01/10

The official publication of ALOA, the international association of security professionals

KEYNOTES

SECURING YOUR SUCCESS

Volume 56, Issue 1

Ratify Changes To ALOA Bylaws — Ballot Inside

Help Shape The Future

Opening The (Unintentional) Door

Avoid Key Interchange By Addressing How Constants Affect Master Key Systems

10 Steps To Boost Profits | Best Lock Shop Q&A | Legislative Resources

SAFETECH CONVENTION

April 19-24, 2010

BAHIA RESORT HOTEL, SAN DIEGO, CALIFORNIA

Lock In Success

The industry's exclusive education and networking event, the annual SAFETECH Convention & Tradeshow brings together safe and vault technicians from around the globe for in-depth training, exposure to new products and technology and the opportunity to make the business connections that count.

EDUCATION: With a new, five-day line-up that includes more than 30 classes focused on installation, operation, manipulation and maintenance, whether a beginner or seasoned professional, you will walk away with the skills, information and insight you need to maintain your competitive edge.

EXPOSURE: SAFETECH, year after year, brings together the best, the latest, the most relevant tools and equipment currently being used in the industry. If you want to see hundreds of products at one time, in one location, there's only one place to be—SAFETECH 2010.

NETWORKING: From the annual Bazaar Night and the Harry C. Miller Manipulation Contest to the SAVTA Kick-Off Party and Live Auction, SAFETECH 2010 will once again be filled with powerful opportunities to practice your skills, wheel and deal and make those crucial connections that keep your business booming.

Education: APRIL 19-23, 2010

Exhibits: APRIL 24, 2010

For details, visit www.savta.org or contact us at 800.532.2562 or convention@savta.org.

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Get a mix of safes in to start off 2010... We will help You Sell More Safes.

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"ALOA's success depends on member participation. And as a member, you have a voice in how we move forward."

Let Your Voice Be Heard

Overcharging. Billing for unnecessary services. Intimidation tactics. Scammers are the single biggest problem for locksmiths in the U.S., as their disreputable business practices tarnish the industry's reputation and put consumers at risk. Unfortunately, the way current ALOA bylaws are written does not allow us to refuse membership to these companies.

With the help of our legal counsel, the board has drafted changes to our bylaws where our Code of Ethics is included. No person shall be eligible for membership if he or she has been convicted of any crime involving fraud, dishonesty or breach of trust; has used professional skills, training or expertise in a manner that compromises the safety or security of customers or the general public; has used deceptive or false advertising; has conducted business in a deceptive manner; has failed to be licensed or registered in a state with such requirement; or has violated any of these Bylaws, the corporation's Code of Ethics or any rule of the corporation.

Being an ALOA member means companies are qualified, reputable and ethical. Keeping scammers out of our association is critical. Ratifying the proposed changes on the ballot will keep these companies from reaping the benefits ALOA membership offers while giving you the competitive advantage needed in today's marketplace.

We have clarified requirements for reinstatement and termination of membership, added a section for international membership, and increased qualifications for allied, associate and active membership.

For all the details on the proposed bylaws changes, turn to page 19. ALOA's success depends on member participation. And as a member, you have a voice in how we move forward. By ratifying the changes you want to see made, your voice can be heard.

Hans Mejlshede, CML,
President

KEYNOTES

JANUARY 2010 VOLUME 56/ISSUE 01

ALOA STAFF

Executive Director
David Lowell, CAE, CML
david@aloa.org

Legislative Manager
Tim McMullen, JD, CAE
tim@aloa.org

Comptroller
Kathy Romo
kathy@aloa.org

IT & Website Administrator
David Sullivan
dsullivan@aloa.org

Director of Marketing and Communications
Ellen R. McEwen
ellen@aloa.org

Meetings & Convention Manager
Jo Anne Mims
joanne@aloa.org

Membership Service Manager
Mary A. May
mary@aloa.org

ALOA Technical Manager
Bob Stafford, CML
bob@aloa.org

Creative Designer
Rose Ellen DeSimone
roseellen@aloa.org

Meetings & Conventions Assistant
Karen Lyons

Membership Service Coordinator
Kevin Wesley

Finance Assisant
Joyce Nixon

Receptionist/Member Service Specialist
Gloria Miller

Training and certification Coordinator
Kerry Eppler

Production Coordinator
John Storton

EDITORIAL ADVISORY BOARD

Tom Demont, CML, AHC, CFL, CMIL

William Lynk, CRL

Greg Parks, CRL

Lloyd Seliber, CML

EXECUTIVE BOARD

President
Hans Mejlshede, CML
011 453 539 3939
president@aloa.org

Secretary
John Soderland, CML, CMST, CIL
(414) 327-5625
secretary@aloa.org

Directors, Northeast
Tom Foxwell, Sr., RL
(410) 206-5772
nedirector@aloa.org

Robert "Bobby" DeWeese, CML, CPS
(410) 285-0101
nedirector@aloa.org

Directors, Southeast
Jim Wiedman, CML
(615)773-6115
sedirector@aloa.org

Dallas Brooks
(334) 826-8990
sedirector@aloa.org

Directors, North Central
William J. Smith, RL
(920) 893-5282
ncdirector@aloa.org

Guy Spinello, RL
(815) 394-1000
ncdirector@aloa.org

Director, South Central
Harry L. Sher, CML, CPS
(479) 285-7364
scdirector@aloa.org

Directors, Southwest
Greg Parks, CRL
(858) 271-1155
swdirector@aloa.org

Gordon Racine, CML
(719) 384-4707
swdirector@aloa.org

Director, Northwest
Keith E. Whiting, CML, CFL
(360) 601-5656
nwdirector@aloa.org

Director, International
Takashi Kuwana, CRL
(Japan) 087-749-1119
intdirector@aloa.org

Director, Associate
Tom Demont, CML, AHC, CFL, CMIL
(724) 969-2595
asdirector@aloa.org

Non-Voting Director
Clyde T. Roberson, CML, AHC, CPP
(540) 380-1654

Trustees

Ken Kupferman, CML, CPS
(813) 232-7600
trustees@aloa.org

Robert E. Mock
(856) 863-0710
trustees@aloa.org

Additional contact information for the ALOA Board is available on the ALOA Web site at www.aloa.org or by contacting the ALOA office at 3500 Easy Street, Dallas, Texas 75247. Phone: (800) 532-2562; Fax: (214) 819-9736 E-mail: aloa@aloa.org

PAST PRESIDENTS

• 2007-2009 Ken Kupferman, CML, CPS • 2005-2007 Robert E. Mock • 2003-2005 William Young, CML, CPS • 2001-2003 Randy Simpson, CML • 1999-2001 John Greenan, CML, CPS • 1997-1999 Dallas C. Brooks • 1995-1997 David Lowell, CML, CMST • 1993-1995 Breck Camp, CML • 1991-1993 Henry Printz, CML • 1989-1991 Evelyn Wersonick, CML, CPS • 1987-1989 Leonard Passarell, CPL • 1985-1987 Joe Jackman, CML • 1983-1985 Stanley Haney, CPL • 1981-983 Louis LaGreco, CPL • 1979-1981 John Kerr, RL • 1977-1979 Clifford Cox, CML • 1974-1977 Charles Hetherington • 1972-1974 Gene Laughridge • 1970-1972 William Dutcher, RL • 1968-1970 Constant Maffey, RL • 1966-1968 Harold Edelstein, RL • 1964-1966 William Meacham • 1962-1964 Robert Rackliffe, CPL • 1960-1962 Edwin Toepfer, RL • 1956-1960 Ernest Johannesen

Mission Statement: The Associated Locksmiths of America, Inc. is dedicated to enhancing the professionalism, education and ethics among locksmiths and those in related sectors of the physical security industry. With approximately 8,000 members in the United States, Canada and the free world, ALOA is poised to help members obtain the knowledge, strength and confidence to perform their role in the physical security field with pride and dignity. But it is only through active involvement and participation that ALOA can fully achieve its potential and help members to achieve theirs.

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KEYNOTES STAFF

Editor
Lisa Horn
(Gorman Foy Printing & Promotions)
editor@aloa.org

Publisher
Karen Foy
(Gorman Foy Printing & Promotions)

Ad Sales
Maria DeSimone
(JMD Publications & Advertising)
adsales@aloa.org

Creative Designer
Rose Ellen DeSimone
roseellen@aloa.org

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A New Decade, A Fresh Start

"As we make a fresh start in the new decade, it's time to seize opportunities and prepare for sales growth and profitability."

To say 2009 was challenging is an understatement. The effects of the recession could not be escaped, with our industry suffering a 25- to 30-percent reduction in security hardware sales. While there seems to be some economic relief, recovery always takes longer than expected—or desired.

Day by day, however, optimism is overtaking the gloom. As we make a fresh start in the new decade, it's time to seize opportunities and prepare for sales growth and profitability.

Today, strengthening the value perception between a company and its customers is more important than ever. Consumers will resume buying security hardware and services, albeit more carefully.

Regardless of economic conditions, nothing beats personal, hands-on connections with customers. Maintaining contact and continually surveying what matters to them is especially important.

An increasingly powerful and cost-efficient means for building and strengthening customer connections is through social media tools such as Facebook and LinkedIn. Additionally, blogs have proven their potency as a marketing tool; studies show they boost website visits by more than 50 percent. In another social media survey, 45 percent of respondents said they have decided to purchase an item after seeing it on a blog.

E-mail marketing is also well suited for an environment in which marketing resources are limited. And if your business model includes light commercial or residential customers, Twitter is an effective way to highlight your products and services, showcase your expertise and connect with others who have opted-in to follow you.

In addition to traditional marketing strategies, find ways to put a new spin on your offerings. Retail locations can host special events such as in-store demonstrations of new products or weekend sidewalk sales. Rearrange merchandise to update the customer experience. Offer rebate programs that repeatedly bring customers back. What additional strategies are you incorporating into your 2010 business plan? I'd like to hear from you so that fellow members can benefit from your experience.

David M. Lowell, CAE, CML

David M. Lowell, CAE, CML
Executive Director

Return On Investment

Make the most of your annual dues by using these top member benefits.

It's a new year. Make the most of it by saving time—and money—by taking advantage of these top ALOA member benefits:

• Combat Scammers
Scammers are one of the biggest challenges our industry faces today. To combat the problem, ALOA has developed three programs you can incorporate into your business today:

1. Get Yellow
By participating in the ALOA Branded National Yellow Pages Program, a partnership with TMP, members have the opportunity to further differentiate themselves from scammers. The partnership provides the ad space needed to educate consumers on the advantages of using an ALOA member and the space needed to identify ALOA members in the Yellow Pages directory coverage area. For details, see the complete story in October *Keynotes* (page 6) or the 2010 membership renewal notice (which included insertion orders for the two largest yellow page directories in your zip code). Webinars will also be available again this year; check www.aloa.org for the schedule. For questions or to get started, contact us at ALOAyellowpages@aloa.org.

2. Be Found
Make sure new customers can find you—and know you are reputable. Update your company information in FindALocksmith.com, the newly designed public search engine. The website is intuitive, so log on and follow the prompts. Additional information and instructions for getting started are featured in the November/December issue of *Keynotes* on page 7.

3. Be Seen, And Heard
Promote ALOA Public Service Announcements (PSAs) to your local radio and television stations to help consumers recognize "locksmiths you can trust" through the use of FindALocksmith.com. For more information, contact media@aloa.org.

• Get Educated
What's the most important reason why consumers select a service company? Customer service. Keep your customer service skills up-to-date through ALOA's partnership with The Telephone Doctor, America's premier provider of online customer service training programs, at www.ServiceSkills.com. To get started with one of the 22 courses offered, e-mail ellen@aloa.org to receive instructions, fee schedule and registration code.

• Stay Informed
ALOA's Weekly Electronic Newsletter delivers industry news directly to your inbox every Thursday. All you need is a unique e-mail address to receive it. To sign up, e-mail membership@aloa.org to update your member profile.

• Source Effectively
The Ultimate Guide for Security Professionals, an online supplier directory, can help you find that needed part or service. Log on 24/7 at www.aloa.org and click on the directory link in the bottom left corner.

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Price Check

Renew your ALOA membership today—and save.

To continue benefiting from your ALOA membership, you must renew. And if you're like many members, the economy continues to be a concern. But you can keep your membership dues low. Check out these three options to managing your dues rates:

1. Go Green; Save Green
Elect to receive all ALOA communication, including *Keynotes*, electronically and you can lock in your annual dues at the 2009 rate of $130.
(New $30 assessment fee will be applied to all U.S. member dues.)

2. Pay In Advance
Eliminate any dues increases and assessment fees by paying three years of membership dues in advance, and you'll be covered through December 31, 2013.

3. Become A Lifetime Benefactor
Don't miss out on any ALOA member benefit. Apply for the ALOA Lifetime Benefactor Program, and you can lock in today's membership dues for the rest of your life.

Don't miss this opportunity to take advantage of savings programs. If you haven't received your 2010 membership dues renewal notice, contact membership@aloa.org.

New Name, Schedule, For Security Professional Conference & Expo

Salt Lake City, Utah-based Intermountain Lock & Security Supply has changed the name of the Security Professional Conference & Expo to the IML Expo.

For more information, visit www.imlss.com.

Ellen McEwen is ALOA's director of marketing and communications. Reach her at ellen@aloa.org.

In Memoriam

- **Charles M. Angelroth, RL**
  July 29, 1923 – November 8, 2009

- **Merrill Hoffman, CRL**
  November 22, 1934 – November 30, 2009

Merrill Hoffman, owner of Santa Barbara Locksmiths, Inc., died on November 30, 2009, after a brief illness. He was 75. Hoffmann was born in Massachusetts in 1934 and married Arlene Witkowski in 1954.

After a 20-year naval career, Hoffman put his mechanical and electronic skills to work at Santa Barbara Locksmiths where he did an apprenticeship and eventually became a master locksmith. In 1981, he purchased the company from Milton Schmerzler.

Hoffman was a past chairman of the Santa Barbara Chapter of the American Society for Industrial Security and a member of the Associated Locksmiths of America, the Safe & Vault Technicians Association and the National Safeman's Organization.

He is survived by his daughter, Linda Najera of Prescott Valley, Arizona; his son, Glenn Hoffman of Santa Barbara; and a granddaughter, Shauna Hoffman of Santa Barbara.

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ALOA Attends Fall Shows In Massachusetts, Maryland

ALOA Northeast Directors Bobby DeWeese, CML, CPS and Tom Foxwell, Sr., RL, hit the road last fall to attend the Yankee Security Conference & Tradeshow, October 21-25, 2009, in Sturbridge, Massachusetts, and the Clark Security Products Security Expo, November 2-6, 2009, in Baltimore, Maryland. Both events featured education seminars, industry certification exams, tradeshow exhibits—and ALOA prize drawings.

During the Yankee Security Conference & Tradeshow, a drawing was held and three prizes were awarded:

- Winner of Seven Day ALOA Convention Package: **Charles Stuttig** of Greenwich, Connecticut-based Safe Specialists LLC
- Winner of *TruCenter—The Harry Miller Story* by A. M. Davis: **Ronald R. Smith, CPL, CPS**, of La Fargeville, New York-based Advance Safe & Lock
- Winner of *Fundamentals of Master Keying* by Jerome Andrews, CML: **Vince Chestnut, CRL**, of East Hampstead, New Hampshire-based Alpha Locksmith

During the Clark Security Products Security Expo, **Lary Engle, CML**, of Lancaster, Pennsylvania-based Wizard Lock & Safe Company, was the winner in the drawing for a Seven Day ALOA Convention Package.

Both winners of the Seven Day ALOA Convention Package receive access to the complete menu of education courses during the convention as well as admission to the tradeshow portion of the event—a value of $795 at the member rate.

See Your Chapter In Print
What's happening in your chapter or affiliate? From tradeshows and education seminars to networking events or special recognition, Keynotes wants to know about it. Contact editor@aloa.org to submit your chapter and affiliate news—and see yourself in print.

Charles Stuttig, Greenwich, Connecticut-based based Safe Specialists LLC, receives the Seven Day ALOA Convention Package prize from Bobby DeWeese, CML, CPS, ALOA northeast director, during the Yankee Security Conference & Tradeshow.

NORTH CAROLINA LOCKSMITH'S ASSOCIATION

2010 Regional Security Trade Show
Saturday, February 13th
Charlotte, NC

Prizes! Tools & Equipment! The Latest Products!

π

Trade Show 9am-1:30pm Free classes 2pm-4pm
Renaissance Charlotte Suites Hotel
2800 Coliseum Centre Drive - 1-800-HOTELS-1

π

$20 admission
($5 off with proof of membership in any recognized locksmith association)
Free for NCLA members!

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During the Clark Security Products Security Expo, Lary Engle, CML, of Lancaster, Pennsylvania-based Wizard Lock & Safe Company, was the lucky winner of a Seven Day ALOA Convention Package, presented by Bobby DeWeese, CML, CPS, ALOA northeast director.

Oklahoma Master Locksmith Association
www.omla.com

February 5
OMLA 40th Anniversary Celebration
With special guest Oklahoma Lt. Gov. Jeri Askins as keynote speaker
6 pm - midnight
Biltmore Hotel
Oklahoma City, OK

February 6
OMLA Distributor's Show
9 am – 4 pm
Oklahoma City, OK

Texaslocksmiths.org
Dave McOmie Penetration Party
Ken Foo Electronic Safe Locks
Texas Locksmiths Association
1-877-TLA-INFO (852-4636)
2010 Annual Convention/Security Expo
March 17th, 18th, 19th, 20th & 21st
Plano Texas
Register Now!
Wednesday 17th
9:00 am - 5:30 pm
Financial Management
Investigative Locksmithing
Pure Auto (Domestic)
Basic Electricity
Defense Against Methods of Entry
Impressioning
Safe Moving (Rolland's)
Thursday 18th
9:00 am - 5:30 pm
Financial Management
Investigative Locksmithing
Pure Auto (Key Generation)
Electronic Safe Lock
IR Electrified Hardware
Defense Against Methods of Entry
Safe Penetration Party
Remotes & Transponders
Business of Doing Business/Srv Call Management/Collecting your Money
Friday 19th
9:00 am - 5:30 pm
Business Planning
Investigative Locksmithing
Pure Auto (Transponders)
Electronic Safe Lock
Basic Web Design
Access Control
CC TV
Safe Penetration Party
Master Keying
Security Expo March 20th
Investigative Forensic Locksmithing
Lockmasters Pure Auto
Texaslocksmiths.org

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FEBRUARY 2010

MON 1 – WED 3	ASIS International – 4th Asia-Pacific Security Conference Sydney, Australia www.asisonline.org
WED 3 – FRI 5	IML Expo Scottsdale, AZ www.imlss.com
SAT 13	2010 North Carolina Regional Security Tradeshow Charlotte, NC www.northcarolinalocksmithassociation.com

MARCH 2010

THURS 4 – SUN 7	Hans Johnsen Show Dallas, TX www.hjc.com
FRI 5	**ALOA Special Membership Meeting** **Dallas, TX - www.aloa.org** **Members are welcome to attend.** **Please RSVP to joanne@aloa.org.**
WED 10 – SAT 13	Clark Security Products Midwest Regional Security Expo and Educational Conference Northbrook, IL www.clarksecurity.com
THURS 11 – SAT 13	IML Expo Los Angeles, CA www.imlss.com
TUES 16 – SUN 21	2010 Texas Locksmith Association Security Expo Plano, TX www.texaslocksmiths.org
THURS 18 – SAT 20	2010 IDN Hardware Sales, Inc. Tradeshow and Security Conference Novi, MI www.idnhardware.com
TUES 23 – FRI 26	ISC West Las Vegas, NV www.iscwest.com

APRIL 2010

FRI 9 – SUN 11	**ALOA Spring Board Meeting** **Roanoke, VA** **Members are welcome to attend.** **Please RSVP to joanne@aloa.org.**
WED 14 – FRI 16	ISC Brazil Sao Paulo, Brazil www.isc.com
SUN 18 – WED 21	ASIS International – 9th European Security Conference Lisbon, Portugal www.asisonline.org
MON 19 – SAT 20	**SAFETECH 2010** **Convention & Tradeshow** **San Diego, CA** **www.savta.org**

MAY 2010

WED 12 – SAT 15	Clark Security Products Eastern Regional Security Expo and Educational Conference Florence, IN www.clarksecurity.com

JUNE 2010

WED 23 – FRI 25	IML Expo Denver, CO www.imlss.com
WED 23 – SAT 26	Clark Security Products Northwest Regional Security Expo and Educational Conference TBD – San Francisco Area www.clarksecurity.com

AUGUST 2010

SUN 1 – SUN 8	**54th Annual ALOA** **Convention & Security Expo** **Orlando, FL** **www.aloa.org/convention**
WED 18 – FRI 20	IML Expo Salt Lake City, UT www.imlss.com

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UPCOMING ACE CLASSES

February 1 - 6, 2010
Dallas, Texas
ALOA Training Center
ALOA Education
800-532-2562x104
Six-Day Basic Locksmithing Course
www.aloa.org/education
education@aloa.org

February 20 - 21, 2010
Montgomery, Alabama
Alabama Locksmiths Association
205-338-1150
Comprehensive Access Control
w/L-40 PRP
http://www.locksmithala.org
locksmithala@gmail.com

February 20, 2010
Lavonia, Michigan
Locksmiths Security Association
Marc A. Dearing, CRL
810-603-4100
Professional Impressioning
Techniques
marcdearing@marxlocksmith.com

March 10 - 13, 2010
Northbrook, IL
Clark Security Products
Stephanie, Parrott
859-425-3325
Transponders From A to Z
Defense Against Methods of Entry
Automotive Key Generation
Electronic Safe Lock Servicing
Defense Against Methods of Entry
www.clarksecurity.com

March 16 - 21, 2010
Plano, Texas
Texas Locksmiths Association
Rick Milliorn, CRL, CPS
915-821-3212
Basic Electricity
CCTV
http://www.texaslocksmiths.org
rick@hasslefreelocksmith.com

March 22 - 27, 2010
Hagerstown, Maryland
Hagerstown Community College
Cynthia Hull
301-790-2800x520
Six-Day Basic Locksmithing Course
http://www.hagerstowncc.edu
hullc@hagerstowncc.edu

April 17 - 18, 2010
Huntsville, Alabama
Alabama Locksmiths Association
205-338-1150
Comprehensive Access
Control w/L-40 PRP
http://www.locksmithala.org
locksmithala@gmail.com

April 19-24, 2010
San Diego, California
2010 SAFETECH CONVENTION
ALOA Education
800-532-2562x104
education@aloa.org

April 24, 2010
Grand Island, Nebraska
Nebraska Chapter of ALOA
Elmer Howard 402-676-8973
Tubular Key Lock Cylinder
Servicing w/L-12 PRP
safeman@cox.net

May 12-15, 2010
Florence, Indiana
Clark Security Products
Stephanie Parrott
859-425-3325
www.clarksecurity.com

May 17 - 22, 2010
Dallas, Texas
ALOA Training Center
ALOA Education
800-532-2562x104
Six-Day Basic Locksmithing Course
www.aloa.org/education
education@aloa.org

June 1, 2010
San Francisco, California
Clark Security Products
Stephanie Parrott
859-425-3325
www.clarksecurity.com

June 12, 2010
(TBD), **Michigan**
Locksmiths Security Association
Marc A. Dearing, CRL
810-603-4100
Keyless Mechanical Locks
w/L-20 PRP
marcdearing@marxlocksmith.com

June 26 - 27, 2010
Foley, Alabama
Alabama Locksmiths Association
205-338-1150
Comprehensive Access
Control w/L-40 PRP
http://www.locksmithala.org/
locksmithala@gmail.com

July 17, 2010
Norfolk, Nebraska
Nebraska Chapter of ALOA
402-676-8973
Safe Lock Servicing &
Troubleshooting

August 1 - 8, 2010
Orlando, Florida
ALOA 53rd Annual
ALOA Education
800-532-2562x104
70 full day & 40 half day classes/
seminars
Convention & Security Expo
education@aloa.org

Sept 13 - 18, 2010
Dallas, Texas
ALOA Training Center
ALOA Education
800-532-2562x104
Six-Day Basic Locksmithing Course
www.aloa.org/education
education@aloa.org

October 2 - 3, 2010
Birmingham, Alabama
Alabama Locksmiths Association
205-338-1150
Comprehensive Access Control
w/L-40 PRP
http://www.locksmithala.org
locksmithala@gmail.com

UPCOMING PRP SITTINGS

January 9, 2010
Saturday
9 am
Secaucus, NJ
MLANJ
Ken Vitty, CPL, CFL
kvitfs@aol.com
732-237-0209

January 23, 2010
Saturday
6 pm
Lincoln, NE
Nebraska Chapter of ALOA
Ryan Andersen, CRL
cyber_monke@yahoo.com
402-328-3417

January 31, 2010
Sunday
8:30 am
Eagan, MN
Minnesota Chapter of ALOA
Dana Lee, CML
dana337@mac.com
612-229-5543

February 13, 2010
Saturday
9 am
Tampa, FL
FWCLA
Ken Kupferman, CML, CPS
ken@affordablelock.com
813-232-7600

March 21, 2010
Sunday
8 am
Novi, MI
IDN - Hardware Sales
Bonnie Weston

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APPLICANTS FOR MEMBERSHIP (AS OF DECEMBER 15, 2009)

ALABAMA
Birmingham
Terry W. Riley

Cullman
Shawn A. Self
Sponsor: Van D. Johnson, RL

CALIFORNIA
Camarillo
Scott D. Cohea
Sponsor: Matthew W. Byrd, CRL

COLORADO
Aurora
Jesus Miranda

Kenneth Price
Sponsor: Curtis N. Anderson

Fairplay
Amy M. Franck RL
Sponsor: Jerrold G. Antoon, RL, CPP

Thornton
Dana Hunt
Sponsor: Hilton Assin

CONNECTICUT
Waterbury
Charles S. Tooth
Sponsor: Tom Foxwell Sr., RL

Woodbridge
Joe Portelinha

FLORIDA
Dunedin
John R. Maire, Jr.
Sponsor: Ken Kupferman, CML, CPS, CAL

Freeport
David L. Smith

Miami
Martin Fink
Sponsor: Robert J. Reynolds, CPL, CPS, CAL

Palm Coast
Shaun J. Collum
Sponsor: Robert J. Reynolds, CPL, CPS, CAL

FLORIDA cont'd
Panama City
Lloyd C. Kalka
Sponsor: Michael K. Yarberry, CML, CPS, CMS

GEORGIA
Dalton
Casey B. Amos
Sponsor: Michael D. Robinson, CRL

Tunnel Hill
Jeremy Robinson
Sponsor: David C. Wagner, CML, CPS

HAWAII
Honolulu
Jack Walker
Sponsor: Robert J. Reynolds, CPL, CPS, CAL

INDIANA
Evansville
Jon Wicker

Greenwood
Doug E. Drummond

LOUISIANA
Baton Rouge
Taquari Hatch

MASSACHUSETTS
Malden
Martha London
Sponsor: Bobby D. DeWeese, CML, CPS

North Billerica
David N. MacEachern
Sponsor: Tom Foxwell Sr., RL

Whitman
Bob Nesson
Sponsor: Tom Foxwell Sr., RL

Lawrence V. Roman
Sponsor: Tom Foxwell Sr., RL

MARYLAND
Columbia
Harwinder S. Athwal
Sponsor: Ken Steir

MICHIGAN
Lansing
Nathan A. Simon

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APPLICANTS FOR MEMBERSHIP (AS OF DECEMBER 15, 2009)

MISSISSIPPI
Jackson
Michael Szaroleta
Sponsor: Robert J. Reynolds, CPL, CPS, CAL

NORTH DAKOTA
Fargo
Robert J. Wold, CRL

NEW HAMPSHIRE
Hinsdale
Morris Klein

Portsmouth
Nathan Letourneau
Sponsor: Paul G. Letourneau

NEW JERSEY
Pemberton
Michael LaBar
Sponsor: Steven R. Myslik, CRL, CAL

NEVADA
Las Vegas
John P. Little

NEW YORK
Otego
G X. Cramatte
Sponsor: Tom Foxwell Sr., RL

OHIO
Marietta
Tad C. Wigal
Sponsor: Michael K. Yarberry, CML, CPS, CMS

PENNSYLVANIA
Lebanon
Wayne T. Barr Jr.

Myerstown
Benjamin T. Moser

PENNSYLVANIA cont'd
New Cumberland
Duane A. Rider II
Sponsor: James F. Barry, CRL

TENNESSEE
Cordova
Jerry D. Ellis
Sponsor: Glen I. Davies, CPL

TEXAS
Pasadena
David Lewis

Pearland
James D. Leonard

VIRGINIA
Ashburn
Rob McCreery
Sponsor: Andrew A. Edmunds, CML, CPS

WASHINGTON
Lynden
Brent Nonhoff, CRL
Sponsor: Dean S. Christensen

WISCONSIN
Chippewa Falls
Janell M. Briggs
Sponsor: Kenneth W. Briggs

Eagle
Brian A. Sinkoff, RL
Sponsor: Jerrold G. Antoon, RL, CPP

INTERNATIONAL

GREAT BRITAIN
Crawley
Scott Kitterringham

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.

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ALOA

Scholarship Foundation

Who is ASF?

The ALOA Scholarship Fund was established in 1978 and overseen by the ALOA Scholarship Committee. This committee was comprised of members of the ALOA Board of Directors, with Stanley C. Haney, CPL serving as its first Chairman.

In 1993 the ALOA Scholarship Foundation, or ASF was incorporated as an independent, non-profit 501(c)(3), tax-exempt, educational corporation. The purpose of this foundation is to provide funding for locksmith educational programs and assistance to individuals who wish to pursue a career in locksmithing.

Is the ASF affiliated with the ALOA organization?

The ASF board operates independently from the ALOA board of directors, however progress reports are provided to the ALOA board as a courtesy, on fundraisers and scholarships awarded.

The ALOA board of directors elects the ASF board of directors based on recommendations from the ASF board. The ASF board elects their own officers and operates independently of the ALOA board.

Who may be board members?

The board may be anyone within the industry that is willing to volunteer time and resources to the betterment of the foundation. This may include but is not limited to professional locksmiths, manufacturers and distributor representatives/ employees.

How do you raise funding for the foundation?

The ASF Board holds fund raising events at conventions although this is beneficial it is not enough to sustain the cause.

In 2008 the ALOA Open Golf Tournament raised $13,000 for the foundation. We also depend on donations from manufacturers, distributors and locksmiths.

This year, we plan to launch an e-bay type of auction. We are requesting donations from manufacturers, distributors and locksmiths. The donations can be in the form of collectibles, products, equipment and anything that industry personnel would be interested in bidding on. Did I mention that donations are tax deductible!

What types of scholarships are awarded?

Assistance is not limited to the educational training and classes provided by ALOA however ALOA does have an impressive history in locksmith education. The independent ASF board encourages locksmiths to apply for funding for industry related education that meets the educational criteria of the ASF Board. The independent ASF board encourages locksmiths to apply for funding for industry related education that meets the educational criteria of the ASF Board.

The number of scholarships that can be awarded is based on our available funds however, these could be a full convention educational package, a limited package for classes only or portions of a locksmith educational program offered by other facilities.

In 2008 the ALOA Scholarship foundation provided assistance to eleven aspiring locksmiths/safe technicians that would otherwise not have had the ability to attend continuing educational programs.

If you would like to know how individuals or your businesses could help secure the industry's future and that of a dedicated individual, please contact any board member or the ALOA Headquarters. Remember that donations in the form of cash and products are acceptable.

For those wishing to apply for a scholarship, forms are available from the Education page of the ALOA web site by clicking on the Scholarship Information link, or by contacting the ALOA office. Applicants are reviewed based on character, aptitude skills, and financial needs. Individuals that apply must demonstrate a commitment to the industry and a desire to pursue a career in locksmithing.

ALOA *Scholarship Foundation*
3500 Easy Street
Dallas, TX 75247-6416
P-214-819-9733
F-214-819-9736
www.securityscholarship.org

ALOA Scholarship Foundation, Inc.

An independent, educational, non-profit 501 (C)(3) tax-exempt corporation – Federal Tax ID # 75-2478220
Headquarters Office • 3500 Easy Street • Dallas, Texas 75247-6416 • 214/819-9733 • FAX 214/819-9429

SCHOLARSHIP APPLICATION

Please print or type

NAME_____ PRP/STPRP LEVEL_____ ALOA/SAVTA# _____

HOME ADDRESS_____ CITY_____ STATE ____ ZIP_____

HOME PHONE _____ DOB_____/_____/_____

EDUCATIONAL LEVEL _____(YEARS) DEGREE, IF ANY _____

EMPLOYER_____ SUPERVISOR'S NAME _____

WORK ADDRESS_____ CITY_____ STATE___ ZIP_____

WORK PHONE_____ FAX_____

EMAIL: _____ @ _____

POSITION_____ FULL TIME__ PART TIME__ TAKE HOME PAY_____ per_____

LENGTH OF TIME IN LOCKSMITHING_____ MEMBERSHIP IN TRADE ASSOCIATIONS (List by name)_____

_____

MARITAL STATUS_____ NUMBER OF DEPENDENTS_____ HOUSEHOLD ANNUAL GROSS INCOME_____

CLASSES DESIRED_____ DATE OF CLASSES_____

ORGANIZATION SPONSORING CLASSES: ALOA_____ SAVTA_____ OTHER_____

LOCATION _____

If granted an ALOA Scholarship, will you be able to pay for your own air travel/transportation and hotel accommodations? c Yes c No
If no, please explain (use another sheet if necessary): _____

_____

ALOA Scholarships are granted to selected individuals desirous of entering the locksmithing field or to selected individuals already in the locksmithing field who wish to improve their professional skills through education. The ASF Selection Committee on an objective and nondiscriminatory basis will review applications. The Selection Committee shall hold all materials and information pertaining to the applicant's financial status and background in strict confidence. Applications for non-convention classes must be received 60 days prior to the date of the non-convention class desired and will be reviewed as they are submitted. Scholarships for classes at the SAVTA or ALOA convention will be awarded each year preceding the convention and must be received 90 days prior to the event requested.

Please include with this form a letter stating: your reason for applying for a scholarship, what you plan to do with the knowledge you obtain and any other information you feel may be helpful to the Scholarship Board in making its decision. In addition, attach three letters of reference from individuals who have personal knowledge of your background and character. The letters should contain their names, addresses and phone numbers. It is helpful if at least one of these references is an ALOA or SAVTA member. All scholarship recipients will be required to provide a 3" x 5" photograph.

APPLICATION CHECKLIST

Only complete applications will be considered for scholarships. An application is considered incomplete unless ALL of the requested information is received before the deadline: 90 days for SAVTA and ALOA convention OR 60 days prior to the non-convention classes. Please send this application after checking off each of the items below.

___ I have filled in each blank on this form.
___ I have written and enclosed a letter explaining my reason for applying.
___ I have enclosed three letters of reference.
___ I am submitting 90 days prior to the SAVTA or ALOA convention classes OR 60 days prior to the date of another scheduled ACE class or seminar.
___ I have enclosed a 3" x 5" photograph.

CERTIFICATION OF APPLICANT

I certify that the information contained herein, and all supplemental forms are complete and correct to the best of my knowledge. I further certify that if I am selected as a scholarship recipient I will use the knowledge gained for the improvement, development and advancement of the locksmithing profession. Also, if asked by an authorized ASF official, I agree to give proof of the information that I have given on this application. I also understand that this proof may include copies of my previous year's Federal Tax Return. I also understand that if no proof is given when requested, I may not receive an ALOA Scholarship Award. I understand that this application is valid only for the event/class specified and is not transferable.

Signature_____ Date_____

Please send all completed applications to The ALOA Scholarship Foundation at the address at the top of the page.

Revised 09/2007

Michael Groves, vice president of Arlington, Virginia-based FedLock, Inc., along with Tyrone Fendall, security technician, and Brian Cameron, retail manager, accept the Best Lock Shop In The World 2009 award from Tom Foxwell, Sr., RL, ALOA's northeast director.

Best Lock Shop In The World 2009

Michael Groves explains how FedLock has evolved in the 20 years since it's founding, the secrets to his success and what he sees for the future of the locksmith industry.

By Tom Foxwell, Sr., RL

Twenty years ago, Michael Groves left his job as a commodities trader on Wall Street to join his brother, Pete, to start Arlington, Virginia-based FedLock, Inc. Their initial focus was on government jobs supplemented with residential work, which they built from Yellow Page ads and running calls 24/7. In the mid-1990s, the business began migrating toward the commercial clients that now comprise the company's core business.

FedLock joined ALOA in the 1990s, and Groves has sponsored more than 70 individuals for membership, putting him in the top 10 ALOA members who sponsor others.

Today, Groves serves as vice president and has seen many changes since entering the industry in 1989, most notably in how quickly IT has become embedded in physical security. But what he enjoys most is the appreciation that flows from his clients and working as part of a team who cares about what they do—and who are truly good at it.

TF: What was one of your first big security jobs and why is it memorable?
MG: Early on, Pete and I did a big Medeco installation at the old ATF Headquarters on Massachusetts Avenue NW. It was an after-hours job, and the ATF guys showed us around—including the rooms where confiscated weaponry was kept. Talk about some off-the-hook stuff...

TF: Very memorable—and unusual. What other unusual locksmith jobs have you encountered, and how did you handle these situations?
MG: Being in the Washington, DC region, there is rarely a dull moment. Since we have federal

> "Don't retain bad, abusive clients. They ruin your employees, and the money received from an abusive client is never worth the cost to your team's morale."

"For locksmiths of any size to be successful in the future, we must not only understand the language of the client but speak it as well."

TS clearances, however, many of the really interesting jobs we are literally not permitted to discuss. One I can share was changing the locks for a well-known, 60-something senator who was in the middle of a sex scandal. His office allegedly employed stunning young women who weren't very good typists. As expected, he denied the accusations. When I arrived at his home, however, a young, model-esque woman was sitting on his sofa—in a bathrobe. The senator laughed and winked at me, never saying a word about her.

But the most unusual job occurred during 9/11. One of our clients was located in the Pentagon along the western wedge that was directly hit by the jet. He called us sobbing, as he was finding FedLock Medeco high-security keys amongst the wreckage and was unsure to whom the keys belonged...because the people were missing. The next day, while the Pentagon was still smoldering, Pete went to the Pentagon and spent hours assisting the client in securing doors in the section next to the wreckage. Upon returning, he was quiet for a long time. That dreadful day will always be part of our lives in a very personal way.

TF: What have you learned from these unusual jobs as well as the routine tasks that can benefit locksmith business owners in helping their companies prosper and grow?
MG: First, realize this is a customer service business, and it is essential to always be a professional. Listen more than talk and maintain a position of "the answer is always yes." Finally, don't retain bad, abusive clients. They ruin your employees, and the money received from an abusive client is never worth the cost to your team's morale.

TF: For someone just starting a locksmith business, what recommendations would you make to ensure success?
MG: It's all about human resources. Invest and reinvest in training. At FedLock, we're known for our always-on approach to training and our mantra of "product knowledge is everything." Take seminars, classes and webinars. Ask questions and learn from every job. And before making any significant decisions, listen to others in your organization. They most likely will have another perspective.

TF: What is the biggest obstacle facing security professionals today?
MG: Installation and service of physical security in this part of the world, strangely enough, has a low barrier to entry. Combine this with certain clients who are only concerned with the balance sheet's

bottom line, and you have a recipe for firms and/or individuals who aren't qualified to perform the work. Phony and unskilled locksmiths are a real a problem because they put us all in a bad light. Even though the state of Virginia just received DCJS regulations in terms of locksmiths, it is still relatively easy for scammers to set up shop in Maryland and DC.

TF: What methods have you incorporated into your day-to-day business that demonstrates your professionalism and level of experience to your customers?

MG: As I mentioned, product knowledge and client service are very important to us. So, we do frequent role-playing with our technicians and operations personnel so they will always know how to get any answer for clients' questions. We also have a proactive, in-house technical ratings program, all of our folks are assigned readings on marketing aspects and FedLock managers attend training sessions on management.

Additionally, our retail shop is spotless and is stocked with items for sale that our clients want. Our road vehicles are kept dent-free, in good repair and identified with professional signage. Our people look professional, and we always present marketing packages to our clients and prospects.

TF: How do you see the future of security and where we are headed in today's technological age?

MG: There will always be a place for firms that can repair or replace doors and frames for commercial properties. However, physical security for commercial property management has moved into electronic systems. As a result, more IT professionals are now involved in the physical security decision-making process. For locksmiths of any size to be successful in the future, we must not only understand the language of the client but speak it as well.

Tom Foxwell, Sr., RL, is northeast director of ALOA.

PROPOSED BYLAWS CHANGES OF ASSOCIATED LOCKSMITHS OF AMERICA, INC.

Dear ALOA Members:

As outlined in my Presidential Viewpoint this month, the Associated Locksmiths of America, Inc. (ALOA) Bylaws, Article X, designate that these Bylaws may be altered, amended or repealed, and new Bylaws may be adopted, by a majority of the directors present at any regular meeting or at any special meeting, provided that at least 15 days written notice is given of the intention to alter, amend or repeal, or to adopt new Bylaws at such meeting and, provided further, that any such alteration, amendment, repeal or adoption is approved at a subsequent meeting of the voting members, who shall be given at least 30 days prior written notice of such proposed alteration, amendment or repeal.

The Bylaws allow voting by proxy, a procedure that will allow all members to participate in the ratification of the proposed Bylaw changes. A proxy allows you to authorize someone to vote for you at a meeting. As president, I have called a special membership meeting on March 5 at 10 am CST at ALOA Headquarters, 3500 Easy Street, Dallas, Texas. The purpose of this meeting is to ratify the proposed Bylaw changes. The ballot is in the form of a proxy, prepared for you to give specific instruction to the holder of the proxy. This will ensure that your vote is counted exactly as you desire. You must provide your name, member number and date, and you must sign the form. Failure to properly complete the proxy may result in your ballot being invalid.

Please vote by mail or fax the proxy as soon as possible. In order for your vote to count, the holder of your proxy, as designated, must be present at the meeting and have the properly completed proxy with him/her. This means your ballot must be received no later than 11:59 pm CST on March 4. You do not have to designate Mary May as your proxy. You may give your proxy to anyone else, but they must attend the special membership meeting on March 5 with your signed and dated proxy in hand.

Please participate in your Association. Your ballot is on page 26. Please refer to pages 22-25 for the current Bylaws of ALOA.

Sincerely,

Hans Mejlshede, CML
President

Proposed Bylaws Change #1

Article III, Section 1. Classes of Members:

Currently reads:
"Section 1. Classes of Members. The corporation shall have eight classes of membership: Active, Probationary, Retired, Life, Allied, Associate, Honorary and Company."

Changed to read:
"Section 1. Classes of Members. The corporation shall have nine classes of membership: Active, Probationary, Retired, Life, Allied, Associate, Honorary, International Association and Company."

Adds new class of membership: International Association.

Proposed Bylaws Change #2

Article III, Section 1(a). Active Members:

Currently reads:

"Active Members. Persons who have been actively engaged in the locksmith/access control industry for a minimum of two years, have achieved one of ALOA's recognized program designations and can provide at least two of the following items:

1. Character reference from a member of the corporation or a local locksmith association;
2. Character reference from two locksmith/access control industry related sources;
3. Proof of employment in the locksmith/access control industry."

Changed to read:

"Active Members. Persons who have been actively engaged in the locksmith/access control industry for a minimum of two years, have achieved one of ALOA's recognized program designations and ~~can~~ provide ~~at least two of~~ the following items:

1. Character reference from a member of the corporation or a local locksmith association;
2. Character reference from two locksmith/access control industry related sources;
3. Proof of employment in the locksmith/access control industry."

This change requires that Active members provide all three items when in the past it was two of the three items.

Proposed Bylaws Change #3

Article III, Section 1(e). Allied Members:

Currently reads:

"Allied Members. Persons who have a position in the locksmith/access control industry that relates

to locksmiths, meet requirements 1 and 3 of Active membership, and can qualify for no other class of membership."

Changed to read:

"Allied Members. Persons who have a position in the locksmith/access control industry that relates to locksmiths, act in the best interest of the industry, be subject to the corporation's Code of Ethics and meet the following requirements:

Provide character reference from a member of the corporation or local locksmith association

Provide proof of employment in the locksmith/access control industry

Can qualify for no other class of membership

Membership and renewal shall be approved as determined by the Board of Directors."

This change brings Allied members under the same Code of Ethics as Active members. Membership and renewal approval is now determined by the Board of Directors.

Proposed Change #4

Article III, Section 1(f). Associate Members:

Currently reads:

"Associate Members. Firms that manufacture or distribute material or equipment, or provide services, for the locksmith/access control industry."

Changed to read:

"Associate Members. Firms that manufacture or distribute material or equipment, or provide services, for the locksmith/access control industry. Associate members shall act in the best interest of the industry and be subject to the corporation's Code of Ethics. Membership and renewal shall be approved as determined by the Board of Directors."

This change brings Associate members under the same Code of Ethics as Active members. Membership and renewal approval is now determined by the Board of Directors.

Proposed Bylaws Change #5

Article III, Section 1(i). International Association:

This sub-section does not currently exist.

Added to read:

"i. International Association. Organizations with ten or more members incorporated within and/or nationally recognized in any country other than the United States whose members are actively involved in the locksmith/access control industry. Membership and renewal shall be approved as determined by the ALOA Board of Directors. At least one member of the organization must be an Active member."

This addition allows international organizations to join ALOA and requires that one of its members be an Active member. Method of membership approval is determined by the Board of Directors.

Proposed Bylaws Change #6

Article III, Section 2. Eligibility: Admission of Members:

Currently reads:

"No person shall be eligible for membership if he or she has been convicted of any crime involving fraud, dishonesty or breach of trust. Applicants for all classes of membership (other than Life and Honorary membership) shall be admitted to membership upon the full and accurate completion of a membership application, certification by the applicant that he, she or it meets the relevant membership criteria and payment of applicable dues."

Changed to read:

"No person shall be eligible for membership if he or she has been convicted of any crime involving fraud, dishonesty or breach of trust; for using professional skills, training, or expertise in a manner that compromises the safety or security of customers or the general public; for deceptive or false advertising; for conducting business in a deceptive manner; failure to be licensed or registered in a state with such requirement; or for any violation of these Bylaws, the corporation's Code of Ethics or any rule of the corporation.

Applicants for all classes of membership (other than Life and Honorary membership) shall be admitted to membership upon the full and accurate completion of a membership application, certification by the applicant that he, she or it meets the relevant membership criteria and payment of applicable dues."

This change expands approval of membership to coincide with the same criteria as termination of membership in Section 6 of the Bylaws.

Proposed Bylaws Change #7

Article III, Section 4. Rights of Members:

Currently reads:

"Only Active, Probationary, Retired, Life, Associate and Company members shall have the right to vote, and each such member shall be entitled to one vote on each matter submitted to a vote of members. Only Life members and persons who have been Active members or Associate member representatives for the prior three years are eligible to serve as Officers and Voting Directors of the corporation. An Associate member shall notify the Secretary of its employee who shall be its designated representative to vote on behalf of the Associate member and be eligible to serve as an Officer or Director. A Company member shall notify the Secretary of its Active member employee who shall be its designated representative to vote on behalf of the Company member and be eligible to serve as an Officer or Director. Other employees of a company are not eligible to vote or serve as an Office or Director unless they hold individual voting memberships. All voting members and designated Associate and Company

member representatives are eligible to serve as Non-voting Directors."

Changed to read:

"Only Active, Probationary, Retired, Life, Associate, Company and International Association members shall have the right to vote, and each such member shall be entitled to one vote on each matter submitted to a vote of members. Only Life members and persons who have been Active members or Associate member representatives for the prior three years are eligible to serve as Officers and Voting Directors of the corporation. An Associate member shall notify the Secretary of its employee who shall be its designated representative to vote on behalf of the Associate member and be eligible to serve as an Officer or Director. A Company member shall notify the Secretary of its Active member employee who shall be its designated representative to vote on behalf of the Company member and be eligible to serve as an Officer or Director. Other employees of a company are not eligible to vote or serve as an Office or Director unless they hold individual voting memberships. All voting members and designated Associate and Company member representatives are eligible to serve as Non-voting Directors.

An International Association member shall notify the ALOA Secretary of its Active member who shall be its designated representative to vote on behalf of the International Association member and be eligible to serve as an Officer or Director. Other members of the International Association are not eligible to vote or serve as an ALOA Officer or Director unless they hold individual Active memberships."

This addition sets forth the rights of International Association members. They are allowed one designated voting member, who must be an Active member of the organization. That designee is also eligible to be elected as an Officer or Director of the organization. Active ALOA members of the International Association have the same voting rights as set forth in the first sentence of the current section.

Proposed Change #8

Article III, Section 6. Termination of Membership:

Currently reads:

"Membership in the corporation shall automatically terminate whenever a member is ninety (90) days in default of any dues, assessments or other financial obligations to the corporation. Membership in the corporation may be terminated by action of the Board of Directors for conduct deemed detrimental to the corporation; for conviction of any crime involving fraud, dishonesty or breach of trust; or for violation of these Bylaws, the corporation's Code of Ethics or any rule of the corporation. Termination by action of the Board of Directors shall be by at least a two-thirds vote at a meeting of the Board of Directors; provided, however, that prior to any such action, the member involved shall be given due notice and shall be entitled to a hearing before the Board of Directors. Any member who is terminated by the Board has the right to appeal the decision to the membership at the annual membership meeting. Such an appeal must be made in person, or by representative, and the corporation must be provided with a written notice of the intent to appeal that must be received no less than 30 days prior to the annual membership meeting. Termination of membership shall not relieve a member of any outstanding obligation to the corporation."

Changed to read:

"Membership in the corporation shall automatically terminate whenever a member is ninety (90) days in default of any dues, assessments or other financial obligations to the corporation. Membership in the corporation may be terminated by action of the Board of Directors for conduct deemed detrimental to the corporation; for conviction of any crime involving fraud, dishonesty or breach of trust; for using professional skills, training or expertise in a manner that compromises the safety or security of customers or the general public; for deceptive or false advertising; for conducting business in a deceptive manner; for failure to be licensed or registered in a state with such requirement; or for violation of these Bylaws, the corporation's Code of Ethics or any rule of the corporation. Termination by action of the Board of Directors shall be by at least a two-thirds vote at a meeting of the Board of Directors; provided, however, that prior to any such action, the member involved shall be given due notice and shall be entitled to a hearing before the Board of Directors. Any member who is terminated by the Board has the right to appeal the decision to the membership at the annual membership meeting. Such an appeal must be made in person, or by representative, and the corporation must be provided with a written notice of the intent to appeal that must be received no less than 30 days prior to the annual membership meeting. Termination of membership shall not relieve a member of any outstanding obligation to the corporation."

This change incorporates the general principles of the Code of Ethics into concrete actions that can be used as basis for terminating membership.

Proposed Bylaws Change #9

Article III, Section 7. Reinstatement:

Currently reads:

"A former member terminated by reason of default in the payment of dues, assessments or other financial obligations to the corporation may be reinstated by showing proof of qualification and paying all moneys due and owing to the corporation."

Changed to read:

"A former member terminated by reason of default in the payment of dues, assessments or other financial obligations to the corporation may be reinstated by showing proof of qualification as set forth in Article III and paying all moneys due and owing to the corporation."

This change brings the reinstatement of membership in line with admission of new members.

Adopted by the membership, June 10, 2005, at the Special Membership Meeting, held in Dallas, Texas.

BYLAWS OF ASSOCIATED LOCKSMITHS OF AMERICA, INC.

ARTICLE I

NAME

The name of the corporation shall be Associated Locksmiths of America, Inc.

ARTICLE II

NOT FOR PROFIT CORPORATE STATUS; PURPOSES

Section 1. Not For Profit. The corporation is organized under and shall operate as a New York not-for-profit corporation, and shall have such powers as are now or as may hereafter be granted by the New York Not-For-Profit Corporation Law, as amended.

Section 2. Purposes. The purposes of the corporation are those set forth in its Articles of Incorporation.

ARTICLE III

MEMBERS

Section 1. Classes of Members.
The corporation shall have eight classes of membership: Active, Probationary, Retired, Life, Allied, Associate, Honorary, and Company

a. Active Members. Persons who have been actively engaged in the locksmith/access control industry for a minimum of two years, have achieved one of ALOA's recognized program designations, and can provide at least **two** of the following items:

1. Character reference from a member of the corporation or a local locksmith association;
2. Character reference from two locksmith/access control industry related sources.
3. Proof of employment in the locksmith/access control industry.

b. Probationary Members. Persons who are undergoing training to qualify as an Active member, and have not received one of ALOA's recognized program designations at the time of joining. No person shall be a Probationary member for more than three years.

c. Retired Members. Persons who have been:

1. Active members for at least fifteen (15) years, have reached the age of sixty-two (62) and have withdrawn from active engagement in the locksmith/access control industry; or
2. Active members who have become disabled and have withdrawn from active engagement in the industry.

d. Life Members. Persons who are past Presidents of the corporation, or who have provided exceptional service to the corporation, as determined by at least a two-thirds vote at a meeting of the Board of Directors.

e. Allied Members. Persons who have a position in the locksmith/access control industry that relates to locksmiths, meet requirements 1 and 3 of Active membership, and can qualify for no other class of membership.

f. Associate Members. Firms that manufacture or distribute material or equipment, or provide services, for the locksmith/access control industry.

g. Honorary Members. Persons who have made a significant contribution to the locksmith/access control profession or the attainment of the corporations' objectives, as determined by at least a two-thirds vote at a meeting of the Board of Directors.

h. Company Members. Companies actively involved in the locksmith/access control industry that have more than one employee.

Section 2. Eligibility; Admission of Members.
No person shall be eligible for membership if he or she has been convicted of any crime involving fraud, dishonesty or breach of trust. Applicants for all classes of membership (other than Life and Honorary membership) shall be admitted to membership upon the full and accurate completion of a membership application, certification by the applicant that he, she or it meets the relevant membership criteria and payment of applicable dues.

Section 3. Renewal of Active Membership.
Active members must maintain their ALOA recognized program designation as required by the rules of such program in order to renew their membership.

a. Exemptions. The provisions of section 3 are effective on January 1, 2006. Active members are exempted from the requirement to achieve and maintain one of ALOA's recognized program designations who meet any one of the following criteria as of January 1, 2006:

1. Persons who are 50 years of age or older, or who have been a member for at least twenty years shall be exempt for life as long as they maintain their membership.
2. Persons who are 40-49 years of age, or who have been a member for 10-19 years are exempt for five years.
3. Persons who are under 40 years of age, or who have been a member for less than 10 years are exempt for three years.
4. Persons whose business address is located outside of the United States regardless of age or years of membership."

Section 4. Rights of Members.
Only Active, Probationary, Retired, Life, Associate and Company members shall have the right to vote, and each such member shall be entitled to one vote on each matter submitted to a vote of members. Only Life members and persons who have been Active members or Associate member representatives for the prior three years are eligible to serve as Officers and Voting Directors of the corporation. An Associate member shall notify the Secretary of its employee who shall be its designated representative to vote on behalf of the Associate member and be eligible to serve as an Officer or Director. A Company member shall notify the

BYLAWS OF ASSOCIATED LOCKSMITHS OF AMERICA, INC.

Secretary of its Active member employee who shall be its designated representative to vote on behalf of the Company member and be eligible to serve as an Officer or Director.

Other employees of a company are not eligible to vote or serve as an Office or Director unless they hold individual voting memberships. All voting members and designated Associate and Company member representatives are eligible to serve as Non-voting Directors.

Section 5. Resignation.
Any member may resign by sending a written resignation to the Secretary at the principal office of the corporation. Such resignation shall not relieve a member of any outstanding obligation to the corporation.

Section 6. Termination of Membership.
Membership in the corporation shall automatically terminate whenever a member is ninety (90) days in default of any dues, assessments or other financial obligations to the corporation. Membership in the corporation may be terminated by action of the Board of Directors for conduct deemed detrimental to the corporation, for conviction of any crime involving fraud, dishonesty or breach of trust, or for violation of these Bylaws, the corporation's Code of Ethics, or any rule of the corporation. Termination by action of the Board of Directors shall be by at least a two-thirds vote at a meeting of the Board of Directors; provided, however, that prior to any such action, the member involved shall be given due notice and shall be entitled to a hearing before the Board of Directors. Any member who is terminated by the Board has the right to appeal the decision to the membership at the annual membership meeting. Such an appeal must be made in person, or by representative, and the corporation must be provided with a written notice of the intent to appeal that must be received no less than 30 days prior to the annual membership meeting. Termination of membership shall not relieve a member of any outstanding obligation to the corporation.

Section 7. Reinstatement.
A former member terminated by reason of default in the payment of dues, assessments or other financial obligations to the corporation may be reinstated by showing proof of qualification and paying all moneys due and owing to the corporation.

Section 8. Dues and Assessments.
The Board may determine from time to time the amount and method of payment of any and all applicable dues and assessments.

ARTICLE IV

MEETING OF MEMBERS

Section 1. Annual Meeting.
An annual meeting of the members shall be held at such time and place as the Board of Directors may determine for the purpose of conducting such business as may come before the meeting.

Section 2. Special Meeting.
Special meetings of the members may be called by the President, by the Board of Directors, or by not less than ten percent (10%) of the members having voting rights. In addition, in every year after 1998, there shall be one or more special meetings of the members having voting rights, to be held prior to the annual membership meeting, for the purpose of electing approximately one-half of the directors and, in odd numbered years, the officers.

Section 3. Notice of Meetings.
Unless otherwise required by the New York Not-For-Profit Corporation Law, as amended, written or printed notice stating the place, day and hour of any meeting of members shall be delivered, either personally or by mail, to each member entitled to vote at such meeting, not less than twenty (20) nor more than fifty (50) days before the date of such meeting, by or at the direction of the President, or the Secretary, or the persons calling the meeting. In the case of a special meeting, or when required by statute or by these Bylaws, the purpose or purposes for which the meeting is called shall be stated in the notice. If mailed, the notice of a meeting shall be deemed delivered when deposited in the United States mail addressed to the member or the Associate member representative at his or her address as it appears on the records of the corporation, with postage thereon prepaid. Any member may waive notice of any meeting.

Section 4. Quorum and Manner of Acting.
A quorum of the voting members shall be the lesser of one hundred voting members or one-tenth of the voting members. If a quorum is not present at any meeting of members, a majority of the members present may adjourn the meeting without further notice. If a quorum is present, the affirmative vote of the majority of the members represented at the meeting and entitled to vote on a matter shall be the act of the members, unless the vote of a greater number is required by law, the Articles of Incorporation or these Bylaws.

Section 5. Proxies.
A voting member may vote by proxy solely with respect to the election of officers and directors and the amendment or modification of these Bylaws, provided the proxy is executed in writing by the member or the Associate member representative or his or her duly authorized attorney-in-fact. No proxy shall be valid after

eleven months from the date of its execution unless otherwise provided in the proxy.

ARTICLE V

OFFICERS

Section 1. Officers.
The officers of the corporation shall be a President and a Secretary. The offices of President and Secretary shall not be filled by the same person.

Section 2. Election and Term of Office.
The officers shall be elected by the voting members for a two year term. A person may serve as the President of the corporation for no more than one (1) term, and may serve as the Secretary for no more than three (3) consecutive terms. The President shall be elected in odd-numbered years and the Secretary in even-numbered years at a special meeting of the members. They shall serve until their successors have been duly elected and qualified. Candidates for offices shall be nominated in accordance with policies adopted by the Board of Directors. The candidates for the office of President and Secretary must be a sitting Board member or must have served on the Board within the previous 3 years.

Section 3. Removal.
Any officer elected by the members may be removed by the members. Any officer elected by the Board of Directors to fill a vacancy may be removed by the Board of Directors.

Section 4. Vacancies.
A vacancy in the office of President or Secretary because of death, resignation, removal, disqualification or otherwise, shall be filled by the Board of Directors for the unexpired portion of the term.

Section 5. President.
The President shall be responsible for the integrity of the Board of Directors' governance in accordance with policies adopted by the Board. He or she may sign, with the Secretary, any deeds, mortgages, contracts, or other instruments which the Board of Directors has authorized to be executed, except in cases where the signing and execution thereof shall be expressly delegated by the Board of Directors or by these Bylaws or by statute to some other officer or agent of the corporation.

Section 6. Secretary.
In the absence of the President or in the event of his or her inability or refusal to act, the Secretary shall perform the duties of the President by action of the Board, and when so acting, shall have all the powers of and be subject to all the restrictions upon the President. The Secretary shall be responsible for the integrity of the Board's documents, including Bylaws, policies and minutes; shall see that all notices are duly given in accordance with the provisions of these Bylaws or as required by law; and shall perform such duties as set forth in policies adopted by the Board.

ARTICLE VI

BOARD OF DIRECTORS

Section 1. General Powers.
The corporation shall be governed by its Board of Directors.

Section 2. Composition.
The number of directors shall be between 9 and 23. The Board of Directors of the corporation shall be composed of the President, the Secretary, the directors elected by the Associate Region and the seven geographic regions (the Northeast, Northwest, North Central, Southeast, Southwest, South Central, and International) established and modified by the Board (all eight regions collectively, the Regions) and the non-voting directors described in Section 3 of this Article VI (the Non-Voting Directors). All directors other than the President, the Secretary and the Non-Voting Directors shall be elected on a Regional basis. Each member shall be deemed to be from the Region where the member has listed his or her business address with the corporation, except Associate members shall be deemed members of the Associate Region. A voting member may vote only for a director or directors to represent his or her Region. Each region shall be represented on the Board of Directors by one or two directors as determined by need, by the Board of Directors at the Fall board meeting The number of voting members in each Region shall be determined by the membership census report in effect on the July 1 of the preceding year. Candidates for Regional director positions shall be nominated in accordance with policies adopted by the Board of Directors. Directors shall be elected by a plurality vote. Each voting member in a Region may cast only one vote for each open position. Notwithstanding anything in these Bylaws to the contrary, the Board of Directors shall adopt policies to effect the appropriate transition in governance of the corporation for 1998 and 1999.

Section 3. Non-Voting Directors.
As long as the number of directors does not exceed twenty three (23), the President may appoint no more than two (2) non-voting directors to serve on the Board of Directors.

Section 4. Term.
The term of the directors (other than the Non-Voting Directors) shall be for duration of two years. Non-Voting Directors shall serve at the pleasure of the President. No individual (other than the President) may serve more than three (3) consecutive terms as director without an absence from the Board of at least one (1) year. Time served filling a vacancy or serving as an officer shall not count towards the director term limits. The terms of the directors (other than the Non-Voting Directors) shall be staggered so that approximately one-half of the directors are elected each year. Directors from the Northeast, South Central, Northwest, and International Regions shall be elected in even-numbered years, and directors from the Southeast, North Central and Southwest Regions shall be elected in odd-numbered years. The director from the Associate Region shall be elected in even numbered years.

Section 5. Regular Meetings.
A regular annual meeting of the Board of Directors shall be held at such time and place as may be designated by resolution by the Board of Directors without other notice than this Bylaw and such resolution.

Section 6. Special Meetings.
Special meetings of the Board of Directors may be called by or at the request of the President or the greater of three directors or twenty-five percent (25%) of the directors. The person or persons authorized to call special meetings of the Board may fix any place, either within or without the State of New York, as the place for holding any special meeting of the Board called by them.

Section 7. Notice.
Notice of any special meeting of the Board of Directors shall be given at least three days prior thereto in writing, delivered personally or sent by mail or facsimile transmission to each director. If notice be given by mail, such notice shall be deemed to be delivered on the day following the day such notice is deposited with postage prepaid to a nationally recognized overnight courier service. If notice be given by facsimile transmission, such notice shall be deemed to be delivered upon confirmation

of the receipt of the transmission. Any director may waive notice of any meeting.

Section 8. Quorum.
Sixty-percent (60%) of the Board of Directors shall constitute a quorum for the transaction of business at any meeting of the Board, provided, that if less than sixty-percent (60%) of the directors are present at said meeting, a majority of the directors present may adjourn the meeting without further notice.

Section 9. Voting; Manner of Acting.
Each director other than the Non-Voting Directors shall have one vote. The act of a majority of the voting directors present at a meeting at which a quorum is present shall be the act of the Board of Directors, except where otherwise provided by law, the Articles of Incorporation or these Bylaws.

Section 10. Informal Action By Directors.
Any action required to be taken at a meeting of the Board of Directors or any action which may be taken at a meeting of directors may be taken without a meeting if all the voting members of the Board consent in writing to the adoption of a resolution authorizing such action.

Section 11. Vacancies.
If a director (other than the President, the Secretary or the Non-Voting Directors) resigns, is removed from office or otherwise ceases to serve, the members of the Region who elected such director shall fill such vacancy in accordance with policies adopted by the Board.

Section 12. Attendance by Communications Equipment.
Members of the Board of Directors may participate in and act at any meeting of the Board through the use of a conference telephone or similar communications equipment allowing persons participating in the meeting to hear each other at the same time. Participation in such meeting shall constitute attendance and presence in person at the meeting of the person or persons so participating.

Section 13. Removal.
Any director (other than the Non-Voting Directors) may be removed for cause by the members electing such director. Directors shall be automatically removed upon missing three Board meetings during any two-year term. A director elected by the voting members in a Region shall be automatically removed upon changing his address of record to outside of the Region.

ARTICLE VII

COMMITTEES

Committees, not having and exercising the authority of the Board of Directors in the management of the corporation, may be designated by a resolution adopted by a majority of the directors present at a meeting at which a quorum is present. Except as otherwise provided in such resolution, the President of the corporation shall appoint the members thereof.

ARTICLE VIII

BOARD OF TRUSTEES

The corporation shall have a Board of Trustees composed of the two most recent past Presidents of the corporation. Trustees may attend all Board Meetings to serve as advisors to the Board.

ARTICLE IX

CONTRACTS AND CHECKS

The Board of Directors may authorize any officer or officers, agent or agents of the corporation, in addition to the officers so authorized by these Bylaws, to enter into any contract or execute and deliver any instrument, including but not limited to checks, drafts, and notes, in the name of and on behalf of the corporation and such authority may be general or confined to specific instances.

ARTICLE X

AMENDMENTS TO BYLAWS

These Bylaws may be altered, amended or repealed, and new Bylaws may be adopted, by a majority of the directors present at any regular meeting or at any special meeting, provided that at least fifteen days written notice is given of the intention to alter, amend or repeal, or to adopt new Bylaws at such meeting and, provided further, that any such alteration, amendment, repeal or adoption is approved at a subsequent meeting of the voting members, who shall be given at least thirty (30) days prior written notice of such proposed alteration, amendment or repeal.

ARTICLE XI

INDEMNIFICATION

The corporation shall indemnify all officers and directors of the corporation to the fullest extent permitted by the New York Not-For-Profit Corporation Law, as amended, and shall be entitled to purchase insurance for such indemnification of officers and directors as determined from time to time by the Board of Directors of the corporation.

ARTICLE XII

CHAPTERS

The corporation may recognize chapters pursuant to policies adopted by the Board of Directors from time to time. Any such chapters shall operate in accordance with rules and guidelines adopted by the Board of Directors.

PROPOSED ALOA BYLAWS CHANGES BALLOT

Cut and remove along the dotted line.

The undersigned, being an Associated Locksmiths of America, Inc. (ALOA) member, hereby appoint Mary May, my true proxy and lawful attorney of the undersigned to attend the Special Meeting of the Membership of ALOA to be held at 3500 Easy Street, Dallas, Texas 75247 on March 5 at 10 am CST or any adjournment thereof, and to vote on behalf of said ALOA member designated below:

Proposed Bylaws Change #1

Article III, Section 1. Classes of Members:

	For
	Against
	Abstain

Proposed Bylaws Change #2

Article III, Section 1(a). Active Members:

	For
	Against
	Abstain

Proposed Bylaws Change #3

Article III, Section 1(e). Allied Members:

	For
	Against
	Abstain

Proposed Bylaws Change #4

Article III, Section 1(f). Associate Members:

	For
	Against
	Abstain

Proposed Bylaws Change #5

Article III, Section 1(i). International Association:

	For
	Against
	Abstain

Proposed Bylaws Change #6

Article III, Section 2. Eligibility: Admission of Members:

	For
	Against
	Abstain

Proposed Bylaws Change #7

Article III, Section 4. Rights of Members:

	For
	Against
	Abstain

Proposed Bylaws Change #8

Article III, Section 6. Termination of Membership:

	For
	Against
	Abstain

Proposed Bylaws Change #9

Article III, Section 7. Reinstatement:

	For
	Against
	Abstain

Name of ALOA Member _____

_____

Member Number _____

Member Signature _____

Date _____

This proxy must be signed and dated with member number to be considered valid. It must be received no later than 11:59 pm CDT, March 4 and be mailed/faxed only to:

Associated Locksmiths of America, Inc.
Attn: Mary May
3500 Easy Street
Dallas, TX 75247
Fax: 214-819-9736

Lost& Found

Losing out on big business?

You could be…if you're not listed on

FindA**Locksmith**.com

Qualified Members of ALOA

One of the most powerful marketing benefits of your ALOA membership, this industry-specific search tool lists your company's contact information whenever a customer looks for a qualified locksmith in your area.

To take advantage of this free member service, login to **www.aloa.org/membersonly** and follow the prompts to add your info. To boost your profile, purchase a display ad by contacting **800.532.2562** or **adsales@aloa.org**.

Customers are searching for you.

Don't be lost.

Be found. Only at **FindALocksmith.com**.

Yours For The Asking

By Tim McMullen, JD, CAE, legislative manager

Many of you already know that ALOA tracks legislation and notifies members of pending bills that could affect their business. But you may not know that the resources we use to keep you abreast of what's happening are accessible to you, too. ALOA provides the following legislative resources:

CONTACT YOUR LEGISLATOR

The ALOA website has an effective tool for bringing locksmiths and their state legislators closer together. "TAKE ACTION!" connects locksmiths to every member of the 50 state legislatures and the U.S. Congress and provides up-to-date information about key issues. It creates personalized correspondence that can be sent via e-mail or printed out as a letter for faxing or mailing—grassroots lobbying at its finest. If you have an issue that needs to be sent to ALOA members in your state, e-mail tim@aloa.org with the text and he can send it out—usually within 24 hours.

CQ STATE TRACK

This legislative monitoring service gives you the ability to type in a few keywords, such as "alarm," "locksmith," "electrician," "electronic security," and immediately bring up any bills or regulations that have been introduced that affect our industry. Heard a rumor that a bill was introduced? Log on to find out for sure.

INTERNET SITES OF STATE LEGISLATORS

The ALOA website has bookmarked every state site, including every legislature's homepage, so looking up text of bills, reviewing committee agendas and even contacting legislators via e-mail couldn't be easier. A link to all bills is just a click away.

MODEL LAWS

Need a copy of any state law? The ALOA website has them along with written summaries of many of the laws that affect locksmiths or the access control industry. Even ALOA has a model law you can use.

INDUSTRY MEMBERSHIPS

To help keep the pulse of the security industry, ALOA is involved in many other organizations and coalitions including the National Conference of State Legislators, National Association of Attorney's General, The International Association of Security Industry Regulators, the National Automotive Service Task Force, the NBFAA Government Relations Committee and ASIS.

FLORIDA LOCKSMITHS

DONATE NOW TO HELP PASS THIS BILL!

The locksmith associations in Florida have retained permanent representation at the Capitol to make sure our bill gets passed. ALOA has assisted Florida locksmiths with a donation, but we need help from you in this worthwhile effort. You can donate securely online at: www.aloa.org/store.

If this is your first visit to the ALOA Store you must set up a username and password different from what you use to enter the members only section of the ALOA website. After you enter the ALOA Store (make sure you read the instructions on that first page), click on "Legislative Funds" and then scroll down to "Contribution to the Florida Legislative Fund" and contribute at four different levels. If you would like to contribute more than $1,000, change the quantity in your basket before checkout.

Together, we can make sure our industry is professional, promoted and protected.

UPDATED: "LOCKSMITHS LOBBYING FOR LICENSING"

THIS HANDY GUIDE ON HOW TO GET YOUR BILL PASSED IN YOUR STATE LEGISLATURE FEATURES FULL TEXT OF ALL LOCKSMITH LICENSING LAWS AND IS NOW AVAILABLE FOR DOWNLOADING ONLINE.

LEGISLATIVE UPDATE

Below are the bills that affect locksmith licensing (As of December 15, 2009). For the latest happenings in your state, go to www.aloa.org/legislation and click on "Weekly Legislative Report."

ALABAMA

Number: SB 23 (Pre-filed)

Sponsor: Marsh

Abstract: This bill would provide that a locksmith who has been licensed for 10 years or more as a locksmith or who submits a notarized affidavit from another locksmith that he or she has 10 years or more experience as a locksmith shall be exempt from any continuing education requirements adopted by the board.

GEORGIA

Number: HB 107 (Carry-over)

Sponsor: H. Geisinger

Abstract: Creates the State Board of Locksmiths; to provide for the membership, duties and powers of such board; to provide for fees; to provide for the licensing and registration of locksmith contractors, locksmiths and apprentices; to provide for qualifications for licensing and registration; to provide for continuing education.

HAWAII

Number: HB 107 (Carry-over)

Sponsor: H. Geisinger

Abstract: Creates the State Board of Locksmiths; to provide for the membership, duties and powers of such board; to provide for fees; to provide for the licensing and registration of locksmith contractors, locksmiths and apprentices; to provide for qualifications for licensing and registration; to provide for continuing education.

How a Bill is Passed

It is important to learn how your state's own legislative process works, as each state is a bit different. However, the system generally works as follows:

Initial Steps By The Author
Idea: Sources of ideas for legislation include government, elected officials, businesses, lobbyists, citizens—you.

Drafting: Legislators, legislative committees, the Governor, state agencies and local governments can make a request for a bill draft. A staff attorney for the Legislature sometimes prepares a formal draft of a bill.

Action In The Chamber Of Origin
First Reading: A bill is submitted by the Senate or House (Assembly) sponsor, numbered, published and read for first time. It is then assigned to committee.

Committee: A committee may recommend that the chamber pass a bill as it is written, pass it with amendments or not pass it. If a committee is of the opinion that a bill requires further committee consideration, it may recommend that the Senate/House either amend the bill and re-refer it to the same committee or refer the bill to another committee or subcommittee. Finally, a committee may vote to indefinitely postpone consideration of a bill, effectively killing it, or may take no action at all.

Second Reading Before The Full Chamber: Bills given "Do Pass" recommendations are read a second time and placed on General File for debate and vote. Bills that are given an "Amend and Do Pass" recommendation are read a second time, amended and reprinted before being placed on the daily file (agenda) for action.

Floor Debate And Vote By The Full Chamber: Bills are read a third time and debated. A roll-call vote follows. For passage of bills or joint resolutions, 50% + 1 votes are needed in the chamber. A measure that does not receive at least this number of votes is defeated. Any member voting on the prevailing side may serve notice of reconsideration to request a second vote. If passed or passed with amendments, the measure is sent to the second chamber.

Action In The Second Chamber
First Reading: Bill is read for the first time and referred to committee.

Committee: Procedures and possible actions are identical to those in the first chamber.

Second Reading Before The Full Chamber: If cleared by committee, the bill is read a second time and placed on the daily file (agenda) for action.

Floor Debate And Vote By The Full Chamber: The procedure is identical to that in the first chamber. If the second chamber passes a bill or joint resolution without amendment, it is sent to the Governor. If the second chamber amends a measure, it is returned to the chamber of origin for consideration of the amendments.

Resolution Of Differences (if necessary)
Consideration Of Amendments: The chamber of origin decides whether to accept the second chamber's amendments. If it accepts the amendments, the bill goes to the Governor. When the amendments are rejected, the bill is returned to the second chamber for a decision whether to withdraw the proposed changes. If the second chamber does not recede, the bill is referred to a two-house conference committee.

Conference Committee: After meeting, the conferees may present a recommendation for compromise (a conference report), and both chambers vote on the report. If both chambers accept the report, the bill goes to the Governor. If either chamber rejects the report, it may appoint a second (and final) conference committee. The bill dies if the conferees fail to agree.

Role Of The Governor
The Governor must act on a bill within a determined number of days after he receives it if the Legislature is still in session or by another determined date if the session has ended. He may sign the bill into law, allow it to become law without his signature or veto it. A vetoed bill returns to the chamber of origin for a possible vote on overriding the veto. An override requires a two-thirds majority of both chambers. If the Governor vetoes a bill after session ends, it returns to the next legislative session. Measures become effective following the end of the legislative session, unless otherwise specified in the bill.

A SECURE FUTURE?
It's A Lock.

For 24 years the **ALOA Scholarship Foundation** (ASF) has been dedicated to one mission: securing the future of the locksmith/security industry. By providing scholarships and financial assistance to current and aspiring locksmiths/security technicians, ASF works to ensure our industry is powered by motivated, educated trade professionals.

GIVE: ASF is funded through convention fundraisers, charity golf tournaments, individual and business donations and new this year, an online auction, which will feature collectibles, products and equipment. Auction donations, as well as financial contributions are now being accepted.

RECEIVE: Over the years, ASF has awarded over 300 scholarships to industry professionals seeking to advance their careers through continuing education opportunities.

INFORMATION AND APPLICATIONS ARE AVAILABLE AT

www.securityscholarship.org

Submit completed forms to scholarship@aloa.org.

Opening The (Unintentional) Door

Avoiding Key Interchange, Part 1: How Constants Affect Master Key Systems

By Ralph J. Forrest-Ball, CML, MS

Key Interchange: that "undesirable condition, usually in a master key system, whereby a key unintentionally operates a lock," according to the 2009 LIST Council Professional Locksmith Dictionary. In practice, this means you insert the wrong key into a lock and—surprise!—it turns.

Often, this phenomenon happens due to key manipulation. But, in the case of master keyed locks, incidental master keys can cause key interchange even without key manipulation.

Using more constants helps protect a master key system from both types of key interchange. But every situation is slightly different. To see why key interchange happens and how to effectively reduce it, check out the following seven examples.

Single Keyed Locks: Understanding The Basics

It is essential to understand the issues with single keyed locks before diving into the complexities of master key systems. So, what are some cases of single keyed locks where key interchange happens by key manipulation? While tryout keys and bump keys are examples of deliberate key manipulation, it often happens accidentally. It's easy to imagine that a Schlage key bitted 56734 will easily operate a Schlage lock combinated 45623, but this is just the tip of the iceberg.

Example 1: Weiser Knob

A Weiser knob is combinated to 13541. The test key is a KW1 bitted 34653. This key has the wrong bitting, and it's cut on the wrong blank with incorrect depths and spaces. And yet, it operates the lock because it is very similar to the correct key. My customer in this situation was completely unaware that he had the wrong key because it operated the lock every time he tried it.

Example 2: Kwikset 400T Knob

A Kwikset 400T knob is combinated 34512. The plug has been filed and the driver pins have been replaced with universal .180" bottom pins, with the points facing the plug. The test key is 44632. Will it operate? Yes, and you probably won't even have to wiggle the key. There are hundreds of Kwikset keys that operate this poor lock because of how easily it can be picked.

Note: key manipulation generally doesn't work if any of the cuts on the test key are shallower than the correct key. Even so, there is always the possibility of key interchange due to a lock malfunction, such as the spring cover popping off the top of the bible.

Master Keyed Locks: A More Complex Situation

A typical master keyed cylinder might be operated by a total of 32 keys. One is the change key, one is the master key and the other 30 are called incidental master keys. These theoretical keys are created as a byproduct of the master keying process. Each incidental master key may operate one lock or entire groups of locks in the system.

"Using more constants helps protect a master key system from both types of key interchange."

Adding more master pins per cylinder multiplies the number of incidental master keys, which drastically increases the possibilities of key interchange. Each chamber that is kept constant (has no master pins in it) greatly reduces the number of incidental master keys, and hence the possibilities of key interchange.

Example 3: An Ineffective Shoe Box

A building with 20 apartments has been master keyed by the shoe box

FIGURE 1: KWIKSET 34653 KEY IN A WEISER LOCK

"Not only are there problems associated with key manipulation and incidental keys, but master keyed locks may also be subject to both at the same time."

method. There are 20 change keys and one master key, but there are a whopping 362 random incidental master keys. The key for apartment #3 happens to be one of the incidental master keys for the lock on apartment #7. Key 3AA operates lock 7AA—even though it was not intended to do so.

This is an example of key interchange within a master key system, which is caused by poor design. Some locksmiths call this accidental cross keying, but it's more accurate to call it internal key interchange, as cross keying is something you do deliberately, not accidentally. Internal key interchange is completely avoidable, and there is no excuse for allowing it to happen. The lesson? Don't use the shoe box method.

The problem in this example is twofold. Not only are there so many incidental master keys, but there also is no system for ensuring they are different from the change keys. This is the fatal flaw of the shoe box method.

If a better method is used, not only would there be fewer incidental master keys but also none of them would be equal to any of the change keys. By holding the first three positions constant and progressing the last two, there could be up to 25 change keys with only 10 incidental master keys and no internal key interchange.

Example 4: Change Key Identical To Different Master Key

An office building and a hospital across the street from each other have different master key systems. One of the change keys for the office building happens to be an incidental master key in the other system, which operates half the locks in the hospital. This example of key interchange between systems is rather difficult to avoid, but careful planning can minimize the risk.

One solution is to use different keyways, while another is to use two-step progression and make sure the systems have different parity patterns. Alternatively, if both systems have a constant in the first position, only using different constants is necessary. If both systems are created by two different locksmiths, it is natural that they wouldn't consult each other. But the more constants and fewer progressives each system has, the less likely it is that there will be key interchange between them.

Example 5: House Key Becomes Key To The School

A school has a two-level master key system with 30 classrooms, using total position progression with Schlage 5-pin locks. One day, a bored student takes his Schlage house key and walks up and down the hallway, trying his key in every lock. On the ninth door, his key turns. His house key happens to be one of the incidental master keys for that lock.

In this example of key interchange with random outside keys, reducing the number of master pins per cylinder (hence using more constants) reduces the risk. Total position progression results in 269 incidental master keys in this system—not quite as bad as the shoe box method but much more than necessary. Using two constants and progressing two of the remaining three with the rotating constant method could result in as few as 12 incidental master keys for the same number of locks. There is no need to use total position progression in such a small system.

Double Trouble

The worst of both worlds: Not only are there problems associated with key manipulation and incidental keys, but master keyed locks may also be subject to both at the same time. A master keyed cylinder that has 32 theoretical keys affords 32 possibilities for key manipulation.

Example 6: Manipulating Similar Incidental Key Opens Wrong Door

Late one night, a woman comes home to her apartment, puts her key into the lock and it turns. After she opens the door, it dawns on her that she's in the wrong apartment! The

tenant appears, demanding to know what's going on. She explains that she lives one floor up and tries to demonstrate that her key operated the lock, but the second time it doesn't work. She tries it three more times, and it works once out of three.

Her key is not an incidental key for that lock, but it is very similar to one of the incidental keys. If she wiggles the key just right, it turns. She is manipulating the lock. This is an example of key interchange due to both key manipulation and incidental keys.

Again, the way to reduce the risk is by using more constants and fewer progressives. Putting master pins in just two chambers instead of five reduces the opportunities for key manipulation from 32 per cylinder down to just four. Naturally, this also reduces the number of available change keys, so it may not be practical if the system is very large or has many levels. Another option is replacing all hardware with high security cylinders, which are less prone to key interchange.

Unintentional Identical Keys

Even if you could completely eliminate key manipulation and incidental keys, there is still the possibility that two locks will be unintentionally keyed alike. While this may not be considered key interchange unless it happened in a master key system, it is a very real danger if the bitting list is not kept up-to-date.

Example 7: Mastering Mistake

A building with eight offices needs to be master keyed, so the locksmith designs a master key system and assigns the keys 1AA to 8AA. After the system is in place, the customer asks the locksmith to master key the boiler room and stamp the keys with the letter B. The locksmith chooses 9AA from the master key system but forgets to write it down on the bitting list.

A year later, the building manager requests rekeying office #6. The locksmith chooses the next available change key, 9AA, forgetting that it was already used. Now office #6 and the boiler room are unintentionally keyed alike, thanks to poor record keeping. This is even more likely to happen if the locksmith who performs the rekey is not the same person who created the system.

Closing The Door

How do you keep from opening any unintentional door? As the above examples illustrate, the key is using more constants helps protect a master key system from both types of key interchange. By putting these practices into place, you'll be able to find success.

Coming Next Month: Avoiding Key Interchange, Part 2: Single Step vs. Two-Step Progression

Ralph J. Forrest-Ball, CML, MS, is owner of Eugene, Oregon-based Emerland City Locksmith. An ALOA member since 1997, he has a master's degree in mathematics from Auburn University.

Do This, Not That

To reduce the risk of key interchange:

- Don't file the plug. If you find a plug that has been filed, replace the cylinder.
- Don't reuse pins when you rekey a cylinder. Use new pins.
- Do turn the pointed end away from the plug if using bottom pins as driver pins.
- Do replace the cylinder when the keyway shows excessive wear.

When master keying:

- Do choose master keying methods that minimize the number of master pins per cylinder.
- Do use uncommon keyways whenever possible or, better yet, use high security cylinders.
- Do progress as few positions as possible and use a deep cut in an unprogressed position.
- Do keep careful records of all master key systems and check for interchange between systems.
- Don't expand someone else's master key system without an up-to-date bitting list.

—R.F-B.

Time Is Money

Use these 10 tips to eliminate inefficiency and boost profitability.

By Tom Demont, CML, AHC, CFL, CMIL

Profitability: it's the backbone of any successful business. Without it, you can't purchase inventory, maintain your fleet or compensate employees. Operational inefficiencies chip away at profitability—oftentimes without you even realizing it. By following these 10 tips, you can easily improve your profitability and turn time into money.

1. Manage Service Calls Effectively

One quick way to lose profitability is to have service vehicles passing each other on the way to a job in an area that one of your trucks just left. Managing logistics allows you to get jobs completed in a more timely, efficient and profitable basis.

2. Keep Proper Inventory

Look in the back of any locksmith truck, and you'll likely find at least 50 used mortise cylinders and 30 used latches in bin boxes. Why? Drivers often say that they carry them in case they need parts.

While service vehicles must be outfitted with parts, don't store used parts. You will never grow your company selling used material.

> "MANAGING LOGISTICS ALLOWS YOU TO GET JOBS COMPLETED IN A MORE TIMELY, EFFICIENT AND PROFITABLE BASIS."

All inventory should be new and in sellable condition. As a professional locksmith company, it's inappropriate and inexcusable to sell used junk.

In the morning, have materials waiting for each truck based on what is scheduled to do that day. In addition to the specific parts issued, trucks should carry a limited supply of sellable material to supplement any additional requests. This allows you to rotate stock while minimizing inventory cost and shrinkage risk.

3. Learn Keyways

Sitting in a truck, opening parts drawers and sticking blanks into a cylinder to find one that works is extremely inefficient—and costly. Locksmiths should know what key goes into the keyway before arriving at the job, thus saving time in rekeying. Insist that every apprentice learn keyways so they are efficient and profitable.

4. Purchase Vehicles Wisely

If inventory is properly managed and you are transporting only the necessities for the day's work, you can use lighter duty trucks. Rather than the one- and three-ton trucks that get six miles per gallon, choose quarter-ton and half-ton vehicles instead. Service trucks should be small and light so you achieve maximum usage and good gas mileage.

Additionally, use specialty vehicles only for their designed purpose. For example, I had a cube van that housed a welder and a cutting rig. But this truck never rolled unless I received top-dollar for its service. The use of that truck was calculated in every job for which it was used—from welding anti-reach-around plates on a pool area to welding grills or brackets for fencing security—with pricing based on what it would take if a welder was hired to do the same job.

5. Service Vehicles Regularly

Service calls are a main source of income to your operation, so it is essential that service vehicles are kept running at all times. Work with your mechanic to change the oil, check the fluids and air up the tires every 5,000 miles, rotate tires every 10,000 miles and change wiper blades every 15,000 miles in order to keep vehicles in tip-top shape.

6. Install GPS Systems

Tracking every vehicle in your fleet should be a top priority. By installing GPS locator systems in all vehicles, you can see online the current positions of vehicles in real time as well as download the previous day's data, including routes traveled, driving speed, vehicle stops and transit times.

While this technology was expensive when it was introduced in the late 1970s ($35,000 for the base equipment and $1,500 for each vehicle when police stations began using it to track officers), it is much more affordable today. Base equipment typically costs $1,000 and monthly fees run approximately $100 per vehicle depending on the size of your fleet. Local associations often help with the costs by pooling individual locksmith company resources and negotiating with GPS service providers to create a group buy.

7. Improve Map Reading Skills

GPS units are obviously helpful when negotiating directions, but there's no substitute for being able to read a map. It may seem simple, but many people are directionally challenged and can't tell north from south or east from west. GPS systems are not 100-percent accurate, so train drivers in the skill of map reading so they can reach any job location.

"So there is no question about you procedures, document all policies in your employee handbook."

8. Issue Digital Cameras

Digital cameras are valuable tools that should be a part of every vehicle's standard issue. First, technicians can use them to film safes, locks and problem items for review when wanting to ask a senior locksmith's advice. Second, cameras capture a visual record of the vehicle's condition and its contents so both you and the driver can sign off on the details in case of any later discrepancies. Third, in the unfortunate event of a minor fender bender or major accident, the driver can take still photos and video of the entire scene, especially the other driver and passengers in their respective positions in their vehicle so you have documentation for the insurance company and your records.

9. Track Invoices
Missing invoices is a serious offense, and you can only assume that any missing invoice results in cash you never see. To ensure all invoices are accounted for and documented, issue them in boxes of 50, sequentially number them and require all invoices (even damaged ones) be turned in for reconciliation.

10. Communicate Policies
So there is no question about your procedures, document all policies in your employee handbook. A signed acknowledgement the handbook has been received, read and understood by each employee helps protect you in the case of any disciplinary action.

Be Smart
Being profitable comes down to making smart choices. Care about your employees and trust them to do their jobs, but take safeguards to protect your business. Your success—and theirs—depends on it.

Coming Next Month: Effective Dispatching

Tom Demont, CML, AHC, CFL, CMIL, is product development manager for McMurray, Pennsylvania-based ASSA Technical Services, Inc. A 50-year locksmith veteran, he also actively teaches and helps companies worldwide achieve their goals.

Case Study: Maintaining Profitability And Meeting Customer Needs In A Pinch

At 8 am, you have dispatched trucks for their first jobs of the day. At 9:30 am, a restaurant calls in an emergency: its safe must be opened before lunch. Now you're in a pickle. Safe opening requires a specific set of knowledge, but changing the combination or servicing the safe does not. How should you handle the situation?

My recommendation is to immediately dispatch an apprentice to run the combination and adjust for a loose dial. In my apprentice training, there is a month of safe work required, which teaches changing all types of safe combinations and servicing a variety of locks.

When the apprentice arrives at the job, he can explain that he is there to start the process and a drill team is standing by to come in if the lock isn't open in 30 minutes. Not only does this set the restaurant manager at ease but it also gives an indication of the kind of service your team delivers.

While your apprentice is spinning his wheels (literally), find a more experienced tech that is available to go in if it is necessary to drill-open the safe. Ninety percent of the time the apprentice will open the safe, but you have bought some time if he can't. Then repairing the safe can be done anytime before the restaurant closes for the night.

—T.D.

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By Ray Jensen

Finding Nostalgia

Photo credit: Sam Fenstermacher

Mabel Wheat has been making sodas at Miller's for 58 years

One of the great things about working in the locksmith trade is that you meet a wide variety of people in different environments. And sometimes, such as a recent visit to Cooper, Texas (population: 2,150), my travels bring back special memories of yesteryear.

After I was finished with my locksmith work in this neighboring town, I stopped in at the local drugstore, Miller's Pharmacy. A few years back, Mr. Miller decided to close the doors to his drugstore and move his business to a Wal-Mart in another town down the road.

But the "soda jerk," as an employee behind the soda counter was called many years ago, asked Mr. Miller if she could keep the store open and run the soda fountain. He agreed and today the store is open from noon to 6 pm and serves the most amazing fountain drinks, sodas, malts and shakes. Mabel Wheat, the "young lady" running the store, is 87 years old, and she has worked at Miller's for 58 years.

With this many years' experience, I expected a great malt, and I wasn't disappointed. She made it the old-fashioned way from the original fountain that has push levers to dispense the flavored syrup. Then she added five scoops of hand-dipped ice cream and a bit of milk before stirring it up in the mixer. After a few moments, she removed it from the mixer and added couple more scoops of ice cream to top it off. Delicious.

If you ever have the chance to visit the North Texas area, stop in Cooper (about 100 miles northeast of Big D) and visit Miller's for a fountain drink. You might just find that bit of nostalgia you've been longing for.

Ray Jensen, a 25-year industry veteran, is owner of Paris, Texas-based Lock and Key.

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