

J.E.A.M. CENTS

Volume VII Issue No. 4

"The official Newsletter of the T.E.A.M. Shadow Management"

April 1-30, 2002

Total Events And Management 2121 S. Priest Drive Suite 111 Tempe, AZ 85282 480.829.6066 www.teamsecurity.net

Welcome back to your monthly newsletter. Hope everyone had a great Easter. Now it's time to get back to work.

With many events this month, you need to start signing up for those hours. See your local scheduler for some shifts.

In this months edition, read about some policy changes, a job opening, hear from our receptionist, and useful info for our upcoming concert season.

Happy Birthday to those celebrating a birthday this and congratulations to those who have an anniversary with us.

Until next month, be careful out there and have fun.....

APRIL EVENTS CALENDAR

- 4/1: Payday in 111. 4p-6p.
Ozzfest @ Cricket Pavilion
4/5: Kid Rock @ Cricket Pavilion
4/5-7: Mill Avenue Spring Arts Festival
4/13: Gay Pride Festival @ Margaret T. Hance Deck Park
4/14: New Times Music Showcase on Mill Avenue
4/15: Payday in 111. 4p-6p.
4/18: Puddle of Mudd @ Web Theater
4/19: Green Day/ Blink 182 @ AWA
4/27: Advance training in 111. 11a-3p.
4/29: Payday in 111. 4p-6p.
4/30: Supervisor meeting. Call for details

T.E.A.M. BIRTHDAYS

Gloria Ruelas	4/2
Anthony Cota	4/2
Annette Pena	4/2
Richard Cavazos	4/5
Tanya Worthen	4/6
Keith Liermann	4/7
Bert Rawls	4/11
Jose Cordova	4/12
Alejandro Diaz	4/14
Ron Checketts	4/17
Jeff Dauscha	4/17
Clifford Jones	4/21
Mark Fulaytor	4/22
Waseem Muhieddin	4/23
Shawn Mule	4/28
Paul O'Laughlin	4/28
Laveda Risley	4/30
Tiffany Golden	4/30

T.E.A.M. ANNIVERSARIES

One Year: Jack Erickson	4/11
Gordon Morrison	4/11
John Beckett	4/14
Derek Dare	4/17
Katie Harpool	4/17
Edward McEntee	4/17
Francisco Meneses	4/17
Gordon Cousins	4/25
Richard Rade	4/25
Matt Smith	4/25
Two Years: Richard Campbell	4/15
Ron Checketts	4/15
Justin Elkins	4/15
Three Years: Robert Rodrigues	4/14

JOB OPENING

This position has reopened in the past few days: If you are interested in working a full-time shift, Monday through Friday, from 1000-1800. We are offering this shift to a qualified employee who is interested in benefits and over \$10.50 an hour.

You get many benefits including therapy and educational programs. You will be working with the fire department- duties include but not limited to checking all fire hydrants an hour before each fire and refilling them after each fire. Anyone interested contact Richard Campbell for details. You can reach him in 111 during office hours.

STOP PROP 200

In May of this year, there will be a special election in Tempe, to pass one of the most idiotic, dictatorial and restrictive propositions I have ever heard of. Proposition 200 is being spearheaded by a retired doctor, who obviously is suffering from some sort of degenerative form of brain damage. He has managed to collect enough signatures, based on misinformation and plain lies, to stop smoking in all of Tempe. I do not think there are a lot of people who would not agree on the rights of people who do not smoke, and how they should not be exposed to secondhand smoke, or have to smell cigarettes, if they care not to. Unfortunately, this proposal would outlaw smoking altogether in any public place, or in proximity to any public place.

This would cause unbelievable damage to many of the businesses that are our friends, clients, and that we all like to go to. You could not be on the patio of a restaurant, or anywhere close to it, and have a cigarette. Bars, restaurants, even outdoor venues would be affected. You could not work anywhere in Tempe, and go outside for a smoke break. It would make you into a criminal.

Many of the people that come to Tempe to have a good time, would go to Scottsdale or Phoenix. This proposed law would not allow for any exceptions, no amendments or any variances. Even the lawmakers of Tempe would be powerless to amend this, because this is being voted on as is. What happened to our rights to make our own decisions, and our ability to live without being oppressed? This proposal would take that away from us.

This proposition would put many, many companies out of business, and drive business and people out of Tempe. This is our home, and no cousin of Joseph Stalin should be allowed to spread his poison in our town. This is not a smoker issue, this is a matter of rights. The right for a business to conduct itself in a responsible manner, and for people to make their own choices, not having a senile retiree decide for them. This is about the survival of our friends and neighbors. Tempe already has a smoking ordinance, and it works. Proposition 200 is a lie, and might pass, because people do not know what they are really voting on. Mill Avenue would turn into a ghost town, and many large businesses will disappear, because they can no longer attract good employees. Good people will want to work, live and play in a city where Big Brother does not run their lives.

We are asking for all of your help. If you live in Tempe, get registered to vote if you aren't yet, and cast your vote against this absurd proposal. We have voter registration cards, and early mail-in voting ballots available for all Tempe residents at 111. If you do not live in Tempe, help all good people of Tempe get the word out that Proposition 200 is an evil lie, and must be stopped. We need to get everybody out to vote against this. We do not have much time. The deadline for voter registration is April 18th.

Like I said, this is not about smoker rights - This is about preventing one idiot killing the livelihood and dreams of many good people, by making us all do what he wants. Help us protect and save our neighbors and friends. We really need all of you to help us.

NEW POLICIES

Effective April 1st, 2002, there will be two new policies in effect. Please review them carefully, and ask questions, if you are uncertain of what they mean.

1) Effective immediately, one un-excused "No Call/No Show" will result in termination. The prior policy allowed for one, and was grossly abused. The only exception to this policy, is if the person committing the "No Call/No Show" can present documentation or other proof why they were not able to notify us in a timely manner.

2) Effective immediately, all personnel supervising accounts must call in an event summary at extension 333 (easy to remember) of our main office number (480-829-6066). Any personnel working solo accounts, or other unsupervised shifts will be required to do same. You can call from the account, from home or where ever you are able to get to a phone. Even if nothing out of the ordinary happened, we still need the call. This policy is necessary, so that we are aware of situations prior to clients or police calling. You are still required to fill out all necessary shift and incident paperwork.

FROM THE FRONT DESK

By Annette Pena

Hi, everyone it is the front desk receptionist @111. It is nice meeting all of you that come into the office and talk to me, you guys made me feel right at home.

I am going on my second month here and it has been a total change of scenery, that is, coming from working out in the field as all of you do. I did get to work out in the field twice since I have been back. Once with the spring training at Diablo Stadium. Second, was working out at the Beer Festival it was cool.

I just wanted to give a special shout out to people who made my first two months really cool. First of all, everyone in the Management office it has been a blast.

Second, is out to Justin Love, Terri Tautimes, Salvio Munoz, Phillip Garduno, Cliff Biddle, Norman Carpenter, Talia Jackson and last but not least Vincent and Anthony Cota the laughing bunch (Thank you Anthony for the DONUTS).

Well, it has been fun hanging with you guys.

WHATZ UP DOC?

American Chiropractic

Sport injuries are becoming more popular as the season changes, everyone wants to get out and enjoy the weather with a nice jog, bike ride or by playing their favorite sport. Chiropractic care for sports injuries are increasing among sports teams, trainers, and athletes alike.

The lumbar spine is the most frequent injured area of the spine. Spinal injuries can restrict range of motion, reduce strength, slow reflexes, shorten endurance and decrease your overall performance. These injuries can also choke delicate nerves and blood supply and take you out of the game entirely.

Chiropractic care helps to reduce inflammation of the involved muscles, tendons, and ligaments that are often associated with the improper joint movement, effecting peak performance. Besides normalizing spinal function and assisting the healing of soft tissues, chiropractic reduces the deconditioning effect of being on the sidelines, enhances performance and prevents injuries from happening in the first place.

Because proper spinal function is essential for peak performance, professional athletes, "weekend warriors", joggers and those who want stay in shape are discovering the benefits of chiropractic care in a preventive role.

Sports injuries among youngsters are often ignored as "growing pains". Regular chiropractic checkups can help avoid problems seen later in adults.

An aerobic exercise program or a plan of brisk walking can improve muscle tone and help you avoid strains, sprains, and other activity-restricting health problems. Whether you play golf, tennis, bicycle, bowl or rollerblade, the best treatment for sports injuries is prevention.

Reduce injuries by:

- Participating in a conditioning program
- Stretching daily

- Wearing proper shoes/ gear
- Warming up properly

It has been shown that proteolytic enzyme use immediately after injury significantly reduces inflammation. Proteolytic enzymes can reduce edema and stimulate the immune system, which can effectively reduce pain. Administering enzymes on an empty stomach is reported to cut recovery time in half following surgery and aids in the elimination of chronic inflammation. The use of proteolytic enzymes supplementation has been well documented to speed the healing and recovery of traumatic injuries, especially sports injuries. They are safe, readily available and inexpensive. Taken daily, enzymes are also an effective preventative treatment.

The 10 essential to optimum health:

1. Avoid the traps: alcohol, tobacco, caffeine, sugar, fats, drugs, and accidents.
2. Ensure proper digestion and elimination
3. Eat simple whole foods
4. Drink pure water (8 glasses a day)
5. Breathe pure air (may require a filter)
6. Sunshine – a good source of vitamin D
7. Rest and relaxation
8. Exercise
9. Positive thinking
10. Chiropractic adjustments

Take care of yourselves while you are out biking, hiking and playing. And as always good luck, good eating and good health, Dr. Lynn and Dr. Vince

TARA'S "TWO CENTS"

By Tara Clark

Hello T.E.A.M.

I have been doing a lot of research and reading on employee loyalty and how to retain employees. I am sure that most of you can figure out the usual answers to company loyalty, which would be: Pay, Benefits, Career Plans, etc. etc.

I would like to share with all of you, other reasons that you may not think of. There are national studies and surveys that others share the same feelings on being attracted to work for a certain company.

The number one answer I would have is, Recognition. To be recognized for the job that you are doing and to be told by your managers and peers is very important it makes you feel good as a person and it can

make you want to work even harder for that company. If you do not get recognition, you feel that you don't matter, that what you do is not appreciated, and why would you work for a company that makes you feel that you are replaceable.

Communication would fall in line with recognition. To communicate that you deserve recognition or that you may be on the wrong path, you need to be communicated with, to help you be guided in the proper or right direction. If your managers or peers do not communicate with you on how your performance is, how can you do your job properly? You cannot!

Everyone always has something to say about others performance, if you do not hear it from your boss or managers, may it be negative or positive, do you think that the boss or manager may have also heard and don't care that others are talking about things they may not know about? My point is that if your managers don't communicate with you, how do you know if you are doing the job they are looking for, and if you are, don't you want to hear it? I sure do. Empowerment would be a top one for me also; employees have a natural desire for immediate gratification. If it isn't there, employees tend to leave. "To motivate employees empower them" (unknown)

To be empowered you need to be motivated by the company. Positions in which employees are empowered are when they feel what they are doing is meaningful to the success of the company. That makes you as employees feel worthy of your job and that goes back to recognition. Satisfying employees, by ensuring they are meaningful and are treated well, is not only the nice thing to do, it makes good business.

What I am trying to get across to you is; what you do in your life and workplace really matters. The lines of how happy you are in life, which can help, be obtained in your work place. The workplace can help you obtain all of this if you work for a company that respects you and you love to work for. It may take many of you to find companies that you love to work for, in the mean time get what you deserve in the company you are with and work hard at what you do to get the recognition, the communication you deserve and the empowerment that you want as an employee. All of these reasons tie into each other somehow, its just what you want the most.

This all started because I would like to do a employee retention survey and I would like all T.E.A.M. employees to really think of the different types of things that you look for in this company or any other.

What would you like to be proud of yourself for? Or proud to work for the company. Give me true honest answers on the survey and I will do my best to help you get these achievements from this company and they may follow you in your life.

Have a very Happy Spring, Stay safe, and have fun. Survey coming soon...

THINGS TO PONDER

I just got lost in thought. It was unfamiliar territory.

Honk if you love peace and quiet.

Atheism is a non-prophet organization.

Borrow money from a pessimist- they don't expect it back.

Support bacteria- they're the only culture some people have.

If at first you don't succeed, then skydiving is not for you.

A conclusion is the place where you got tired of thinking.

The sooner you fall behind, the more time you'll have to catch up.

If you think nobody cares, try missing a few payments.

Get a new car for your spouse- it'll be a great trade!!!

A clear conscience is usually the sign of a bad memory.

Bills travel through the mail at twice the speed of checks.

He who laughs last, thinks the slowest.

A day without sunshine is like night.

THE "REAL" DIEHL

By Michael Diehl

As I was driving the other day I heard the song "R-E-S-P-E-C-T" by Aretha Franklin, and I thought this would make a good topic for this month's article, respect not the song. Let us, for a moment think, about respect and what it means.

Respect is something that everyone strives for in their lives but do not necessarily receive. It is not immediately given to someone but it is earned. It can be given to a person for the position they are in, such as the President of the United States or the owner of a company, but that is strictly for that title. While in that position the person earns the respect from the people around them by their actions not what title they have.

Respect for yourself. This is probably the most difficult of all the types of respects. You are thinking to yourself, I have respect for myself, it's a given. Is it? Do you respect yourself? Do you treat yourself or your belongings like trash or respect? People will treat you and your belongings with as much respect as you treat them.

You can never expect respect from anyone. It is earned by your actions. If you get a job with a company, do not expect people to give you respect because you may be their supervisor or manager. You must earn their respect by your actions. If you are the new person in a company, your actions while working will dictate the respect you receive. If you are lazy and you do not do your work correctly, you will not get respect, but if you work hard and correct you will earn people's respect. The reason I am writing this article on respect is simple, there are people who work for T.E.A.M. who do not have respect for the job or themselves. What I mean is this, I am hearing rumors that are being spread throughout this company. If you are feeling the need to spread these rumors ask yourself why you are doing this. Is your life that boring that you feel the need to talk about others, which makes you feel more important? If this is true, then you have no respect for yourself and the welfare of others.

There is no respect given to the schedulers. I know you are thinking that this is wrong. Let me tell you why I say this. On Mondays everyone who wants to work, calls up and schedules to work with

regards to their availability. To Andy and myself that means you want to work, it also means to us that you are going to show up to your shifts. The reality of this is that some of you call off, some people are truthful with the reasons and many are lying. Andy and myself log every page and call that we receive with the time and reason for the cancellations and we keep track of them. We also remember this for the future when some event or concert of interest to you comes up and you hope to get into a great spot for it, maybe you will and maybe you will not get that spot.

Now for a helpful reminder, you can cancel three times in a month and you will get terminated for a no call/no show or that one time means you quit. It is going to be enforced and if you do not have a doctor's note, good luck in your future job.

WORKING WITH PATRONS WHO ARE DISABLED

By Chris Casias

As some of you may be new and working concerts for the first time, here is a little useful information for you:

Patrons who have mobility impairments:

* Unless a wheelchair breaks down, there is no need to offer to push a person using one. Power chairs are very heavy and hard to steer by hand, the wheelchair user can maneuver the chair on his or her own.

* Know where the closest wheelchair accessible restroom is.

* Ask before giving assistance.

* A common mistake people make is to talk only to the companion and ignore the person who is disabled or vice versa. Speak to both people equally.

* Be sure to check restrooms frequently. People have been known to get wedged in the doors.

* Never pat a patron in a wheelchair on the head (amazing as it may seem, it does happen).

* Never take a person's crutches or cane away. The patron should store the devices under their seat, not in the aisle.

* If a person using a wheelchair wishes to transfer from their wheelchair into a theater seat, be sure to check with the patron if they will need their wheelchair at intermission and remember to bring the chair back at the end of the show. It is also a good idea for anyone who is ambulatory and accompanying the patron, to know where the wheelchair is in case of emergency.

* If a person is unsteady on his or her feet, offer him/her your arm while walking to their seat. Remember that stairs without hand rails and ramps can be difficult to manage. If the patron seems to be really dependent on you for support, it would be nice to ask after seating if he/she would like your assistance at the end of the show.

* Do not use the words "attendant" or "assistant" when referring to any people who are with the person who is disabled.

Patrons who are visually impaired:

* Guide dogs may accompany their master and sit at his or her feet.

* The correct way to provide service to a person who is blind is to offer him or her the opportunity to hold your elbow. That way you are walking slightly in front of the person you are guiding, he/she will feel when you step down stairs before he/she needs to step down stairs.

* Do not pet the guide dog while it is working.

* When giving directions to a person who is visually impaired, estimate the distance in steps and use clear specific language (e.g.- to get to the women's restroom you need to turn left and follow this curving wall until it ends, continue to walk straight for about 20 steps. Etc.). the other option is to guide the person there. He or she will be counting steps as you go, so he/she can find their way back, so don't carry on along and detailed conversation.

Patrons who are hearing impaired:

Few hearing impaired patrons will identify themselves. So it is a good idea to use these techniques with all patrons:

* Face the patrons when you are speaking to them.

* Stand where there is good light on your face if possible.

* Keep your hand away from your mouth when you are speaking.

* Speak clearly- don't mumble.

* Know where the pay TDD is.

Patrons who are developmentally disabled:

If a patron with a developmental disability has never been to the venue before he/she may not know what type of behavior is expected. State your expectations clearly using short sentences.

If during a performance a person's behavior is bothering other patrons, go to the person quickly and quietly and firmly tell the person what they are expected to do.

Speak to a person with a developmental disability as you would any other adult, just use a simpler sentence construction.

Sometimes your offers of assistance will be turned down with various levels of grace and appreciation. Try not to be offended if a patron rebuffs your best effort to give service. Just answer politely.

VILLA CON DIOS

By Jose Villa

Hello everybody, sorry about my absence in the last newsletter. I had a slight case of writer's block.

Recently, I have registered in school to continue my education and as I was sitting in the enrollment waiting room I picked up a magazine that is published by the university and started reading through it. I came across an article that I would like to share with everybody, because we all have the tendency to do this, just some people do it more than others and in a very destructive way.

The author of this article states that there are positive and negative reasons for you to offer criticism to a co-worker. But not knowing the difference can turn a growth opportunity into a disaster in the workplace. The author suggests you ask yourself the following key questions before plunging ahead:

- * Will this criticism make you look better?
- * Will you enjoy or dread giving this criticism?
- * Do you want to demoralize the other person?
- * Do you want to condemn or guide?
- * Is the issue a personal matter with you?
- * Do you criticize habitually?
- * Are you open or manipulative in your comments?
- * Do you feel critical simply because you're in a bad mood or feel depressed?
- * Are you the best one to give this criticism?

Be honest with yourself with the answers.

"Great people aren't those whom are happy at times of convenience and content, but of how they are in times of catastrophe and controversy."-- Dr. Martin Luther King Jr.

HOW GULLIBLE ARE WE?

A freshman at Eagle Rock Junior High won first prize at the Greater Idaho Falls Science Fair, April 26. He was attempting to show how conditioned we have become to alarmists practicing junk science and spreading fear of everything in our environment. In his project he urged people to sign a petition demanding strict control or total elimination of the chemical "dihydrogen monoxide".

And for plenty of good reasons, since:

1. It can cause excessive sweating and vomiting
2. It is a major component in acid rain
3. It can cause severe burns in its gaseous state
4. Accidental inhalation can kill you
5. It contributes to erosion
6. It decreases effectiveness of automobile brakes
7. It has been found in tumors of terminal cancer patients

He asked 50 people if they supported the ban of the chemical. Forty-three said yes, six were undecided, and only one knew that the chemical was water. The title of his prize winning project was, "How Gullible Are We?". He feels the conclusion is obvious.

ANDY'S WATCHTOWER

By Andy LaFave

Hey Teamsters! How is everything going out there in T.E.A.M. land? As many of you already know we are getting back into our busy season and you all know what that means...., plenty of hours for everybody.

We are going to need everyone's help this year in order to assure a great event season. A big Thank You goes out to all who worked so hard these past couple of weeks to make the Ostrich Fest and the Air Show along with our other events run so smoothly. Many of you stepped up to the plate and impressed a lot of people.

I personally would like to say, "Good Job Guys", and remember that our newer employees are watching and learning from you so keep up the good work.

With the busy season upon us it means that the scheduling department is going to be slammed. Please understand that we would love to talk to all of you whenever

you call but unfortunately we have a lot of work to do. If you call in on Monday please give us a chance to call you back.

During the event season Mondays become our most stressful day. Not only do we have to schedule for the upcoming week but we also have to recap on the previous week.

We have to gather all of the information we can about the upcoming weeks events so when we call you back we can schedule you. This does take a little time so please don't get discouraged. We will call you back. I hope you all enjoy this upcoming event season and I hope to see all of you out in the field.

Until next time, be safe out there and most importantly have fun.

Later.....

MARLIES' "MIND" HOLD

By Marlies Meinhold

Hello everyone! It's that time again, and here I am wondering what I want to write about. I know what I want to write about, so here I go.

"Treat people, the way you wish to be treated."

You remember that saying? I was kind of wondering what happened to that saying? I was wondering if maybe we could all try and think about this saying for a month, and act upon it.

I try to incorporate nice things in everyday. When I am shopping, I always say thank you and or have a nice day. I smile at people. Smile it is contagious! I wasn't always like this; I used to never say please or thank you. Now, I really try.

We don't have to be rude to perfect strangers. What has a perfect stranger done to any of us? Maybe that stranger could turn out to be someone important further into our life. Possibly a new client, a new boss, a new brother or sister in law.... First impressions last a lifetime.

What about people, whom are close to us? We shouldn't forget about them too.... Don't take things or people for granite. Appreciate the people and good things in your life.

Gossip - Gossip just hurts everyone. Why bother?

So I would like to share a little story with everyone:

"I wish you enough."

Recently, I overheard a father & daughter in their last moments together. They had announced her plane's departure and standing near the security gate, they hugged and he said, "I love you. I wish you enough."

She said, "Daddy, our life together has been more than enough. Your love is all I ever needed. I wish you enough, too, Daddy." They kissed and she left.

He walked over toward the window where I was seated. Standing there I could see he wanted and needed to cry. I tried not to intrude on his privacy, but he welcomed me in by asking, "Did you ever say good-bye to someone knowing it would be forever???"

"Yes, I have," I replied. Saying that brought back memories I had of expressing my love and appreciation for all my Dad had done for me. Recognizing that his days were limited, I took the time to tell him face to face how much he meant to me. So I knew what this man was experiencing, "Forgive me for asking, but why is this a forever good-bye," I asked.

"I am old, and she lives much too far away. I have challenges ahead, and the reality is, her next trip back will be for my funeral," he said.

"When you were saying good-bye I heard you say 'I wish you enough.'"

"May I ask what that means???"

He began to smile. "That's a wish that has been handed down from other generations. My parents used to say it to everyone." He paused for a moment, and looking up as if trying to remember it in detail, he smiled even more. "When we said 'I wish you enough,' we were wanting the other person to have a life filled with enough good things to sustain them," he continued and then turning toward me, he shared the following as if he were reciting it from memory.

"I wish you enough sun to keep your attitude bright. I wish you enough rain to appreciate the sun more. I wish you enough happiness to keep your spirit alive. I wish you enough pain so that the smallest joys in life appear much bigger. I wish you enough gain to satisfy your wanting. I wish you enough loss to appreciate all that you possess. I wish you enough "Hello's" to get you through the final "Good-bye."

So I would like to "wish you ENOUGH!"

UNDER THE PLATE

With Steve Sullivan

A supervisor is:

Supervisors are all kinds of things. They are the eyes and ears of the people running events. They are there for both employees and patrons.

Supervisors are largely required to train our employees. No one can learn what we do in a classroom. One example is-although we provide physical training classes; guards will still freeze during an altercation. It's a comfort level, Comfort with your own abilities, Comfort with crowds, Comfort with clients, or Police.

What's the point? I am constantly asked, "How do I become a supervisor?" Supervisors are not trained they are born. So, if you are a leader, put in a letter of intent and we will take it from there.

On the Q. C. side of T.E.A.M. I am extremely happy with what I see at T.E.A.M. One thing everyone should keep in mind is that I am watching and I have some spies out there. Just because you may not actually see me, it doesn't mean I am not checking up on things. About 20% of my field checks are done covertly. So keep up the good work.

Free advice time: this is for T.E.A.M. but does apply to life in general. If you have problems, confront them. Do not talk to everyone except the person responsible. For example: if you have a problem with a policy or issue that Sully came up, with talk to me. Don't talk to everyone but me, because in an adult world, if you cry and cry but don't go to the correct source you are SOL.

Keep the positive and throw out the negative. Sully

MY SECOND MONTH

By Richard Campbell

I know that last month I came off a bit strong. Would I like to change my views? Yes I would. Can I change them? Yes I can.

Over the last month we have come together in our desire to give our best. A few were lost along the way. Yet in any battle, that is a price we must pay. A few we understand, some we don't. Still we must go on.

As individuals we strive to be our best. This is not a bad thing for us personally, but as a team that is not always the best thing. I could go out and purchase the best most talented football players put them together on the field and still not win a game. The reason for this is simple "If you play for yourself and not the team you can't win as a team. I am always amazed how an alright player in the last year of his or her contract suddenly starts playing the best they ever have. I know this helps them financially and personally, but how does that help the team? You get a big check a

big house in a new city a great car and lots of friends. How does this help the team? They lost a player who just last season gave the team a spark that they thought would carry over to this season. They now start with a draft pick that they will put all their time and energy into hoping that he will stay around long enough to help the players become one.

I feel over the last two months that we are becoming what we all visualize personally but professionally. To myself I see only the positive changes we have made to get to this point. I am very happy with our progress.

We as individuals should never stop going after our dreams, but please don't forget that we must work as a team to give everyone a chance to reach their goals.

I am having the time of my life right now and that is due largely in part to everyone that I have had the chance to meet, and those I have only heard about.

I know that we still have changes to be made, but I feel that together that we can only go forward.

Thank you to everyone who has worked these long shifts this last month, from Ostrich Fest, Cox Airshow, Lowrider, to the unsung hero's that pull overnights.

I like the changes and I am looking forward to the new ones that are coming on line.

Have a wonderful month.

THE ROYAL REVUE

By Billy Royal

“Our lives improve only when we take chances – and the first and most difficult risk we can take is to be honest with ourselves.” -Walter Anderson

We take chances every day. Just walking out of our homes nowadays, you literally take your life in your hands. When ever we make it back home after driving in the city traffic all day, many of us breathe a sigh of relief that we made it back to our families in one piece.

My point is that our days are made up of chances all the time, some by design, depending on our personality and some that we have no control over at all. Some of us thrive on the chances we take, the thrill of tempting fate.

So why is it that we're so reluctant to take the risk of being honest with ourselves? We hide behind self-made walls, we communicate in a manner that creates walls in others, we hide from the truth, we lie to get out of trouble, we play head games, the list goes on and on of self-destructive behavior that basically limits our growth.

Why do we do it? No one has those answers but you. No one knows what experiences in our lives shaped how and why we do or react to things. As a company, we are made up of individuals that as a group make up the dynamics of T.E.A.M. All our individual life experiences are reflected in how we treat our co-workers, the clients, the crowd, our family, and even the family dog. The toughest thing we can do is go inward and figure out who we are and why we do the things we do. Personally I'm great at figuring out what everyone else should do with their lives and generally I'm pretty vocal about wanting to help those around me, but try to put those same ideas and theories into action in my own life, somehow it just doesn't seem as simple or as clear. Go figure.

The Golden Rule may sound corny by today's standards but if more of us lived by it, my guess is the world would be a better and happier place. The next time you hear someone whistling while they work, or just walking down the street, ask them why. You might be surprised by the answer.

We'll see you next month, and remember, every days a holiday.

MICK'S MEMO

By Mick Hirko

Late February, Bill Selby and myself received a great honor from the City of Tempe Police Department.

We were invited to their annual awards banquet, had a wonderful dinner, got to sit with Councilman Hallman, who is running for major in the next election, retired Chief of Police Fairbanks, who is a legend in the history of Tempe, and Commander Harris. There were several other council members, Chiefs from other departments, City officials, and obviously lots of police officers and their families.

Back in November, when the Diamondbacks won the world series, there was a bit of unrest down on Mill Avenue. The celebration got a bit out of hand, and soon the crowd was lighting fires, chanting "USA", and smashing windows and causing other damage. The police moved in, in full riot gear, to disburse the crowd. Instead of disbanding, several guys in the crowd charged the police, dragging a tree, fulling engulfed by fire. Commander Harris stepped in front of them, trying to stop them. In the struggle, he fell to the ground, Bill and I ran over to assist him. He was on the ground, with one of the rowdies standing over him, and he was stuck between the advancing riot squad and the rowdy crowd. Bill and I rushed over, to assist the commander. I tried to grab the guy that the Commander was struggling with, but was only able to grab his shirt. As he started to get away, Bill, like a freight train running full steam down hill, ended up grabbing him. I threw him my handcuffs, and tried to help Commander Harris up. His leg was badly injured, so I assisted him away from the area.

Over the course of the banquet, there were a lot of awards given out, and Bill and I were given Outstanding Service Awards. The emcee read out what we were receiving the award for, and we were honored with a standing ovation. It truly was one of the most humbling and touching moments of my life. To receive an honor of such magnitude from a group of respected law enforcement officials and civic leaders - it does not get much better than that. I wanted to share this moment with all of you, not to brag, but to show you how important what we do can be at times. Our

jobs and hard work do matter, and even if situations like the one described above does not happen often (Thank God), we perform an important service and help a lot of people on an ongoing basis.

Lately, there have been a lot of rumors and simple mis-truths going around. Unfortunately, none of these rumors are positive stories. They are mean spirited, hurtful and negative stories about people we work with. I vow to all of you that I will do my best, as will others, to end this mean and awful campaign. I ask all of you to assist in making sure that you help in stopping anyone that is involved in spreading rumors and untruths. Several good and innocent people have already been hurt. These are people that I personally care about. How would you feel if someone went around telling stories about you, that were bad, mean, and absolutely untrue? You would not like it. Rumors and gossip are hurtful, affect moral and hurt people. Don't be a part of it. If your life is so boring that you have to stoop so low, go watch some soap operas or Jerry Springer, and keep it out of our lives. This is such a serious issue, that I can assure you that anybody found to maliciously be spreading untruths about anyone in our company, will be terminated. I cannot emphasize how important it is, that this stops, and stops now. Please do your part to end this damaging talk.

Finally, I hope you are all looking forward to the upcoming weeks as much as I am. We have our first show of the season coming up at Cricket Pavilion. I look forward to a great season, and the great people we work with out there. Also, the new Dodge Theatre is opening soon, and I hope that we will have the opportunity to work there, for some of the many shows they have planned.

There are a lot of fun and exciting events coming up, and I hope to see you all there, having fun and making us proud. Be safe, and keep the peace.