

TOTAL NEWS

Property Patrol...CCTV Monitoring...Facility Protection...Equipment Rental...Fire Watch....

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Smoke and Mirrors

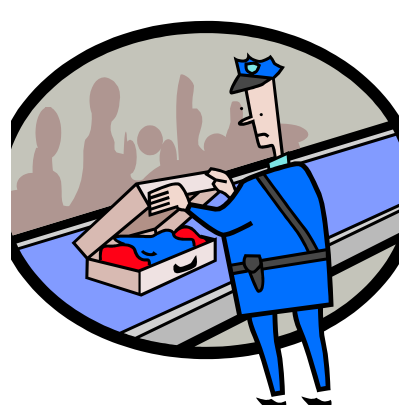
We've all been to the airport, and have had to go through the ritual of taking off our shoes, belts, jackets, and preparing to push our items through the x-ray machine, operated by the TSA. A lot of the routine is a feel good measure. The body scanners that were implemented were supposed to make everything safer, but there are ways to get items through them, that might otherwise be detected by a metal detector. And now there are people posting information online about making weapons with materials they can buy after they get through security. It's all a big show, to make us all FEEL safer. Now the reports are coming out that the body scanners were showing exactly what the TSA promised they would not – intimate detail of passengers, and the TSA agents had a wonderful time leering and laughing about passengers nakedness. How is that supposed to make us feel safer?

I've noticed that, in addition to making us only feel safer, some of the agents also tend to treat us all like we are criminals. I have to say that most of the TSA agents I've met have been nice to me. There was one rude lady once, that said "Who didn't take their laptop out of the case? Your laptops needs to be out of the case when they go through." She said it with attitude, like I should KNOW better. How DARE I? It was my first time taking it with me. So sorry I didn't know all of the TSA rules by heart...I fly once a year. My story is not so bad, but I've heard of many other ridiculous stories of 90 year old veterans in wheel chairs being harassed and humiliated, and little kids being searched. I understand that criminals can use these defenseless beings to smuggle stuff, but some commons sense and common courtesy go a long way. It's all in the way you execute it.

And don't get me started on the thefts. I am so paranoid these days that I am going to get to my destination and that something is going to be missing from my luggage. I watch the agents when my stuff is scanned, because I've heard about TSA agents stealing items. I've also heard and seen video footage of airport employees going through luggage while they are loading the plane, and stealing stuff. A friend of mine packed her nice SLR camera in her luggage, and it was gone when she opened it again after arriving. And the airport gave her no support. Even though it was there when she dropped it off at the SECURITY checkpoint.

We've made observations at some other events, and it's amazing what will happen. At one event, we saw people getting wanded before they entered the event, and the wand would go off (I might mention they were wandering right next to bike rack, which is metal), and instead of checking for items, they just wave the patron on through. It's all a show. At another event, bags were being checked until the lines got really long. Then, people were just let in without their bags being checked, to get rid of the long lines. That is SO dangerous! Alcohol, weapons, drugs...all free to come on into the confines of the event. This is why staffing numbers, training, awareness of dangers, and a diligence in performing duties are all equally important. You must have enough staff to do the job the RIGHT way, AND get people into the event in a timely manner. Just ignoring the warning signs is not ever acceptable in our industry. It's the crux of why we do what we do. We live in a different world, and we have to always be vigilant, and not compromise security for the sake of expedience or convenience. Public safety and customer service must go hand in hand. The public wants to be safe and treated as guests and paying customers.

-Ashleigh Gaylord



What to Do...What to Do?

While the rest of the country is shoveling out from under mountains of snow, going stir crazy because they can't go out and suffer from record low temperatures, we are enjoying one of the few short time periods of perfect weather. I do not dare open any packages, suspecting they are bombs from people that I rubbed our 80 degree sun a bit too much. Heck, it is even snowing in Hawaii!

Those of us who have lived in Arizona for longer than a year try to make the most of this time and get out for all the fun outdoor activities. As the regular readers of our newsletter know, we publish our upcoming events, and we hope you come out to all of them.

Some that really stand out in my mind coming up in the next month or so are the [Arabian Horse Show](#) at WestWorld, going on right now. If you like horses at all, you have to see these most majestic of all horses. There is something for everybody at this show.



Pitchers and catchers are already in town, warming up and getting ready for a wonderful month of Spring training, and I hope you will make it out to [Maryvale Stadium](#) to watch the Brewers, or [Tempe Diablo](#) to see the Angels.



St. Patrick's Day is coming up, and Irish celebrations abound. More about all the fun green events in next month's edition, but it is not too soon to plan which pub or venue you want to call your own that day.

Another great event coming soon is the [Great Arizona Beer Festival](#), one of the best craft brewer demonstrations and sampling, but also an event that benefits a great charity, Arizona Sun Sounds.



Also, believe it or not, next month the new season at [Ak-Chin](#) starts, and with about a dozen great shows already announced, it looks to be an incredible season, with a live artist for just about every musical taste. Well, unless you are a big fan of polka. I am not sure about any of that this year, but you never know. -Mick Hirko

Event Calendar

| DATE | VENUE | EVENT |
|--------------|-----------------------|---------------------------|
| Feb 11 | Marquee Theater | Bring me the Horizon |
| Feb 12 | Comerica Theatre | Young the Giant |
| Feb 13 | Comerica Theatre | Wait Wait Don't Tell Me |
| Feb 13-23 | WestWorld Scottsdale | Arabian Horse Show |
| Feb 14-16 | Scottsdale Waterfront | Fine Arts & Wine Festival |
| Feb 14 | US Airways Center | Love Jam |
| Feb 14 | Marquee Theater | Panic at the Disco |
| Feb 17 | US Airways Center | Imagine Dragons |
| Feb 20-23 | AJ Rodeo Grounds | Lost Dutchman Days |
| Feb 21 | Comerica Theatre | Meek Mill |
| Feb 22 | Downtown Phoenix | Hops to Help |
| Feb 22 | Litchfield Park | Flavors of the West |
| Feb 27 | US Airways Center | Miley Cyrus |
| Feb 28-Mar 2 | Downtown Carefree | Fine Arts & Wine Festival |

Help Yourself

In my quest to find an interesting article to share with all of you, I stumbled upon a website that has some pretty good reading material on it: www.dailygood.org. You will find all kinds of inspiring stories. Some may speak to you and others may not. I started reading a couple, that lost my interest within the first couple of paragraphs.

Then I found this [one](#), which talks about the art of connecting your employees to the meaning of their work, to give them more inspiration and a meaning behind what they do. I love stories that, as I read them, I find parallels in what I do and how I can use the information to make things better in my life and the life of others. Certainly employees find more meaning to what they do, when they can be made aware of the impact it has on other people. One of the things that I have been trying to do more, is let guards know when I get positive feedback from clients. I think sometimes we focus on correcting problems that arise versus rewarding our employees when they do a good job, which is really a practice that can cause employees to have a lower morale, decreasing productivity. Sharing good news with them makes them more apt to do a good job the next time because they find more value in themselves.

I also think it's important to explain WHY we follow certain procedures, and I think sometimes I explain things to death for that reason. If someone only knows part of the process, but doesn't understand WHY we do it, they are more inclined to not care about doing it the right way, in my opinion. If I explain why we do it the way we do, then they understand the complete picture and how important it is to continue to do it that way and not take shortcuts. This is especially important for checks and balances. A puzzle piece doesn't seem that important by itself, until you look at the whole picture, and that one is missing.

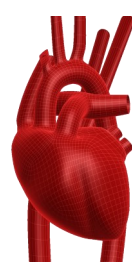
-Ashleigh Gaylord



"A loving heart is the truest wisdom." -Eleanor Roosevelt

Happy Heart Month!

**Did you know that February is American Heart Month?*



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