

VIII. Inventing the Solution

Okay, here's how the rubber hit the road. This is the solution I was drawing on a piece of paper in 1987, but the technology didn't exist. I wanted to create something that was preemptive, something that would prevent my security officers from losing their keys in the first place. If they left their keys behind, it had to alert them. Not only did the keys have to grab their attention, but I wanted their body to "tap them on the shoulder" as well.

It had to be super easy to use. Otherwise, re-training and sabotage would cause failure. It had to resemble the action(s) of something they're used to already. It needed to be durable. Any of you ever get calls or hear about two-way radios falling in the toilet or down an elevator shaft? I could write pages on all the "stories" of how a piece of my employee's equipment was damaged or lost. It was not unusual to hear about a string of "misfortunes" with my staff, especially when we introduced new tools for them to use. Tour wands are a prime example. I can't tell you how many "lost" wands I've had to replace over my career.

For many, many years, our industry used "Watch Clocks" to prove that rounds were being done. Two of the most popular Watch clocks were put out by Detex and Morse. These clock systems were pretty straight forward. We would strategically hang keys (on chains) in little weather resistant key boxes, around the property. We'd pick areas of the property that we really wanted to be sure security was checking all the time, such as mechanical rooms, exterior storage facilities, roof hatches. Then we'd put up temporary "stations" when we were having issues in a particular location. Anyway, the security officer would hang