



# T.E.A.M. CENTS

## August 2008

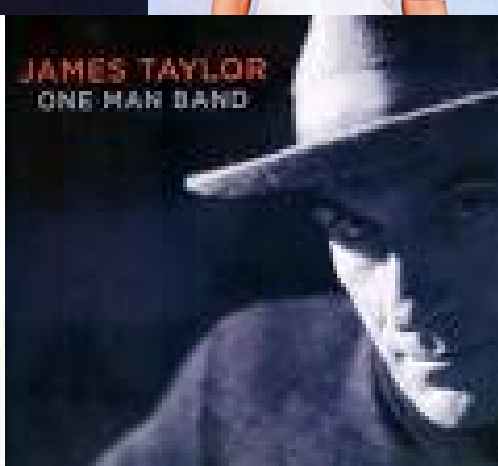
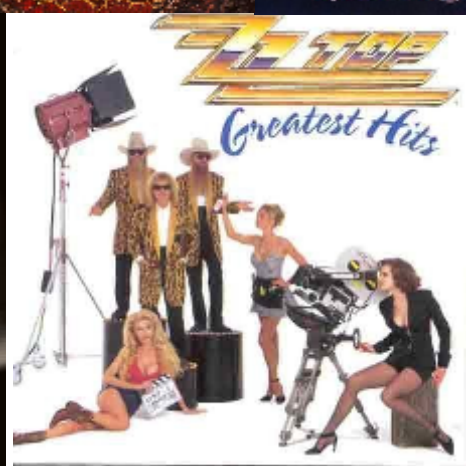
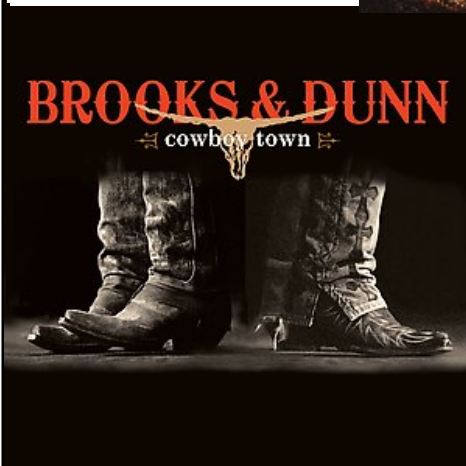
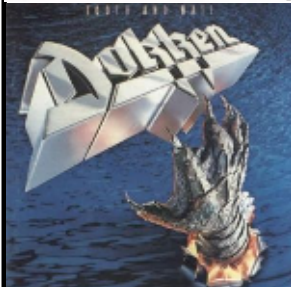
Fourteen Years and Counting

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August 1 - 31

Volume XVII Issue 8

9/11/01 Where Were You? Remember and Never Forget!





# August 2008

Sun

Mon

Tue

Wed

Thu

Fri

Sat

**STOP**

**ALL EMPLOYEES ARE  
REQUIRED TO WORK ONE SHIFT ON BLACKOUT DAYS!!**

					<b>1</b> Dodge-Regeneration Tour	<b>2</b> Dodge-James Taylor Cricket-Brooks & Dunn
<b>3</b> <i>cpr/first aid</i>	<b>4</b> Dodge-Dry Heat Classic	<b>5</b>	<b>6</b> Dodge-Lyle Lovett	<b>7</b> Cricket-Projekt Revolution	<b>8</b> Dodge-Steve Miller hands class	<b>9</b> Dodge-Bill Maher <i>cpr/first aid</i>
<b>10</b> <i>cpr/first aid</i>	<b>11</b>	<b>12</b>	<b>13</b> <i>report writing class</i>	<b>14</b> <i>advanced training class</i>	<b>15</b> Cricket-Martina McBride	<b>16</b>
<b>17</b>	<b>18</b> Dodge-Melissa Ethridge	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b> Cricket-Dave Matthews
<b>24</b> Dodge-Poison	<b>25</b> <i>alcohol/id class</i>	<b>26</b> <i>radio class</i>	<b>27</b>	<b>28</b> Cricket-Metal Mayhem	<b>29</b>	<b>30</b>
<b>31</b>						

**Training classes are scheduled. Hands class and CPR/AED/First Aid by invite only.**

**DISCLAIMER**

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T.E.A.M. Cents encourages all staff and employees to submit an article about your work experience, suggestions and ideas. E-mail your letters to:  
**elizabeth@teamsecurity.net**  
Or FAX to:  
**(480) 736-8252**  
Management has the right to review and approve all written material. Any article deemed inappropriate will not be published



anniversaries

Elizabeth Gill

Tammy Crabtree 1 year

birthdays

- Michael Moreno 8/2
- Ruben Ramirez 8/3
- Tammy Crabtree 8/6
- Aaron Frier 8/8
- Wade Svec 8/9
- Elisa Urquidez 8/9
- Dan Sainato 8/16
- Nick Bustamante 8/17
- Catherine Schwabe-Earl 8/22
- Arnaldo Cadena 8/23
- Michael Faulkner 8/29
- Chris Gough 8/29
- Edward Valdez 8/30
- Sharon Harris 8/31

I was fairly certain that many of us wouldn't survive July. Personally, I had just about decided that I was going to move into my office, then I remembered there aren't any showers, and it is HOT and I am sure that would be unpleasant at best. With all of that being the case, I wanted to take a moment and do a shout out to the field- recognize some of you that are truly doing an amazing job and the success of the bevy of events we just completed ties directly back to you.

As always, Marinane and Terrie provided excellent leadership. They never cease to amaze me with their dedication and skills. Right behind them is Rey Marroquin, Erick Rook, Kelly McQuillian (Rafiki) Ruben Ramirez, Butch Spicer, Beth Ruiz, Mark Devault, Mike Hammer and Jon Bearup, Jill Walz and Keith Smolik. It is hard to put it into words (but I always try) to tell you how both your individual and collective efforts make every event better than the last. You do great jobs and teach others how to do it better. 15000 people are no match for you guys.

Barricade gets their own special acknowledgment. Mike, Gary, Fred, Joe, you already know that I think you do phenomenal jobs, but you have seriously brought that to a whole new level this year. Show after show, in the blazing heat, you have rocked out your always solid job, but you have brought a whole new crew up, and shared your experience. 4 straight shows- I had to keep tour from stealing you. You guys do you jobs better than anyone, I hear this from tour after tour. Thank you for what you do; taking care of each other, the pit kiddies, the principals, the patrons. Thank you and your crew. Always, you set the bar for professionalism.

Events are more than just the supervisors. Every good supervisor will tell everyone, it's the people supporting them. It takes a village..... (yup, Mick, bringing a little Hillary to the newsletter) As such, Molly Herz, Samantha Williams, Dianne Chapko, Gina Chavez, David Wright, Larry Owens, Nick Nepple, Brad Nelson, Vivian Rabun, Bernice Johnson, Dan Sainato, Michael Cash, Luis Ruiz, Jeff Pierce, BobbiJo Milliron, Bruce Lawson, and so many others of you consistently above and beyond to make each event run smoothly and efficiently. Kudos to you all.

So, it has to be that if they are all out at Cricket, Dodge, TBP or god knows wear, some of our very best employees are providing high levels of service at our STO accounts, and you by far deserve an "atta boy". Bearup and Ellis.....you guys rock- thank you for ensuring I never need an alarm clock and get no work done after 17:30. RJ, thank you for being the best of both my worlds. Drew, Patty, Luis, the other Drew, Cindy, Jacob ..... Ray and John- you are lynchpins of this company...thank you for being awake when we are all asleep and running the nights. Bryan and Chris and Bernard and Gusler, and Robert & Robert, Curtis and Marcus and Kevin and Jonathan, Henry, Charles....all you guys are great, and I appreciate your attitude and diligence. Campbell and Manny thank you for the work and hours you log at Dodge, you represent TEAM so well there. I will stop before I list off the roster. Suffice it to say next time you are in the office, take a look at the framed letters---- you were part of all that, and T.E.A.M. is very grateful to you for your hard work. I swear, August isn't

It recently came to my attention that there have been AC problems on the bus. I apologize for that. Neither Jeff nor



anyone in his department, nor anyone else were made aware of the problem. The driver has been disciplined for not letting us know. We provide the bus to give all of you a safe, comfortable and convenient form of transportation. Under NO circumstances is it ok with us that you are not comfortable on any ride we are providing you. Please let myself, Jeff or anyone else know immediately if there is a problem with the bus in the future. I am very sorry if any of you had to endure a hot or less than acceptable trip.

--Mick Hirko (the boss)



*Frank Herbert*

DEAR FRANKIE: I have been checking out the T.E.A.M. website (www.teamsecurity.net) and in the Training Calendar area I noticed you have a Hands class coming up. How do I sign up for that class? – PETER PACIFIST

DEAR MR. PACIFIST: The Hands classes are scheduled by invitation only. Since the classes are taught by a Tempe Police Department Defensive Tactics Instructor, T.E.A.M. assumes additional liability for those who have been trained. Additionally, there is a cost factor involved in these classes. For these reasons we like to reserve these classes for employees who have been employed for at least 6 months. When you are approaching your 6 month mark you can request to be added to the waiting list by clicking on the class in the calendar. You will see a hyperlink to the "Author's Email Address". Just send an e-mail requesting to attend.

DEAR FRANKIE: One of the advantages of living in Arizona is the ability to open carry a pistol. Additionally, I have obtained a CCW

(Concealed Weapon Permit). Whether concealed or not, I generally carry my gun everywhere. I was recently made aware of a new "law" stating that I can not carry my gun if I am wearing flip-flops. Why is that? – BAFFLED BEATNIK

DEAR BAFFLED: I have never heard of this "law". It sounds like something concocted by a local liberal in the attempt to suppress your 2nd amendment right. However, there is admittedly concern about the conflicting images. Flip-flops (AKA Thongs) were inspired by the traditional woven soled "Japanese Sandals", adopted as beach wear in New Zealand in the 1930s and popularized by servicemen returning from occupied Japan. Today flip-flops are worn for a number of purposes from it's original beach wear to a more fancy semi-formal style of flip-flop, but generally worn by those of a very "laid back", liberal nature. (i.e. hippies, beatniks, and most University students). Guns on the other hand send a very different message. Guns have a stigma of being instruments of death and directly conflict with the liberal image of the flip-flop. The second amendment tends to be fiercely defended by conserva-

tive groups. (i.e. rednecks, military members, and most vocational college students) All this being said; it is my opinion that having the freedom to be a walking contradiction to one's self is one of the advantages of living in America. Rock on with your goofy self.

DEAR FRANKIE: When I went through orientation I was told that I would get reimbursed for the cost of my guard card. I have been here for 3 months and I have not received my reimbursement yet. When can I expect to see it? – NEED BEER MONEY

DEAR NEED BEER: During orientation it is discussed that you will be reimbursed the cost of the DPS license (minus the fingerprint and photo processing fee) upon completion of 800 hours with the company. This means that you have to work hours and have the number of hours verified through the payroll process. Example: By your calculations you have accumulated 800 hours in the middle of the 2 week pay period. These hours are verified when the payroll is processed at the end of the current pay period. When the actual number of hours has been verified you will receive your reimbursement in the following check.

*Jeff Swanson*

I was watching TV this last weekend and Barack Obama was speaking. Over and over in my head all I could think about was he sounded like a used car sales person. There was lots of fluff. Every other question that he was asked was responded with it's time for change or I'm going to work towards peace. When he was asked what or how he would do this, all I heard was blah blah blah. Not once did I hear him give an answer that had any substance what so ever.

I've listened to McCain speak a number of times. Every time he answers a question, he explains himself. He also doesn't tell you what you want to hear just to get your vote. He is very clear about what he stands for and how he believes our Country should be run. He is very forthcoming with how he plans to accomplish his goals. We have a really big decision to make soon. I have heard many people say that they want things to be better, well who doesn't? The question is, will things get better if you elect Obama just because he makes you a bunch of shallow promises that

he can't keep? Or will things get better if you elect McCain, a war veteran that has spent his entire life serving our Country to not only protect it, but make it a better place? The answer should be obvious. I hope all of you not only take the time to vote, but make your decision on who you trust to run our Country based on experience, track record and honesty rather than someone who will say anything to get elected.

Stay safe out there and remember to drink lots of water!  
Jeff



*Ashleigh Gaylord*

**Work [wurk]**

- 1. exertion or effort directed to produce or accomplish something; labor; toil.
- 2. something on which exertion or labor is expended; a task or undertaking.
- 3. productive or operative activity.
- 4. employment, as in some form of industry, esp. as a means of earning one's livelihood.

Definition one describes work as being exertion to accomplish something; labor; toil. When I think of the word TOIL, I think about the slaves who had to toil in the hot sun a long time ago and about how hard they had to work for OTHER people, not even making any money for themselves. Of course they had room and board, however they weren't ideal conditions. People work to make money so that they can make an honest living out in the world. You can't live in a nice apartment if you are broke. The things we have to endure in the workplace don't even come close to what the slaves had to face and lots of people take that fact for granted.

Definition two describes work as being a task, or undertaking. When you are at work, do you stop to think about what you want to accomplish or are you just there to be present? There is a HUGE difference. When you have a goal in mind you will accomplish things if you apply yourself. If you are just there to show up and hopefully get paid, well one you won't last for long and two you aren't going to accomplish anything whatsoever. What is your attitude towards work? Commitment is another big part of this as well. Being committed to your job and wanting to make the company you work for better is a good

goal to have. What part are you playing in making the company better?

Definition three describes work as being productive activity. Sadly, some think that listening to the radio when they should be reserving their hearing for trespassers is productive activity. Others think that sitting in their car on the phone, with their sight AND sound hindered is productive activity. And some people even think that walking into the store to read a magazine real quick while they are on duty is productive. Productive activity is activity that works toward the goal that needs to be accomplished. Yet, if you have no goal, how can you possibly be productive? Listening to music, talking on the phone for personal reasons, and reading magazines all fit into the category of leisure, not work. If you are working in a security position, you need to be aware using sight, sound, and smell. When those senses are hindered some serious damage could be done and you would never know until it was too late. Please keep this in mind. When you are working in a security capacity you need to be visible and very aware of your surroundings.

Definition four describes work as being employed and earning one's livelihood. You should stop and think about how important your livelihood is to you. If you aren't being productive and working towards a goal, you won't be employed for long. Do you want to live life and enjoy it, or would you rather struggle through life? Bad habits don't die easy, so if you find yourself doing things on a regular basis that are counterproductive, think about how you can change things in your life to get positive results. That is a goal that everyone can work towards, since there is ALWAYS room for improve-

ment. Think about how much your livelihood means to you and keep this in mind the next time you work. I know I like to go out and buy the things I want, so I work hard. It's important to me. Working hard gives you value because people look at those things and they recognize them. It's also a matter of self-respect. I like to uphold a certain image and being lazy and worthless is not what I want to be recognized for. We all play a part in the success of the company, and we all depend on each other to do a good job. And I say it all the time, but we HAVE to work as a TEAM.

On a lighter note, all work and no play makes Ash a dull girl. □ Remember not to overwork yourself, and take some time to relax (when you aren't on shift, of course). I just went to Vegas to visit my aunt and uncle (they live in GA, but were visiting for fun) this past weekend and had a great time. If you need to take a vacation, please let me know at least 2 weeks prior in writing and I will be happy to rearrange schedules to accommodate your needs. And also guys, if you begin to feel complacent, please let me know. Give me a call and we can talk about it. I'm always here if you need to talk. Have a great month!!!

The Roots of Violence:  
 Wealth without work,  
 Pleasure without conscience,  
 Knowledge without character,  
 Commerce without morality,  
 Science without humanity,  
 Worship without sacrifice,  
 Politics without principles.

Mohandas Gandhi



### Angel Robison

A Hero of Mine  
By  
Angel Robison

I have different heros for different reasons, but one that stands out to write about is Wayne Douglas Gretzky. Although he is called 'the great one', I'm not sure if people truly understand the magnitude of his greatness. Wayne Gretzky was born on January 26, 1961 in Brantford, Ontario and began playing hockey just 3 years later. He started out playing on a river behind his grandparent's house and then on a rink that his dad built in their backyard. Wayne started playing organized hockey when he was 6 years old, but was playing with and out playing 10 year olds. Once he was 11, he was leading the Pee Wee division with 378 goals and 120 assists in just 69 games. Impressive statistics for someone that was told he was 'too small to play hockey', and that was just the beginning.

In 1978, at just 16 years old Wayne made the Canadian national team and at age 18 signed a contract with the Edmonton Oilers, who at the time were in the WHA (World Hockey Association). The Oilers later became part of the NHL and 'the great one' scored his first NHL goal just 8 seconds into his first NHL game. Wayne Gretzky holds 61 NHL records. Between the WHL and the NHL he has scored 1,072 goals, has 2,297 assists for a total of 3,369 points. Most players total points don't even come close to his assists alone. He retired on April 18, 1999 and was immediately inducted into the Hockey Hall of Fame and his number '99' was retired league-wide. His records may never be broken. Statistically he has dominated the

sport of hockey unlike anyone else in any other sport. In addition to 4 Stanley Cups, he has won 57 awards. He's won 9 Most Valuable Player Awards, most MVP awards of any player in American professional sports history. Additional awards include 'outstanding player, voted by other players' and 'most gentlemanly player'. In fact, he was only involved in 4 fights in his entire 20 year career. Mr. Gretzky has also spent time on the bench as a coach. He was the executive director of the 2002 Canadian Olympic (gold medal winning) Team and is currently a partial owner and head coach of the Phoenix Coyotes.

Wayne has been a 'gentleman' on and off the ice with a virtually unblemished career. He has been married to his wife Janet for 20 years and they have 5 children. He is also involved with multiple charities such as 'The Gretzky Fantasy Camp which raised over \$9,000 for tsunami relief efforts. The Casey Lee Ball Foundation where 100% of every dollar donated goes directly to pediatric kidney research. And, The Wayne Gretzky Foundation which uses hockey to help instill positive life skills while contributing to the physical, emotional and social growth of at-risk and underprivileged youth.

In everything that I've seen, heard and read about Wayne Gretzky, he's a very hard working, humble person who has brought much class and grace to a sport with a rough reputation and that I love.

### Jared Evans

This is something I would like to put in for my customer service topic. I know its not a "GREAT" customer service store but I think the informa-

tion in it can be used by all.

We all have customers in our jobs even if it patron and or clients. Please let me know what you think and yes I did find it on the net it was in some blog. There is no way I am this smart to come up with it.....

Jared

1. You chose this job, or it chose you. Either way, it's in your best interest and the best interest of the customer for you to show up and be fully present to the job. Set an intention every day to be the best you can be at your craft. Make it a point to do a little learning about how to get better at it every day. Find joy in doing your job well. Recognize and acknowledge yourself for all the "wins" during your day. (Even if, and especially if your boss doesn't notice often enough.)
2. Be proud of what you do. You play an important role in the company's success. I'm here to remind you that the experiences you provide for the customer could make or break their relationship with the company. Even if parts of the process are broken, even if the wait times are long, even if the customer is upset about some aspect of the company, a great experience with a customer facing person can make up for a whole lot. You have the opportunity to make deposits in the customer's emotional bank account and keep those customers happy.
3. You have emotional genius. Being good at customer service requires a great deal of emotional intelligence. In fact, in your job, EQ is as important – and often more important – than IQ. Here's the neat thing – being in a people oriented position gives (continued on page 7. )



### Ben Atkinson

Since Clear decided last month to let everyone in on her varied musical taste and since we at TEAM are in the "music industry", I thought I would pass along some of MY favorite songs and hopefully bring back some memories for some of us older generation. I could have written a novel about growing up with music and the concerts from the 70's and 80's, but I tried to narrow my selections to a variety of styles. So here goes:

**Joan Baez**, Diamonds and Rust: A beautiful voice and a great song about lost love

**Al Green**, Let's stay together: Mo-town at it's best

**Gordon Lightfoot**, The Wreck of the Edmund Fitzgerald: turn the lights down, turn the stereo up and remember that this song is based on a true story.

**Patsy Cline**, Crazy: Patsy Cline set the standard for all of today's female vocalists

**Lynyrd Skynrd**, Simple Man: Words we should all live by.  
A side note: No one should EVER try to sing Freebird, that song belonged to Ronnie Van Zandt and he took it to his grave.

**K.D. Lang** doing a cover of the Roy Orbison song Crying, what a set of pipes.

**Neville Brothers**, The Ten Commandments of Love: another

great cover

**The Outlaws**, Green Grass and High Tides Forever: One of the best guitar jams ever.

**Soul Asylum**, Runaway Train: Great song, very powerful video

**Sheryl Crow**, My Favorite Mistake, If it makes you happy : Two really good rockin songs

**Gun's & Roses**, November Rain: Slash's guitar solo is one of the best.

-Ben Atkinson



Continued from page 6.....  
you the unique opportunity to practice and even perfect those EQ skills. That's going to help you in every relationship you have in your life. As you get better at your job, you get better at your life. That's a bonus!

4. The customer is not always right. I know you might have a little card that came from the corporate office that tells you they are, but I'm telling you what you already know to be true. They are not always right. Sometimes they are wrong, sometimes they are mean, sometimes they lie, sometimes they drive you crazy. But being right or wrong is not the point. Your job is to be so skillful that even if they are wrong, angry, nasty or just having a bad day, you have the ability to turn a bad situation into a better one. A highly skilled customer facing person is a magician, able to transform and diffuse difficult situations into good ones.

5. You work in the performing arts. Service is not like a manufactured good. It can't be made ahead of

time and put on the shelf. It happens in the moment, as needed, and it's all about performance. That makes you the performer. Just like an actor (or a public speaker or trainer for that matter) there will be days when you just don't feel up to it and you will have to act "as if" you were. Here's where your good training comes in. Rehearsal and visualization work to help you prepare for a great performance every time. Think of yourself as an improv artist.

6. You have a stressful job, but the amount of stress you take home every day is up to you. How you view your job is just as important as how you do your job. If you allow yourself to over dramatize, 'catastrophize', get defensive, and take everything personally, you're in for a tough time. Your body reacts to the perception of danger with primal instincts to fight or flee – both involving a cascade of stress chemicals that can damage your body. You have the power to change how you view any situation – including your job.

Find a frame that makes it less stressful and more enjoyable.  
7. You have the opportunity to make the world a better place every day. Whether you deal with 10 customers or 200 customers a day, you have the power to create positive experiences for all of them. When you make your best effort to add sincere care and appreciation to every interaction, you are infusing it with positive energy and vibration. When the customer leaves the interaction with you feeling good they are likely to spread that positive emotion. Emotions are contagious. You have the power to spread positivity and make the world a better place. We all know how important that contribution is these days. Take it seriously and you can make a serious difference in the lives of your customers and every one they touch. Allow yourself to see the ripples of good will and well being you are sending out into the world. Spread happiness and appreciation and you will feel energized.



*Marlies Meinhold*

I believe that every right implies a responsibility; every opportunity, an obligation; every possession, a duty. ~John D. Rockefeller, Jr.

re·spon·si·ble –adjective

- 1. answerable or accountable, as for something within one's power, control, or management (often fol. by to or for): He is responsible to the president for his decisions.
- 2. involving accountability or responsibility: a responsible position.
- 3. chargeable with being the author, cause, or occasion of something (usually fol. by for): Termites were responsible for the damage.
- 4. having a capacity for moral decisions and therefore accountable; capable of rational thought or action: The defendant is responsible for his actions.
- 5. able to discharge obligations or pay debts.
- 6. reliable or dependable, as in meeting debts, conducting business dealings, etc.
- 7. (of a government, member of a government, government agency, or the like) answerable to or serving at the discretion of an elected legislature or the electorate.

I looked up the definition of responsible because it almost seems that the easiest thing these days is not to take responsibility for their actions.

If you choose to do something, then you are responsible for the outcome. Same this as every action has a reaction. We all affect everyone's lives in one way or another. Every interaction you have with someone will have an effect on them in one way or another.

We have a perspective client that because of the performance of our guards at another location

(the client was actually a patron at that event); they are interested in hiring T.E.A.M.

So you never know who you are talking to.....

*Richard "Taz" Zahn*

TAZ TOOLBOX

There was a day when an individual was riding around downtown Tempe just like every other day he had spent at the river bottom, stores and merchant stands alike in the downtown Tempe area. Nothing different, nothing out of the norm. During that day something had caught his eye. It was not anything that was out of the ordinary however it would prove to be something he would carry with him the rest of his life, and he didn't even know it.

He had stopped to check out a sign he saw in a window about working for a security company, a security company named T.E.A.M. He thought what the heck, it sounds interesting and he could use the extra money. So he applied and got the job. The company was just forming from the desires and experience of a gentleman that had been in the business for many years taking him to different parts of the world. The vision and pictures the gentleman painted and the soul belief of customer service was enough to bring the young man into a part of the organization of more than just an employee. He wanted to be part of the crusade!

He signed up for his first shift. He went shopping to get his uniform attire and prepared for the weekend shift. The weekend had ar-

rived. He showed up over 1/2 half hour early nervously excited. He checked in, signed in and was briefed and deployed to the Harkins Theatre post helping watch for people sneaking in and not paying or attempting to sneak alcohol in, taking care of line control and people parking in the turn around. After some time he was moved to the Bunnies post making sure no one went for a dip in the water or climbed on peter rabbit, then a little while later he was moved to P1 position in the garage roaming the levels for loitering, theft and people making out. He experienced his first code 2 and called it in over the radio. The Supervisor showed up and gave direction on what to do. In a few minutes it was over and the individuals were on their way in opposite directions. He recorded information on the appropriate paperwork he had just learned in orientation and had it checked by the Supervisor. As the night progressed he continued to work in other positions in the downtown on the north end by 4th street and south to the area up by University.

There were many people in the downtown area and for the most part they did not like T.E.A.M. They made sure he knew this with verbal threats, including that if he stayed there he would be shot, the throwing cans and bottles hitting him in the back and the head. When he would turn around to look, they would disappear in the crowd. This was an all night thing. He had never been so threatened in his life. Someone even attempted to run him over in a car towards the end of the night.

People grabbed at his uniform as they passed by, even "spilling" drinks all over him and just walked off. As the security coverage was spread out throughout the downtown area, it took sometime for



the Supervisor to respond to problems so he was kind of on his own. Some people even took cheap shots as they walked by or pushed other people into him.

As the night came to an end and he was relieved of his duties and called to come back to dispatch (the office), he walked down Mill avenue. People were yelling threats at him, throwing whatever they could to hit him, grabbing his shirt and pushing him as he walked by them. Hundreds of them against just him. He could not wait to get back to dispatch where he would have other guards around in case something happened.

Upon arrival at dispatch, the Supervisor had everyone turn in their equipment, sign out and said go home.

There was no good job tonight, or any questions asked on how things went or any concerns for anything.

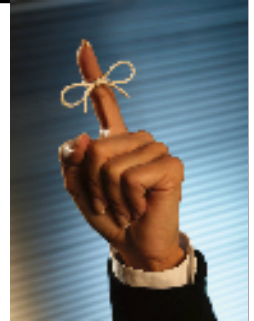
Well....much has changed over the years. Pretty much everyone that started in the beginning is not with T.E.A.M. anymore for one reason or another.

T.E.A.M. has learned many things since the beginning and is running strong towards the future. We want you to be part of the success that comes from hard work.

Hopefully none of you will have to go through what I went through my first shift.

TAZ

# Notes to Self



1. Kendra is NOT in charge of my schedule.... no matter how many times I ask.
2. When I want to schedule, I need to follow the same rules everyone else does....because I don't think they are going to get me any hours if I keep calling Angel or Ashleigh's cell phones and driving them nuts.....
3. Where am I going? What am I doing
4. Call in and out for my shift to 602-619-8326
5. No shorts at indoor facilities
6. call schedulers- check on blackouts and big events for the month-- plan my time and write down shifts..
7. sign up for advanced training classes with Frank
8. bring plenty of water to work.....
9. attend Mick & Marianne's "Clear is on vacation party"
10. write 2 commendations on someone. cause I am cool like that, and well, its nice to do.
11. when is my evaluation?



*Mick Hirko*

As some of you already know, we recently bought a fire truck, and I am sure many of you are thinking that was just silly. I have had several people tell me that I must be trying to live out every kids life long dream. Not so. Heck, I have not even ridden in it, let alone driven it. Dorsey "T" seems to be the only one who is allowed to ride in it. Strangely, with the gray coming in his hair, he does more and more resemble a Dalmatian...

Admittedly, some people have said I was just simply nuts. Just so you all know once and for all, the reason we bought it was to safely and efficiently put out the lawn fires and cool crowds. I got misted a few times at the Mayhem show, and it felt good. We got a ton of "thank you"s from people in attendance. We didn't get any of those from the morons starting the fires, but at the same time, we had no patrons get burned, and thus no one who can sue us for getting burned, and we had no employees get hurt trying to put them out. It was absolutely beautiful watching the fires go out, and the criminals trying to keep them going getting very frustrated and wet.

Over the years, we have tried many different methods of fighting these fires. Every year, that select group of arsonists has gotten angrier and more aggressive in protecting their fires, irrespective on how much danger was created, how many people's health was affected by toxic fumes and how much 99.9% of the good people that just want to enjoy the show were bothered and threatened by their behavior. The water is just one the new tactics we have implemented and are working on. We have gotten tired of endangering ourselves and others for the anger management issues of a select few mentally bankrupt morons. So, with the support of Grandon and Live Nation, we have a whole new bag of tricks to work with. The police is finally arresting and prosecuting these

clowns for arson, we are identifying them with numerous video feeds from the lawn area (and that really helps when they try to feed their line of lies to the judge). I could not be happier. The way I feel about how we have been able to create a safer environment can probably be compared to how someone else might feel about getting to ride in a fire truck.

Over the years, we have bought a wide variety of vehicles, and even if I get a lot of pleasure out of how cool a truck looks, I never once bought any of them for the sake of me. We have always looked towards what we need to most, from the logistics truck and the command van to the bus. The bus has probably been the most frustrating and financially consuming vehicle we own, but it has also been worth it many times over. We have literally transported thousands of people and that was what it meant to do. It also is great for closing off streets for special events, or in case of an emergency.

As time goes on, we will find many more good uses for our fire truck, and I will continue to be damn that we own it. I know today and will always know that that fire truck has more than paid for itself, knowing that it is responsible for keeping one or more of you from getting hurt. /I also want to thank Jeff, for on very short notice hopping on a plane, flying to Illinois and then he and Greg spending 5 days on the road bringing it back here, getting all the hoses and parts together on a very tight time table, and making it all happen. Finally, a big thank you to Vinnie, who was manning the water cannon, and sending the H2O artillery on the spot all night long. Good Job!

I also would like all of you to remember something. I hope all of you can remember 7 years ago. It was after 9/11 and everybody waved at fire trucks. We loved them and showed our support for

them. Everybody was painfully aware of what horrific losses the FDNY had. Everybody knew that all firefighters do is go and save people. They are the good guys. We in no way bought our fire truck trying to act like we were firefighters. We bought it because we needed to solve a big problem. Often, when I am around some of the fire fighters I know from Tempe, I am reminded of so many courageous fire fighters that put on their gear that Tuesday morning, jumped on their trucks and rode off to the World Trade Center. They waved good bye, and many of them never returned. Always remember, and NEVER FORGET. The next time you see a fire truck driving down the street, wave to them. The day may come for you where the most welcome sight in the world is one of those firefighters, saving you or someone that you love. They have a dangerous job, and often thankless, but I count my blessings that we live in a State where if I get badly hurt or my life is in danger, I know that the very best our society has to offer will be there to do everything humanly possible to save my life. We live in a world where our value system needs to be questioned, but certain things are still true; Firefighters, police officers and the military still represent much of what is good in our society. They do not ask how what they do benefits them, or what is in it for them. They provide selfless and dangerous service, to keep the rest of our society safe, and they NEVER get enough thanks for what they do. We all lead busy lives, but try to take a minute to thank someone that does such a selfless job and let them know that you appreciate what they do.

Until soon – Keep the peace, be safe and I'll see you out there!

*Mick Hirko*  
President  
T.E.A.M. Security