

IV. True Stories

For more than 3 decades I was in a position that, if critical keys were lost or misplaced, I would get the call, usually in the wee hours of the morning, from a security supervisor or manager telling me, “Randy, we can’t find our keys.” What I really dreaded hearing, would come next, “We’ve all been looking for them for hours. What should we do?” What follows are three stories from literally a hundred or so that I have to choose from.

Story I –

One of my larger clients in Seattle was the owner of a Class ‘A’ commercial high-rise. It was a beautiful building with some pretty big name tenants. One of those tenants, at the time, was one of the largest U.S. banks. They occupied more than 80% of the building. The building was 42 stories and 900+ thousand square feet. It has a public plaza and several restaurants. There were also extremely secure floors, which required access through electronic turn-styles (those had just come out). We had separate uniformed security people monitoring the ingress and egress (which was quite a job, especially during the lunch hour). My company was providing ~1,400 hpw (hours per week) or 35 full-time security officers to that building. Our on-site Security Director was responsible for overseeing a 24x7 fire/life safety control room; visitor office, lobby console, loading dock access and foot patrol rovers.

It was a Sunday evening when I got the call. The Control Room officer had radioed one of the patrol rovers to the lobby to accompany a tenant that had left her office keys on her desk when she went on a