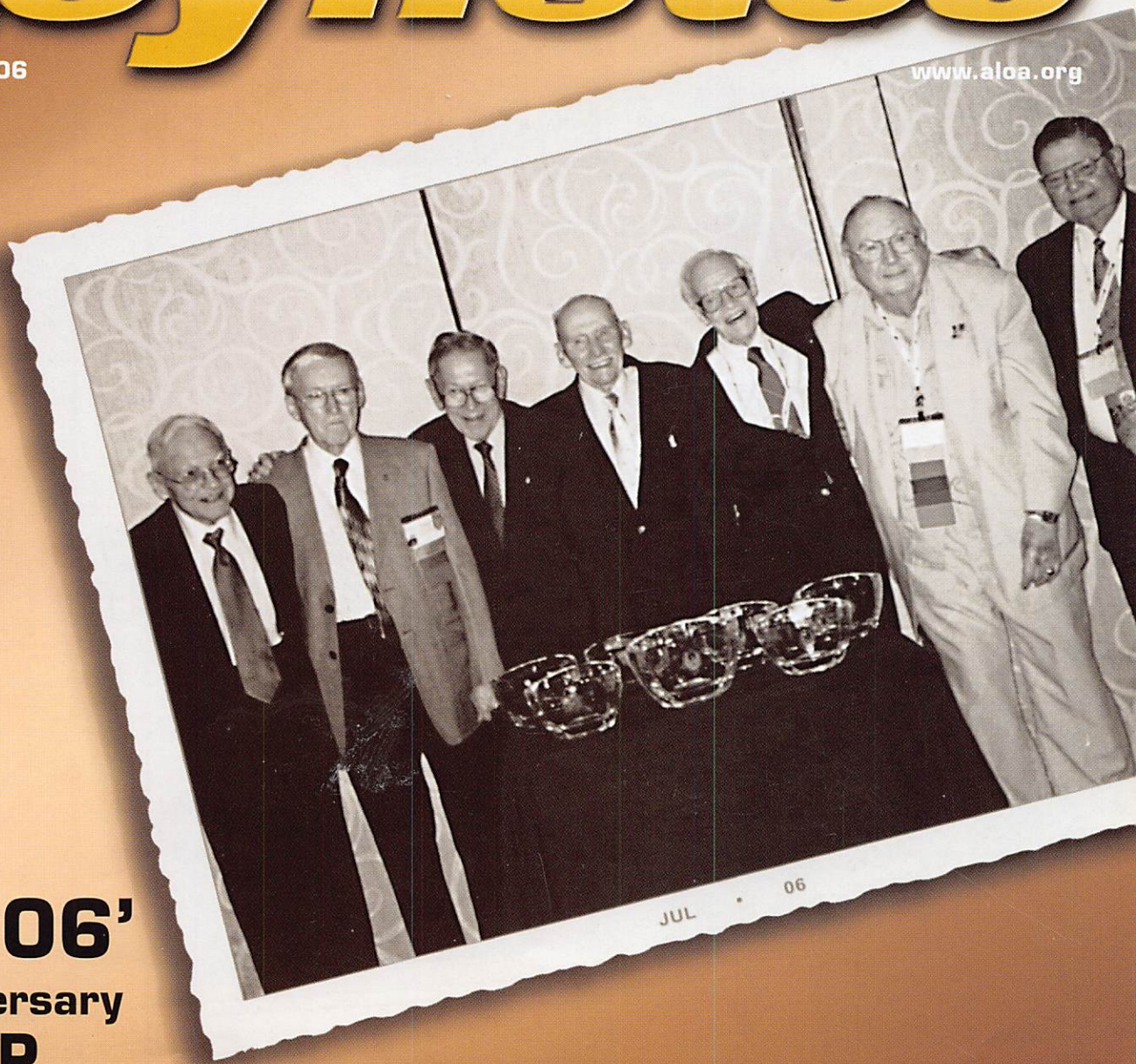


# Keynotes

September 2006

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The following are coverages typically included in our business auto policy that might be important to you as a business owner:

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- Cost is based on several factors, including garage location, type and use of vehicle, and the violation and accident activity of your drivers.
- Additional Insured coverage may be required when you contract with governmental agencies or bid on local commercial jobs.
- Generally not available on a personal auto policy.
- Usually is no charge to add an insured to a Commercial Auto policy.

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- Provides liability coverage for those vehicles you rent, hire or borrow for business use.
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15. Legislation Action Network Newsletter (2 pgs)
16. Various State Law Issues (8 pgs)
17. Industry Position Paper (1 pg)
18. ALOA Convention Class Schedule (3 pgs)
19. ALOA Convention Class Descriptions (30 pgs)
20. ALOA Convention Registration Forms (4 pgs)
21. Board of Directors Nomination Form (2 pgs)
22. ALOA Company Membership Application (2 pgs)

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# presidential viewpoint



Dear Members,

What a celebration! First, let me thank all those who were present to commemorate ALOA's Fiftieth. Also, thank you to our wonderful staff for doing a golden job with our Fiftieth Anniversary celebration.

We had the honor of having seven charter members present: Connie Maffey, our honorary chairman, Herman Brust, Jr., Philip Macy, William McInerney, Roger Paradise, James L. Taylor and George E. Walters. They shared some wonderful stories and thoughts about ALOA during a special VIP banquet. There, they were presented with a token of ALOA's thanks for having the foresight to create ALOA.

Welcome aboard our new Directors: Dan Floeck, Jr., Keith Whiting, Bobby DeWeese, Tom Foxwell, Sr., Greg Parks, and back for another two years, our Secretary, John Soderland. Leaving behind their wisdom, a special thanks goes out to our departing Board Members: Vernon Kelley, Peter Sarailian, Paul Justen, Gordon Racine and Jim Jeffries.

The ALOA Scholarship Fund elected a new President, Gordon Racine. They also raised a grand total of \$13,000 during their Golf Outing. Congratulations!

After writing almost a year about our grand prize, I am pleased to announce the '56 T-Bird will be "living in the land down under". The car was won by Mark Johnson of North Melbourne, Australia. Happy motor-ing, Mark!

One of the happiest duties I have is to present the President's Award, which this year, went to Mary May. As a member of our staff, she has dedicated over twenty-five years to the members of ALOA.

The Ace Award was presented to one of our outstanding instructors, Ed Woods, CML, CPS. Congratulations, Ed!

The week-long celebration was capped off by a black tie preferred banquet with about four hundred people in attendance. At the celebration, ALOA recognized one of its own with its highest honor, The ALOA Lifetime of Outstanding Achievement Award. This long over due honor was presented to Evelyn Wersonick, CML, who has given a lifetime to the promotion of the locksmithing profession.

ALOA was then given recognition of its fifty years of service to our profession with tokens of appreciation from the South Jersey Locksmith Association, the Master Locksmiths of New Jersey, the Institutional Locksmiths' Association and the Swedish Locksmiths' Association.

We were royally entertained by the "Rat Pack". "Sammy" came back to sing and dance with the attendees until it was time to leave. The celebration was all we could have asked for and more.

But for now, the woods were lovely dark and deep, but we have promises to keep and miles to go before we sleep, and miles to go before we sleep. Those miles are leading on to our next fifty.

Take 'er easy!

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert E. Mock".

Robert E. Mock



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by Greg Perry

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Additional contact information for the ALOA Board and most Keynotes authors is available through "Locksmith Search" on the ALOA Web site— [www.aloa.org](http://www.aloa.org) or by contacting the ALOA office at 3500 Easy Street; Dallas, TX 75247; (800)532-2562; FAX (214)819-9736; e-mail [aloea@aloea.org](mailto:aloea@aloea.org).

## Editor

Betty Southerland ..... [betty@aloea.org](mailto:betty@aloea.org)

## Advertising Sales

Kim Hammond ..... voice: 817-645-6778  
Fax: 817-645-7599  
e-mail: [adsales@aloea.org](mailto:adsales@aloea.org)

## Executive Director

Charles W. Gibson, Jr., CAE ..... [charlie@aloea.org](mailto:charlie@aloea.org)

## Associate Executive Director

David Lowell, CML, CMST ..... [david@aloea.org](mailto:david@aloea.org)

## Convention & Meetings Manager

Jo Anne Mims ..... [joanne@aloea.org](mailto:joanne@aloea.org)

## Operations/Membership Manager

Mary May ..... [mary@aloea.org](mailto:mary@aloea.org)

## Director of Creative Services

Betty Southerland ..... [betty@aloea.org](mailto:betty@aloea.org)

## Director of IT Operations

Greg K. Jackson ..... [greg@aloea.org](mailto:greg@aloea.org)

## Contributors

Jerome Andrews, CML  
Paul Chandler, CRL  
Claire Cohen, CML  
Brian Costley, CML, CMST  
Eric Costley, CRL

Ray D'Adamo, CML  
Billy Edwards, CML  
Dan Graffeo, CRL, CMST  
Jim Hancock, CPL  
Jeff Nunberg, CML, CMST

Randy Simpson, CML, CPP  
Robert Stafford, CML  
Dave Thielen, CML  
Greg Perry, CML, CPS

Tom Seroogy  
Charles Stephenson, CPS  
Dennis Watanabe, CML, CMST

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Keynotes® (ISSN 0277 0792) is published monthly except for the combined June/July issue by The Associated Locksmiths of America, Inc., 3500 Easy St., Dallas, TX 75247-6416. Telephone: (214) 819-9733; FAX (214) 819-9736; e-mail [aloea@aloea.org](mailto:aloea@aloea.org). Subscription rates for members—\$15.00 per year. Periodical class postage paid at Dallas, Texas. POSTMASTER: Send address changes to: Keynotes, 3500 Easy St., Dallas, TX 75247-6416. © Copyright 2003, All rights reserved. No part of the contents may be reproduced or reprinted in any form without prior written permission of the publisher.

## President

Robert Mock  
(856) 863-0710  
[president@aloea.org](mailto:president@aloea.org)

## Secretary

John Soderland, CML, CMST  
(414) 327-5625  
[secretary@aloea.org](mailto:secretary@aloea.org)

## Directors, Northeast

Tom Foxwell  
(410) 206-5772  
[nedirector@aloea.org](mailto:nedirector@aloea.org)

Robert D. DeWeese, CML  
(410) 285-0101  
[nedirector@aloea.org](mailto:nedirector@aloea.org)

## Directors, Southeast

Tom Gillingham, Jr., CML, CPS  
(615) 264-0747  
[sedirector@aloea.org](mailto:sedirector@aloea.org)

Ken Kupferman, CML  
(813) 232-7600  
[sedirector@aloea.org](mailto:sedirector@aloea.org)

## Director, North Central

William Smith, RL  
(920) 893-5282

Guy Spinello, RL  
(815) 394-1000  
[ncdirector@aloea.org](mailto:ncdirector@aloea.org)

## Director, South Central

CD Lipscomb, CML, CPS  
(903) 874-3522  
[scdirector@aloea.org](mailto:scdirector@aloea.org)

## Directors, Southwest

Greg Parks  
(858) 271-1155  
[swdirector@aloea.org](mailto:swdirector@aloea.org)

Julie McCluney, CRL  
(714) 636-5652  
[swdirector@aloea.org](mailto:swdirector@aloea.org)

## Director, Northwest

Keith E. Whiting, CML, CRL  
(360) 601-5656  
[nwdirector@aloea.org](mailto:nwdirector@aloea.org)

## Director, European

Hans Meijshede, CML  
(453) 539-3939  
[eurdirector@aloea.org](mailto:eurdirector@aloea.org)

## Director, Associate

Dan Floeck  
(800) 231-4105  
[asdirector@aloea.org](mailto:asdirector@aloea.org)

## Trustees

[trustees@aloea.org](mailto:trustees@aloea.org)  
Randy Simpson, CML  
(281) 240-5959

John J. Greenan, CML, CPS  
(773) 486-2030

William Young, CML, CPS  
(510) 647-5042

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Dickerson

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Silver Spring

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Bellefonte

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Fujiyoshida Yamanas

**Taro Maeda**

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Ishikarigun Hokkaid

**Koichi Sato**

*Sponsor: Takashi Kuwana CRL*

**Mexico**

Mexico City

**Luis De La Rosa**

*Sponsor: Julio Rafael De La Rosa*

These applicants are scheduled for clearance as members of ALOA. The names are published for member review and comment within 30 days of this Keynotes issue date, respectively, to ensure applicants meet standards of ALOA's Code of Ethics. Protests, if any, should be addressed to the Membership Department and must be signed. Active Membership applicants (a) have worked in the industry two or more years. Allied Membership (AL) applicants are not locksmiths, but work in a security-related field. Apprentice Membership (AP) applicants have worked in the industry less than two years.





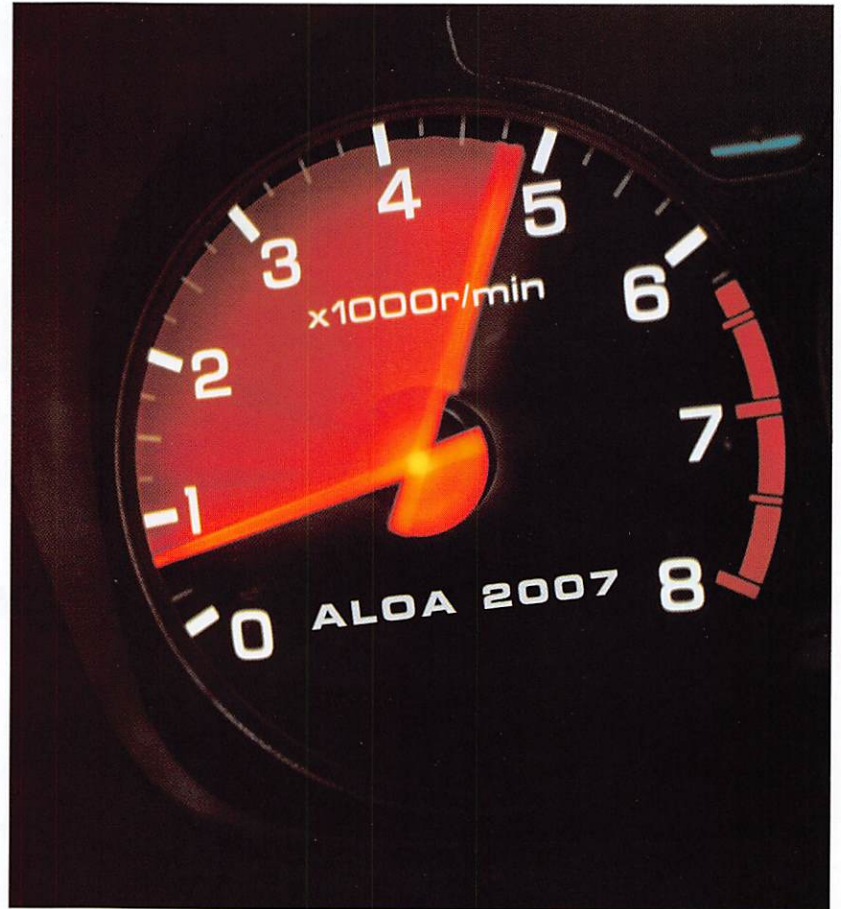
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<b>OCT</b>	10/11-15 SERLAC Convention & Security Expo Orlando, FL Contact: James Barnhardt, RL P 813-689-5979	
<b>NOV</b>	11/18 OMLA Class - Access Control, CCTV, Nurse Call, Etc Contact: John Ruperd (417)-926-3689	
<b>DEC</b>		<b>SOON</b>

## UPCOMING ACE CLASSES

9/15/2006	Minneapolis, Minnesota • ACE Classes Doyle Security Products Trade Show Contact: Chantelle Gallagher 800-333-6953
10/5/2006	Anaheim, California • ACE Classes Clark Security Products Contact: Joan Emrick 619-718-7308
10/10-13/2006	Portland, Oregon • ACE Classes Pacific Locksmiths Association Contact: Bill Botek, CRL 503-644-9881
10/23-28/2006	Appleton, Wisconsin • ACE Classes Fox Valley Technical College Contact: Ann Kading 800-735-3882x2482
12/4/2006	Dallas, Texas • ACE Classes ALOA Training Center Contact: <a href="mailto:education@aloea.org">education@aloea.org</a> 800-532-2562x104

## UPCOMING PRP SITTINGS

9/7/2006	Thursday 9:00 am • Dallas, TX • ALOA ALOA Certification 800-532-2562 x203
10/12/2006	Thursday 9:00 am • Dallas, TX • ALOA ALOA Certification 800-532-2562 x203
10/13/2006	Friday 6:00 pm • Portland, OR • Pacific Locksmiths Association Bill Botek, CRL 503-644-9881
10/28/2006	Saturday 8:00 am • Roseville, MI • LSA Robert Noble, CML 810-385-9329
10/29/2006	Sunday 10:00 am • Cherry Hill, NJ • GPLA Robert Schuettrumpf, CRL 856-486-9280
11/19/2006	Thursday 9:00 am • Dallas, TX • ALOA ALOA Certification 800-532-2562 x203
11/20/2006	Saturday 8:00 am • Cary, NC • North Carolina Locksmith Assc. Granger L. Marley 919-859-6060
12/9/2006	Saturday 3:00 pm • Dallas, TX • ALOA ALOA Certification 800-532-2562 x203

**Contact the ALOA Education  
Department for a list of classes  
and training offered in-house.**





## In Memory

We are saddened by the death of Michael Tingler, CML. Mike had been a locksmith in Maryland for many years. He was a long-time member of ALOA.

## Locksmith Awarded 2006 DICKIES NORTH CAROLINA WORKER OF THE YEAR®

15th Annual Awards Honor Nation's Workforce



The 2006 North Carolina Worker of the Year is Shane Ellison, a locksmith/safe technician from Lenoir. He was nominated by his wife, Ann, who said in her winning entry, "From fighting fires as a dozer operator with the North Carolina Forest Service to taking on the challenges of starting his own business, he really excels. He works hard, sometimes too hard, long days and many early mornings – he's always there to help people who are in a jam. To him, hard work is just a part of life."

Mr. Ellison, father of two, has had his shop Shane Ellison's A Locksmith for more than 20 years. He says he is one of the few bank vault specialists in the United States, and that he loves his job.

"I am one of the luckiest guys in the country, because whereas most guys have a hobby like golf, my job is my hobby," he said. "I've been cracking safes since I was a little kid, so to be able to do something you love and to be able to provide for your family is a wonderful thing."

## Wisconsin Celebrates Professional Locksmiths Week



Jim Doyle, Governor of Wisconsin recently declared October 1-7 2006 as Professional Locksmiths Week to coincide with the observance of October's National Crime Prevention Month. The proclamation reads: "Whereas, professional locksmiths dedicate endless hours of time and almost unlimited funds to advance their education in certified Associated Locksmiths of America (ALOA) courses; and Whereas, professional locksmiths respond to calls 24 hours a day, 7 days a week, 365 days a year; and Whereas the work of a professional locksmiths plays a major role in the prevention of crime as well as helping to secure homes and automobiles and the individuals who live in or use them; and Whereas, professional locksmiths must pass numerous criminal investigation tests and

are also expected to be knowledgeable of all laws and the rights of property owners; and Whereas, professional locksmiths are genuinely concerned with crime prevention and work hand in hand with law enforcement,

Now, therefore, I, Jim Doyle, Governor of the State of Wisconsin, do hereby proclaim October 3-9, 2005 which coincides with the October observance of National Crime Prevention month, as Professional Locksmiths Week in the State of Wisconsin, and commend this observance to all citizens.

## Security Plus Locksmith wins Kaba Access Control's ALOA Product Giveaway



Kaba Access Control congratulates John Hughes with Security Plus Locksmiths in Anaheim, CA as the Grand Prize Winner of Kaba Access Control's \$2,000 ALOA product giveaway. As the winner of this drawing, John receives a cross section of Kaba's comprehensive access control line, including the Simplex L1000 and 5000 Series and the E-Plex 2000 and 5000

Series. The contest was open to all locksmiths who stopped by the Kaba booth and registered by filing out a card.

The Simplex and E-Plex product lines offer a solution for every door and at every budget. Built on five decades of reliable and convenient keyless entry, this line provides everything from the simplicity of mechanical single code access to the added security and features of electronic access control.

## Oklahoma Locksmiths to be Licensed Statewide for the First Time

With the recent overwhelming passage of Senate Bill 1741 and Governor Brad Henry's signature, the State of Oklahoma now requires all locksmiths in Oklahoma to obtain a state license. The new law goes into effect on January 1, 2007. After January 1, 2007, Oklahoma locksmiths will have three months to obtain an Oklahoma Locksmith License. Currently, there are nine other states that have a locksmith license requirement, with three other states passing laws to enact the requirement. Those states are Oklahoma, Alabama, and Tennessee.

The Oklahoma Master Locksmith Association received awards by the Associated Locksmiths of America (which is the national association for locksmiths) for their work on state legislation with the licensing of Oklahoma Locksmiths. According to Lowell Roberts (an Oklahoma City Locksmith), the new law will protect the public from unscrupulous locksmiths who come in to a community.

The Oklahoma Master Locksmith Association in conjunction with the Oklahoma State Department of Health, Occupational Licensing Division will make a presentation on the Proposed Alarm and Locksmith Industry Regulations to all locksmiths in attendance. The meeting will be held August 19, 2007, at 3:30 p.m. at the Crowne Plaza Hotel located at 2945 Northwest Expressway, in Oklahoma City, Oklahoma 73112. The general business meeting for OMLA will follow at 5:30 P.M. in the same location.





# Mission Accomplished



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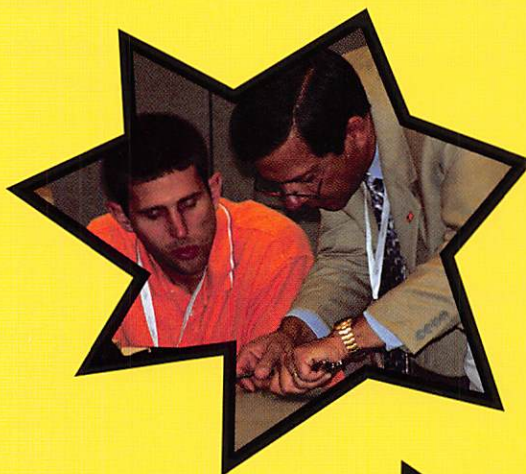
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# Award Winners

## ALOA Award

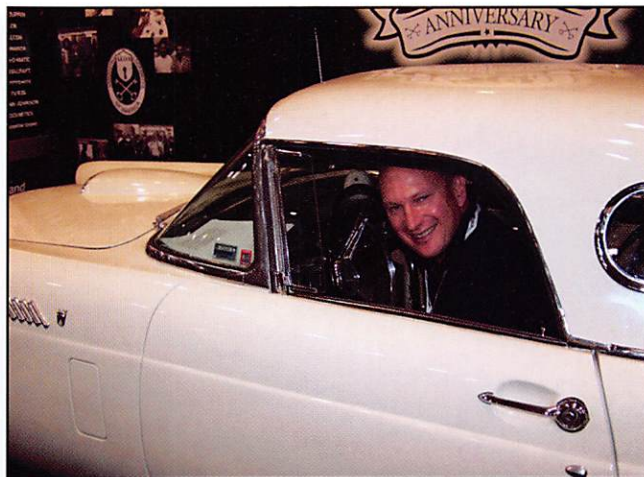
**Evelyn V. Wersonick, CML**

## President's Award

**Mary May**

## ACE Award

**Edward Woods, CML, CPS**



THANK YOU T-Bird Sponsors:  
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4,368 Security Professionals from around the world traveled to Las Vegas in July for the 50th Anniversary of the ALOA Convention and Security Expo. The show offered top-notch workshops and classes, an expo and more than one surprise. As always, the show helped security professionals increase their knowledge base and open the doors to a bright new future.

With a total of 88 instructors and 85 full-day classes and 37 workshops, ALOA Continuing Education set the standard in security training. With over 16,447 hours of student instruction hours, many attendees commented on the great variety of options. In every session, attendees were pleased to find sensible solutions to real-world problems.

Students of the Basic Electricity and Electronic Access Control class taught by instructor Greg Perry, CML, CPS focused on the practical application of electronic access control by installing hardware at the headquarters of the Assistance League of Las Vegas. Thirteen points of entry were fitted with a Wireless Access Management (WAM) system donated by OSI Security Devices, Inc. Several Von Duprin exit devices were donated by Security Lock Distributors and ACE Locksmiths of Las Vegas provided additional resources for the install. The project was featured in several local media outlets including NBC Channel 3. Technical details of the install appear in this issue of *Keynotes*.

Charter Members received a special invitation to the event and were present at the Kickoff party, Membership meeting, VIP Dinner, classes, tour and Expo. Charter Member, Constant Maffey, served as the Honorary Chairman, opening the trade show and speaking at the Membership Meeting. In his speech, Mr. Maffey told the story of ALOA's beginning and commented on how far the organization has come since 1956.

The ALOA Membership Meeting also gave member attendees a chance to offer helpful suggestions for the future. Several members offered comments regarding the new dress code and bylaws changes. Achievements of the past year and future goals were stated.

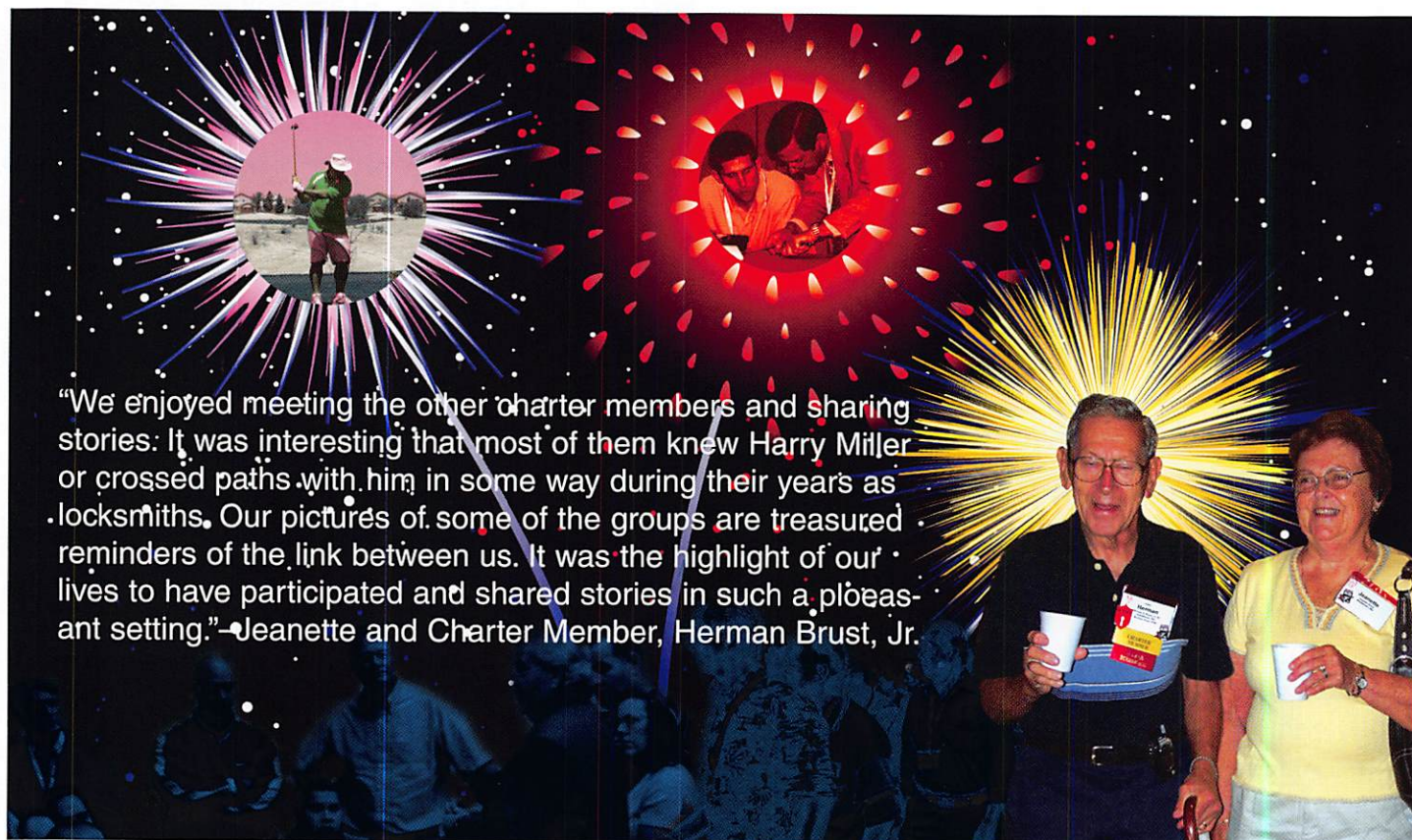
ALOA's beloved Mary May received the ALOA President's Award. Ms. May has dedicated her career to ALOA, having been part of the staff for 27 years. ALOA President Bob Mock delivered an emotional speech as he presented the award. "Everybody knows and loves Mary May," he said through tears and went on to describe Mary's richly-textured career at ALOA. At one time or another, she has joyfully helped just about every member in the organization. Members and ALOA staffers describe Mary as kind, capable, and a woman of substance. Mary was shocked to win the award saying, "I am totally surprised. I started at ALOA as a young woman and now I am a grandmother. I have made some of the best friends of my life here." She also said she should have realized something was going on when nobody asked her to order the award as she usually does.

Appreciation plaques were presented to outgoing Board members: Vernon Kelley, CPL, CIL, Joe Lee, CRL, Peter Sarailian, CRL, Jim Jeffries, CPL, and Paul Justen.

Gifts of appreciation were presented to Schlage and Sargent & Greenleaf for 50 years of support to the association.

Networking opportunities were everywhere. From the classes, to lunches, to social events, old friends and new gathered to share the latest in security technology. Partnerships were formed and creativity flourished in the fun and professional atmosphere that can only be found at the ALOA Convention and Security Expo.





"We enjoyed meeting the other charter members and sharing stories. It was interesting that most of them knew Harry Miller or crossed paths with him in some way during their years as locksmiths. Our pictures of some of the groups are treasured reminders of the link between us. It was the highlight of our lives to have participated and shared stories in such a pleasant setting."—Jeanette and Charter Member, Herman Brust, Jr.

The popular ALOA Open Golf Tournament was held at the Silverstone Golf Club in Las Vegas, NV. Attendees braved the heat to enjoy the game, friends, and the opportunity to contribute to the ALOA Scholarship Foundation. Tournament sponsors were Lucky Line Products, STRATTEC Security, Inc., AMSEC, ARROW, ASSA Retrofit Security Solutions, and Medeco. The new Golf Tournament Committee (Scott Henke, Vince Formon, Tom Demont, and Bill Young) recognized the following winners: Men's Gross— Dan Boadwine 80, Men's Net— Chuck Murray 83, Women's Gross— Noreen Smith 96, Men's Handicap— Milo White 60.

The Kick-Off Party and Live Auction was held at the Las Vegas Hilton. The event offered an exceptional opportunity to meet old and new friends while enjoying purchasing fantastic items and outstanding bargains. The proceeds (\$ 8350.08) went to a great cause, The ALOA Scholarship Foundation.

Anticipation was high for the Security Expo. Attendees crowded the lobby at the Las Vegas Convention Center and a sea of anxious faces filled the entryway. Finally, the moment arrived. The ribbon was cut by Charter Member and Honorary Chairman, Constant Maffey and attendees streamed onto the 100,000 sq. ft. show floor. There were 206 exhibitors who brought the most up-to-date equipment to share with ALOA members. Manufacturers were on hand to answer questions and display some of the best products in the industry.

The most popular booth was the ALOA 2006 display featuring the gorgeous 1956 Ford T-Bird to be given away on the final day of the show. Members flocked to the ALOA Booth where member-

ship was verified and each active member was presented one ticket for the drawing.

Excitement levels were high on the day of the drawing. Thousands of members crowded around the car. President, Bob Mock enlisted the help of a T-Bird Sponsor representative to pull the winner's name. There was silence when the name "Mark S. Johnson" was called. The three-minute deadline clicked by with no sign of Mark. It turned out that the winner was in a booth on the opposite end of the show floor! Luckily, his colleague was standing by with a cell phone and just before the deadline passed, Mark sprinted to the podium to accept the keys. He was shocked that his name was called, especially since he had almost forgotten to enter the contest. It was later revealed that an ALOA staffer had reminded him to put his entry in the bin just hours before the drawing. There was a cheer throughout the crowd as Mark eased his very tall frame into the driver's seat of the 1956 T-Bird. Within minutes, he received several offers from members and exhibitors to purchase the car but he quickly made the decision to take the T-Bird home—all the way to North Melbourne, Australia! He says he feels a special affinity for the little sportster since the car's nickname, "Lucy", is also the name of his daughter. Mark has been a member since 1982 and comes to the ALOA convention when it is in the West.

By all accounts, the ALOA 2006 Convention and Security Expo was a huge success. Be sure to view all of the pictures on line at [www.aloa.org](http://www.aloa.org) and make plans to attend ALOA 2007 in Charlotte.

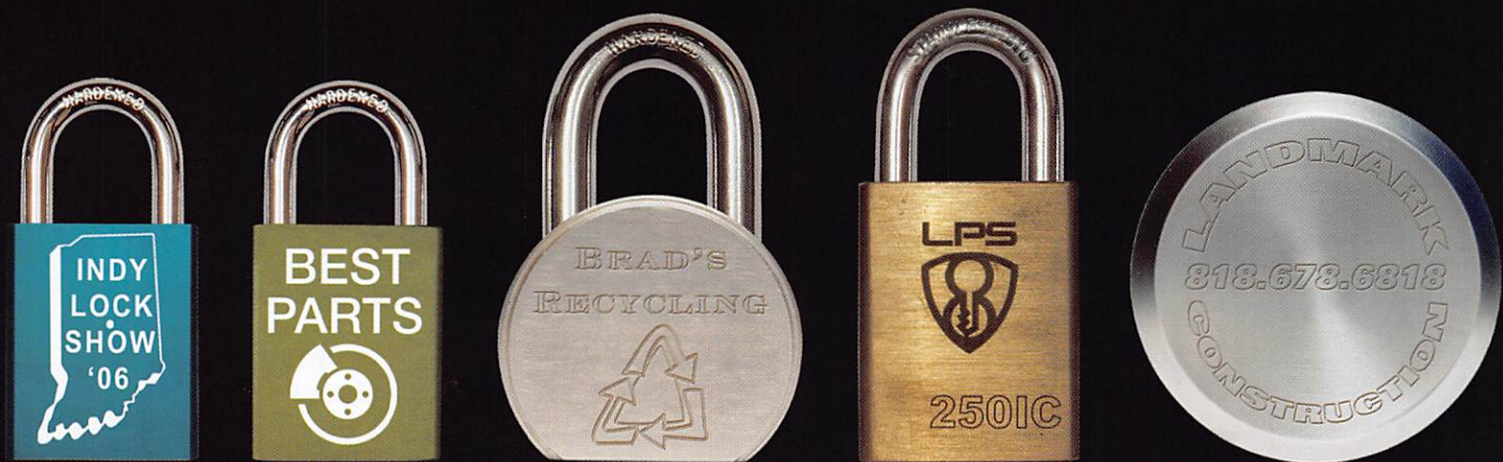


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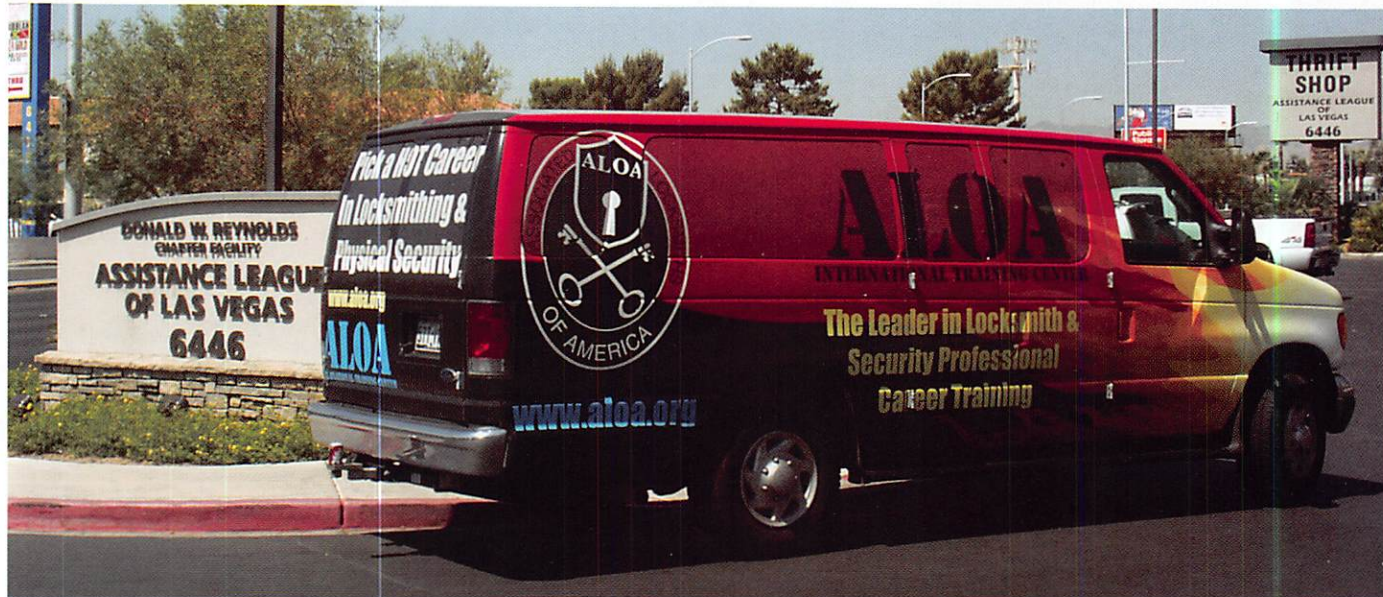
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# Give a Little Bit

by Greg Perry, CML, CPS



A side view of the thrift store.



Rick presents the morning training.

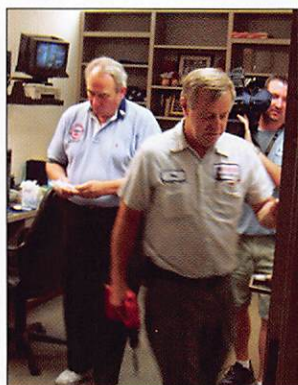
If you weren't at the 2006 ALOA Convention and Security Expo, you missed a great convention. One of the highlights for me was the opportunity to be a part of something new for ALOA. Jerry Newton, CML, owner of Ace Lock and Key of Las Vegas and ALOA's David Lowell, CML, CMST joined forces to find a deserving charity in the Las Vegas area who could use the help of our members. Instead of the normal classroom hands-on instruction, we took the class to the Assistance League® of Las Vegas for a day of good works.

Organized in 1976, The Assistance League of Las Vegas® is

a chapter of the National Assistance League®. There, we installed five Von Duprin 9947 exit devices mated to OSI Security Omnilocks and an additional eight cylindrical OmniLocks.

Before we go any further, a few very public thank-yous are in order.

First on my list is OSI Security. Rick Rasmussen, Derek Trimble, Ron Seiss, and Adrian Acuña all deserve some major appreciation. Not only did OSI donate all of their brand new WAMS (Wireless Access Management Solution access control hardware) but Rick also taught the morning class and oversaw all the installations. Adrian and Rick spent two full days making sure the hardware performed properly. Altogether, they easily donated



Stan Pidcock, CML, CPS installs the first lock on the door. In the background: Jerry Newton, CML, CPS and a cameraman from the local NBC news affiliate.

over \$30,000 in merchandise and time.

Jerry Newton, CML, CPS donated many hours behind the scenes setting up the install with Ron Seiss and The Assistance League of Las Vegas®.

The hardware schedule changed a few times during the couple of months leading up to the class but in the end Jerry had all the right hardware ready to install on class day. Jerry also sent two of his employees, Stan Pidcock, CML, CPS and Gary Goodhart to the Basic Electricity class on

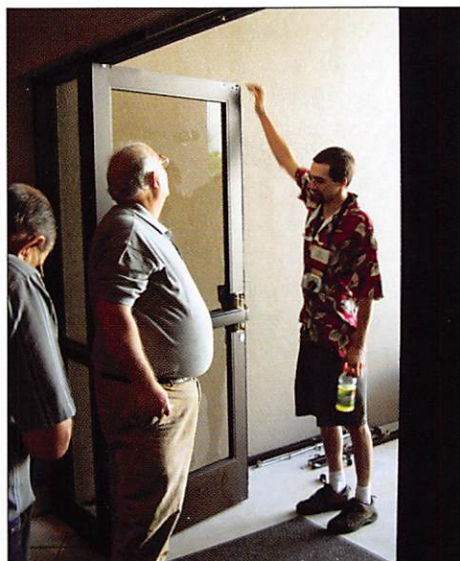
day one and provided a third employee, Mark Austin, on day two while we installed all the hardware. During the entire project, Jerry stood in the background, modest about receiving public attention but he deserves a huge public thank you.

The Assistance League of Las Vegas® is a multifaceted charity for needy and deserving children. They help children in a number of ways; Operation School Bell® provides decent clothing to school-aged children. "The Kids on the Block" for third graders is puppet program to address many issues. "Operation Hug" provides teddy bears to police officers to give to lost or traumatized children. New this year is Project Smile. The Assistance League of Las Vegas® teamed up with the UNLV Dental School and Southern Nevada Dental Association to provide a day of dental checkups and education. ASSISTEENS® is a program in which Auxiliary mentor teenage girls. Another program they offer is





Rick Rasmussen directs the install of a cylindrical lock on the door between the thrift shop and the office area. The lock of choice for this door was a double-cylinder model.



A student crew looks at the outside aluminum/glass door. In photo 7 they are cutting the face of the door for the hardware.

"UR Special" that helps other groups. The Assistance League of Las Vegas® also provide Assault Survivor Kits® and operates a thrift shop. All of the employees are volunteers. They operate in Las Vegas out of beautiful building with hardware that was slowly failing.

The Assistance League of Las Vegas® offered their conference room to us and provided us with lunch and break-time snacks. They also contacted the local TV stations and newspaper to provide local coverage of the event. We showed up on Monday, the perfect day, since they are normally closed

on Mondays. This allowed us "free run" of the facility.

The project was created by David Lowell of ALOA who suggested, "why not have the Electronic Access Control class install a full fledged access control system?" Most ALOA classes combine



A student crew cuts the face off the door to accommodate the hardware.



An outside view of the aluminum/glass door following the installation.



Photo shows a back door lock. The latch guard was modified to fit around the OmniLock

lecture, hands-on training or combination of both in a classroom.

But taking the class into a real-life situation creates challenges not always found in a classroom. Organizing a group of twenty-five students is also

challenging. There were also hardware issues to consider.

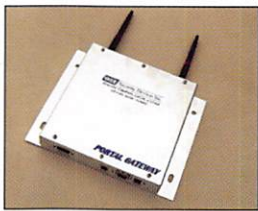
Cylindrical locksets from OSI install in standard lever-lock door preps, but the aluminum glass doors with wide styles at The Assistance League of Las Vegas® presented some challenges.

Von Duprin 9947 concealed vertical rod exit devices were chosen. This choice was made even though there were Adams Rite devices already on the doors, because OSI offers an outside trim to mate with the exit device. The alternative solution was to install a wall-mount reader and either use an electrified exit device with a separate power supply or use a different brand with an electrified trim. Jerry Newton, CML, CPS made the final decision, choosing Von Duprin to avoid running wires through the door and in the wall because the city of Las Vegas requires all wires in a commercial building to be installed in conduit.

The students in the class divided into teams to install the hardware.







a pair of different portal gateways. These are the radios that communicate with the locks.

issues with the wireless access hubs. One of the access ports from the other side of the building was acting like a "super" port. Adrian and Rick were able to solve the issue and I think they were grateful to see the problem in the field. It helps when the senior tech support specialist can see some of the problems that we might see in the field. As a side note, seeing the factory guy



The radio array (antenna) can be seen above the lever rose.

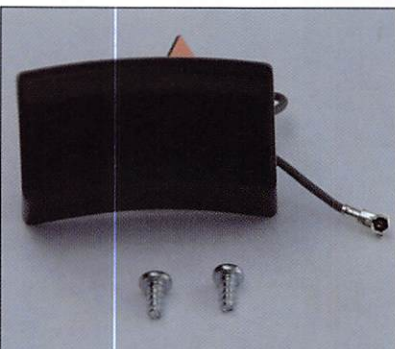
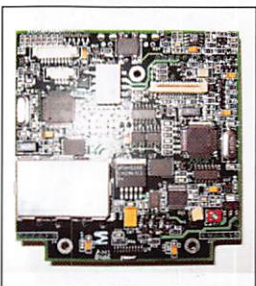


Photo shows the array outside the lock.



Photos show the electronic boards. The locks use 4 AA batteries.



have a little trouble gives me a boost of confidence when I'm out on a job and things don't seem to be going right. It's nice to know I'm not alone.



This is a wall-mount unit. The Medeco cylinder (seen where the lever spindle is) normally locks the housing to the back plate.



OSI also produces a mortise lock version.

The WAMS Omnilock solution is a unique product. First it is a stand-alone self-contained access control product. It is available in four basic forms: cylindrical, mortise, exit device, and a wall-mount reader available only for use with separately-supplied electrified lock such as an electric strike or electrified exit device. Features normally found only in a full-fledged hardwire system are built into this product. The locks operate with or without input to and from the main control computer. Each reader can handle up to 65,000 credentials or badges, 144 user-defined time zones, and 32 different holidays. Many different card format readers are available and the keypad offers the option of card-only access, PIN-only or card access, and PIN-required access. If the software is running on the server (host computer) and the portal gateway is connected either to the local computer network or the Internet you have two way communication just like in a hardwired system. The huge advantage is the lack of wires. This setup removes the need for an electrician run conduit and wire,

depending on local city requirements. A traditional hardwire system can easily take 4 to 10 or more hours per door to install the lock and wire. A traditional system may require separate power supplies near each door. The wireless connections also remove an objection to the original Omnilock that required taking a handheld computer with an infrared port to communicate with the reader.

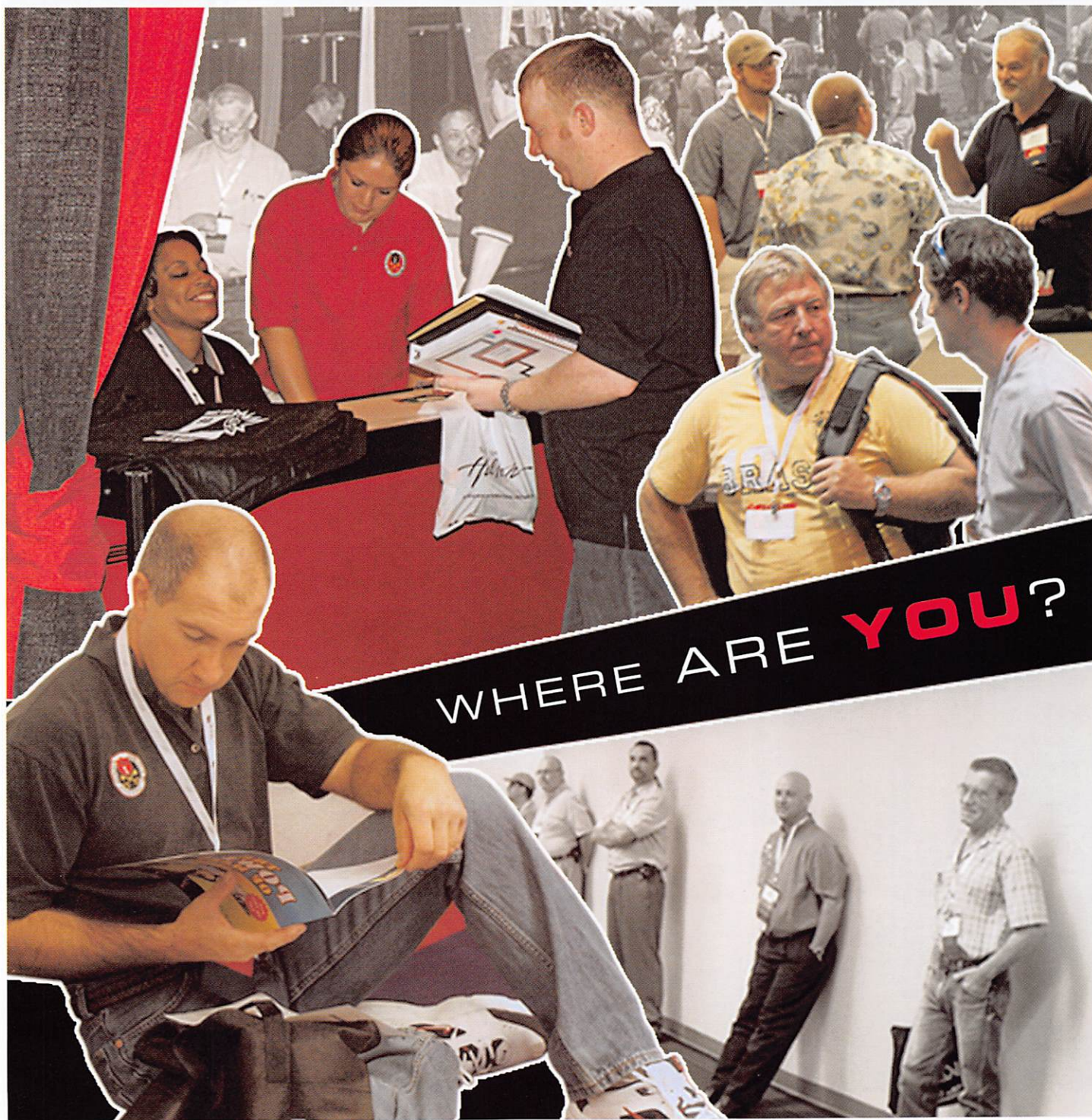
A few notes about WAMS: it only runs on the Microsoft Windows XP Professional or Windows 2000 operating systems. It can support different card technologies in the same system. The wireless communication is kept secure with 128-bit encryption. The software supports multiple time zones for those systems running with readers in multiple parts of the country or world. Omnilock developed a unique way to monitor door position through a magnet built into the strike screw. Combined with the internal REX (Request to Exit) the door-position switch can monitor for a forced-door condition and will send an alarm if the door is opened without the inside lever being turned or outside credential being presented. The lock can also notify the host computer when a key was used to gain entrance.

Overall, the class was well received by students. Being able to actually install hardware and provide philanthropic assistance at the same time gives a person a nice feeling. The Assistance League of Las Vegas® is in the business of helping others but this time we were able to help them.

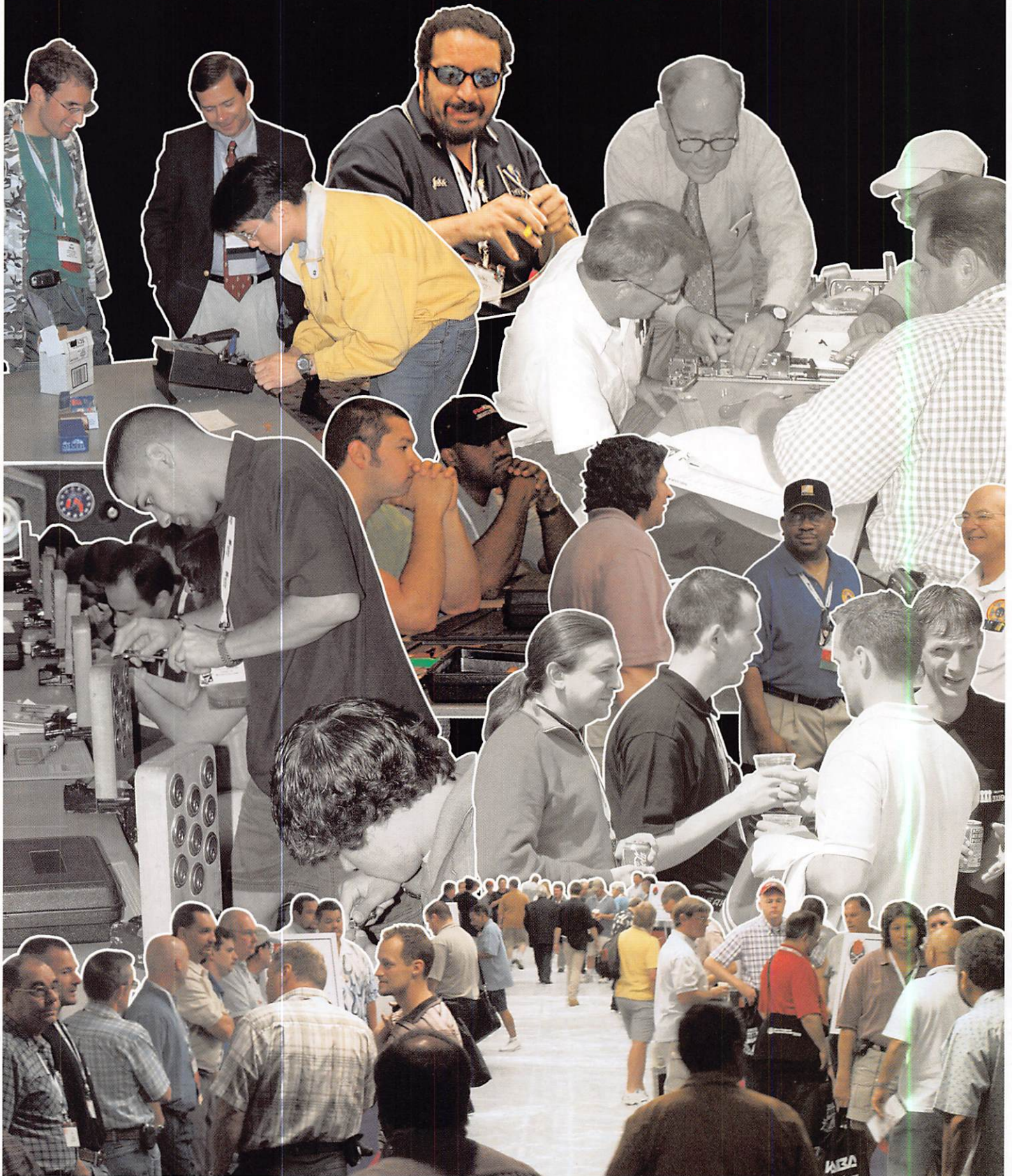




# ALOA 50th ANNIVERSARY PHOTO WRAP-UP!











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# Kaba Picks a Winner



The winner, Cheryl Anthony with husband, Doug, owner of A-1 Brown's Locksmith & Hardware in St. Joseph, MI



It's a family affair! (L-R) Ray Sernau—Cheryl's brother, Edna Sernau—Cheryl's mom, Lori Shank—Cheryl's sister, Emily Shank—Cheryl's niece, Cheryl Anthony, Doug Anthony—Cheryl's husband, Terry Young—Cheryl's cousin



Cheryl at the 1966 ALOA convention from a program "compliments of Independent Lock Company" (ILCO)

Kaba recently picked a winner in the "You could win a Trip to Vegas & Ultimate Lockshop Package" sweepstakes. The winner, Cheryl Anthony received the "Ultimate" package from Ilco - estimated Value \$27,000 (US) plus airfare and hotel accommodation for three days at ALOA 2006. Cheryl grew up in the locksmith business, working with her grandfather Paul M. Brown. She attended her first ALOA show in 1964. Cheryl's mom, Edna Sernau (age 81) still works at the shop everyday! The contest was conducted by the independent firm Centra Marketing & Communications, LLC Westbury, NY. When interviewed for Keynotes, Cheryl had a lot to say about the contest and her family's rich history in the locksmithing business.

*I found out about the contest one day while reading one of the Keynotes and came across an ad about this contest that Kaba Ilco was putting on for the 50th Anniversary of ALOA. The Grand Prize was airfare and hotel for the ALOA show AND \$27,000.00 in prizes of wonderful machinery! The requirements for entering left any locksmith the ability to enter.*

*My husband and I had a class at H. Hoffman Co. that night. I brought the ad and talked to Chris Orme about it*

*and he encouraged me to enter. He said the odds were wonderful! Look at the odds on a scratch off lotto ticket for a 27,000 dollar winner. The machines are the most advanced and highest tech available. He knows our shop and said if we won it would make our life a lot easier. The plane fare and hotel was an added bonus.*

*I did not get the entry in until the last minute because we have been so busy. Chris stopped to visit and asked if I sent it in and I said no. He encouraged us to send it in now! I did as he said.*

*The day I received the letter stating that I was a potential winner of the Grand Prize I was ecstatic! It was a dream comes true. I walked into the store and everyone knew I was excited about something. I couldn't get the corners of my mouth unhooked from the top of my ears for a week. I was on cloud 9! I told everyone in the store and called Chris at H. Hoffman Co. in Grand Rapids, Michigan and told him. He was as excited as I was!*

*I thank everyone at Kaba Ilco for this Great prize and for all the support they have given the locksmiths and ALOA since the beginning! I can't imagine a convention or trying to operate a lock shop without Ilco as a support, a standard for the industry, a supplier of product and*

*reference material and quality machines. Our shop owns Ilco machines from 40 years ago to current models that are still running and MAKING MONEY every day.*

*My locksmith career started when my Grandpa Brown needed some help down at his shop. I was 13yrs old and my brother, Gerry, was 11. We would walk down to the shop during the summer and start learning the trade from grandpa. Little did we know that this would be our life's profession! My little sister Lori would sleep in a box in the back room for her nap while mom did the book work.*

*Grandpa looked forward to attending the ALOA conventions every year. He wanted to see what was new and coming out that year. He liked seeing the people that he ordered from on the phone. He made many new friends like Gibb and Coral Erdman of Howard Safe in Detroit.*

*My first convention was in New York in 1965. My mother, brother, grandpa and I attended. There was so much to see and learn! Gerry and I attended our first class, Young Locksmiths, taught by Harry Miller from Sargent and Greenleaf. Mr. Miller was a fantastic teacher and taught us many things. One important thing I learned, that I still practice today, is to acknowledge someone when they come into the store even if I am with another*



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customer at the time. This lets them know they are important to me and also lets another employee (or in my case another family member) know there is another customer in the store.

We have many people who have become good friends like Chuck and Betty Saunders of Westland Lock and Key. As the years went by our acquaintances and friendships grew. Talking to others in the trade educates you so your work improves, thus improving the trade as a whole. I hope in years to come that this educating and bonding of locksmiths continues. We have always eagerly anticipated each new convention will be!

In 1967, the show was in Chicago. My brother, grandpa and I attended classes so we flew to Chicago early in the week. My dad, mom, 2 other brothers and the youngest, my sister, drove in to attend the banquet and attend the convention.

Grandpa liked to deal. He and Murray Kramer dickered back and forth until Grandpa Brown won. Grandpa once bought the entire MD Kramer booth for \$2000.00! What a trip home! We all will always remember it! Why? When you are one of eight people in a 1960 Chevy station wagon with \$2000.00 worth of key machines and merchandise, you can't forget it! The rear springs were fully compressed to the rubber stops. The tailgate was open and loaded! Try riding in that for 100+ miles and you will have a memory that lasts a lifetime!

ALOA continued being an important part of my life even on my honeymoon. I got married in 1971 on July 31st. My husband and I spent the first week traveling to Niagara Falls and driving south to Washington D.C. where we had our first disagreement. Then we moved on to, you guessed it, the ALOA convention in Atlanta, Georgia for the second week of our honeymoon! I broke my husband in right with a couple of classes and endless walking on the show floor.

Our daughters always knew where our next "vacation" was going to be. They only had to look at a copy of Keynotes to figure it out. Disneyland in California, Kansas City, MO, Disney World Florida, Kings Island Ohio, Fort Knox-Mammoth Cave Kentucky and Six Flags Illinois are places they will always remember. Hopefully they will also remember the city names too!

ALOA and locksmithing have brought us many places we could never have gone otherwise and has been at the center of my entire family's life.

My father helped move safes for grandpa and us. He was always there to do carpentry work or help mom with statements. He passed away last summer. Mom still keeps us in line at a young age of 81 every day at work! If she is on an errand, customers miss her! My nine-years-younger sister, Lori, does bookwork, receiving, pricing, stocking, customer service and watches where I lay my books down to keep me in order. My youngest brother does customer service, lock work, in-the-shop- orders, hardware, and accounts receivables. My cousin does outside and inside lock work and fabricates things for safes, locks and etc. in his home machining shop. My husband works on the road day and night and my nieces, Emily and Katherine, help out during the summer months. They are the forth generation working in our shop!

The favorite part of my job now is selling decorative hardware. Construction has been booming these last few years and we created a niche for ourselves by servicing contractors with upper scale hardware. We let Lowes and Home Depot do the inexpensive/competitive stuff. We sell Rocky Mountain, Baldwin, Omnia, Schlage, Emtec, Bravera, Kwikset. Ironmonger and any other brand an architect may specify. We also provide towel bars and towel warmers along with tons of cabinet pulls.

We refer jobs we are unable to do to those who can. My brother, Gerry, owns Berrien County Locksmiths and does heavy safe moving and commercial locksmithing. Michaels Locksmith gets daily referrals.

Locksmithing is changing so fast it would be impossible to keep abreast of the changes without an organization like ALOA. I remember the 35-cent key and the five-dollar service call. Who would have ever thought a car key would eventually cost \$100.00? Simplex has been around since I was young and has set the standard for all others. Now, how many hundred access control locksets or methods are there?

Many things have changed over the years. Remember when people bought for quality? Now, they are more concerned with price. If a purchase doesn't last it's not important! Throw it away and get a new one. So the consumer dollar often goes towards the item with the best appearance or the one offering the biggest sales promotion.

What doesn't change? Service! If we on the retail level strive to do the best job we can to get the customer what will serve his needs and abilities best, the price we charge will be appreciated and repeat sales will follow.

If we use and work with our suppliers and learn from them, sales will improve. I will always be thankful for my suppliers: from Al Hoffman who cosigned the loan for our new store equipment and stock to Gene Simon, Ramo Beletini, John Colianne, Ken Grob and all the other wholesale suppliers and manufacturers reps who have come to our aide to educate and assist with sales and product. We all work together to help make each other rich in friendship, knowledge and pocketbooks.



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# Behind the Green Label

by Greg Perry, CML, CPS



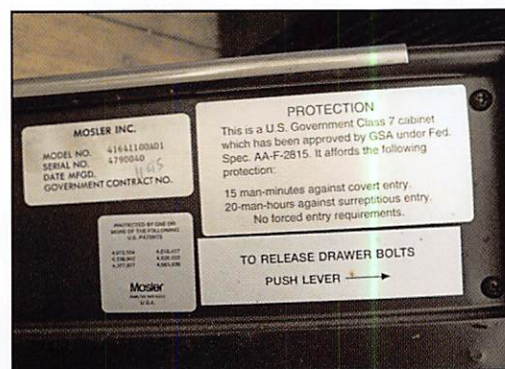
What's behind the Green Label? An out of town customer called, it seems their X-07 lock stopped working and the local locksmith had removed the dial and cables but couldn't get the safe open. Can I open it and how much? The customer had already done some research to determine the Green Mosler label indicated it was a GSA Class 7 safe. I quoted a price and set a date to go open it.

So what is a Class 7 file safe? The first thing to notice about a Class 7 is the weight. It only weighs about 360 pounds. Built for storage of classified and secret it was meant as a lower cost alternative to the Class 6 file safe that can be used for top secret storage and weigh around 600 pounds. It also as explained by Vaughan Armstrong in several Safe and Vault Technology articles from the 1990's was designed to replace all the file cabinets with locking bars and padlocks. The Federal Specification AA-F-2815 for the Class 7 safe was effective November 16, 1992 and canceled November 22, 1995. The requirements for the Class 7 were; a lock meeting FFL-2740 (at that time an X-07), 15 man-minutes against

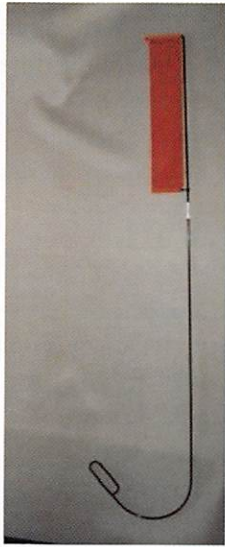
covert entry, 20 man-hours of surreptitious, and no forced entry. So why does the different weight matter? Less weight means less steel, less steel means less to drill, right. Does that make it easier to open? Not really. The problem is the skin of the drawer front is only .080 thick, the Class 6 is .125.

Thinner material means fewer threads to grab with the mounting screws for the StrongArm MiniRig.

The second problem with the drawer front is the distance between the front skin and the carbide-included hardplate box. The gap is close to .0625 or about 1/16". The screws that come with







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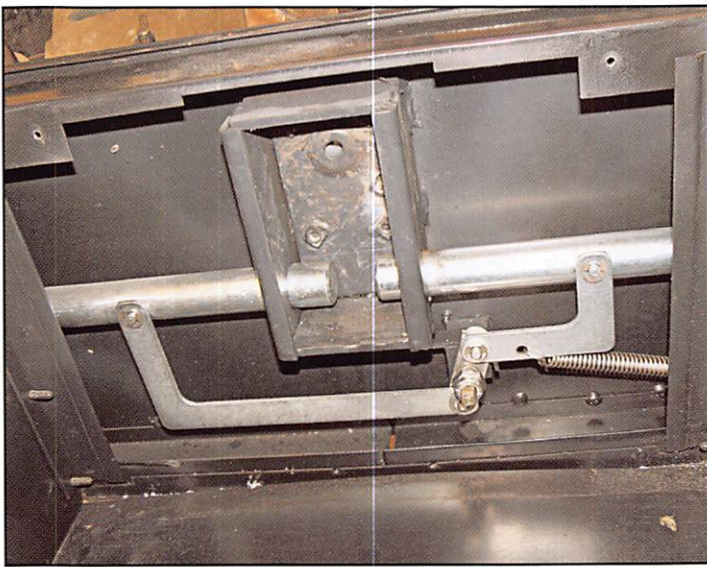
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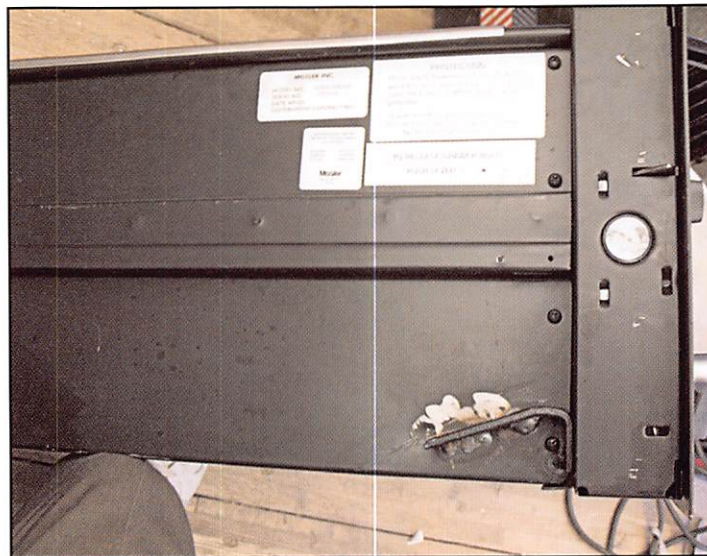
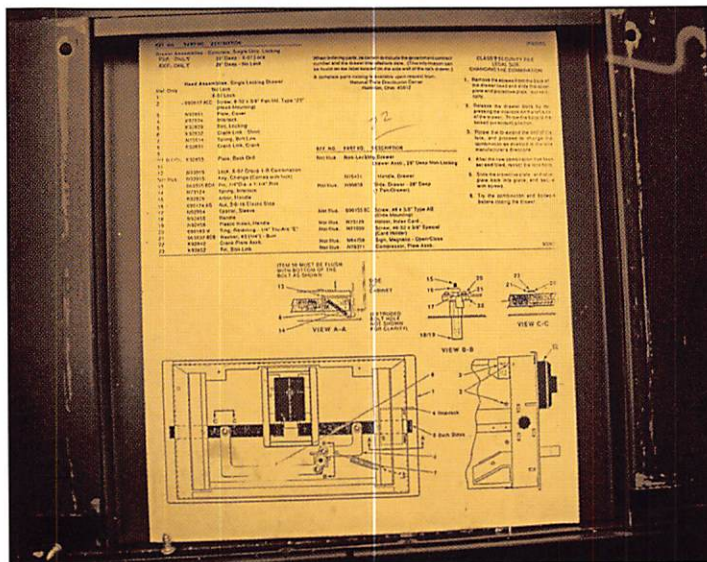




the MiniRig were too long, I carry short screws but each time I tried to put any pressure against a carbide bit it pulled the bottom screw out of the hole. I tried to thread the other dial ring mounting holes with a bottom tap. About the time the threads would start the tap would bottom out against the hardplate. I finally ended up drilling the hardplate with diamond core drills only. Normally I drill carbide-included hardplate alternating between diamond core drills and carbide drills to clear the hole and reduce the friction on the inside of the core drill. This is a safe that was screaming at me to use a vacuum press. Although the hardplate was only 1/2" thick it took over two hours of very slow drilling. By comparison usually I can drill 3/4" of carbide included in a Red Label safe in less than 45 minutes.

This customer as mentioned earlier had done his homework. He works for a government agency that salvaged or transferred the safe from another agency and it came with the MasHamilton X-07 lock already on it. He had already determined since this he was storing confidential but not classified materials the lock needed was a Group 1R mechanical combination lock. The repair consisted of a carbide plug welded on both sides and an S&G 8460 lock installed after the drawer front was repainted.

Other than the difference is weight, meaning a lighter gauge of steel the basic construction is the same as other Mosler Class 6 file safes from the mid 1990's. This cabinet according to Vaughan is rare but you may find one in the field and if you do you'll now know what is Behind the Green Label.





## Latvian Locksmith Brotherhood & European Locksmith Federation present **European Locksmith (ELF) Convention 2007**

The annual convention of the European Locksmith Federation will be held from May 18-20, 2007, in Riga Central Hotel Reval Hotel Latvija. This is where the leading locksmiths from the European and American continents will be gathered together.

The objective of the Convention organized by the Locksmith Federation is to promote the exchange of experiences, demonstrate the most recent successes and achievements, to provide training seminars and workshops for the members of the Convention, to organize exhibitions of products of the leading companies in the world as well as to introduce locksmiths with the host country of the event.

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# Service Standards: The Key to Becoming Like the Business You Love

by Marsh Lindquist

Your service standards are your personal corporate statement about what your organization does and how it does it, whether you produce services or products. In other words, it's a statement of your business's service philosophy or attitude. While businesses commonly state their service standards to their customers and prospects by posting the standards in public places and in marketing materials, you need to state your standards internally, too, and get full buy-in from everyone in your organization. If your internal stakeholders don't fully understand and practice your service standards, stating them for external stakeholders will be a meaningless exercise.

What is a service standard, exactly? One very successful business's read: "We will endeavor to greet people in the way we want to be greeted. Once they're with us, we will treat them with respect and the knowledge that they know our business almost as well as we do. In return, we will expect to get the kind of feedback that will allow us to continually improve and change anything that is not working in our organization."

Many organizations already have service standards, but most don't actually practice them even intermittently throughout the organization. Your service standards need to be a part of the business's fabric, and those running the organization need to make the standards something their people do on a regular basis.

When you're developing your own service standard, it must focus on your customers and how you want to treat them. You want your customers to have an expectation that they're going to be treated a certain way. Three types of standards exist. Which of the following is most like your organization? Which would you like to be?

- **Celebrity Red Carpet Standards:** Businesses that live and breathe their high service standards make you feel like an award-winning star at every turn. When you're looking for highly-polished, flawless service, you know you can go to this kind of business, the *crème de la crème* of hotels, for example. You know you'll find real attention to detail, and that everything will be done well because everyone throughout the entire organization, from upper management to the people who clean the brass in the hallways, understands what they're delivering. They are there to serve you, first and foremost.
- **Yellow Brick Road Standards:** These kind of businesses will take you where you need to go, but without the bells and whistles. They deliver good value, and are efficient at what they do, but there's not much attention to detail. It may be a restaurant that you know you can count on for a consistently good meal, but not everyone there greets you, and the staff seldom go out of their way to ensure you a complete dining experience. They take care of business, and that's it. If something goes wrong, they'll take care of it right away; they're service standards are to satisfy the customer by delivering what you ask for, but they rarely go beyond that.
- **Welcome Mat Standards:** The philosophy of this sort of business is "We're here to get the job done. How you're treated is really not that important to us." People who work in businesses like this may have personal standards they try to implement, but they are not enforced uniformly throughout the organization. It's not uncommon to find that these businesses have declared themselves to have service standards, but the people in the organization don't know what those standards are, and therefore they don't know what's expected of them. When they're hired, they are likely to hear: "Get the job done," and little else. They're untrained in how to treat their customers and give no attention to the value of what they deliver.

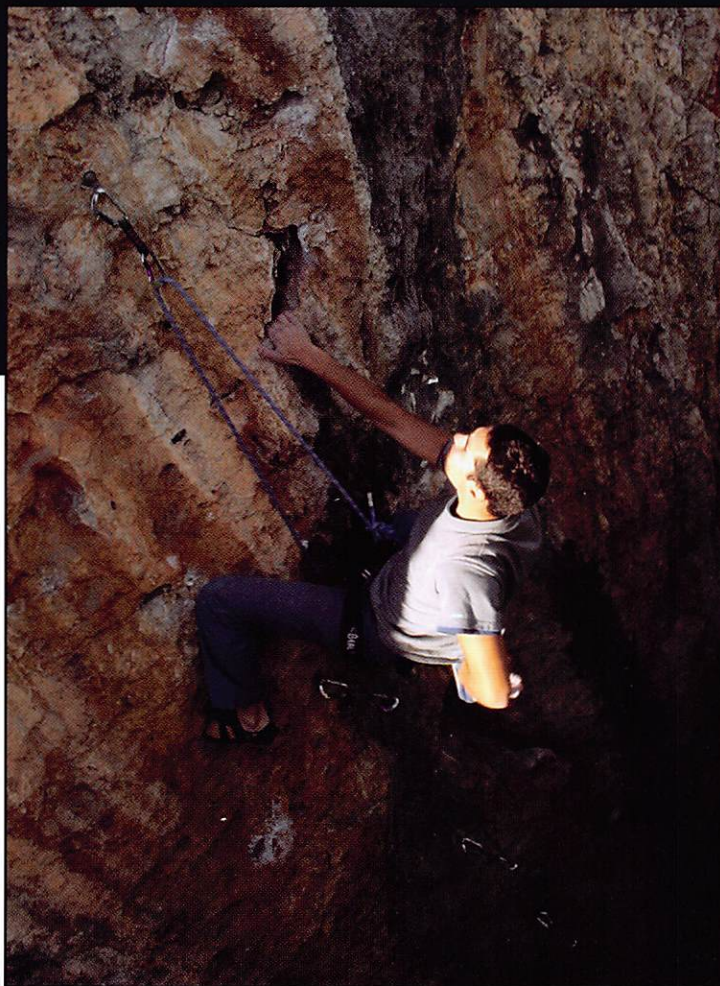


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L-07 PRP
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### **Communicate Your Standards Often**

When you know where your organization fits in these three categories, you need to communicate this internally. Start at the interview process. Make sure each candidate knows what your service standards are. If you expect them to deliver the service standard that you set out, then you need to tell them in the interview process what that is. When you bring them on board, you can reiterate those standards in their orientation.

Then, frequently remind your people of the organization's service standards. This could be in a weekly newsletter where you offer tips to help employees incorporate these standards into their daily lives at work. Target the tips to different groups each week, so no one feels singled out for advice. This practice also reinforces the notion for everyone in the organization that the standards apply to them all.

Performance reviews offer another opportunity to reiterate the service standards, but only on an annual basis. So also offer regular training in the service standard philosophy, giving everyone the opportunity to do role-playing in which they practice implementing the standards to solve problems.

Another option is to post signs that say, "Are you doing XYZ of our service standards?" or "How have you improved our service standards today?" This may seem a little silly, but if such materials aren't around as daily reminders, people get caught up in daily business and busy-ness and forget.

To establish whether your organization's service standards are being implemented, you'll need to be proactive. You are likely to hear about it promptly from your customers when your people are not practicing them, but you'll need to do a bit more legwork to see the standards in action. In other words, you either patiently wait for the information to make its way to you through the feedback loop or you interact with customers and others your organization does business with and see for yourself. You can then incorporate the information you get back into your organization.

### **Have the Kind of Organization You Love to Work With**

You can tell instantly when an organization you work with has a good service standard, and they know it. They make those standards part of their daily habits, and you can see it in the faces of all of the people in the organization. As a customer, you get the feeling that you want to come back, that you want to buy something from this place or work with them again. You want to be the repeat business they want you to be! Don't you want your customers to feel this way about your organization? Of course you do! So develop a set of service standards for everyone to live by, or dust off the ones you've relegated to a sign out front, and do what it takes to get your people to put them into practice each and every day. By doing so, you'll quickly see your company's profits increase.

#### **About the Author:**

Marsha Lindquist is a successful business strategist, author and speaker. As CEO of The Management Link, Inc., Marsha has over 20 years experience as a business consultant who works with her clients to transform their organization through her Value Advantage formula. She has enhanced communication, facilitated change management, and improved overall strategies with companies including BP Amoco, Fleishman Hillard International Comm., and Northrop Grumman. For more information on her speaking and consulting work, please visit: [www.MarshaLindquist.com](http://www.MarshaLindquist.com) or email her: [Marsha@MarshaLindquist.com](mailto:Marsha@MarshaLindquist.com).



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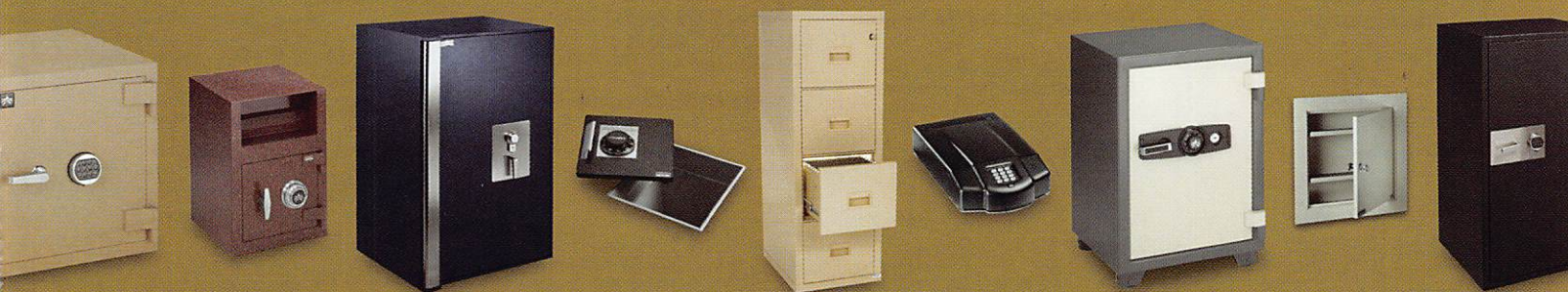
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# legislative update

## 2006 CONVENTION LEGISLATIVE HIGHLIGHTS

For those of you who were not able to make the 50th Celebration of ALOA in Las Vegas, you missed some great legislative meetings! Here are the highlights:

- **NASTF Vehicle Security Committee Meeting**

Locksmiths, distributors and representatives from auto manufacturers sat down at the ALOA Convention to hear updates on the National Automotive Services Task Force (NASTF) Vehicle Security Committee. They reviewed the latest efforts to establish a locksmith registry administered by ALOA that all locksmiths can join and be eligible for key codes from auto manufacturers who participate in the program. For the minutes of the meeting go to [www.nastf.org](http://www.nastf.org).

The next NASTF meeting will be held in Las Vegas during Automotive Aftermarket Industry Week. The meeting will start at 1:30 p.m. on November 1, 2006 at The Mirage Hotel & Casino in Room C2 of the event center. This is an open meeting and registration is not required.

- **STATE OF THE STATES ROUNDTABLE**

More than 40 representatives from ALOA chapters and locksmith associations across the US and Europe met to share concerns, ideas and updates on what is happening in their states/countries. ALOA's Legislative Manager Tim McMullen, JD, CAE began the meeting with a legislative update about bills introduced in 2006 that affected the security industry. He also gave an update on ALOA's efforts to pass federal legislation that would allow associations to offer a health coverage plan to their members through an insurance provider. Tim discussed the progress of the NASTF Vehicle Security Committee (see above), and informed everyone of the new Take Action! web-based tool where locksmiths can directly contact their federal and state representatives with just the click of a button. Check it out at [www.aloa.org/legislation](http://www.aloa.org/legislation).

Much was discussed about phony locksmiths cropping up all over the US and how this problem is personally

affecting many locksmiths' own businesses. The story is familiar in many states: an out-of-state company hires a number of "locksmiths" in the area to sub-contract its work using assumed business names, fake addresses and phone numbers. Many times consumers have been over-sold, under serviced, or just plain lied to! ALOA member Mike Bronzell has taken the lead to educate locksmiths, the government and the media on this growing problem. He shared the successful efforts in Illinois to prosecute one of these phony locksmiths, and what other states are doing to make sure the industry's image doesn't suffer. To see how the Illinois Attorney General tackled this problem, go to [www.aloa.org](http://www.aloa.org).

For the final 75 minutes, chapter and association leaders took turns describing the many issues facing their states. Alabama, Oklahoma and Tennessee gave insight on their recent success in passing locksmith licensing. California, New Jersey and Texas gave updates regarding their licensing laws. Michigan, Minnesota, Vermont and Washington state talked about their efforts (or not) to pass locksmith licensing laws.

But it wasn't just about legislative matters either. The Pacific Locksmith Association talked about its efforts with the California Locksmith Association to offer educational classes to locksmiths in Northern California and Southern Oregon. Maryland asked for ideas about how to strengthen locksmith organizations in their state, and Colorado helped give insight on their successful efforts.

David O'Toole, President of the European Locksmith Federation updated his American colleagues about recent consolidation of the industry throughout Europe and new key cutting technology that is a step away from a vending machine!

By far, this was the largest and most successful Roundtable to date. Make sure to come next year in Charlotte, North Carolina!





# legislative update

- **Legislative Action Network Council Reception**

ALOA celebrated the efforts of its grassroots legislative team at the annual Legislative Action Network Council Reception. The Council is for those members who have contributed \$100 or more to the Legislative Fund. ALOA's Legislative Manager Tim McMullen, JD, CAE thanked everyone for their hard work to make this year so successful for the locksmith industry. Special awards were given to the three states who worked to get locksmith licensing passed this year. Legislative Action Network Organization of the Year awards were presented to: Alabama Locksmith Association (Dallas C. Brooks and James Turner, Jr, CML, CPS accepting), Oklahoma Master Locksmith Association (Charles Hudecek and Clint Parsons accepting), Tennessee Organization of Locksmiths, Middle Tennessee Locksmith Association, and the East Tennessee Locksmiths Association (Chris Cyree, CPL, Tom Gillingham, Jr. CML, CPS, Jim Wiedman, CML and accepting). The Legislative Action Network Person of the Year award was presented to Jim Wiedman, CPL for his many years of efforts in making the dream of protecting locksmiths through licensing in Tennessee a reality.

## **ALOA MEMBER RUNS FOR COUNTY-WIDE OFFICE**

Since He was promoted to the Patrol Division as a patrol officer at the Chippewa County Sheriff's Department in October 2003, ALOA member Ken Briggs always wanted to lead the organization. That is why he is running for Sheriff of Chippewa County, the fourth largest county in the state of Wisconsin with a population over 70,000. The position oversees 75-100 employees in all facets of county law enforcement. This includes not only the patrol division, but the county jail, investigative division, telecommunications, reserve and recreation division. Ken ran for the position 14 years ago, and did extremely well running as an independent.

Ken's platform is to bring leadership, fairness and honesty to the position, something Ken believes is lacking under the current Sheriff. He prides himself on leading by example and wants to be known as the "Working Sheriff". Ken's

plan is to evaluate the budget and prioritize spending, promote teamwork within the department, implement more community-based programs, improve communications with the public, update current policies and procedures and introduce the newest technology to improve efficiency.

Ken feels that his strength for the position comes from his cross-training in all areas of emergency services not only in law enforcement but security, fire, and medical training as well. On the campaign trail, he proudly lets folks know that he is a locksmith and has the ability to see where security can be improved and unlawful activity can be prevented.

Ken started his career in 1977 with the Chippewa Falls Police Department. From there Ken has served with the Chippewa County Sheriff's Department since 1981. Ken obtained both Fire and Emergency Medical Technician Certifications and has worked for Chippewa Area Ambulance and the Chippewa Fire Protection District.

Ken also owns and operates Chippewa Valley Lock & Key in Chippewa Falls along with his Wife of 24 years, Janell. They have three children, Jeremy 23, Amy 21, Adam 16, and a nephew Tim 21 that they've cared for since Janell's sister's death six years ago. Ken is also Chairman for the Wisconsin Indianhead Chapter of ALOA.

On his website: [www.briggsforsheriff.com](http://www.briggsforsheriff.com), Ken lists many of his education and training (including investigative locksmithing and FBI hostage negotiating training!), and proudly lists his professional affiliation with ALOA.





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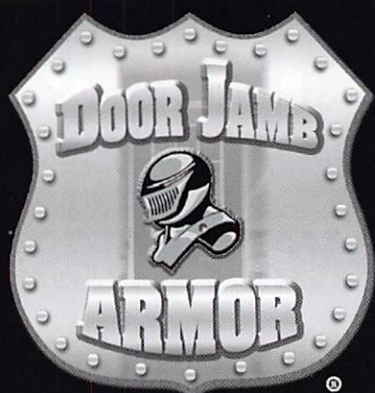
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answer the call**

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**ARMOR it and be done!**

**Standard  
Set**



**Fits doors with  
standard lock  
spacing**

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**Fix broken doorjamb and secure your hinges  
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door means that others will  
break when the door is kicked.  
Door Jamb Armor® reinforces  
several key weak points...  
...This is a fix, not a patch**

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**Universal  
Set**



**Fits doors with  
non-standard  
lock spacing**

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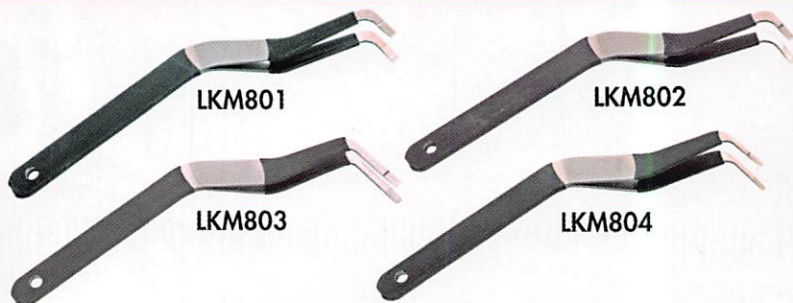
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