

# J.E.A.M. CENTS

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“Official Newsletter of the New Millennium”

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## JANUARY EVENTS

1/10: Payday in 111. From 4p-6p.

1/14-15: Mill Avenue Crews

1/15: Advance training classes in 111.  
1p-5p.

1/15: Festival of faith @ BOB

1/17: Martin Luther King Day

1/21-22: Mill Avenue Crews

1/22: Off Road Championship @  
BOB

1/24: Payday in 111. From 4p-6p.

1/28-29: Mill Avenue Crews

1/29: Motor Supercross @ BOB

## T.E.A.M. JANUARY BIRTHDAYS

Christopher Starr 1/3

Kristopher Knoll 1/9

Travis Gepson 1/21

Scott Walrath 1/24

Toni Legac 1/25

Dan Burdick 1/29

## T.E.A.M. ANNIVERSARIES

One year- Wes Hatfield 1/13

Jerrod Smith 1/20

Two years- Keith Liermann 1/7

Helen Cortes 1/10

Tim Roberts 1/14

David Clinkenbeard 1/21

## SCHEDULING TIPS

By Scottie Beattie

“I cannot give you the formula for success, but I can give you the formula for failure, which is: Try to please everybody.” -Herbert Bayard Swope.

Happy New Year! This is the time of year when everyone strives for change – a new beginning. First, I would like to express my deepest gratitude to all the courageous and dedicated people who worked New Year’s Eve at either the Fiesta Block Party or AWA. It takes courage not to follow the norm. The norm predicted mass destruction, doom and chaotic runs to the store to stock up on canned goods, water, ammunition, oxygen and anything else you needed to survive Armageddon. The Apostles of doom were wrong.

I want to applaud all the temps, new employees and long term T.E.A.M. personnel who showed up for their shifts and gave 150% during New Year’s Eve.

A special thanks to all of you who have tested me. I appreciate all the challenges you have given me. These challenges have assisted me in learning the ropes and which of you are truly supervisors and those who like to play make believe. Thanks, these tests have really helped me learn more about the job and your character.

For those of you who have inquired about the new position with the fire department please see Chris Casias. Chris will be conducting the Fire Marshall training classes next month at his home. Dinner will be provided. Please RSVP by January 15, 480-829-6060.

Last but not least – friendly tips for easier scheduling:

1. Keep a written record of your schedule and who you scheduled with
2. Keep a personal record of all the hours you work (C.O.A.)
3. Call a scheduler 4 hours in advance when you can’t make your shift
4. Be professional –Respect other people’s time
5. Don’t be a Gossip monger-get the facts before you speak
6. Don’t point fingers or make a new employee a whipping post-you’ll never know when you’ll be the new employee

“When a man blames others for his failures, it’s a good idea to credit others with his successes.”

-Howard W. Newton

Next advance training classes will be held on Saturday, January 15. In 111 from 1pm to 5pm. See Chris or Stephanie to sign up.

## NEWS UPDATE

Garden City, NJ- A man was killed by an exploding carrot. Vegetable terrorism experts suspect neighboring cattle ranchers who have become upset by the increasing popularity of salads, set up by Bill Bob James, an RV (recreational vegetable) dealer and gourmet. Garden City police Captain Roger Rarebit says the matter is still under investigation.

Lincoln, Nebraska- A man was admitted to the hospital after police found him nude and lying unconscious underneath his second-floor balcony, twenty feet above.

Four oranges and part of an apple were found under the injured person's body, leading one investigator to speculate that the man fell while trying to juggle the oranges with the apple in his mouth.

Tucson, Arizona- An unidentified man was hospitalized after he spent forty-five minutes "thrashing around in cactus and hugging saguaros" outside the Sisters of Immaculate Heart convent. Sheriff's deputies said the man apparently believed the cactuses were nuns.

### **REALLY HAVING A BAD DAY?**

1) The average cost of rehabilitating a seal after the Exxon Valdez oil spill in Alaska was \$80,000. At a special ceremony, two of the most expensively saved animals were released back into the wild amid cheers and applause from onlookers. A minute later, in full view, they were both eaten by a killer whale.

2) A psychology student in New York rented out her spare room to a carpenter in order to nag him constantly and study his reactions. After weeks of needling, he snapped and beat her repeatedly with an axe leaving her mentally retarded.

3) In 1992, Frank Perkins of Los Angeles made an attempt on the world flagpole-sitting record. Suffering from the flu he came down eight hours short of the 400 day record. Then he found out his sponsor had gone bust, his girlfriend had left him and his phone and electricity had been cut off.

4) A woman came home to find her husband in the kitchen, shaking frantically with what looked like a wire running from his waist towards the electric kettle. Intending to jolt him away from the deadly current she whacked him with a handy plank of wood by the back door, breaking his arm in two places. Until that moment he had been happily listening to his walkman.

5) Two animal rights protesters were protesting at the cruelty of sending pigs to a slaughterhouse in Bonn. Suddenly the pigs, all two thousand of them, escaped through a broken fence and stampeded,

trampling the two hapless protesters to death. And finally.....

6) Iraq terrorist, K hay Rahne jet, didn't pay enough postage on a letter bomb. It came back with "return to sender" stamped on it. Forgetting it was the bomb, he opened it and was blown to bits!

### **RECRUITER'S REQUIEM**

By Stephanie Foley

Well hello everyone!!!! This has definitely been a hectic couple of months but we made it through with our usual T.E.A.M. style!!! I really want to thank everyone who helped make New Year's Eve a success!! I know having to work on the biggest night of the year isn't the greatest but like most of the events we do it went by quick and was actually pretty fun.

Now it is time to focus on the new year and see what great things will happen!!!

As far as recruiting goes please remember to let others know about your cool job and all the fun things you get to do. Also remember that we still have the referrals bonus!!! \$25. bucks each and every time someone comes in puts your name on their application and works at least 100 hours !!! Talk about easy money\$\$.

Now it is time for my thank you's First Gabe Rendon and Derek Cheff for bringing in extra buddies to work New Year's and a thanks to John Arends for helping out with orientation. I didn't even have to ask !!!! (thanks Chris) Finally Eddie Cano would like to say thanks to everyone, especially his arena crew, for all the great work they did on New Year's and for the support during his time of grief!!!

Ok I am now officially done using the word(s) New Year's, at least for the next 9 months.

Have a wonderful January and remember to pass the word on where the hottest place to work in Arizona is.

### **BRET'S BRAGGING**

By Bret Rowley

Greetings from the accounting department. It is nice to know that the accounting department is Y2K compatible. Once again it is the start of the year and it is time for W2 forms to go out at the end of the month. Last year we had many returned and so if you

have changed address in the last 12 months please make sure that we have your current address. Also once again I want to emphasize the importance of signing in there have been numerous payroll protests lately and almost in every case it is because someone assumed that someone else signed them in. So make sure that you are signed in as that will save you time along with me. Have a Happy New Year and continue to be examples to our clients and the company will continue to progress.

### **T.E.A.M. TOP TEN LIST**

By Chris Casias

Happy New Year everyone, I many of you survived. I saw a few of you out there and got a chance to ask you what your new year resolutions were. So from our home office on Millennium Avenue comes our list for this month...." Top Ten New Year's Resolutions from T.E.A.M. Employees:

10. John Arends- stop using all the viagra in my hair.

9. Bret Rowley- realize that Adam is gone and stop waiting for him by the window in the lobby.

8. Derek Boice- join D.A.M.! (What he meant was to join M.A.D.: Men Against Dyslexia)

7. Mike Butler- stop thinking that I'm the best parking employee.

6. Eddie Cano- give up on women as they have apparently given up on me!

5. Brandy Leue- stop asking Chris Casias for his last name and who he's with every time he calls the office.

4. Mick Hirko- carpool with Bill Selby and Mike Sikora to the rage-a-holics meetings.

3. Chris Casias- stop making fun of employees in the newsletter!

2. Steve Bressan- gain weight so I don't have to run around in the shower just to get wet!

.....and the number one New Year's Resolution by a T.E.A.M. Employee is by....Zach McFall- stop wearing my Blue GAP Jeans everyday!!!!

### **SIKORA SAYS.....**

By Mike Sikora

Well, most of us have made it through the busy event season and New Year's Eve. Some of us got some bumps and bruises and some even got their pictures in the media. Some of us have been emotionally and physically drained. Tensions were extremely high. I'd like to thank the ones that stepped up the pace

when it was needed. You know who you are. This month will be a slow month compared to the past few and we will be able to catch our breath.

This is the month for people to get set up on permanent schedules. We also have a parking program that needs to be filled. The program is available full and part-time. It has a pretty good pay rate and full-time employees may be eligible for benefits. Shift times are as follows: Monday - Thursday 8 am to 3 pm and 3 pm to 11 pm. Friday-Saturday 8 am to 1 pm / 1 pm to 6 pm / 5:30 pm to 2 am.. If anyone is interested, please contact one of the schedulers, Stephanie or myself for more information.

Thanks again for a great year and for the great year coming. Don't forget to keep your New Year's resolutions, I intend to keep mine.

### ZACH'S ON MILL AVENUE

By Zach McFall

Well, we made it through the busiest night of our lives. We did not die at the stroke of midnight so I think we're OK for at least another millennium. I would like to thank all of you who put a great effort in making that night happen.

Well, I don't know if you all have heard, so I will tell you. I am not in the scheduling department anymore; I am now the Downtown Tempe manager. I would first like to say thank you to all the people that help keep our downtown office clean. It is a battle to keep people from being slob. So, I would love to see some peer pressure on these people to help keep it clean. I would also like to see all of the P-2 patrol logs before they go to 111. The reason is that I fax those logs to our clients. So let's make sure they are filled out properly.

So, if you have any questions about downtown or the new policies and procedures please feel free to give me a call at (602) 270-5683. Thanks again. ZJ

### MICK'S MEMO

By Mick Hirko

I might as well get it out of the way - I told you so. We all survived New Year's Eve, the world as we know it is still the same, the computers still have the same

quirks they had before 2000, and all of our little anarchists left their ammonium nitrate at home. Mike Sikora kept asking where he could buy diesel on New Years, but I am sure that was just a coincidence. I do wonder when the stuff stolen just before New Years will show up. I'm certain we haven't heard the last of that stuff. I hope I am wrong on that count. Apparently everything went well on Coomer's home planet, as well, so we all made it. I want to thank all of you who gave so much, to make it through New Year's Eve, at the Arena, Millennium Avenue, the Macayo's and Club Rio. We would never have made it without all your hard work. Once again, there were a lot of memories made for all of us. I can honestly say that it was our best New Year's ever. I want to especially thank Stephanie Foley, who probably had the hardest job of all, which was recruiting, training and hiring all the new folks we brought on board that night. It was a true team effort. Hundreds of hours were put in by Stephanie, Chris, Joe, Bill Mike, Zach, Eddie and everybody else in the office, to make this event happen. A special thank-you to those of you who brought in friends and family members to help as well. This is probably the hardest event for all of us, on the end of usually very busy event seasons. I think I age about ten years every year we do this. Joe Coomer's little practical joke of withholding the fact that we still had a whole large reserve of staff on the second call that none of us knew about was not funny, and did not help my aging process. Joe - Paybacks are very painful, and we all know you like pain, Joe! On a serious note - a

special thank-you from the Tempe Police Department to all of the quick response and crowd control that night, when we had that fire at 5<sup>th</sup> and Mill.

In reading through the end of year issue of this newsletter, it brought back memories of years past, and some of the funny, not so funny, but definitely memorable moments. The one I will never forget was about two years ago. We had a guy working for us, who had a bit of a problem with crying wolf. Let's call him Tracy. Karen was dispatching for us on Mill Avenue, and Tracy had the annoying habit of calling in everything, and always being on the radio. He sure loved to hear

himself talk on the radio. As you probably all know, just about the most serious call you can make is a Code 1. Well, Tracy managed to call three of these life-or-death calls in less than a week. We were beginning to look pretty stupid, the second time half of the Tempe Police and all of our personnel responded to what really was nothing more than a couple of friends having a heated verbal discussion over a sports score. The third time it happened, we didn't even call the police, but just strolled over to Hayden Square, where he called in this situation, not to find anything.

We tried to warn him, educate him, threaten him with taking away his radio, everything we could think of. It was all wasted, because about an hour later - here comes the next murder on Mill, courtesy of Tracy. For those of you who have ever worked with Karen Foley, when she is dispatching, she has the patience of 20, in working with people and trying to educate them, and answering the same question hundreds of times, because nobody reads their briefing sheet, or pays attention to the radio. Well, after Tracy's newest call of a "code 1", Karen came on the radio, calling Tracy. Instead of asking for specifics of who, what and where, her

transmission was as follows: "Dispatch to Tracy. Just to let you know, the next Code 1 you call in will be your own." I think everybody, even though we were furious with Tracy, dropped right on the spot, rolling with laughter. We never heard Tracy on the radio again. I guess you had to be there.

There are a million memories over the years, of people whose names we don't remember, and others, who we will never forget. Of true drama and tragedy, of things that never seem to change, great stories of originality for canceling or missing shifts, and really lame ones; of stories that would make best sellers, and a lot of really hard working people, that did their best to do their job, and make us proud. We promise you all many more memories, hopefully all good, and lots of changes in the new year. You will shortly be seeing some new faces, and some procedural changes, that we hopefully will aid in making us more productive, more professional, and take us into a great new century. I can't really tell you all a lot

more at this time, you will just have to wait and see. It's all good, and I am excited about the coming months, and what it will bring us all.

Finally, it's time once again for some appearance reminders. We are going to start fazing out the sweatshirts, except to wear under our jackets, because they really don't look that sharp, and just about everybody ends up putting their hands into their pants pockets, to keep them warm. This gives a very disinterested and unprofessional look. If you wear a jacket, keep your hands warm by putting them into the jacket pockets, not your pants. Look at somebody who does have their hands in their pants pockets, and you will see what I mean. Also, from a grooming perspective, let me remind the gentleman that you must take out your ear, nose, lip and eye-brow rings when working. The only piercings

you may have while on duty are those which are concealed. This does not mean you can wear a hood over your face. You know what I mean. Also, if you have long hair and are a male, you must wear either a T.E.A.M. issues hat, or a straight black or white baseball-style cap, with your hair inside of the hat. Hats with logos, advertising or any other unauthorized prints are not allowed. Ladies, your hair must be put back in either a pony tail, braided, or in another fashion prevented from being free flowing. The hair policy applies for both males and females for hair that is longer than collar length. Finally, regarding uniform policy - Pants are to be black and form filling, and shoes are to be predominately black. Folks, we have all gotten a little sloppy on appearance. It's time to get back to the basics, and showing pride in our appearance. You will start getting subtle reminders, if you are in violation of the uniform code. Please do your part, to prevent us from having to remind you. Be safe, and I'll see you out there.

### **LESSONS I'VE LEARNED...**

I've learned that you cannot make someone love you. All you can do is stalk them and hope they panic and give in.

I've learned that it takes years to build up

trust, and only suspicion, not proof, to destroy it.

I've learned that you shouldn't compare yourself to others - they are more screwed up than you think

I've learned that regardless of how hot and steamy a relationship is at first, the passion fades, and there had better be a lot of money to take its place.

I've learned that sometimes the people you expect to kick you when you're down will be the ones who do.