



# RMI Insight

PROFESSIONAL SECURITY SERVICES

FALL 2023 / RMI INTERNATIONAL INC.

## Happy Holidays from RMI

On behalf of the RMI Family, I would like to thank you for all that you do and have done for our company in 2023. As I reflect on this year, I am reminded of all the challenges and changes we have endured together. I am also reminded of the hard work and commitment shown by each one of you and I am grateful for your continued support and dedication to our customers!

May this Christmas season bring an abundance of happiness and peace to you and your loved ones. I hope you find time this season to connect with loved ones and aid someone in need.

Whatever you plan to do, and wherever you plan to be, we wish you a happy and safe holiday season.

From my family to yours, Merry Christmas!

*Rick and Lupe Rodriguez*

## The Whole Child – Good Hearts, Giving Hands Project

On November 2<sup>nd</sup>, a team from RMI participated in a volunteer day and created hygiene bags from donations we collected. The day was filled with team building, a tour of The Whole Child center, and personal testimonials from families who have received aid from The Whole Child Organization.

Giving back and helping others was a great way to start off the 2023 Holiday Season. RMI looks forward to participating in this event for years to come.

The Whole Child is a 65-year-old non-profit organization which provides Mental Health, Family Housing, Parent Enrichment and Nutrition Education services to some of the most vulnerable families in Los Angeles County.

The organization also provides a comprehensive array of interventions for families with children and youth in under-served populations.

The Whole Child has the unique capability to seamlessly cross-refer their clients to applicable programs within the agency as needed and can quickly and effectively stabilize families to help them find resilience in their most challenging times.



**Top Row, Left to Right:** Amelia Vigil, Lupe Rodriguez, Alfie Rodriguez, Susan Jussila-Phan, Kim Kirk, Natasha Perez, Gabriel Delgado, Rick Rodriguez, Serah Larison

**Bottom Row, Left to Right:** Richard Aparicio, Rachael Paniagua

PROVIDING QUALITY SECURITY SERVICES TO AMERICA'S  
TOP FORTUNE 500 COMPANIES FOR MORE THAN A DECADE

## New Management

**Edward Souza:** Edward Souza was born in El Cajon, CA, in 1988. For his first five years, he lived in five different states including: Nevada, Idaho, Oregon, Washington and finally landing in Anchorage, Alaska. He lived in Alaska until he was 13 and then moved to Pacifica, CA, where he attended Terra Nova High School and graduated, in 2006.



After graduating, he moved back to San Diego where he continued his education in the Criminal Justice Program, at San Diego State University. While attending school, he got his first security job with a local security contractor working in the Gaslamp district at various large capacity night clubs, concerts venues, and other large-scale events.

In 2010, he moved back to the Northern CA, settling into San Bruno. He became employed by Kaiser Permanente as a flex officer and moved up to Security Account Manager for South San Francisco Kaiser Permanente, in 2015. During his time there he led a project to unify all emergency codes for all of Kaiser, co-chair for a committee for developing Kaiser Permanente's Active Shooter Policy Procedure and managed a \$300,000 security technology upgrade for his facility.

Edward came on board with RMI as the Account Manager for the Hillsdale Shopping Center, in San Mateo, CA, where he hopes to bring consistency and stability, as well as develop a culture of respect and honesty among officers.

When he isn't working, you can find him at the bowling alley where he has bowled more than twenty 300 games! Edward started bowling at a very young age while growing up in Alaska and at the age of 25, he attained his professional status and joined the Professional Bowling Association (PBA).

Though, not as active on the professional scene currently, he still enjoys a bowling league with his wife, Julie Souza, who he met in his senior year of high school. They have been together for 17 years and married for 10. He is also an avid golfer, which he enjoys doing with his five-year old daughter, Madeline.

## RMI-Metro Ambassador Account Update

What an exciting first year for the Los Angeles Metro Transit Ambassador program! The RMI-Metro teams first stepped out for service, on September 25, 2022, and through September 2023, they have accomplished quite a bit and certainly have made an impact!

Our staffing has reached over 240 and is still growing! The teams are currently deployed throughout Los Angeles County on four (4) Metro light rail systems and on five (5) different bus lines, which also includes about 125 different stations that our teams provide their excellent customer service, experience, and support for!

RMI-Metro Ambassadors have recorded 254,763 total operational interactions/activities with patrons, Metro personnel and others on Metro.

These activities include: Providing patrons with directions, connection, and schedule information, notices of upcoming closures and service improvements, and aid during medical emergencies and other crisis situations.

It also includes: Supporting Metro's operations by reporting equipment malfunctions, housekeeping, and other concerns, and so forth - all of which fall under the umbrella of the RMI-Metro Ambassadors' core function of - *supporting, connecting, and reporting*.

Of note, RMI-Metro Ambassadors were called upon, this past April, to be that extra set of eyes, ears, and hands in Metro's efforts to help save lives due to the opioid overdose crisis that is particularly severe in Los Angeles County.



**Left-Right:** RMI-Metro AMB Acct. Mgr., Natasha Perez, AEPS Director of Business Development, Veronica Bautista, RMI V.P. of Finance, Susan Jussila-Phan, RMI HR Mgr., Richard Aparicio, RMI-Metro AMB Asst. Acct. Mgr., Shaun Kusik, & RMI President, Serah Larison

## Safety Corner



### Avoiding the Winter Blues

Winter can be a time of fun with family and friends around the holidays, winter recreation and sports, and other activities. However, with winter also comes unique health and safety issues to be mindful of, such as:

- **Seasonal Illnesses:** Illnesses such as colds, the flu, and COVID can be on the rise during the winter months. Things that might help reduce catching an illness might include:

Getting enough rest, washing hands before meals, sanitizing common-use duty equipment, maintaining distance from those who appear to be ill, staying hydrated and so forth.

Discussing the possible benefits of seasonal vaccines with your doctor might also be beneficial.

- **Reduced Natural Light:** The amount of daylight hours gradually decreases over time and the further north an RMI post is located, the more noticeable the change is.

When the days get shorter, a condition known as Seasonal Affective Disorder (SAD) can set in with some people, resulting in a lowered mood or depression. According to the Mayo Clinic, steps those affected by SAD can take to help mitigate it are:

- Make your environment brighter (adjust/add lighting, open blinds, etc.).
- Get outside as able.
- Exercise regularly.
- Normalize sleep patterns.

**Note:** Those who find themselves adversely affected by SAD should consider consulting their doctor for assistance.

<https://www.mayoclinic.org/diseases-conditions/seasonal-affective-disorder/diagnosis-treatment/drc-20364722>

- **Driving/Walking Hazards:** Seasonal illness, reduced light, and environmental issues (e.g., snow, ice, rain, fog, etc.) can result in vehicle accidents and/or slip, trip and fall incidents.

Therefore, exercise additional caution as needed while operating a vehicle and/or walking about on duty and contact your supervisor for assistance as needed.

Sincerely,

Richard Aparicio  
RMI HR Manager

Since then, training in Naloxone administration has been given to new RMI-Metro Ambassadors as well as those already serving and these efforts have resulted in nearly 40 lives being saved.

Also, as part of Metro's layered approach in supporting Angelenos, our Ambassador teams have placed hundreds of calls to responding agencies and departments, as well as provided medical assistance, homeless intervention, and management of disruptive behaviors and hazards throughout the system – including suicide prevention.

Also of note, our teams have provided support for major events to venues throughout Los Angeles and we have been called upon to headline media and VIP events to include supporting Metro's CEO, Stephanie Wiggins.

RMI-Metro Ambassadors maintain a highly visible and at-the-ready presence on Metro, and this has not gone unnoticed! We are proud of our Ambassadors and their dedication and professionalism in support of Metro's mission to, *deliver a world-class transportation system that improves the quality of life for all who live, work, and play within LA County.*

While we are early in our venture, we are steadfast in our commitment and resolve. We have much to learn and much more to accomplish and we are looking forward to meeting the challenges that lie ahead.



Metro Ambassadors from Swing Shift posing in front of Union Station  
- Ready to Start the Day

## CYBERSECURITY TIPS III: Phishing Email & Text Scams

Phishing is a type of online scam that targets consumers by sending them an e-mail that appears to be from a well-known source – an internet service provider, a bank, or a mortgage company, for example. It asks the consumer to provide personal identifying information.

Then a scammer uses the information to open new accounts, or invade the consumer's existing accounts. Text scams work in a similar way – ftc.gov.

**Methods** scammers use to accomplish this are:

- Sending fake emails or texts pretending to be from a trusted contact instructing you to provide them with your personal info to help address a problem, receive a reward, match you with someone, etc.

Another strategy they use is sending you a link to a fake website you think is legitimate to get you to log in and provide your security and personal information, while installing malicious malware on your device that enables them to access your security and personal data.

- By pretending to be you, they might gain access to your banking system, send fake messages to your contacts which indicate they are from you, etc., to also get them to do something they wish, etc.

**Prevention** steps you can take to help protect yourself and others can take the form of:

- **Confirm the source.** Spoofing you can come in the form of: Substituting a letter or number for a legitimate letter or number of a legitimate contact or website with something close to their address (e.g., l for L, rn for m, O for 0, etc.), hoping you won't look closely enough to confirm the source or sender.

If you are not sure the message is safe, it's advisable to not open it before calling the sender at a valid number. If you have opened it, then read closely.

If it seems fishy, then don't comply with their request(s) to provide your personal info, to click on a link and enter your password, etc. Once again, it's advisable to call a valid number first and not use any contacts they provide in their email.

- **Enable the system safeguards** (e.g., strong passwords and revise them and your security questions periodically, SMS text message passcode confirmation, software security tokens, etc.) your internet provider, phone company, bank, cloud provider, business service, etc., offers for your respective device and activity you perform.

How to **respond** if your system and information have been compromised:

- If you believe your system has been compromised, notify the respective authority (e.g., your bank, cell provider, company IT helpdesk, etc.) as soon as possible.

Follow their guidelines, such as changing your password and enabling additional security measures available on your device, disabling active sessions with the scammer, etc.

- Consider alerting the FBI at their Internet Crime Complaint Center.

**Note:** These guidelines are offered as suggestions as they pertain to protecting you and your own devices. As a reminder, company devices are to be used for company purposes while following company IT guidelines.

If you discover any sort of security breach with a company device you are using, please report it to your supervisor and RMI IT Support as soon as possible and follow their instructions.



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### Verizon Wireless Discount Offer

As a reminder, any and all employees who use Verizon as their personal wireless service provider can benefit from the same discount RMI enjoys. According to Roxanne Boynton, RMI currently benefits from a 17% discount and Verizon will extend this to current RMI employees who register. Contact your supervisor for more info.

*“When you lose sight of the customer, you’ve lost your vision for the future.”*

Rick Rodriguez

*“The first customer is the officer.”* – Rick Rodriguez Jr.