Paul Totten, “Dinosaur Watch: Is It Going to Be Good Luck or Good Riddance?” I would like to take a few excerpts out of this article because they are something to think about when it comes to your relationship with the firefighters you work with, the company or the customer.

“Each person’s contributions is one more brick in the structure of the organization. And its strength is in how it mortared into place within the organization. You do something really stupid, exercise the worst of all possible judgements – what kind of action you take as a result to ensure it is not repeated is one such brick. Sometimes in these instances the reaction is knee-jerk or otherwise temporary until the behavior or point has been truly made, making the mortar somewhat soft and that brick may fall away overtime (but depending on how stupid the original thing was, will live on in an institutional memory forever!). Likewise superior performances, original ideas and/or dedication tends to form bricks that are mortared into place permanently forming another solid element to the organizations culture.”

“Well, you may ask, how important is my legacy? In the scope of the world events it isn’t.....unless you consider for a moment that how you leave a place is how you informed that place while you were there. Your behavior, your ethics, your commitment tell a story of that place’s culture. You contributed to how not only you were viewed but how the organization was viewed. It also describes in certain terms what is expected of those that follow.”

So what is it going to be for you - a legacy to be proud of or a big “Good Riddance”? Each one of us has the burden of providing our customers with the service and respect they deserve. The success of each shift throughout the company is controlled by each individual’s performance.