



SUMMER CONCERT SEASON IS HERE

From Luke Combs to Chicago Salsa Festival, Taylor Swift to international soccer, Monterrey Security has already served millions of live music fans, whether it's a show at Soldier Field, Allstate Arena, SeatGeek Stadium, Huntington Bank Pavilion at Northerly Island, Millennium Park or countless neighborhood festivals.

Our guest relations staff have been helpful in greeting those fans and guiding them to their seats, while our security officers have helped to de-escalate situations and deter activity that can ruin the experience for others.

Each of the venues we serve have a comprehensive list of what is and what isn't allowed inside and we've been diligent in communicating that before every event.

No matter what show you're coming to see this summer, we hope you'll take a moment to review the list of prohibited items – especially the venue's bag policy – before arriving. That information can be found on each venue's website.

More importantly, we hope we can help you have a fun night to remember!

MESSAGE FROM THE COO

As part of our decades-long partnership with Soldier Field, Monterrey Security recently had the opportunity to serve the thousands of fans attending three amazing nights of the Taylor Swift world tour.

I am incredibly proud of the work done by our guest services team, security officers and management to play a small part in helping to make it an event those fans won't ever forget.

As I made my way around Soldier Field that night, providing support wherever it was needed, I took a moment to talk to some of those employees and learn more about what brought them to our company.

I talked with a single mother using that weekend income to help support her family. An off-duty police officer making extra money to help with his son's college tuition. A teenager who was being lured to the streets last summer but found a better path with us this summer. A father who made mistakes in his past, now working hard to be a better role model for his children.

From those conversations, I was reminded of the difference we are making in the community – and the opportunity we all have to make a difference.

That is the reason we focus on community relations, neighborhood outreach and partnerships with organizations that share our commitment to doing more for others. We have been blessed to have grown the way we have over the last 24 years and that has certainly been a result of hard work, but it is also a result of never losing focus on the importance of helping others – whether that means guests at an event or our own team members.

Since this business started, we've gone through many changes. But what hasn't changed is that commitment to service. I'm proud to be part of this amazing leadership team and just as proud of those who are working so hard to be the next generation of leaders at Monterrey Security.



Steven Gaytan
Chief Operating Officer





We appreciate the chance to serve the CTA and its customers and to create job opportunities for those who need it most.

CLIENT SPOTLIGHT

We are all aware of the many challenges the CTA has faced since the pandemic, none more important than public safety. When the agency sought partners to support their security operations, we saw an opportunity not to just assist a vital component of our city, but to provide jobs for those who have spent their whole lives living near – and relying upon – the CTA.

Since 2021, Monterey Security has put more than 300 Chicago residents – nearly all from the south and west sides – to work, contributing to the overall safety of CTA passengers, staff, properties and assets. With training in rail safety, first aid, customer service and de-escalation techniques, they ride trains, walk platforms and engage with riders.

More than 70% of those serving those customers come from those same communities they now serve. They grew up riding the CTA downtown with their friends, traveling to school and know the system as well as anyone. Now, they're supporting the system, based out of Jackson, Belmont and 95th Street. And they're using their knowledge and training to help keep things safe – like Crystal, of Washington Park, who recognized a passenger carrying a weapon and notified police. Or Antonio, Jeremy and Delaney, who were at the Thorndale Red Line station around 2am when they saw a nearby apartment fire and not only called 911, but ran to the building to help residents escape to safety.

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GOING VIRAL

Eddy Aguilar was hired in Guest Services in April 2022, when he was a senior at Soto High School. He's now a student at Fox College and been promoted to supervisor.

And he's gone viral!

More than 4 million people watched Eddy doing his job during a Bad Bunny concert at Soldier Field.

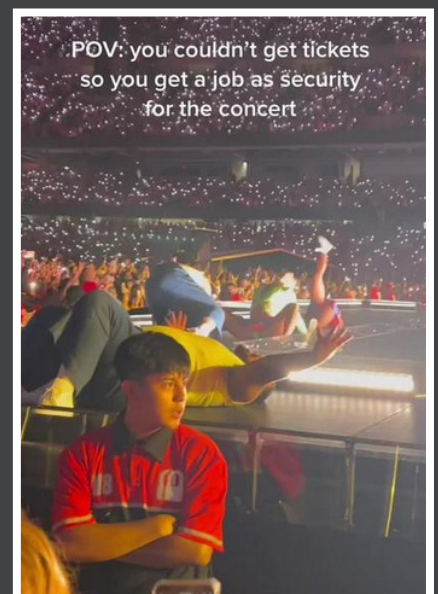
A front-row fan noticed Eddy, while monitoring and verifying ticketholders, was singing along word-for-word, joking "when you couldn't get tickets, so you get a job as security for the concert."

Friends quickly sent him the video and his history teacher even had it on a projector, announcing "You're famous!" when he walked into class.

"It was all so random and unexpected, but at the end of the day, it was all pretty funny," he said.

He's studying to work in the medical field but enjoys working security and sees a future continuing that work, as well.

"My parents are immigrants and I want to make them proud, show them all of their hard work paid off," he said. "With his job, I'm able to help pay my tuition and help my family and that's what's most important to me."



Watch the viral video here: <https://www.tiktok.com/@kbetam/>

