

# DENTCO®

EXTERIOR SERVICES MANAGEMENT®

LEADING THE NATION WITH MORE THAN 30 YEARS OF QUALITY ASSURANCE!

## Letter from Kevin Dent

Greetings!

I hope you've enjoyed a wonderful summer season with your family and friends. Here in Michigan, we've had very mild summer temperatures and little humidity. Now, back-to-school time is upon us with fall and cooler temperatures trailing close behind. It's hard to acknowledge, but Ole Man Winter will be visiting us soon.

The month of August has been very exciting at DENTCO with our 8<sup>th</sup> Annual Quality Services Summit and Spirit Week being held. Our Quality Services Managers from across the U.S. were in DeWitt, MI. The agenda included educational seminars, system training, peer exchange and lots of camaraderie and fun. The best part was having everyone together, face to face, which I feel is important in our high-tech world.



The DENTCO Team

I observed, listened and enjoyed the interaction. The learning experience is so vital to our growing service company. I know that DENTCO's success is a direct result of our extremely low turnover and our team members' commitment to the company's values and mission. I assure you, the DENTCO team is always ready to assist you!

If we have not had the opportunity to meet, I look forward to doing so in the future!

Sincerely,  
Kevin



### ·OUR MISSION·

We deliver superior  
Exterior Services Management  
and customer focused support.

## Inside this issue

Letter from Kevin Dent	pg. 1
Slow Start to Hurricane Season	pg. 2
From The Desk of...	pg. 3
El Niño's Impact	pg. 3
CSP Certified	pg. 3
Upcoming Events	pg. 4
Breaking News!	pg. 4

## Breaking News!

DENTCO's ESM program has achieved a historical record number of properties under agreement. We sincerely thank our customers for your support as you all continue to fuel our growth!

## Upcoming Events

**Bank Facilities Forum**  
Sept. 12-15, 2009  
Hyatt Regency Hill Country Resort  
San Antonio, TX

**PRSM Mid-Year Conference**  
Oct. 14-15, 2009  
The Fairmont Hotel  
Dallas, TX  
Booth #36

**RFMA 2010**  
Feb. 14-16, 2010  
Gaylord Texan Resort  
Dallas, TX  
Booth #728

**SPECS 2010**  
Mar. 7-10, 2010  
Gaylord Palms Resort  
Kissimmee, FL  
Booth #TBD

**PRSM 2010**  
Apr. 18-20, 2010  
Rosen Shingle Creek Resort  
Orlando, Florida  
Booth #115

## DENTCO®

1161 East Clark Road  
Suites 124, 126 & 128  
DeWitt, MI 48820-8312

# Slow Start to Hurricane Season

Hurricane Season 2009 has been quite uneventful, but coastal residents shouldn't let their guard down.

Until August 16, the 2009 Atlantic Hurricane Season had yet to see the formation of a hurricane and no systems had made landfall. However, all of this changed when Bill became the season's first hurricane and Tropical Storm Claudette made landfall in the Florida Panhandle.

Although this is the latest debut for the first named tropical cyclone (storm or hurricane) since 1992 when Andrew, a destructive category 5 storm devastated southern Florida, the tropics are just beginning to heat up. With the season's historical peak period from August to October, we're bound to see more storms.

One major component that has contributed to the delayed season is El Niño, which occurs every two to seven years and typically lasts for nine to 12 months. During this period, it delivers warmer than normal waters along the equatorial central and eastern Pacific Ocean, as well as altered wind patterns in the Pacific and Atlantic basins. Combined, these effects result in more tropical storms and hurricanes in the eastern Pacific and a decrease in the Atlantic, Gulf of Mexico and Caribbean Sea.

Alternatively, even though El Niño tends to decrease the number of storms, other climate factors may help to create some storms. As predicted in May, conditions associated with the high-activity era that began in 1995 are in place, and include enhanced rainfall over west Africa and warmer tropical Atlantic Ocean water, which favor storm development.

According to the NOAA's August Atlantic hurricane season outlook, which was released on August 6, they now expect a near-to below-normal Atlantic hurricane season, as the calming effects of El Niño continue to develop. But scientists say the season's quiet start does not guarantee quiet times ahead, and want coastal residents to stay abreast of the activity.

NOAA's Climate Prediction Center, a division of the National Weather Service, now predicts a 50% probability of a near-normal season, a 40% probability of a below-normal season, and a 10% probability of an above-normal season. Forecasters say there's a 70% chance of seven to 11 named storms, of which three to six could become hurricanes, including one to two major hurricanes (category 3, 4 or 5).

Source: NOAA

## Hurricane Season: Experts Say Slow Starts Not Unusual

It's a common occurrence to have no storms in June or July, as we've seen this year. On average, only one or two storms form during the season's first two months.

Recent active seasons, however, have skewed the perception of what's normal during the start of the season. For example, by the end of July there were four storms in 2008 and seven in 2005.

## Records for the Latest Date of the Season's First Tropical Storm and Hurricane

**Since Records Dating Back to 1851:**  
Tropical Storm: September 15 (1914)  
Hurricane: October 8 (1905)

**Since 1966 (with routine satellite monitoring):**  
Tropical Storm: August 30 (Arlene in 1967)  
Hurricane: September 11 (Gustav in 2002)

Source: NOAA's National Hurricane Center

## FROM THE DESK OF... The HR Director

Please join us in our excitement as we welcome these new Customer Service Coordinators (CSC) to the DENTCO team!



**Teyanna Hall** joined us in May. She brings with her years of customer service experience in a variety of industries, and is currently working toward a degree in management. In her spare time she likes to write, and has even written a short play.



We are very happy **Britta Kingsley** joined our team in June. In early April, Britta transferred to the United States from Germany. She holds a Career Training Degree in two different areas: The Restaurant Industry and Travel Agency Business. Both were acquired in Germany where they combine school and work experience together for their higher education.



We would also like to welcome **Kailee Dewitt**, who joined us in May to provide support in a few different areas, and recently became a full-time CSC. Kailee has very strong experience in customer service, and is currently completing a general business degree in her spare time.

## El Niño's Impact on Wintery Weather

El Niño and La Niña, the two extremes of the ocean-atmosphere cycle known as the El Niño-Southern Oscillation (ENSO), have a dramatic effect on world weather patterns.

During El Niño years, wintertime conditions across America include:

- Exceptionally stormy winters and increased precipitation across California and the southern U.S.
- Milder-than-normal winters and less stormy conditions across the northern states and western Canada result from enhanced flow of marine air into western North America, along with a reduced northerly flow of cold air from Canada to the U.S.
- Reduced risk of Florida wildfires

Stay tuned...Only time will tell!



DENTCO is proud to acknowledge Justin Dent for having obtained the Certified Snow Professional (CSP) designation. In June, Justin attended the SIMA Snow & Ice Symposium, where he completed the CSP exam.

Justin, who has been employed with DENTCO for 15 years, currently serves as our Risk Manager. After receiving this designation, he commented, "I've worked in the exterior services industry my entire career with an emphasis on the management of snow and ice removal. SIMA is a great organization and I'm pleased to have attained the CSP level of professionalism."

