



TOTAL NEWS

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

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The Do's and Don't of Security

Last month, I began a series of articles of what to look for when hiring a security company, and what to watch out for. The article started some interesting discussions and I have received some very positive feedback. I have several comments curious of whom Casper is. That being said; let me tell you.

Who is Casper?

You surely remember the comics and TV cartoons from your childhood, of Casper the Friendly Ghost. Casper has become an industry name for the system which, unfortunately, some bad operators practice. If a security provider offers you a price that is too good to be true, they will either try to honor that in some of the ways I described last month or by ghosting hours (in other words, bill you for hours that were not actually worked). Even on a single man account this can happen—by sending the guard home early and billing to the end of the shift, leaving gaps between shifts, or other dishonest measures.



Clients can help protect themselves by asking the security company to provide patrol logs or use an electronic monitoring system that requires the guard to check in at certain locations at predetermined times. Talking to the guards often gives clues to the dishonest practice as they are rarely part of the deception. Most guards are honorable, moral, and hardworking persons. Those that are not will not last very long with a good security operator.

Brand New Companies

The new kid on the block often comes in loaded with enthusiasm, promises, and plans to conquer the world. Their first clients are usually people with whom the owners have already established a working relationship, when they previously did security for them, for a different company. Because of the loyalty and trust developed at the previous company the clients will give the new company their first chance. Some will become great companies while others will fail within a few years.

Like every business, a security company is a complex beast with many moving parts, and countless governmental, operational and liability considerations. Someone who does not know the intricacies of running a security company will not only expose themselves to unnecessary risk, but potentially put their client in jeopardy as well. Simply put: if a security company is derelict in their duties it can come back to the client who hired them. Once the enthusiasm dies down and all the shiny new equipment has lost its luster, these new security companies still have a very important job to do. They have the fiduciary and contractual obligation to provide you with the best service, and the highest caliber of personnel and equipment. Much of excellence in security stems from experience, learning by networking, attending on-going training and evolving. Too often it is the new, inexperienced operators that will forget that very serious obligation.

Be sure you know the operators well enough to be able to gauge that commitment. Can a new company say it has those qualities? Some new companies bring a lot of enthusiasm, best practices and experience with them, but clients must practice due diligence to verify that knowledge. If you are not a security expert yourself, it is hard to ascertain what is substance and what is “marketing”.

Is Bigger Better?

It can be, but that is more the exception than the rule. Often big companies become more focused on growth rather than customer service. Other times they are more interested in the mega contract and take their eye off of the prize when it comes to a “smaller” client. Our philosophy always has been that if we cannot treat any of our customers as well as we would want to be treated; then we do not deserve their business. We can always grow by being better, but we will never get better by being big. A good analogy here is college classes; most students look for the smaller student-to-teacher ratio so that they get more out of the class and have more one on one time with their teacher. It's a matter of quality over quantity.

The big companies always try to dazzle with an impressive presentation and try to awe you with their impressive client list, but here is the bottom line: any multi-location company is only as good as their local representative. I have seen the same company provide embarrassingly bad service in one location and really exceptional service in another. Again, paper and promises are very enticing, but it is the production that matters. If you are considering hiring a big national company- check their local client; not who they work for in Washington D.C. or Abu Dhabi.

An added value in hiring a smaller, local company is that you will generally get a lot more focused customer service, direct decision making powers, and communal roots. We still work with many vendors that we started with over 20 years ago, because commitment to quality and relationships are the core of what built our business. Most entrepreneurial companies have a similar outlook. Additionally, a lot of folks like to keep their money in the community to help other small businesses, kind of like some people like to buy American made products. Find out what commitment a small or large company is willing to give you on in-state financial retention. Both small and large companies can potentially offer you what you want or need. It is up to you to find out if they are the right one for you.

—Mick Hirko

Where Has All the Copper Gone? *Oh...the scrap yard.*



It's a story we've heard more than once; about copper being stolen from a property. The thieves don't discriminate. They've stolen from strip malls, housing units, even churches and they will put some effort into getting it. This includes figuring a way to get up on top of roofs to strip the copper out of the A/C units. If you have a property with empty suites, and therefore no one using the A/C, then you may not even recognize that there is a problem until you get a new tenant and they complain about the A/C not working. Copper has been a hot commodity for a while and according to [this article](#) that is not changing in the near future.

There are special housing products available for A/C units that are supposed to make it harder for this to happen. The article I mentioned earlier also makes a suggestion to paint your pipes to disguise the fact that they are copper, which I thought was a pretty clever idea. We've done a lot of property security due to copper theft, as it's expensive and difficult to replace. If you have copper wiring, piping, or units with copper, we suggest you take a look at how secure those items are, and keep an eye on it. These criminals can end up causing thousands of dollars in damage for \$20-40 worth of copper.

-Ashleigh Gaylord

New Text to 911 Program



Have you ever watched a suspenseful movie, where a victim is stuck in a closet, with a burglar lurking around the house, opening doors one by one, looking for the victim? And then their phone rings, and gives away their hiding position?

I think this is a genius idea, for people in that situation. Instead of calling 911, you can text them a message with your location and a description. It gives you more stealth when you don't have to be talking on the phone. Unfortunately it's not available in Arizona yet due to the cost in upgrading the existing call centers. It's actually a big step in the right direction for the hearing impaired community. If we all show our support for this program, maybe we can get it implemented in our state faster. [Send an email](#) to the Maricopa County Dept. of Emergency Management and let them know how you feel about the program. You can read more about the program itself [here](#).

—Ashleigh Gaylord

Event Calendar

DATE

VENUE

EVENT

June 7

Marquee Theater

TECH N9NE

June 7

Salt River Tubing

Pirate Day! Arrr

June 8

Ak-Chin Pavilion

Lionel Richie

June 11

Comerica Theatre

The Fray

June 21

Hall of Dames

Roller Derby Bout

July 4

Veterans Park

Tolleson 4th of July

July 4

City of Tempe

4th of July Celebration

Laughter is the Best Medicine

Teacher (on phone): You say Michael has a cold and can't come to school today? To whom am I speaking?

Voice: This is my father.

Johnny's father: Let me see your report card.

Johnny: I don't have it.

Johnny's father: Why not?

Johnny: My friend just borrowed it. He wants to scare his parents.

Joe: What does your father do for a living?

Jon: He's a magician. He performs tricks, like sawing people in half.

Joe: Do you have any brothers or sisters?

Jon: Yep, four half-sisters and a half-brother.

Manny: How do you like the drum set you got for your birthday?

Theo: I love it!

Manny: Why?

Theo: Whenever I don't play it, my dad gives me 10 bucks!



“We are each other's harvest; we are each other's business; we are each other's magnitude and bond.” -Gwendolyn Brooks

Remembering D-Day



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