

J.E.A.M. CENTS

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"Official Newsletter of April Fools"

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APRIL EVENTS

- 4/1; Rocky Point Festival
4/2; Good Friday
Mill Avenue
4/3; Mill Avenue
Los Rieleros @ Civic Plaza
4/4; Easter
4/5; Payday in 111, 4p-6p
4/9-11; Mill Avenue
Tucson Artfest
Reggae Festival @ Symphony
Terrace
4/11; Sunday on Central
4/12; Billy Joel @ AWA
4/13; 'N Sync @ AWA
4/16-17; Gay Pride @ Margaret
Hance Deck Park
Mill Avenue
4/16-18; Boat Races @ Firebird
4/18; New Times Music Showcase on
Mill Avenue
4/19; Payday in 111, 4p-6p
4/20; Korn @ Coliseum
Stabbing Westward @ Club Rio
4/21; Secretaries' Day
4/24; Deer Valley Days Festival
5/1; **Blackout Day**
Slayer @ Mesa Amp.
May Day on the Rocks @
Verde Valley School, Sedona
Mill Avenue

T.E.A.M. BIRTHDAYS

Happy birthday to the following employees and we wish you many more.....

Gloria Ruelas	4/2
Keith Liermann	4/7
Helen Cortes	4/9
Mick Hirko	4/10
Pete Morales	4/14
Ron Checketts	4/17
James Weathersbee	4/20
Diane Christian	4/22
Waseem Muhieddin	4/23
Dawn Joralman	4/24
Justin Sanchez	4/27
Shawn Mule'	4/28

T.E.A.M. ANNIVERSARIES

- 1 year: Elburn Templeton - 4/1
Mike Goff - 4/21

JOB OPENING

This position has reopened in the past few days. If you are interested in working a day shift, Monday through Friday, from 1000-1700. We are offering this shift to a qualified employee who is interested in benefits and over \$7.00 an hour.

You get many benefits including therapy and educational programs. You will be working with the fire department - assisting them by checking all fire hydrants an hour before each fire. Anyone interested contact Michelle in 111 by April 20.

COOL THREADS POLICY

March 15 was the date that we switched to the summer uniforms. The summer uniform consists of the polo shirt and the option to wear shorts. So between now and then you need to make arrangements to

trade your jackets and/or sweatshirts in for polo shirts. If you do not already have a deposit on a uniform, you will want to put a deposit down on one or two. Don't worry we will still keep the jackets around for those cold nights.

If you do not yet have a deposit on any uniforms you may go about doing so by first contacting the equipment manager. Then you must fill out the correct form. Uniform deposits can be made by either a cash deposit or a deduction from your paycheck. The summer polo uniform requires a \$15.00 deposit to be placed on each uniform issued.

Our policy regarding inside events still stands during the summer. That policy is - if you are working an indoor event, you must wear long black pants and no caps.

The weather also is starting to warm up so keep these points in mind when on shift:

- 1) Take regular water breaks if working outside, or carry small water jug with you.
- 2) Take short breaks in shaded area.
- 3) Avoid caffeine consumption which cause dehydration.
- 4) Use sun screen with an SPF of at least 15 - even on cloudy days.

TARYN & CHRISTINE'S TURN

By Taryn Jewell & Christine Philbern

Welcome to the month of April - the month of festivals and concerts. Every weekend we are real busy, so please do what you can for us..... and as you tell us yes or no as to whether you can work, please keep in mind that the more you work - especially the "non - fun" stuff, the better chance you have at getting out on those of you who find yourselves unavailable when we have "boring stuff", but amazingly you're free as the wind when a good concert comes along!! "Team" is a two way street - you take care

of us, and we will take care of you...so, some of you who have been unavailable lately, please do not be surprised if we don't need you at the more desirable events we have coming up in the near future. Don't misunderstand, we totally understand when you need family time, your main job demands that you work, etc... we just find it interesting that these conditions never come up when there is something good to work.... Every one of us - including office management have to work events, we would really prefer not to... it's the nature of the business.... so if you just want the good stuff - it's time for you to move on.....

Pay rates: your pay rate is between you and the company....this rate is determined by many factors -length of employment, how much you work, the quality of your work and more! However if you wish to share your rate with your co-workers, we will not hesitate to lower it down (this is totally legal, provided we notify you) so it might not be anything you would want to share!! Some of you who believe you are too valuable for us to "lose" need to change this high opinion of yourselves, because even though we do not want to lose you, as not only are you valuable, but also we like

you...and you are part of our family..but anyone can get sick of their "kids" after awhile - right? If you think you are above working a "post" or anything else we have to offer you..it's time for you to move on....

(oops - really went off on a tangent) back to pay rates...please face reality now....this is not the type of business where one gets rich! Due to the nature of the security business and the number of companies soliciting clients - we can only pay so much, as we only charge so much!!! Maybe in the future this will change, but for now it's the honest truth...and you either work in the business because you like it, or you go get an office or construction or boring job that pays more!!!!!!!!!!

As everyone knows, we (all security companies) really struggle to meet our client's needs...this is no secret...so, please when we leave you a message or page you - have the decency to return our calls even if you are not available! We still need to know this for our

records... ..call and tell us anything - "go to h#&*"; "My mother died for the third time"" anything!!! Just return our calls!! (wow, Christine really sounds like a bitter old woman, writing all that stuff!!!)

Special thanks to the following for being such a big help lately:

*Pete & Estelle morales - always working long, long hours and everything they can for us.

*Rolando Caudillo - running last minute places for us.

*George DeAlejandro - always doing everything for the company - any shift/post we ask him to do.

*Anthony Lopez - going last minute to tennis for us.

*Joe Gose - for his hair, and always doing the worst shifts we have!

*Penny Taylor - for killing herself at tennis, right after Firebird hours!

*Rebecca Thomas - same as above.

*Andy - or should we say, Linda Jimenez for always lining up their crews to work for us.

*Tim Roberts - for always doing double shifts.

*Richard Cavazos - for adjusting his other work schedule around us.

*Francis Chieg - for ??????

*David Clinkenbeard - for all the double shifts and last minute notice.

*David Benbeneck - same as above (just pass the phone Clinkenbeard!)

*Zack McFall - for putting up with us, and what we do to him!

*Nathan Farr - for working everything we ask of him.

*Sam Steinborn - for living at Firebird's "gate 2" post for 20 hours a day without a "peep" (A "special" thanks for Jared - Sammy)

*Craig Johnson - for always going places for us without notice!

*Ted Keller - for being so dependable!!!!

*Chris Lee & Gabe Rendon - for going above and beyond their set schedules.

*The Maddox Brothers - for doing overnight shifts all the time.

*Mike Sikora - does it all!!!!!!

*Anthony Bozzo - for always helping on those double shifts when he can.

*Carlos Zavala - for always having pretty hair.

*Wes Hatfield- for being the most dedicated to his job!

*Anthony Williams- for helping out on weekends and taking care of downtown for

us during the week.

Again, this is a short list of those who really came through for us on some tough events - thanks !!!!!!!

Also thanks to some new employees that have set a good first impression:

Daniel Aldred
Martin Gallegos
Cel Griego
Randy Lavine
Daniel Medina
Mario Moreno
Michael Parrett
Johnny Rude
Ken Lubbering
Carlos Gonzales
Blair Gray
Toby Brown

NEW TELEPHONE AREA CODES

By Chris Casias

The valley will be changing to three area codes on April 1. The change will require you to dial ten digits to complete calls outside your designated area code.

It is split up into three sections: the City of Phoenix will remain at 602. All east valley cities will be 480- Tempe, Mesa, Scottsdale, Chandler, Gilbert. West valley cities will have the 623 area code. There will not be any charges for calls made out of your area code.

Wireless phones and pagers will remain in the 602 area code. The emergency number, 911, will not be affected nor will directory assistance calls.

After the area code change, there will be a five-month grace period when both seven digit and ten digit numbers will work.

RECRUITER'S REQUIEM

By Michelle Colombini

My contribution to this month's newsletter may sound vaguely similar to what I wrote for last month's newsletter. I do feel that the point that I am and have been trying to make could use repeating. Beside which I doubt that any one (excepting me) remembers what I wrote last month.

As I see it, one of the most important functions of our job is ALWAYS being respectful and courteous to others. This should encompass not only the patrons who attend the events we are staffing, but also employees of the venue at which we are working. Last but not most assuredly not least, we need to extend this to our fellow

T.E.A.M. employees.

In recent weeks, I have unfortunately seen a few incidents of people being less than respectful of others with whom they work. I can't

express how important it is to treat each other, as we would like to be treated. It does not matter if it is the newest member of our staff working their first shift or a supervisor or manager, we all deserve to be shown basic respect as a fellow human being.

As cheesy as it may sound to say this, we are a team and we should always work together. There should never be a point in time when one employee tells another what to do or not do (unless of course it's a supervisor or manager). If someone is offering assistance in a situation, don't perceive it as that person trying to "steal your thunder", be appreciative of the assistance. Our job is not to be "She-Ra" or "Rambo"; it is to work together for the common goal of providing patrons of an event with a safe environment.

The last aspect of this would be to remember that it would be in the best interest of us all to treat each other well to help ensure that employees continue working for T.E.A.M.. The more experienced employees we have, the easier everyone's job will be. I'm sure each one of us can think of at least one instance at some job we have worked where we may not have liked the manner in which we were treated. I for one do not stick around very long if it is something that occurs on an even semi-regular basis!

OK, I'm off my soapbox. Thanks for "listening".

ACCOUNTING: PART I

By Bret Rowley

Greetings from the accounting department. I decided to try something new and my article will be about sports as April is a great month for sports. Events in April include the NHL playoffs, the start of baseball season, many exciting NBA games and of course the PGA Masters.

So I will take this time to make my predictions about the preceding and also comment on the local teams. First the favorite to win the NHL Stanley Cup has to be the Colorado Avalanche and they will win the cup by downing the Philadelphia Flyers 4-2. The Coyotes I predict will win in the first two rounds of the playoffs over Anaheim and Dallas before losing to Colorado in the Western Conference Finals.

In MLB look for the Diamondbacks to finish about 10 games above .500 and just miss the playoffs. My prediction is that the Yankees will repeat and that they will defeat the Los Angeles Dodgers 4-1 in the World Series.

In the NBA the Utah Jazz are finally going to get over and win the Championship of this ½ season. My prediction is that they will defeat the Indiana Pacers 4-3 in a rough finals.

Finally if there are any golf fans out there I will predict the Masters winner. Both Tiger and David Duval have been playing well but I am going to go out on a limb and predict that an ASU grad will finally get that illusive major win and that would be Lefty Mickelson.

Last of all if any of you are bored during the middle of the day and are sports fans, try tuning your radio to 1360 AM and listening to "The Jim Rome Show" between 10AM and 2PM. It is a great show and until next month I am out!

ADVANCE TRAINING CLASSES

Training classes for those interested in attending will be April 3 and April 24. All classes are given at 111. From 1:00 PM to 5:00 PM.

You must complete these training classes if you want a raise or promotion. There are five classes you must take and pass the test. All the classes are given in one day.

Once you complete all the classes, schedule an evaluation with Chris.

T.E.A.M. TOP TEN LIST

By Chris Casias

From our home office at the Rocky Point Festival, the category for our list this month is..."Top Ten Reasons To Attend Advance Training Classes"....

10. You can be eligible for a raise.

9. You can be eligible for a promotion.

8. You get to work better events.

7. Everyone will stop calling you a "rookie"!

6. Taryn will stop calling you a "bonehead".

5. You can learn the difference between a code 1 and a code 4!

4. You can find out the real use for field cards isn't taking down phone numbers.

3. You won't get issued a radio with a dead battery anymore!

2. You get to pat down Sam Steinborn!

....and the number one reason to attend advance training classes is...Carlos Z. will stop complaining about having you on his crew!!!!

OPERATIONS ATTITUDE

By Jared Rafferty

The violent events throughout the valley the last couple of weeks have brought everyone to a new level of awareness. In all actuality we have long lived in a very violent world. Many people have been insulated against that simple fact. Humans are the only being that kill for reasons other than food or survival. Myself, Mick, and a few others I know grew up with life threatening violence as an everyday occurrence.

There are many different approaches that one can take when the world around us turns ugly. One can lock themselves in their home, and see nothing that occurs around them. You can become paranoid, and

live everyday in fear. I implore you and everyone else to instead take the only course of action that can insure a safe and pleasant world for our children.

1. Realize that yes we live in a world that is not so safe.

2. Realize that yes there are people out there who would hurt the ones we love.

3. Realize that we truly can make a difference in the lives we touch.

4. Realize that the only weapon against hatred, ignorance, and fear, are love, thoughtfulness, and the courage to take a stand for those we don't know.

I put forth to you the challenge of changing the world we live in one person at a time. Take a look at the reasons for the actions of others, "for to truly understand the motives of a man is to hold the key to his change"

Thank you.

WILLIAM'S WELCOME

WAGON

By Bill Sdby

Hello again, for those of you that don't know, I have taken over as the equipment manager. So if there is something you need, please contact me.

Just to let you know, we now have a flashlight rental policy. If you do not have your own flashlight, we will charge you to use one of ours. We can either take cash or do a payroll deduction of \$1.00.

I would like to ask you all to please help us keep the 10-93 office clean. That means

that you have to empty the garbage when it looks full.

If you have any extra shirts that were not assigned to you, please return them to me at 10-93 or 111. If you do any damage to your uniform or equipment, let me or a supervisor know. That way we can get it fixed or replaced.

I would like to thank you all for the great job you are doing and to please keep it up.

TOP TEN SIGNS YOU CHIEF DOESN'T LIKE YOU

10. He doesn't like to be seen in public with you.

9. He lied to you about an "officer exchange program" and put you on a plane to Siberia.

8. You always get the patrol car with the flat tire, no gas, a dead battery and a broken air conditioner.

7. He makes up "missing persons" and then sends you to look for them.

6. He always tells you that only wussies call for back-up.

5. He sends you on drug raids- alone.

4. The job description in your contract includes "crash test dummy" and "pepper-spray test subject".

3. Your locker is also the broom closet.

2. Instead of a gun, you were issued a water pistol.

1. He refers to you as "our mascot"!

FROM ACCOUNTING: PART II

By Adam Tolman

Just a quick little note from the accounting department: If you ever feel the need to meander back to the dark, cold hole that is the accounting department to request an opinion from us, just remember the importance of asking the right person. Case in point: It was a popularly held belief that a sorry college basketball team from Durham, NC would prevail in the world's greatest sporting event. Not so, said I. (Even though my pick perished in the first round). I alone saw mighty Puke falling to some David that would rise up and strike them down. I knew.

So let this be a reminder to you. Albeit, you may not even think that the two accountants combined have enough smarts to warrant a trip back here, but if you do travel back here, just make an abrupt left turn after entering the door and you will find what you need. Best wishes throughout the month.

MICK'S MEMO

By Mick Hirko

This has been a month that had a lot of good, but also a major bad aspect. We had a very successful Ostrich Festival, the Nationals at Firebirds (even though that was on the tail end of January), as well as our first big show of '99 with Evening Star, a beer and wine festival, and a ton of other events, that all went really well. The last weekend of this month will bring the MAMA Spring Festival on Mill Avenue and the SuperChevy event at Firebird. By the time most of you read this, those two events will be behind us, and will hopefully have gone as well as the rest of the month.

The month was filled with innuendo and rumors spread by one of our wanna-be competitors, trying to make us look bad in front of our client. It seems like a constant that

new companies pop out of the ground. They lie and rip off their clients and employees, don't pay their taxes and usually don't carry any or at least not decent insurance, and go out of business a few years later. WE have been around for quite some time, and plan to be around for a long time to come. A lot of the reason for that, is that we don't do any of the above. It's called professionalism and ethics. Do yourselves a favor, don't work for the fly-by-night companies that have not been around for a short time. You are only hurting yourselves, and the few professional companies that try really hard to do a good job, and survive.

Without employees, none of these clowns can make it for very long. If we ever (as a company and industry) want to be able to pay a decent hourly wage, it will only happen, if these wanna-be companies go away, and stop doing events and security for free. If we didn't have to pay taxes, liability and workman's compensation insurance, we could pay a heck of a lot more. Nearly 40 cents on the dollar billed goes to pay the costs outlined above. A lot of the new companies don't pay those things. In the short run, you might get a bit more pay, but in the long run, we all lose. We are proud of the work we do, and all work very hard to do a good job. Help us and yourself to finally get paid what we are worth! All right, let me get off the soap box. What happened to me keeping it short?

As most of you know, a little over a week ago, a Tempe Police officer was very seriously injured by a crazed gunman on Mill Avenue. Aside from it being a shock

to many of us who know Sgt. John Schaper, and consider him a friend, it was a wake-up call for us. Many of us were very emotionally and psychologically affected by what happened to John Schaper. Our prayers and thoughts went out to him and his family, as well as Officer Chuck Bridges, who was also hurt, and Steve Smith, who was the only officer who was not shot in this incident. We all felt the pain of those great officers, and hope for a quick recovery for John and Chuck. We cannot forget the suffering that Steve Smith has gone through. Try to put yourself in his position, and imagine what he went through. He had to defend his and his fellow officers lives, but had to take a life in the process. Steve is a great guy, and we hope that he'll be back real soon. If you know him, you know what I mean. Most importantly, John Schaper is still in the hospital, and had a very close call. The public outpouring of care and sympathy has

been incredible. If any of you would like to help him, please donate blood at any United Blood Bank in his name. He went through 18 liters of blood to save his life, has had several surgeries, and has gone through pain like none of us can imagine. I think all of our prayers helped him, but John is a tough (and very Lucky) guy, and we are all hoping that he will be back annoying us on the Avenue real soon.

Even though the situation that led to the shooting was very strange, it should make us all take a close look on how we work, and how we interact with the public. The suspect in this shooting just walked up, and started shooting, for reasons that will probably remain unknown forever. He stopped his truck, got out, walked up to the officers, and began shooting. The officers were dealing with a transient. Supposedly, the shooter had a soft spot for transients. Was this the reason? He took that answer to the grave with him. The issue is that he did not like cops. There are a lot more people who don't like us. Think about how often we deal with the trolls, and how many of them have threatened us. How difficult would it be for one of them to try and make their threats true? The question answers itself. Any time we deal with the public - anywhere - a concert, a car race, a bar, party, Mill Avenue, we need to

remember that we don't know the person we are about to deal with, we don't know what is going on with them, or how they are going to react. We need to approach

every person with care, be aware of our environment and surroundings, and remain alert. Always keep your safety zone (your personal space) and watch the hands! Most threats come from the hands, and shoulder movement will show quickly if there is an aggressive action pending. Keep eye contact, and watch the body language. Watch your back, or better, have your partner watch it for you.

We sometimes tend to get careless, and forget about the constant danger that is out there, but crazed or unbalanced people, by alcohol, disdain for a uniform or authority figure. We want to be safe and go home each and every night, to do it again another day. Think before you act, and never underestimate any situation.

The night after the shooting, something happened, that really gave me back some of my faith in humanity. I was doing traffic control at another crime scene, and a young slacker walked up to me. He asked how the officer was, who had gotten shot the night before. I was preoccupied, and I was definitely in the yellow danger/safety zone, and responded absently that he was a little better. The slacker responded: "I'm glad to hear that. I said a prayer for him". Wow, it really blew me away. I was guilty of judging a book by its cover. On the Avenue, we all get kind of negative, because of all the negative contacts we have. That young man brought me back to ground zero, and wiped my negativity slate clean. I think there is a little lesson for all of us, a reminder of what we always preach: Judge every person by their actions, not their appearance. Let's not let things get to us, and overact. Most importantly, for those of you who work on the

Avenue - This was an isolated incident, and no matter what the press wants you to believe, it's still very safe out there, and we are a big part of keeping it that way. Some of us have worked many years out there, and have seen some pretty crazy stuff. We all left our blood, sweat and tears out there to make it safe, and we will not let anything diminish our accomplishments. We need all of your help in keeping it safe. There is nothing to worry about, and nobody should hesitate to work in the downtown area, no matter what rumors you have heard, or what others want you to believe.

Be safe, and keep the Peace!

CHRIS ' FINAL THOUGHT

By Chris Casias

Once a year I like to look back at my life. That includes looking through past photo albums and correspondence that I'd received from family and friends.

Going back to my high school days, I look through my prom photo's, I ask myself why I gave up playing in my high school band, who have gone on to record their third album this year.

Joining the Marine Corps after graduating high school. While in the Marines I pretty much hit all the conflicts that were going on at the time- Panama, Liberia and the Gulf War. Spending my last months as an instructor for Infantry School in South America and the States. After my first wife died I decided to leave the military.

I keep in touch with my other fellow Marines. Some of them have gone on to other things, some are still fighting for our country. In the past few weeks I received some calls from friends who were going to be a part of the attack on Kosovo. Here in the States a lot of citizens are either for or against us being a part of the Kosovo bombings. Having been in the military for over six years I have mixed feelings on our participation in this police action. I spent most of my time overseas during the military.

There are many countries that hate America, and then there are those that love America. I experienced a lot of each when visiting other countries. Some would welcome us with open arms others would protest us being on their land.

I didn't grow up in the United States, but when I became a citizen here I knew I would do my best to be the "good American". I think what makes a good American is knowing what it's like not being an American. You get to appreciate what you are a part of. We are the most powerful country in the free world. And we have to do what we need to, to have other countries have a chance at what we have. We will always have those that say our government is corrupted, when it is not the government but those that we elect to run the government.

If you are a citizen, I think it is stupid for you not to vote, not to have a say of who runs your city, county, state or country.

I think my whole point here is that you are in a better place now. I talked to a few employees over the weekend, and the biggest complaint I heard was how their job with T.E.A.M. was. How they had to

work for over eight hours, take a couple hours off and then go back to work. Just remember we do have other people that would be happy to have your job.

Some other questions that were asked were concerning raises and promotions. It is up to the individual employee when they receive their first raise or promotion. All you have to do is attend those training classes.

I wrote an article last year of what the qualifications were, here it is:

I HIRE AND PROMOTE FIRST on the basis of integrity; second on motivation; third, capacity; fourth, understanding; fifth knowledge; and last and least, experience. Without integrity, motivation is dangerous; without motivation, capacity is impotent; without capacity, understanding is limited; without understanding, knowledge is meaningless; without knowledge, experience is blind. Experience is easy to provide and quickly put to use by people with all the other qualities.

We often search for complicated answers to problems when the truth is under our noses all the time. Henry Ford was once asked by an insurance agent whom he had known for many years why he never got any of Ford's business. "*You never asked me*" was Ford's reply.

My door is always open.