



Company Updates

ROCKFORD INTERNATIONAL AIRPORT Mike Dunn Awarded Honorary Chief Officer Helmet

The August 27th Chicago-Rockford Airport Authority (CRAA) Board of Directors meeting was a special one for Executive Director Mike Dunn.

Chief Chris Millard presented Mr. Dunn with an honorary chief officer's helmet in appreciation for his support and assistance during the first 18 months of our contract with the Chicago-Rockford Airport Authority. Mr. Dunn supports our team in a number of ways including approving several change orders on the new ARFF Station enhancing the quality of life for our staff,

supporting funding for new radios as

well as supporting our department at city council, Fire Chiefs and Firefighter Association meetings.

The helmet, a traditional New Yorker with a gold shield engraved with "Executive Director" was a surprise arranged by Chief Millard working with CRAA President Paul Cicero. Pro-Tec General Manager Carl Thiem and Corporate Fire Chief Bill Ewing were present for the presentation. During the presentation Chief Millard thanked Mr. Dunn; "When we first began, we had a tremendous amount of experience in firefighting but not as much at an airport. Everyone here met us with open arms helping us and training us to make it a smooth transition. We thank you." Mr. Dunn thanked Chris and Pro-Tec for all they have done.



Thank you Mike for your support, we look forward to many more safe and successful years at Chicago Rockford International Airport.

Company Updates

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Miscellaneous



Kalamazoo-Battle Creek Airport

October 28th began a new era at Kalamazoo-Battle Creek International Airport (AZO) when we began a new shift structure (one person/shift plus an Administrative Chief) the first since we started providing ARFF services at AZO in 1984. Since 1984, we have provided AZO with a two people/shift and a Chief assigned to shift.

The change was driven by an addendum to our contract with the airport requiring the staffing reduction due to reduced airline capacity. Because of the recent addendum changes Rick Garrison and

Chris Coley will be pursuing other interests; Rick will be spending more time with his catering business and Chris to his professional truck driving career.

We celebrated Rick's years as chief with a party in the station on September 25th. The party was attended by airport and Kalamazoo County Sheriff's Department staff that had worked with Rick both when he was a Kalamazoo Public Safety Officer and then at the airport. Rick was presented with a framed color airport map by Driver/Firefighter Nancy Robinson.

The new team is made-up of a full-time staff supported by two part-timers. The full-time staff: Chief Paul Vosburg, Lieutenant Phillip Padgett, Driver/Firefighter Nancy Robinson and Driver/Firefighter Josh Vanoverbeek; all whom have been with us for a number of years. The part-time staff consists of Driver/Firefighter John Yuhas who has been with us since 2002 and our newest member Brian Hughey who will start training shortly.

We tip our hats to Rick and Chris for their contributions over the years.



From Marketing

The month of September was a very busy month for our marketing department. We started at the SWIFT Conference in Montreal, Canada and worked our way down to the ACI Conference (Airports Conference International) in Long Beach, CA. Attending the airport management conferences helps us a couple ways; it helps get our Pro-Tec name familiar to the airport industry, provides information regarding contracting ARFF services, and supports our customers interests.

You may ask what Pro-Tec is doing in Canada. It is not well known but Pro-Tec Fire Services has a sister corporation, Pro-Tec Fire Services of Canada, ULC. Having a corporate name in Canada makes it easier to do business with our northern neighbor.





Congratulations and Great Job!!!

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

NO WRITE UPS

Fort Smith Airport

Congratulations to Chief Ed Turpin and his team at Fort Smith Regional Airport on their PERFECT Cert Inspection Aug 10-14. This is their first Cert Inspection working for Pro-Tec. Thank you to Chief Dan Diehl and the team at Will Rogers for assisting Fort Smith as they prepared for it.

Well Done!!!

BOEING SAN ANTONIO

I am happy to announce that our team at Boeing San Antonio earned a “*Green* Rating with no comments” from the DCMA during their audit last week. **Green** is the highest rating they give indicating the service provider is fully compliant with all DCMA requirements and poses **NO** risk to the operation. i.e. incomplete initial/recurrent training, vehicle operations, tactics or ability to mitigate an emergency safely and efficiently.

This is especially remarkable because we have been “on-line” for 4 months, the staff is made-up mostly of part-timers and the contracts we support are some Boeing’s highest profile contracts. Being such a high profile location the DCMA looks at us closer than other projects they supervise.

Well done to Senior Account Manager (Chief) **Mike Franscell** and the **team in San Antonio**.

Thank you for the hard work each of you put in on a daily basis.

Kalamazoo

Congratulations to the crew at Kalamazoo on their perfect cert inspection! Thank you to the team for making this happen.

ROANOKE REGIONAL AIRPORT

I just wanted to give you a little update on how things were going with the transition at ROA. In a word, our employees have been "**exceptional.**"

Just a few things they have done that I consider to be over the top.

Saving Money: FF Chris Stafford had some issues with the Elliptical machine. The machine had a broken bushing and the tension seemed too loose. He went to his captain (Capt. Fisher) and asked how to proceed with replacement or repairs. Capt. Fisher told him to try and figure out what was wrong and see if he could find parts to repair instead of replace (knowing how

expensive this type of equipment is) FF Stafford researched the issues, found a solution, located a parts supplier and presented his findings to his captain, then to me. With FF. Stafford's research, FF Alley/ Capt. Lambruscatti's mechanical ability, and Capt. Fishers insight they were able to repair an expensive piece of exercise equipment for under \$200 and save the company money.

Radios: We also had an issue with Motorola radio chargers. Capt. Banks came to me and said that they had to use wedges to put between the radios and the charger base to get the charger to work, often they would come back and the radios would not be charged because the wedges had slipped. His concern was that they would need the radios, and the batteries wouldn't be charged. FF Aylor and I looked at the chargers and discovered considerable dirt and corrosion on the charger contacts. We were able to use q-tips



with alcohol to clean the contacts and now the chargers are working properly again. (The chargers were kept on a table in the bay, I have had them all moved into the watch room to prevent

this in the future.) During this time, FF Chad Baker took it upon himself to install the new captains computer, he was able to quickly transfer over all the needed documentation (and more importantly, NOT transfer over the unneeded documentation!), perform all updates, install Office software and place links on the desktop for important documents.

Not to Forget: The two people that I haven't mentioned, FF Chuck Mills and FF Geoff Collins weren't sitting around during all of this! I had Geoff working on a fire

extinguisher inventory for the airport (over 170 fire extinguishers!) and I had Chuck out doing detail work on our trucks!

I just wanted to pass along what a great job all of these men are doing.

Keith Whitlow
ARFF Chief



Saskatoon Airport

I just want to inform everyone that Fire Fighter PCP Craig Muench and Captain Brian Smith responded to a person down in the airport general administration office area as having a seizure. Firefighter Craig Muench responded ground side in Red 7 to the airport terminal building and Captain Brian Smith responded Red 1 airside to air terminal building.

Upon Firefighter Craig Muench arrival at the airport administration office, Firefighter Craig Muench performed patient assessment. Patient was unconscious, not breathing, no pulse. Applied AED Shock was advised and AED was activated.

I would like to commend Firefighter Craig Muench on his actions for saving the life of this individual. Craig is a very humble person and was just doing what he is trained to do.

Great job by our personnel and the airport authority employees that helped at the scene.

Our firefighting personnel actions helped save a life that day.

Rick Townsend, airport authority was greatly appreciative of our teams response to this incident.

Thanks

*Bryan House
Airport Fire Chief*



Des Moines International Airport

By Chief Don Minks

On Tuesday July 21, 2015 Des Moines Airport fire department (division two) crew were in the operation center submitting work orders for fire extinguisher issues. A call came in for a passenger at one of the ticket counters that needed a band aid, operations called LEO to respond and when LEO informed them it would be a while before they were free; Firefighter/EMT Pemberton asked operations if they wanted us to respond. Operations said that would be great. Firefighter/EMT Pemberton called CFR and requested deputy chief Glover to bring chief six over while they were responding to the scene. As they approached they noticed the patient was extremely jaundiced, after making patient contact and obtaining the patient's permission to evaluate him they noted his systolic pressure was extremely low.

Division two informed the patient of their concern that he needed to be transported to the hospital for evaluation and the patient agreed. DC Glover contacted operations requesting Des Moines Fire Department (DSMFD) is dispatched for transport. Firefighter/paramedic Hilgenberg initiated the appropriate treatment while waiting for DSMFD, the rapid actions of division two helped improve the patients overall condition. The patient immediately started to improve.

This didn't go unnoticed. Des Moines International Airport administration took notice and a representative stated "before our crews took over, patient's weren't getting any treatment at all and now we are providing advanced emergency medical care, that's just great."

We are shooting to be good team players and make ourselves visible to everyone that we interact with. So here in Des Moines we are offering CPR training to everyone on the airfield that is interested. We are starting with airport authority personnel then we will progress through TSA and other tenants. We have a total of five CPR instructors on staff.

When the AHA CPR changes come out we are going to apply to become a testing site so we can print our own CPR cards.

EXTRA NEWS FROM THE ARFF STATION

Congratulations to Chief Don Minks: Chief Minks has recently completed the Bachelors degree program at Waldorf College and is receiving a degree in Fire Science Administration with an emphasis on Emergency Management.

WHAT'S NEW!



From Wabush Airport

Congratulations to Ryan on his new baby boy Kruz. Looks like Kruz is on his way to a great career.



HR Updates

by Karen Cashman

Insurance Update

Year end is fast approaching – this means the group medical, dental and life insurance will all be renewed. Communication regarding plan design and premiums will be sent in early December for January 1, 2016 renewal.

If you are currently not enrolled in the medical and or dental insurance, you may enroll under the “**Open Enrollment**” period which begins on December 1st and ends on January 31, 2016.

Please scan and submit your application (found on the website) to Karen Cashman at kcashman@protecfire.com

Email Addresses

HR and Payroll department will be collecting email addresses from all active employees. We have found that using email addresses is the most efficient way to communicate with our employees when addressing benefit questions and other employee related matters. Thank you for your cooperation.

"How you think about a problem is more important than the problem itself. So always think positively."
Norman Vincent Peale

A FALL GET AWAY

By Mark Christensen



Everyone has a favorite place to go and sometimes we like to take the time to do something different. Personally I'm more of a walking in the woods kind of guy or a cruise down the road on my motorcycle also works. Keeping an open mind about new things to see and do was never for me. That's why I wanted to take the time to introduce a hidden secret in Wisconsin, something that people in our area do not talk about.

How about a trip on a ferry? The SS Badger is a ferry that runs from Manitowoc, WI to Ludington, MI. The ticket we purchased included a meal and a state room. I found the four hour trip to be relaxing and fun in a strange kind of way. The ferry itself has all the amenities of a small cruise ship. It has a small restaurant, museum, play room for the kids, Movie Theater, TV rooms, and a separate area that sells snack foods. The state rooms would remind those old sailors of the good old days where you almost felt like a sardine. The rooms have two twin beds, a fan, and a bathroom no more no less. You can have a relaxing 4 hours of Bingo or take a snooze on the boat deck. The crew is very helpful and there is always a person there to help.

Once you get to Ludington, MI you are met with a beach and the softest sand you can find anywhere. Close by there is a pier with a light house that you can fish from or just take a stroll up and down. There are plenty of guides around that will take you out for a few hours of Salmon fishing. The town itself is a small town with a lot of little shops and places to eat.

If you are looking for a something to do with the family this would be a good choice. www.ssbadger.com



LET US KNOW ABOUT ANY SPECIAL PLACES OR THINGS TO DO IN YOUR AREA. WITH CUSTOMERS SPREAD THROUGHOUT THE UNITED STATES AND CANADA THERE IS SUCH A WIDE VARIETY OF THINGS TO DO. SOMETIMES EMPLOYEES FROM THE COMPANY DO GET A CHANCE TO STOP IN YOUR AREA.

ALSO, IT IS THAT TIME OF THE YEAR. THERE IS QUITE A FEW OF US THAT ARE INTERESTED IN HUNTING AND FISHING. SEND IN THOSE PICTURES!