

# BLACKSTONE POST



The  
Voice of  
Blackstone  
Security



The Secret to Our Success is in Our People

SPRING, 2011

## Crossing the line

*Flood of visitors to U.S. keeps CBP, police, private security on constant alert*

The daily flood of visitors crossing the Rio Grande into the United States is not only keeping the U.S. Customs and Border Protection Agency (CBP) on the alert for terrorists, that same caution has Blackstone taking specific steps for clients to prevent the sabotage of public facilities and other property crimes.

These fears are not confined to border cities. Bill Richards, Blackstone quality control manager, said agencies in Maricopa County are also on guard and are re-evaluating security procedures. "The major fear of municipal, county and state governments is that terrorists coming across the border may get lost in the waves of daily visitors," said Richards, who monitors government contracts for Blackstone. "One area in particular that officials are concerned about is that someone may contaminate their water supply."

Blackstone's presence in Arizona, Texas and New Mexico means that more than 1,700 miles of the border is in Blackstone territory, a geography lesson that Blackstone President & CEO Dan Swindall says his troops know well. "The Southwest is a

unique region with a unique culture and economy," says Swindall. "The border is part of that culture as are the people who come here legally and illegally. We live here and have the awareness to put this situation in a realistic perspective as we serve our clients.

Our advice is based on generations of living the experience."

Tucson Police Department spokesman Sgt. Matt Ronstadt said familiarity with the region is important to the success of any business. "I think it's quite important for any employer, private security or others, to recognize the diversity we have here in southern Arizona and be sensitive to the variety of cultures that come together here," Ronstadt says.

CBP Agents monitor eight ports of entry along the Arizona border and 10 ports of entry along the border in Texas and New Mexico. CBP Officer Roger Maier says the El Paso District has about 88,000 crossings a day or about 32 million a year. "We make sure people are not carrying any contraband or other prohibited items," Maier said. "We also check southbound traffic for weapons and ammunition."

See **CROSSING** Page 3



## Tucson Shootings Impact Blackstone Posts

*Security Increased at City Council Meetings*

Security measures at public facilities around the state continue to be tightened as a result of the tragic Jan. 8 shootings in Tucson that left six people dead and 13 others wounded, including U.S. Rep. Gabrielle Giffords.

Jared Loughner, a former junior college student, faces multiple murder counts and federal charges for attempting to kill Giffords, who was greeting constituents at an annual public event.

Law enforcement agencies across the Valley are re-evaluating security for public meetings and Blackstone is responding to client concerns by amending post orders and providing equipment upgrades where appropriate.

Loughner had an impact before the shootings took place. Copyrighted stories in the *Arizona*

See **SHOOTINGS** Page 8



**Blackstone Security guard Joel Knight's duties increased after the Tucson shootings. Here he uses a wand as a backup to the metal detector at the Goodyear, Arizona Justice Center.**



**Managers' Meeting**  
Managers Plot Strategy  
- Page 2

**Women in Security**  
Securing Roles  
- Page 3

**Employees of the Quarter**  
Congratulations  
- Pages 6 -7

photo by Michael Clawson courtesy of West Valley View



## POST ORDERS

Dan Swindall, President & CEO

Any number of clichés can be used to describe the situation at the U.S. – Mexico border and the impact on the border cities. Whether it's illegal immigration, drug-trafficking or the accompanying violence, U.S. citizens and legal visitors have a right to the protection of their person and property.

In some cases crime prevention has taxed local law enforcement. A result is they have come to depend more than ever on private security. The cooperation between law enforcement and private security is evident in groups such as the Arizona Private Security Professionals' Association (APSPA) and the Associated Security Services and Investigators of the State of Texas (ASSIST).

Blackstone's membership in APSPA and ASSIST keeps us abreast of the increasing role of private security.

The Law Enforcement and Private Security (LEAPS) Association is a program of ASSIST. LEAPS increases the amount of information shared between the public and private sectors and provides opportunities for private security officers to receive advanced training from local law enforcement to increase their effectiveness.

State and federal authorities are also concerned about the potential for terrorists to enter the U.S. from our southern border. This is a major concern of the U.S. Customs & Border Protection Agency (CBP) because of an estimated 24 million people who cross the border into Arizona each year and the 32 million people who cross the Bridge of the Americas and other entry points into El Paso annually to attend school, visit relatives, shop and conduct business.

Blackstone's presence in Arizona, New Mexico and Texas means that about 1,700 miles of the border is in Blackstone territory.

Our personnel are acutely aware of the challenges facing business owners who relocate to the United States and the added strain the flow of refugees seeking asylum in the U.S. places on municipal resources in cities along the border.

Our district manager in Tucson has an international resume that includes providing close personal security to corporate executives in Europe and Mexico. The district managers in El Paso and Albuquerque have strong ties to local law enforcement, professional business organizations and community groups that enable them to keep a finger on the pulse of security developments on both sides of the border.

We cater to the needs of business owners who move their companies north of the border to avoid theft, violence and other criminal activity. Many of them hired unlicensed security in Mexico. Our personnel point out the advantages of retaining licensed experienced security guards. Blackstone will continue to address the increased security opportunities created by the border situation with the professional, efficient and effective security that has become our trademark.

# Sowing Seeds of Success

## Managers Plot Strategy at 2nd Annual Summit

Blackstone Security is on solid financial footing despite the slippery slope of today's economy that is causing many businesses to stumble.



President & CEO Dan Swindall and Executive VP Jeanne Croft at Managers' Meeting.

This was the message Blackstone President & CEO Dan Swindall delivered to open the second annual Blackstone Managers Meeting Dec. 7, 2010, at corporate headquarters in Phoenix. The annual event gathers managers from Blackstone's four divisions in Phoenix, Tucson, Albuquerque and El Paso to examine the previous year's operations and brainstorm competitive strategies to meet new goals for the upcoming year.

"The economic downturn is affecting our industry at-large but we experienced a 27 percent increase in business over 2009," Swindall announced. "We've got to work even harder if we are go

See SEEDS Page 5

## Team Blackstone [www.blackstonesecurity.com](http://www.blackstonesecurity.com)

### PHOENIX

#### Corporate – Division 32

Dan Swindall – President & CEO

Jeanne Croft – Executive Vice Pres.

Hugh Hall – District Operations Mgr.

Bill Richards – Quality Control Mgr.

Mitzi Hagan – Human Resources Mgr.

### TUCSON

#### Division 34

Tony Browe – District Mgr.

Peter Stuvén – District Sales Mgr.

### ALBUQUERQUE, NM

#### Division 42

Shana Kohlman – District Mgr.

### EL PASO, TX

#### Division 52

Vanessa Polanco – District Mgr.

Cynthia Trujillo – District Sales Mgr.



## Blackstone Post Editorial Staff

EDITOR: Diane Gonzalez

EXECUTIVE EDITOR: Dan Swindall

CONTRIBUTOR: Art Gissendaner

GRAPHIC DESIGN: Bruce VanderJagt

This newsletter is produced at Blackstone Corporate Headquarters for the use and enjoyment of our employees and clients.

## Crossing

*Continued from Page 1*

CBP Chief Brian Levin says Nogales, AZ has 66,000 crossings daily or about 24 million annually. "Terrorism is the agency's focus," Levin said. "At times we work with state and local law enforcement on coordinated operations at the border and in some of the cities and towns. We also share information."

Drug traffic and illegal entrants give federal, state and local law enforcement the real headaches. The CBP reports that overall in 2010, agents made 463,000 apprehensions. The El Paso Sector reports that 12,251 undocumented persons were apprehended in Texas and New Mexico. Another 212,202 were caught entering Arizona. Arizona CBP agents report another 16,281 persons "other than Mexican nationals" were apprehended trying to enter the U.S. illegally. It is against this backdrop that private security is playing a bigger role by supporting law enforcement in the border states.



**US Border Protection agents patrol between Arizona and Mexico at the town of Nogales.**

Local law enforcement is cooperating with the CBP and with private security. Blackstone is part of that collaboration with its memberships in the Arizona Private Security Professionals Association (APSPA) and the Associated Security Services and Investigators of the State of Texas (ASSIST). Law Enforcement and Private Security (LEAPS), is a program of ASSIST, formed to improve private security through training and communication. "Our participation in these organizations keeps us abreast of the changing role private security plays in the big picture," Swindall says. "They help the entire industry serve clients and law enforcement better."

Frank Ortez Jr., commander of the Patrol Bureau of the El Paso County (Texas) Sheriff's Office, said the need for private security and law enforcement to work together cannot be understated. El Paso is ranked as the safest city in America with a population of 500,000 or more even though it is just across the bridge from Ciudad Juárez, widely considered the murder capital of the world. Ortez says this might not have been possible without the help of ASSIST and LEAPS. "The role each has played in bringing about this cooperation is considerably valuable," Ortez says. "ASSIST and LEAPS are instrumental in keeping El Paso safe."

Ronstadt says private security is generally viewed as a valuable resource in preventing property crimes in Tucson.

"Private security can prevent a 911 call which frees up those 911 officers for service elsewhere," Ronstadt says. "A private security company that employs good personnel and invests in training can be a valuable resource."

Blackstone is also a member of InfraGard®, a national information sharing program between the FBI and the private sector. This partnership protects the United States from terrorist and other criminal threats.

## National/International

# ASIS Group Securing Roles for Women in Security Industry

A seed that sprouted roots at the 2009 ASIS 55th Annual Seminar & Exhibits in Anaheim, Calif., has grown into a professional development networking tree whose branches reach beyond North America into nearly 20 foreign countries.

The number of active participants in the ASIS International Women in Security (WiS) Group has grown tenfold in just under two years. Jennifer Hartman, ASIS Program Manager for WiS, says the group's popularity is a result of a very real need to address issues affecting women currently employed in the security industry. She said the number of participants has grown from the 133 who attended the initial seminar to more than 1,200, including some male counterparts.

"I think the group has been successful because of the mentoring and networking opportunities we offer women," Hartman says. "Although our members span several countries and are in varying stages of their security careers, they share many common experiences and struggles. This group offers them the forum to come together to share ideas, seek advice and make lasting industry connections. Most of these women have never had such an opportunity. The ASIS Women in Security Group fills that gap."



**Jeanne Croft, Blackstone Executive Vice President**

Increasing the number of women in the security profession is one of the objectives in the strategic plan touted by ASIS International President Raymond T. O'Hara.

Hartman says WiS is a networking group. No formal membership is required and general participation is free. She says the group communicates on a LinkedIn Web site. Registration fees are charged for webinars and some events. WiS recently formed an oversight committee to provide strategic direction and advice to participants.

Hartman says 43 women are receiving mentoring. Approximately 3,500 women are ASIS members.

Blackstone Executive Vice President Jeanne Croft said WiS will help eliminate the feelings of isolation felt by many

*See ASIS WOMEN Page 6*





## Proposed Law would End Abuses

### New Mexico Driver's License Law Encourages Illegal Entry into U.S.

**ALBUQUERQUE, N.M.** – The steady flood of legal and illegal visitors who cross the Mexican border into New Mexico includes foreign nationals from a number of countries seeking shortcuts to obtaining U.S. credentials, but a compromise bill being considered in the New Mexico Legislature and supported by the governor, will make it more difficult for these people to operate in their state.

House Bill 78 would require migrants to have a Social Security number in order to get a driver's license or identification card. The bill would overturn the current policy of issuing driver's licenses with no proof of residency. For years New Mexico has had the reputation of being an easy place for illegal immigrants to obtain driver's licenses. And for years it has attracted criminal enterprises that use false residential documents to obtain New Mexico driver's licenses for illegal immigrants.

The governor's office released numbers indicating that since 2003, New Mexico has issued more than 82,000 driver's licenses and nearly 3,000 identification cards to foreign nationals without determining their immigration status.

"Strengthening our licensing laws is a matter of public safety," Gov. Susana Martinez said in a news release. "We've seen and heard all the stories about the fraud and abuse that has resulted from the lenient driver's (license) policy that is currently in place. It's no mystery that New Mexico's licensing law is attracting illegal immigrants and those seeking to obtain official identification cards. We are one of only three states in the country that gives licenses to people without verifying that they are legally in the United States."

Blackstone Security District Manager Shana Kohlman says the situation has implications for private security, law enforcement and any employer looking to hire workers or protect their assets. "New Mexico has been targeted as one of the easiest states to get a driver's license," Kohlman says. "It's not just Mexican nationals. People from other countries are entering the states through Mexico to get a driver's license."

Kohlman says the situation places added emphasis on the FBI background checks. "We must make sure applicants are legally allowed to work in this country because the driver's license is an acceptable form of identification," she says. "The issuing of licenses to anyone makes everything more difficult, because if the name on the driver's license is false, everything breaks down."



## El Paso Reaps Benefits, Feels Strain

### Businesses, Families Crossing Border for Safety

**EL PASO, Texas** – The migration of businesses to El Paso to escape the crime-ridden streets of Ciudad Juárez is increasing opportunities for private security in the nation's "safest" city.

Another outcome is the flow of refugees seeking relief from the violence is placing a strain on El Paso's social services to provide housing and other accommodations.

Juárez and El Paso provide the largest contrast of all the border cities in the three border states serviced by Blackstone. Juárez has been described as the murder capital of the world, while El Paso is enjoying being named the nation's safest city with a population of 500,000 or more. It has been ranked near the top since 1997.

"There is a trend of businesses moving across the border to El Paso," says Blackstone District Manager Vanessa Polanco. "The market for private security has grown a lot here because most business owners are afraid of the violence in Juárez."

News reports support Polanco's comments. *The Associated Press* reported last December that 6,000 businesses closed in Juárez in 2010, according to the Juárez Chamber of Commerce. The *AP* quoted the organizer of a group for new business owners from Mexico called "La Red", as saying membership increased from nine to 280 in a few months.

The *Inter Press News Service* reported that according to the El Paso Hispanic Chamber of Commerce, more than 200 Mexican companies relocated to El Paso in 2009, 40 percent more than 2008. Many of these businesses include real estate companies and restaurants.

Business owners who stay in Juárez are spending more on security. The weekly newspaper, *El Paso Inc.*, reported that businesses in Ciudad Juárez spent 45 percent more on private security last year than in 2009. The average increase in spending for Mexican border cities was 33 percent, according to the Private Security National Council (CNSP). Many businesses hired inexpensive, unlicensed security that cost them more in the long run.

Polanco says that Blackstone's familiarity with Mexico's business culture satisfies the needs of business owners who relocate to El Paso. "Some are terrified and want too much security including armed guards and bars on their windows," she said. "They don't realize they may not have to incur that expense here. We advise them on their security needs and give them what's best."

Polanco said a big change for businesses that relocate to El Paso is learning the value of retaining licensed security. "In Mexico

## Albuquerque *Continued from Page 4*

Kohlman's and the governor's apprehensions were verified in February when federal investigators busted an operation that used false documents to get driver's licenses. That operation included the arrest of five illegal foreign nationals of East Indian descent for providing driver's licenses for \$6,000 each. It was the sixth incident in seven months. Similar investigations in 2010 resulted in the arrests of five Chinese nationals, a Costa Rican national who helped four illegal immigrants obtain driver's licenses; a Brazilian man who tried to obtain driver's licenses for two other Brazilians; and an Illinois native for helping two Polish immigrants get licenses in Albuquerque.

## El Paso *Continued from Page 4*

the rules are different." She said. "They would hire anyone to do it. Some learned the hard way that licensed security is the way to go. This is especially true with insurance rates and liability. One of our newer clients recently stopped providing security in-house and came to us."

Polanco says the Association of Security Services and Investigations for the State of Texas (ASSIST) is a big help. "ASSIST is the one setting that competitors can work together to improve the overall quality of the industry," Polanco says. "We can meet with law enforcement and discuss regulations for private security and changes in training requirements."

The violence in Juárez has also caused a steady stream of refugees seeking asylum.

A recent study released by the Internal Displacement Monitoring Centre indicated that about half of the 230,000

Kohlman has never had anyone turned down for a security guard's license. "A security guard must be registered with the New Mexico Regulation and Licensing Department prior to being placed on a guard post and must be under the direct supervision of a licensed private patrol operator, a level three security guard or a private patrol operations manager," Kohlman says. "There is a 360-degree aspect to this when you consider things like Workman's Compensation and liabilities. We take our work and our employees seriously, and we want our clients to know that we are aware of the issues they are dealing with on a daily basis. They deal with the



Photo: Ivan Pierre Aguirre for The New York Times

**Noemi, like many other recent arrivals, did not want to have her face photographed or to give her full name, for fear of drug cartel thugs. She and her five children were allowed to enter the U.S. pending an asylum hearing. Her husband was detained. Few Mexicans are ultimately granted asylum.**

people displaced by the drug violence have taken refuge in the United States. Those seeking asylum in West Texas and New Mexico include police officers, journalists, businessmen and a prosecutor. Fear of violence does not guarantee asylum, but high profile refugees prefer the safety of an American jail while their cases are being reviewed.

"Shelters are getting bombarded because a lot of families are crossing the border fearing for their lives, Polanco says. "They are seeking citizenship and the (El Paso) housing authority is getting more requests for housing."

Polanco, who serves on the board of directors for the La Posada Home for displaced women and their families, said space is at a premium. "We're getting so overloaded we don't have enough shelter for all the requests. They come here because their lives have been threatened."

## Seeds *Continued from Page 2*

ing to continue to improve and survive in good shape."

Swindall applauded the efforts of Albuquerque District Manager Shana Kohlman and El Paso Sales Director Cynthia Trujillo for their efforts to develop new business, and told managers that continued emphasis will be placed on training, customer service, sales and employee recognition.

Swindall said goals that have been achieved include communication, employee handbook updates and the development of a computerized employee scheduling system.

Quality Control Manager Bill Richards reported an increase in government contracts and attributed it to "spending many hours nurturing our accounts." To emphasize Richards' point, Swindall shared a letter from the City of Phoenix praising Blackstone secu-

rity officers at the Phoenix Fire Operations building, one of several secure sites serviced by Blackstone."

Division reports indicate that Blackstone is successfully competing with its larger, national counterparts in the Southwest Region. The reports revealed increased efforts by national companies to underbid small and mid-sized security companies for local contracts. Some companies also have begun buying out their competition. Swindall said concentrating on the Southwest Region has proven to be the best use of the Blackstone's resources and talent. He said Blackstone refuses to jeopardize its reputation in the industry by hiring under-qualified personnel at bargain rates to undercut national companies bidding on local contracts.



**Employee of the  
Quarter  
Division 32 - Phoenix**

**Keith Rohrman**

Keith Rohrman is the security officer clients like to see coming. A seasoned veteran of service in the military, law enforcement and security, Keith is the guy clients trust with their property and Blackstone trusts with its reputation. That's why Keith is Blackstone's Division 32 Employee of the Quarter.

Hugh Hall, director of operations, says Keith exceeds expectations. "Keith has a positive attitude and is always willing to help cover any post," says Hall. "He offers excellent ideas on how to improve security to Blackstone and to clients. He conducts himself professionally and takes pride in his appearance and in the fact that he is wearing a Blackstone Security uniform."

Keith has spent 15 years in the security business. Prior to that, he spent 10 years on the police force at Veteran's Memorial Coliseum. Keith spent 24 years in the U.S. Navy, before retiring as a Petty Officer 1<sup>st</sup> Class E-6. A Massachusetts native, Keith holds an Associate of Arts Degree in Emergency Medicine from Phoenix College.

"What I enjoy most about my job is the interaction with the public, our clients and the Blackstone team members," he says.

Keith's philosophy on security also explains his approach to life. "Always stay positive and enthusiastic about whatever assignment you are on," he says. "Always conduct yourself in a professional manner whether you are working on an overnight construction site by yourself or at a post where you are interfacing with the public. Have a professional appearance at all times and always strive to exceed the company's and the client's expectations."

Keith is an automotive enthusiast and loves NASCAR and working on his street rod custom car.

Keith and his wife, Connie, have five children, 20 grandchildren and six great grandchildren with another great-grandchild due in September.

Blackstone is proud to have Keith as an ambassador.



**Employee of the  
Quarter  
Division 34 - Tucson**

**Tareq Ghadban**

Tareq Ghadban is all about overcoming obstacles and working hard to beat the odds. What else can you say about someone who lists attending college, studying and working as his hobbies? These are only some of the reasons why Tareq is the Blackstone Employee of the Quarter for Division 34 in Tucson.

Tucson District Manager Tony Browe says Tareq is a conscientious worker. "He is happy to work and he is reliable," Browe says of Tareq. "He always gives 110 percent on the job. (Tareq) has volunteered to work all across the state for us and several clients have singled him out for praise. He is always on time, which is very important for our company and the client. Overall, Tareq deserves to be employee of the Quarter for his great performance as a security officer for Blackstone."

Tareq, a native of Baghdad, Iraq, has been with Blackstone two years. "I love working for Blackstone," Tareq says without hesitation. "I like the respect that I get from my fellow security officers, the supervisors and from District Manager Tony Browe. "When I applied for the job at Blackstone Security, I knew immediately that it was a good company to work for, and I think the same today."

Tareq says what he enjoys most about his job is helping people, his work hours and working in different locations. His philosophy on security is simple: "Keeping people and their property safe is very important and I am glad I can help do this," he says. "If everything and everyone is safe, then everything is good."

Tareq is a widower with a son who still lives in Iraq.

Thanks for being part of the Blackstone family, Tareq. We're proud to have you serve as a Blackstone ambassador. Congratulations!

## ASIS Women

*Continued from Page 3*

women in the security industry. "I am fortunate to be employed at Blackstone," says Croft. "There are no barriers here for qualified candidates and there is a culture of sharing that promotes professional development. Helping everyone improve their skills benefits the entire company."

Croft is based at corporate headquarters in Phoenix, along with Mitzi Hagan, Blackstone's Human Resources Manager. Operations in Albuquerque and El Paso are also run by women. "The market here is really dominated by men," says Shana Kohlman manager of Blackstone's Albuquerque Division. "It takes some getting used to, but when people see that you know what you're doing and you're determined to do it, they respond favorably. WiS will speed up this process of gaining credibility." Kohlman joined ASIS in 2006.

Vanessa Polanco, who runs Blackstone's El Paso Division, said the support she gets from Blackstone leadership makes a big difference. "We work closely with Phoenix and Albuquerque to solve problems and come up with new ideas," says Polanco. "This has been a big help to me. I definitely think ASIS has the right idea."

Blackstone has been an ASIS member since 1997.

The link for the LinkedIn group is: <http://www.linkedin.com/groups?about=&gid=2431044&trk=anet ug grpppro>. Inquiries may also be directed to Hartman at 757.232.9453.



**Employee of the  
Quarter  
Division 42 - Albuquerque**

**Bob Bates**

Robert “Bob” Bates has put in a lot of time as a security guard. That experience helped Bob become the Employee of the Quarter for Blackstone’s Division 42.

“Bob is an outstanding employee,” says Albuquerque District Manager Shana Kohlman. “His loyalty and reliability are remarkable, and he is wonderful to work with.”

Bob has been in the security industry for 31 years and he is pleased he landed at Blackstone.

“What I like most about Blackstone is the professionalism of the Albuquerque management and staff,” says Bob, a New Mexico native. “I also enjoy meeting the clients and working with a variety of co-workers.”

Bob served in the U.S. Navy for two years as an E-1 during the Vietnam War. He served on the USS Gray 1054, which was deployed off the Vietnam coast on the Indian Ocean. He attended the National College of Business in Albuquerque, earning his Associate’s Degree in Business.

Bob’s philosophy on security reflects his strong commitment to protect and serve. “In today’s society it has never been more important to protect one’s person and property from vandalism and theft,” he says. “Outsmarting criminals and maintaining a vigilant presence on our clients’ job sites is the best way to deter crime.”

Bob has been married to his wife, Martha, for 24 years. They have two adult children, Carl and Barbara. When he is not protecting clients’ property, Bob is enjoying what he values most – his family time. “I enjoy traveling and collecting music,” Bob says of his hobbies. “On our rare vacations I swim and play pool. Any leisure time at home is spent helping my wife make improvements to our back yard.”

Congratulations, Bob, and thanks for being a Blackstone ambassador.

By the way, Bob, rumor has it that your counterpart Michael Aguirre in El Paso enjoys a “friendly” game of pool and takes on all comers. You guys should get together.



**Employee of the  
Quarter  
Division 52 - El Paso**

**Michael Aguirre**

Michael Aguirre is a self-starter that likes to hit the ground running, whether it’s pursuing his hobby of football or starting a new job. That’s why the six-year security veteran is the Blackstone Division 52 Employee of the Quarter in El Paso. Even though Michael has been with Blackstone for less than a year, District Manager Vanessa Polanco knows she hired the real deal from a sea of pretenders.

“I knew when I interviewed Michael that he displayed the professional demeanor I always look for in a security officer,” Polanco says. “He has a solid background in the business and has a stable lifestyle. Michael has lived up to his promise and can be used as an example. He puts the client’s interests first and pays close attention to details.”

Michael says life is about growth and that’s one of the benefits of Blackstone. “I’m getting experience with a company that, like me, is growing and learning,” Michael says. “Blackstone gives me an opportunity to develop my skills and gain knowledge of the security industry.”

Like many successful security officers, Michael enjoys working with people. “What I like most about my job is helping people,” he says. “I like making sure the client feels secure with the services we provide and sharing what I know.”

Michael’s professional philosophy is a direct reflection on his nomination: “Just be honest, reliable and develop good communication skills,” he says. “Show people you are trustworthy and caring.”

Michael is an avid football fan and loves to play pool.

When Michael is not protecting client property, he assumes his primary role as a husband and father. He and his wife, Diana, have two children, 5-year-old Brianna and 1-year-old Diego. Congratulations, Michael. We are proud to have you as a Blackstone ambassador!

Michael, maybe you can take on fellow Employee of the Quarter, Bob Bates, in a “friendly” game of pool for regional bragging rights? We hear he’s good.



## Happy Anniversary!

### Blackstone Employee Anniversaries



Businesses are judged by the people who represent them. Besides being trained to provide excellent client service, our employees are trained to be ambassadors of Blackstone, its clients and the private security industry. We go the extra mile for our employees so they go the extra mile for our clients. Employee recognition and retention are priorities at Blackstone, because the secret to our success is in our people. That is why we celebrate the service milestones of the people listed below.

#### One Year

Patrick Durr – Albuquerque  
 Don Kirkpatrick – Albuquerque  
 Richard Campbell - Phoenix  
 James DeLorenzo - Phoenix  
 Bryan Gibbons - Phoenix  
 Martina Gurulé - Phoenix  
 C.T. Hall - Phoenix  
 Hugo Hernandez - Phoenix  
 Steve Jones - Phoenix  
 Fred Linsenmeyer - Phoenix  
 Steve Otten - Phoenix  
 David Reed - Phoenix  
 Ken Vandiver - Phoenix  
 Peter Stiven –Tucson  
 Natalia Woolfolk – Tucson

#### Three Years

Robert Blunk - Phoenix  
 Joel Knight - Phoenix  
 Erica Peinado - Phoenix  
 Tony Browe – Tucson

#### Five Years

Frank Laieski - Phoenix

#### Six Years

Mitzi Hagan – Phoenix

#### Seven Years

Wayne Hussar - Phoenix

#### Eight Years

William “Bill” Richards – Phoenix

## Shootings Continued from Page 1

*Republic* reported that Pima Community College, where Loughner attended classes before being booted off campus last September, was put on alert the week preceding the shootings because officials there feared he might return. The *Republic* reported that Loughner’s behavior had been erratic and that a YouTube video he recorded on campus was disturbing.

“Assisting clients during emergencies is part of our security agreements,” says Blackstone President & CEO Dan Swindall. “Knowing how they operate is imperative. We provide security to Pima Community Colleges and other educational institutions such as the Maricopa Community Colleges here in Phoenix. We are well aware of how college campuses operate.”

Immediately after the shootings, courthouses and city halls in Tucson and as far north as the cities of Tempe, Phoenix, Goodyear, and Glendale also increased their security measures.

Tucson Police Department spokesman Sgt. Matt Ronstadt said city officials are still considering upgrades. “One main concern is ensuring that the public maintains easy access and the freedom to express themselves at public meetings,” Ronstadt says. “The council wants to make sure any increased security measures do not prevent the public from participating in that process.”

Blackstone Quality Control Manager Bill Richards said security Blackstone provides to Goodyear City Hall changed considerably. “The Giffords shooting caused (Goodyear) council members great concern,” Richards said. “The duties of our personnel expanded beyond the front lobby to maintaining a presence in council chambers during city council meetings. The length of time to notify law enforcement of incidents was shortened as was the response time for police to arrive at the scene. Working with the client to improve security measures is part of the service we provide.”

The City of Glendale followed suit by announcing it was conducting package inspections and installing portable metal detectors outside city council chambers.

“In light of the shootings in Tucson and like many other agencies across the Valley we evaluated our security procedures,” said Glendale police spokesman Officer Gerald Sydnor. “The chief feels it is of the utmost importance to provide the safest possible environment for our citizens who attend public meetings.”

Sydnor said Glendale police are working with private security officers to keep them up to speed on security upgrades.



**Blackstone Security guard Joel Knight checks visitors at Goodyear Justice Center. Security was stepped up after the recent shootings in Tucson.**

photo by Michael Clawson courtesy of West Valley View

## Blackstone Security is a Proud Member of:

