Volume VII Issue No. 7 "The Official Newsletter of July" July 1-31, 2002

T.E.A.M. CENTS

Vol. VII Issue No. 9 "The Official Newsletter of the Knighthawks and Night Owls" September 1-30, 2002

SEPTEMBER EVENTS

9/5: OZZFEST @ Cricket- **Blackout Day**
9/6: Sprite Liquid Mix Tour @ Cricket- **Blackout Day**
9/10: Election Day
9/13: Pepe Aguilar @ AVA Tucson
9/14: Advance Training Day in 111. 1p-5p.
9/16: Payday in 111. 4p-5p. Mexican Independence Day
9/20: Travis Tritt @ Cricket Journey @ AVA Tucson
9/24: Supervisor meeting. Call 111 for info.
9/25: Toby Keith @ Cricket.
9/27: Rush @ Cricket.
9/30: Payday in 111. 4p-6p.
10/1: Jimmy Buffett @ Cricket.

T.E.A.M. BIRTHDAYS

Heidi Fisher	9/6
Sandra Barzee	9/7
Andrew Courson	9/9
Joseph Herron	9/9
Julian Smith	9/9
Daniel Austin	9/11
Andrew Hoff	9/12
Hanna Pinkham	9/13
Jeffrey Wright	9/13
Luke Hickey	9/16
Carmelita Salazar	9/18
Bruce Richardson	9/20
Clifford Sells	9/20
Jerry Mead	9/21
Paul Piotrowski	9/21
Michael sherlock	9/22
Jay Heath	9/24
Vincent DeFabis	9/25
Ryan Hensley	9/25
Jonathan Farinas	9/26
Brent LeGrady	9/26
Nathan Watts	9/26
Fredlin Begay	9/27

Happy Birthday to all of you!

T.E.A.M. ANNIVERSARIES

One Year-	Clifford Biddle	9/12
	Luis Ruiz	9/19
	Moises Leon	9/26
	Joe Pitts	9/26
Three Years-	James Lesjak	9/15

Thanks to all the above employees for hanging in there. Also, congratulations to Stephen Abbett, our Employee of the Quarter!

BARNES' BINDER

By Mike Barnes

Hi T.E.A.M., my name is Mike Barnes, I am the new scheduler here.

Please feel free to call me anytime about scheduling issues and I will do my best to help you out. I like my job and I want to make it flow nice. Sam and I are working hard 24\7.

If anyone wants to get on a permanent shift let us know, help us out by telling me, or Sam what days or events you like to work and we will do our best to make your job easier, because if you are happy then it makes our job happier!! Thanks.

Mike Barnes.

THOUGHTS AND RUMINATIONS FROM SAM'S CUBICLE

An Article by Sam Bockelman

As you all know, OZZFEST is right around the corner!

It has been an interesting past few weeks here in the office. I am very thankful to have Mike Barnes, my friend, brother and fellow scheduler working in the office with me. Having a few days and nights to myself away from the pager has been a tremendous help. My blood pressure has dropped significantly.

Unfortunately amidst the intensity of scheduling 1500+ shifts in less than 2 weeks, I don't have much time to write, but hopefully next time I will be able to bore you with some more of my thoughtless ruminations. Until then, Cheers!

FIERY ONE'S FORUM

By Kelly Rogers

Hi everyone! I'm Kelly Rogers, a.k.a. the Fiery One, a.k.a. the new recruiter, and this is my first contribution to the newsletter. I have gone back and read the past couple years of newsletters (not to mention everything else I could get my hands on) to get an idea of where T.E.A.M. has been.

I must say, I am impressed… most specifically by the positivity that permeates all those past issues. There are some funny, inspirational and creative people who work here, and I am proud to join this team.

To give you a glimpse into me, I am including a poem, which I love dearly. In fact, the first time I read it, I liked it so much, I said I'd tattoo it on my body if I could figure out how to make it look good. (Any ideas, Sammy???) It is by Oriah Mountain Dreamer and I hope you get something out of it, too.

The Invitation
It doesn't interest me what you do for a living. I want to know what you ache for, and if you dare to dream of meeting your heart's longing.
It doesn't interest me how old you are. I want to know if you will risk looking like a fool for love, for your dream, for the adventure of being alive.
It doesn't interest me what planets are squaring your moon. I want to know if you have touched the center of your own sorrow, if you have been opened by life's betrayals or have become shriveled and closed from fear of further pain! I want to know if you can sit with pain, mine or your own, without moving to hide it or fade it, or fix it.
I want to know if you can be with joy, mine or your own, if you can dance with wildness and let the ecstasy fill you to the tips of your fingers and toes without cautioning us to be careful, to be realistic, to remember the limitations of being human.
It doesn't interest me if the story you are telling me is true. I want to know if you can disappoint another to be true to yourself; if you can bear the accusation of betrayal and not betray your own soul; if you can be faithless and therefore trustworthy.
I want to know if you can see beauty even when it's not pretty, every day, and if you can source your own life from its presence. I want to know if you can live with failure, yours and mine, and still stand on the edge of the lake and shout to the silver of the full moon, "Yes!"
It doesn't interest me to know where you live or how much money you have. I want to know if you can get up, after the night of grief and despair, weary and bruised to the bone, and do what needs to be done to feed the children.
It doesn't interest me who you know or how you came to be here. I want to know if you will stand in the center of the fire with me and not shrink back.
It doesn't interest me where or what or with whom you have studied. I want to know what sustains you, from the inside, when all else falls away.
I want to know if you can be alone with yourself and if you truly like the company you keep in the empty moments.

Until next month, give out those cards with your name on them. If you need more, come see me at 111. Peace!

BIRD'S EYE VIEW

By Kris Verdugo

Hey everyone! For those of you who do not know me, I'm Kris with Patrol Services. If you've worked any overnight shifts, odds are you've seen me. I've never written anything for T.E.A.M., and thought I'd give it a try.

Anyways, I see this as a great opportunity to point out a few things for my fellow night owls:

People, I cannot tell you enough: if you schedule for a shift- please show up. You may not think it's a big deal if you call off or no show, but let me tell you- IT IS!

If you call off, it affects the schedulers. If you no show, it affects the employee who has to cover your shift- whether it's an employee who worked a previous shift, or one who was cozy and asleep at home, and just got woken up to cover for you. And then there's me: I show up to check on people and to make sure you have what you need to complete your shift. I have shown up to many accounts where either an employee from the previous shift was stuck staying over. I am stuck the rest of the night unable to do my job, covering a shift. If an employee from the previous shift is there, I send them home, unless they want the extra hours, and then I finish the shift until the schedulers find someone to cover.

Another thing. We need to put a stop to the doodling on Patrol logs and folders. Not many of you may know this, but the Patrol logs get faxed to our clients and it does not look great if they're doodled on. I know many of you are trained artists, but bring your own crayons and doodle pads. Appearance, just because you're working an overnight account does not mean you don't have to tuck in your shirt and be presentable. You may not believe this, but transients are world renowned fashion critics!

Just to clear up any confusion, the Patrol cell # is (602) 481-8326 and is used for things like "Hey I need more paperwork" , and stuff like that. The scheduling pager # is (602) 219-5965 and is used for things like N/C N/S, employee N/S for the next shift, directions, things like that. I've gotten a few calls on the Patrol cell, and wanted to clear that up for anyone who may not have been too sure.

Don't forget to keep those patrol logs as detailed as possible. Note lights out, dead animals, or anything of interest.

Well, besides fighting crime and setting off alarms, I've been keeping pretty busy by our fabulous school accounts.

Until next time, keep your eyes open, because I may sneak up on you with a foghorn! Props to the troopers who have stayed over to cover shifts when called upon. I've been writing commendations for you!! ~Kris Verdugo

PROTECTOR OR IDIOT?

By Jeff Swanson

This month I would like to share a recent experience at Sky Harbor airport. I was one of the lucky ones chosen to have my bags checked several times, my pockets emptied and my shoes removed. I was wearing a tank top and shorts. This did not change the fact that security wanded my arms, legs and yes the bottoms of my shoeless feet. The funny part is not that they were wanding areas were I could not be hiding anything, it's that the wand was either off and or the batteries were no good. You see, I did not remove everything from my pockets. I overlooked a set of keys in my front left pocket.

The reason I shared this experience with you is to help us learn from their mistakes. As many of you know, I can sometimes be difficult. I'm not this way when it comes to things that I believe in. I don't oppose random security checks at the airport. These checks were designed to protect all of us. Protection is goooood. What I do oppose is some idiot, who obviously doesn't know what he is doing, wasting my time.

The next time your asked to work a gate wanding and or doing pat downs remember two things, 1) if you are not doing your job properly you are protecting no one, 2) you and you alone will determine how the patrons walking through your line will perceive not only T.E.A.M. but you.

Stay safe out there and remember, if you are unsure of how to use equipment you have been given, and or how to properly perform a specific job, asking your supervisor can only improve your knowledge and help you feel more comfortable with the job at hand.

Note to Buddy…….

I was kind of selfishly hoping that you would have been kicked out of Navy boot camp. We really miss you! We could really use you and about 50 of your closest boat mates at OZZFEST.

Your parents have been proudly bragging about your upcoming graduation. They have every right. I hope all is well.

Keep the faith and remember, after your term protecting our country, you have a wonderful home and a great job waiting for you. Stay safe. Hope to see you soon.

NEW TRAINING GUIDELINES

By Chris Casias

As of August 22, new training guidelines went into effect. All new employees must complete an eight hour training class before working a shift and applying for a security license.

This new training is broken up into two days. We will still have orientation every week, but it will include Wednesday and Thursday. We will incorporate some of our advance training in this class. We will still have advance training classes for those of you who have not taken it. The only class not being incorporated into this is the ID checking class, we will still have these on a monthly basis during the week. Those of you that have a license expiring will have to also take these classes. You must take these classes ninety day before your license expires, and you will have to take the classes every time that you renew your license.

New license fees go into effect on October 1st. Those non-security employees who wish to get a security license, contact the office to get your process started. When you apply for a license, you will be issued a provisional license good for ninety days, after the ninety days and passing your background check, you will be issued a two year license. After January 3rd of 2003, provisional licenses will no longer be issued.

Anyone interested in more info or have any questions regarding licenses, contact me in 111. If your license is expiring soon, start making arrangements to come in for training

HEATSTROKE

The most severe of all heat-related disorders. This major medical condition is caused by a breakdown in the body's cooling system. Three important signs of heat stroke are:

1. Hot, dry skin that is red or blotchy in color.
2. Hypothermia, with a body temperature rising to 106 deg. F. or beyond.
3. Mental confusion, delirium, loss of consciousness, convulsion or coma.

These symptoms can happen with little warning, and can be fatal if not treated. Take care of yourself, co-workers and the patrons at the events you are working. If you notice these symptoms with anyone, please point them out to your supervisor immediately. For more information about heat related illness and or how to prevent heat stress, ask a manager.

BERT'S BUSINESS

By Bert Rawls

Hi, I am sure that most of you know me, but for those of you who don't, I am that really tall guy with a shaved head that you see at concerts and other accounts. I have worked with T.E.A.M. for almost two years and have worked just about everything we do, from parking to armed accounts.

This makes my new job as an account manager easy because I know most of the complaints and concerns that I hear before the client or our T.E.A.M. members do. It is my job to handle the problems from the clients and you the T.E.A.M. faithful. If you have any concerns about anything let myself or Andy LaFave Know and we will take care of it.

Right now I am in charge of the downtown Tempe accounts: DMB/Centerpoint, Brickyard, Orchid House, and Hayden Ferry/Suncor, however, Andy and I are still in charge of all of the permanent accounts, if you have any questions or concerns, feel free to contact us at the office.

There are lots of good shifts that are available, if you are looking for a permanent shift, let myself know or let Andy know.

If you wish to contact me e-mail me at **bert@teamsecurity.net** or call me at 111.

VILLA CON DIOS

By Jose Villa

This is my first newsletter since coming back from an extended vacation. I much rather be back on my vacation, but since I don't have any money, I must work.

While I am at events the question I am getting is "What are you responsible for? I know you are a manager but…" Well let me address that. I have many responsibilities so it is hard to give me a title. I am spending some of my time in the operations, some of my time in sales and marketing, and some of my time in training. If I have time left over I administer contracts and budgets.

With that said, I am currently implementing company structural changes that will help us to run more efficiently and better. In the next newsletter you will find out about the new changes and hopefully you will notice the changes.

Who has heard about the Womens Professional Football League (WPFL)? Well, if you haven't maybe you should. Our team's name is the Arizona Knighthawks and they are playing at Phoenix College on 15th Ave and Thomas Rd on Saturdays. Their website is www.arizonaknighthawks.com. Their season started in the beginning of August and as of this writing they are in the middle of some away games. Their next home game is Aug 31st and October 5th. Why am I telling you all this, you say…for a couple reasons, one is- we are their security at games, so if you are interested in working those games call a scheduler, the other is, since we are a sponsor we have free tickets to the games. If you are interested, they are first come first serve. Give me a call or email me at jose@teamsecurity.net. Oh yeah, did I forget to mention that they might be your roaming partner, barricade partner, or helping you search at gates. That's right! they will be working for us at shows… so you better go out and support them because you just might need their help at a show!!!

If you have any questions or concerns about T.E.A.M. or are wondering why we do something or don't do something, email me and let me know.

See you in the field!

MARLIES' THOUGHTS

By Marlies Meinhold

It is that time again…..I would like to share a statement that was made during one of our staff meetings:

"Together We Accomplish More"

Think about it……..

"T E A M"
Trust Empowers All Members
Taking Excellence Another Mile
Together Effective, Apart Miserable
Total Effort by All Members

Other Quick Thoughts

Happiness
Happiness is a choice. We choose to be happy.

Attitude
Attitude is a choice. We choose our reactions.

Self-esteem
I want to be the person my dog thinks I am.
No one can make you feel inferior without your consent.
You train others how to treat you by how you treat yourself.

Goals
Goals are dreams... with deadlines.

Courage
Courage is how far you bounce after you hit bottom.
Courage is going from failure to failure without losing your enthusiasm.

Integrity
Integrity is being honest when nobody is looking.

Pain
Pain is wisdom in disguise.

Conflict
Clarity always follows conflict.

Commitment
Whatever were your results, were your intentions.

Blame
Blame is really "bla - me." It's not my fault!

Procrastination
No decision is a decision.

Love
Love is the ability and willingness to allow those for whom you care to be who they want to be without having to satisfy you.

Forgiveness
Forgiving others is not for them. It is for you.

Alone
It is better to be alone than to wish you were alone.

Life's Challenges
This, too, shall pass.

Health
Health is when your past is no longer screwing up your present.

Need to be Right
It is more important to be kind than to be right.

Frustration
Welcome frustration. It is a gift that says we need to change something.

Extreme Wisdom
Never buy your honey exercise equipment on their birthday.

Two Relationship Goals
1. Find someone already happy.
2. Find someone good at loving you.

Intimacy
Intimacy is really "into - me - see."

Changing People
We cannot change people... only our reactions to them.

Lessons in Life
A lesson is repeated until learned.

Love & Hate
We cannot love or hate something about another person unless it reflects something we love or hate about ourselves.

Quickest Way to Get Rid of the "Yukkies"
Bring a box of puppies into a Nursing Home.

Coachable
Listening without judgment, understanding a coach cannot fix you... you are responsible for yourself, and taking one action step everyday to improve yourself. (like reading these!)

Vocabulary for Success Coaches:
Mistake = Learning opportunity
Failure = Feedback
Lazy = Storing energy
Lonely = Available
Exhausted = Re-charging
Overwhelmed = In demand
Mad = Tinkled
Instant Feel Goods
Overtip breakfast waitresses.
Hide a love-note for your child or honey to see.
Every once in a while, take the scenic route.
When you feel terrific, notify your face.
Be the first to smile.
Let cars in traffic.
Take a night class.
Plant flowers. And smell them.
Forgive someone who doesn't deserve it.
Wear wild, shocking underwear under business attire.
At grocery check out, occasionally allow others in line.
Or offer change.
Go to a bookstore.
Always have a motivational tape in your car.
Tape or record your parents' or childrens' laughter.
Put your photos in an album.
Watch a sunset.
Watch a sunrise.
Every once in a while, let adventure rule.
Start your day with music.
End your day with music.
Love someone who doesn't deserve it.
Buy a bird feeder.
Take a bubble bath by candle light.
Count your blessings.
Giving is receiving.

WHATZ UP DOC?

American Chiropractic

Pull Your Weeds, Not Your Back….

As springtime approaches, weather warms up and leaves turn green, many people will spend more time outside planting bulbs, mowing the lawn and pulling weeds. Gardening can provide a great workout, but with all the bending, twisting, reaching and pulling, your body may not be ready for exercise of the garden variety.

Gardening can be enjoyable, but it is important to stretch your muscles before reaching for your gardening tools.

Garden Fitness Stretches:

*Before stretching for any activity, breathe in and out, slowly and rhythmically; do not bounce or jerk your body, and stretch as far and as comfortably as you can. Do not follow the no pain no gain rule. Stretching should not be painful.

*While sitting, prop you heel on a stool or step, keeping the knees straight. Lean forward until you feel a stretch in the back of the thigh, or the hamstring muscle. Hold this position for 15 seconds. Do this once more and repeat with the other leg.

*Stand up, balance yourself, and grab the front of your ankle from behind. Pull your heel towards your buttocks and hold the position for 15 seconds. Do this again and repeat with the other leg.

Some other helpful hints:

* Kneel instead of bending throughout outdoor activities and alternate your weight as much as possible to balance the muscles used.

*Take a short walk after you are finished to stretch your leg muscles and work out any kinks.

Remember, like any outdoor activity in Arizona, drink lots of water and wear a hat, and sunscreen to protect yourself from the sun.

If you feel pain or discomfort afterwards, there are ways to alleviate the discomfort. Apply a cold pack on the area, 20 minutes on, 20 minutes off for the first 48 hours. After the first 48 hours apply heat in the same 20 minute increments.

Dr. Lynn and Dr. Vince can be reached at 480-946-3399.

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 the month of September is going to be a busy one for us and we are going to need everybody's help with the events. I had to throw that plug in there because I look at the schedulers and I see how stressed they already are.

Sammy is pulling what little hair he has out and Mike is losing his hair in a very awkward way. Most people begin to lose their hair on the tops of their heads, but not Mike. His hair is falling out first from his sides. It is interesting you should come down to take a look, and while you are here be sure to SCHEDULE.

There have been some changes here in the office that I would like to let you all know about. Recently here in the office I have been playing leap-frog between the different departments, trying to get a feel for all of the different entities that make this company happen. Not too long ago I was given the opportunity to be the Operation Manager for all of our permanent accounts. With this opportunity for advancement comes a great deal of responsibility. Luckily I have a great team of people behind me to help me out.

First of all I am sure most if not all of you know the infamous Bert Rawls. Bert and I will be working closely to cover all of the permanent schedules and make sure that our clients and employees are happy. Bert will spend most of his time out in the field making sure that everything is running smooth, as I will be the one in the office taking care of the paper/business end of things. I will also have my own scheduler and this will be Mike. Mike will take care of all the permanent accounts regarding scheduling.

If any of you are interested in taking on permanent shift please give either myself or Bert a call and let us know. We have plenty of shifts available for everybody and the hours are steady. Keep this in mind guys, if you take on a permanent schedule you are guaranteed hours. Along with the assurance of hours you will also get fifty-cent raise. The special events will come and go and with them the hours. Do yourself a favor and take on permanent schedule, it benefits everybody in the long run.

I would like to conclude my article with a big congrats to Steve Abbett for winning the employee of the quarter. Steve's amazing work ethic and dedication to his job has impressed a lot of people and has made him one of the top employees here at T.E.A.M. Thanks for everything Steve, and keep up the good work. Until next time Teamsters, be safe out there and most importantly have fun. Late……

THE ODDS OF OPS

By Richard Campbell

Every month I get to write about the good and bad of field work. I know that I may say some things that only a few people understand or have heard about. I want everybody to know that I do this not as a punishment to the ones it is intended for, but because we can all sit back and laugh about it now with no hard feelings.

I can only think back now and appreciate these little stories and try to learn from them, whether it is someone calling in a code one to someone always de-pantsing the people they are ejecting. These little stories lead to legends and add to the mystic of the work we do as they are gossiped about. Everyone in this company at some point or another will be known for their slight miscues. Which brings me to my point for this month.: OZZFEST.

Everyone has heard the stories and the rumors that have come from this event. I was a first-hand witness to a lot of these events and I just want you all to know that as long as we all do the things we are trained for, these events won't repeat themselves. Always stay at your post. Worry only about the responsibilities that were given to you. Even if it looks like someone could use the help-don't leave your post. If the crowd is hassling one of our staff, don't leave your post. If you need a break, wait for a supervisor, don't leave your post. If you have an idea on how something could be handled better, wait for a supervisor to come by and listen to your suggestions, don't leave your post. I have to account for your whereabouts, and I want to make sure that all the employees are safe and go home to their beds. So don't leave your post.

I know that sometimes my article is a little vague (DON'T LEAVE YOUR POST), I would like to say thank you in advance to all the employees that are going to enjoy the three shows we have going on in the first week of September.

I wish I could give you some words of advice but my column is at an end until next month.(DON'T LEAVE YOUR POST.

You can contact Richard via e-mail at richard@teamsecurity.net

THE ROYAL REVUE

By Billy Royal

"To get profit without risk, experience without danger, and reward without work is as impossible as it is to live without being born." --A.P. Gouthey

Greetings all. It seems like forever that I've had the opportunity to write to you. Last month I had a schedule that just didn't allow me to be very creative. Also I came to the realization that I was very angry at what had happened in our world and struggled with the idea of what I wanted to say or how to say it. I enjoy that my articles tend to be on a positive note and the truth was I had very little positive to say. I was very wrong. There are times in our lives that I call life intersections, those episodes that literally change your life and you may or may not realize it. They often can be the loss or a loved one, a car accident, the birth of a child, or a life and death scare. There also known as wake up calls. The tragic episodes from last year have truly opened many of our minds and hearts to a level of camaraderie that this country has not felt in a very long time. Have you noticed that the little flags are at least letting the other little flags merge in traffic without a

sledgehammer? A small step, but we'll take each and every one we can, right? My point is this: My thought process was all wrong. I was as angry as the rest of the country, but what it did was pry my eyes open to just how precious life really is and to embrace it and those that we love regularly! It may sound corny, but it's really helped me deal with the grief that bombarded my heart at first.

I have a very simple approach to life that I would like to share with you. There is a Confucius saying that goes something like this: "In life, like the branches of the willow tree, if you bend with the wind, you will survive the mightiest of winds, if you are rigid like a twig, you will snap like one." The translation to me means, be as flexible as you possibly can, and the times that are difficult will be easier.

That's all folks, take care and be careful out there.

Remember, every dayz a holiday!

br

(This article was reprinted from Sept. 01)

MICK'S MEMO

By Mick Hirko

To begin with, I owe all of our loyal readers an apology. Last month, there was no contribution from me, and I need to explain why.

Last year, I, on several occasions made reference to one of our clients. For the sake of this explanation, lets call him Grandon, (The name has been changed, to protect me from another lawsuit.) Well, in my writings, I made several references to how he interacted with others, including helpless little puppies. Somewhere along the line, according to his attorneys, I stepped over the line, and as a consequence, I now have to have all my newsletter contributions approved by my attorney, prior to publication. As she was out of town on vacation as we got to our editorial deadline, I could not have my article published. I'm telling you, we live in a lawsuit happy society. Whatever happened to the first amendment, and the journalistic freedoms we were once guaranteed? I protest, simply because people like Grandon are stealing my rights from me, and depriving you, dear reader of my words.

Ozz Fest is almost upon us, and as always, it will be a long challenging day for all of us. Please remember to keep drinking a lot of water all day long, remember to keep your cool, and have fun. It's going to be a tough couple of days, since we have the Sprite Liquid Mix Tour the next day. A few words of warning. Word is that the Sprite Director of Security is a real tough guy to deal with. And while I am thinking about it. Please be careful out there for all the shows. There is a certain evil individual, female, that works out there, lets call her Little Harrah (The name has also been changed, to protect me from getting beat up.) She, against my advise, pleadings and threats, was allowed to take our defense tactics class. She is now not only extremely evil, but also equally dangerous. If you know who this person is, avoid contact at all costs, do not even make eye contact, and whatever you do, do not let her get close to any of your pressure points.

Finally, we are rapidly approaching the 1 year anniversary of 9/11. I am certain that we all will have our moment of remembrance. It sometimes amazes me how fast we forget, and how we just return to like nothing happened. I remember right after the 11th, how decent everybody was to each other, how compassionate and patient. I remember the worried and fearful looks from people around me. Now, all the flags have been taken down, and our lives have returned to normal. I guess it is a normal thing, but no matter how you remember this day, try to at least remember how special the people in your lives are, and how fragile life can be. Call a friend you have not heard from in a while, call your parents and tell them that you love them. Remember those close to you, and those people in your life, and that you do appreciate them. You can never tell someone too often that you care. I will for the rest of my life regret that I could not tell my Dad, before he passed away, how much he meant to me. The same way, there are thousands of people who went to work on September 11th of last year, or got on a plane, that never had a chance to tell there loved ones good-bye, and their families did not know that they would never see them again. That is the real tragedy that we must never forget. I kid around a lot here, and in my way, I tell people like Grandon and Harrah that they are important to me, but it never hurts to come out and just say it. We all get by with a little help from our friends.

Along that line, recently was the one year anniversary for Marlies at T.E.A.M. As Richard Campbell would say "Ya always gotta remember to drink upstream from the herd", I have to practice what I preach. Marlies has been a God sent to us, and for the many things that she does, none of us ever show her enough appreciation. For most of you, the main thing you notice with her here, is that your paycheck is always right. That was hardly the case before she started. You could build a castle from all the paper that was wasted having to reprint checks over the years. Aside from totally cleaning up our accounting department, to the point where it almost looks like we know what we are doing, we can finally do many tasks that are basic to running at a business, that before were only a dream. There is hardly a project or a problem that you can throw at Marlies that she cannot complete. If she does not know how to do it, she will learn how to do it. Her attitude, hard work and caring have become the foundation of much of what we now are, and even if we sometimes do not want to admit it, the whole office relies on her very heavily for many things. Marlies, thanks for all you do, and what you mean to all of us.

The next few months are going to bring a lot of challenges, as it is our busiest time of the year. The State Fair is once again just around the corner, Cricket, Dodge, America West have a bunch of shows coming up, the Diamondbacks are going for their second World Series title, Oktoberfest and the MAMA festival are almost upon us, as are several new events we are working on. Lots of work, and a great time to start making some extra bucks for the holidays.

I would like to close off, by once again thanking all of you for your hard work, diligence and determination to making us the best. I would like to do something that I normally don't do, but especially thank everyone in the office, who worked very hard and made sacrifices throughout the slow summer months, and welcome a few new folks, and at the same time remind all of you who is who, and what they do. In no particular order:

Chris - Our Human Resource manager and editor of this publication, training coordinator, among many other titles. Chris has been with us for a very long time, is the quiet and so efficient cornerstone of making this place run and comply with so many State and Federal regulations, making sure you get your raises, rewards and occasional disciplinary actions.

Sam - Part one of the "death metal crew" in our scheduling department. His good attitude, positive outlook, enthusiasm and determination not only make him a great scheduler, but a great person to be around. If you don't think he does a great job, try doing his job for a day.

Mike - Part two of the "death metal crew". If their door is closed, he and Sam probably got a mosh pit going in their office, or they are performing some sort of pagan sacrifice ritual to fill that last overnight. He is the Yang to Sam's Yin, or more appropriately, the heavy to Sam's metal. They make a great team, and Mike is a great addition to our scheduling department.

Andy - Andy has been responsible for a bunch of different things in the past several months, and is finally settling into the operations department, responsible for all our standing order accounts. Another seniority member of the club, Andy also tries to keep the death metal crew in line.

Richard - What can we say out our resident hick? In charge of all field operations, and focused on the special events, the cowboy may be the brunt of many of my jokes, but he is a great leader and good manager. What can I say? Giddy up!!!

Kelly - Our resident recruiter, and one of our newest additions to the team, she has been doing a fantastic job, and in spite of being a red head, has the spunk and attitude to not only survive the rest of us, but to be a long term reason for our growth and continued success.

Shannon - Our receptionist and office assistant. Aside from finally having a friendly and very competent person in the front office, we are suddenly getting our calls again, people are getting right information and not getting hung up on. What a concept! Besides that, she cannot be all bad, as she manages to keep Steve in line.

Steve "Tour Dude" Sullivan - Our Quality Control Manager and resident tour security guru, is currently on the road, and developing new contacts and business for us. When he is in town, the person everybody loves for an evaluation, but hates if he calls you. Steve has been in the business a long time, and very well known and liked.

Billy Royal - New Business and Marketing Manager - Billy has worn a lot of hats here in the past several years, but has settled into new business development and getting our name out there. He is the first person new clients speak to, and the one who develops the plan for operations and scheduling to make happen.

Jose - No one really knows what the purple one does. Rumor has it that one person asked, and was never seen again. It's all top secret, but I can tell you this much; He is responsible for contract services, budgeting and operational planning, as well development of our tour services. In the past Jose was director of Security at both Staples Arena in Los Angeles, as well as the American Airlines Center in Dallas, as well as Assistant Director of Security here, at America West Arena. Jose brings a different and calm outlook to many of our events.

Jeff "Don't ask where I got it from" Swanson - Our Equipment manager and Operations Manager for All About Staff, our sister company, that handles labor and general staffing assignments. Jeff has been a complete miracle, from fixing broken equipment, to tracking all of our radios, uniforms and the million other things we own, and making sure they don't disappear, Jeff has had a huge impact on our ability to get the job done. On top of being a friend, Jeff does so many things to make all of our lives easier.

Bert - Our downtown Tempe Account manager, Bert is responsible for our 2 new points of pride, the Suncor Hayden Ferry project and the MCW Brickyards, as well as all other downtown standing order accounts. Obviously, we will give him some help for special events. Actually... Bert - Block Party - It's all you! Bert is very conscientious and detail oriented. We are very glad he took us up on our offer. You sure he does not want to schedule?

We've already talked about Marlies, and I dare not say anymore, or she is going to be impossible to work with. Me? I'm just the janitor...

Thanks to everyone in the office and in the field. You are all points of pride. I personally appreciate all the great work and dedication that makes us who we are. Keep it up!

Be safe, keep the peace, and I'll see you out there.

You can contact Mick via e-mail at mick@teamsecurity.net

FOR SALE- GE Washer and dryer, $500 or best offer. Only 3 months old, gently used, in pristine condition. Call Jeff for more information. (602) 332-8326

CHRIS' FINAL THOUGHT

By Chris Casias

As we near our busy time of year, make sure that you still don't lose sight of some of the training that you have learned here at T.E.A.M. As our new training goes into effect and some us take it as a refresher course, use it on all of your shifts, not just at large concerts or special events. We all have a job here to do, let's do it the best we can and be professionals about it.

In the next week, we will be remembering that fateful day last September. Let's take time to remember those victims and pray for their families. Take time to thank those who deserve it, take a moment of silence, or even go as far as volunteering for a day. In the past I did volunteer work on a monthly basis, but I drifted from it. I think it's time for me to start again. Whether it's at a soup kitchen, food bank, homeless shelter or helping an elderly neighbor, if you take the time, you will feel better after it. In the next few weeks I will be coordinating a volunteer crew to help some citizens in the valley with yard work and maintenance. I did this a couple of years ago and assisted at least twenty families. Anyone interested contact me in 111, or even if you are interested in volunteering opportunities I can direct you to the right place.

Take care and we'll see you next month. Remember- if you're not living on the edge, you're taking up too much space!

WAYS TO TELL YOU HAVE ANGER MANAGEMENT ISSUES

1. You have no citizen complaints in your file, they all died during the struggle.
2. It takes you twice as many drinks as shift-hours worked to unwind when the tour's over.
3. Everyone calls you "Hurricane Eddie."
4. You've been on the job two years and you're on your eighth cruiser.
5. Your family sleeps in a treehouse in the backyard.
6. Instead of counting sheep to fall asleep, you shoot sheep.
7. Crime rates in your patrol area mysteriously drop to zero during your working hours, while the baddest bad guys hide and whimper in their apartments.
8. You're known as, "the guy who got into a fistfight with a Rottweiler and a pit bull."
9. Instead of counting to 10 when you get really mad, you have to count to 220,000.
10. Your evaluations suck, but somehow you're the only one the boss hasn't verbally assaulted over job performance.