

07-08/11

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

# KEYNOTES

SECURING YOUR SUCCESS



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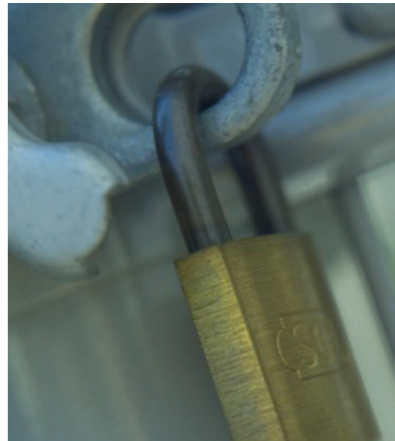
A SPECIAL 22-PAGE PREVIEW OF  
THE ALOA 2011 CONVENTION  
AND SECURITY EXPO IN NASHVILLE

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From Tradeshows

Supra Brute Force | ALOA Financial Report | New Products | Hinge Types



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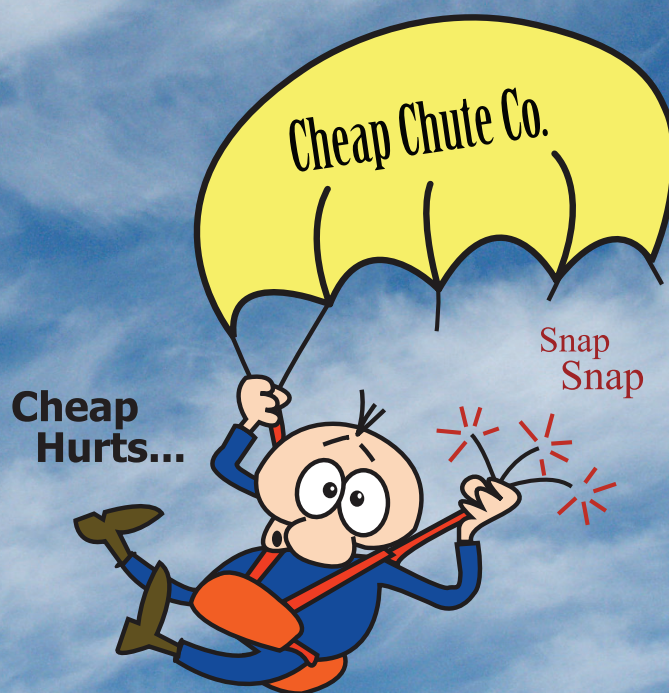
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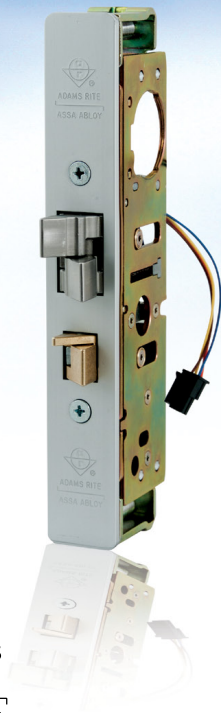
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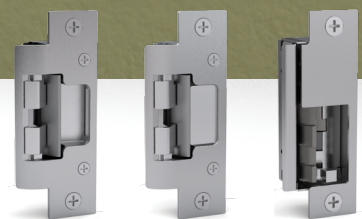


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## Keynotes Wins Gold Award

**A**ssociated Locksmiths of America's *Keynotes* magazine was recently named the Gold Winner for "Most Improved Editorial" in the 2011 Magnum Opus Awards, held in conjunction with the Missouri School of Journalism.

The Magnum Opus Awards, now in their eighth year, were established to evaluate and celebrate the best in custom publications. This year, there were more than 550 entries in the competition, including American Airlines' *American Way* magazine and American Cancer Society's *Triumph* magazine.

"We're thrilled that ALOA's magazine was recognized with a Gold award, especially given the caliber of competition," says Adam Weiss, president of Madison Miles Media, which has been the publisher of *Keynotes* for

the past year. "*Keynotes* has always been an industry favorite, and ALOA and Madison Miles Media

are proud to have raised the bar for editorial excellence that much higher."

Professors from the Missouri School of Journalism and leading custom-publishing professionals judged the awards based on a defined set of criteria specific to each of the categories. Using a 0-to-50 scale for each criterion, judges considered such elements as informational and entertainment value, quality of writing and display copy, creative use of imagery and typography, and consistency of color palette and style.



## Master Lock Intros Global Padlock

» Master Lock Company recently introduced what the company calls the world's first global safety padlock designed specifically for lockout applications, identification, weather-resistance and keying capabilities.

The S31 and S33 safety padlocks have shackles that are 4.76 mm (3/16") in diameter, which can be applied to smaller lockout points on machinery often found in Europe, Australia and Asia, according to the company.

In other news, Master Lock Company also introduced its ProSeries Recodable solid steel padlocks. A patented cylinder in the ProSeries 7053 and 7053LJ Recodable locks lets property owners and managers use a simple change tool to switch from one key to that opens a lock to another key. For single-key convenience, padlocks can be keyed to match door hardware with a Kwikset® keyway or Master Lock door hardware.



The S31 and S33 shackles are made from marine-grade 316 stainless steel to provide superior shackle corrosion resistance, according to the company. Users can choose from nine padlock bodies.

## Kaba Offers Fob Jackets

» Kaba Ilco Corp. recently announced the "Jacket Auto Remote Cover," which provides protection against breaks and scratches. Jackets are made from lightweight silicone, much like protective cell phone covers. The product line contains 20 automotive RKE, IRKE and PROX fobs. Each style is available in pink, blue or black.

In other news, the company announced a free software update for RW4 Plus and Ilco EZ-Clone Plus cloning devices. The update (*SW version 02.00.056*) allows the devices to clone Philips (ID46) transponders on vehicles when only one LED is illuminated on the Snoop. For more information, email [tech\\_support@irm.kaba.com](mailto:tech_support@irm.kaba.com).



Three starter assortments of the Jacket Auto Remote Cover are available and include a display rack with graphic headers and backer cards.

## ALOA NEWS

### See Your Chapter in Print

What's happening in your chapter or affiliate? From trade shows and education seminars to networking events or special recognition, *Keynotes* wants to know about it. Contact [editor@aloea.org](mailto:editor@aloea.org) to submit your chapter and affiliate news — and see yourself in print.

## Schlage Introduces AD-Series Wireless Gate Kit

Ingersoll Rand Security Technologies, the manufacturer of Schlage contactless smart credentials and readers, announced recently introduced its GCK400 wireless gate kit.

"Gates are a prime location for wireless systems," explains Sean Leonard, Ingersoll Rand Security Technologies portfolio marketing director. "The GCK400 wireless gate kit works in tandem with any access control system to provide up to 4,000 feet of clear line of site access control, eliminating the problems and costs of digging trenches to lay cable."

According to Leonard, with no trenches to dig or wire to pull, a wireless gate access control solution takes just 45 minutes to install versus a day or more with a hard-wired system.

In other news, the company also unveiled the Schlage OEM100 multi-technology reader module, which provides the capability to read both 125 KHz proximity and 13.56 MHz contactless smart card credentials. The company

also introduced the ECK400 elevator kit, which works in tandem with any access control system to provide up to 1,000 feet of clear line-of-site elevator access control eliminating the problems and costs of traveling cable."



The GCK4000 kit includes a panel interface module (PIM), wireless reader interface, antenna, 12 VDC transformer and grounding.

## Medeco Updates Cylinder Offerings

NEXGEN XT is the latest addition to Medeco's Smart SFIC Solutions product lineup, allowing facilities that use small-format interchangeable core (SFIC) cylinders to quickly and easily retrofit with an electronic cylinder, according to the company. The

product offers user scheduling, audit logs of entry, and key expiration, and it requires no wiring, hardware changes, or door or frame modifications.

The core is a direct retrofit into any Best-style housing and is operated by a small, rugged, rechargeable key. Keys can be pro-

grammed to operate on specific schedules or times, or have expirations set for administrators wishing to limit long-term access to a particular area.

In other news, the company also introduced its newest Logic electronic cylinder platform, M<sup>3</sup> Logic. With M<sup>3</sup> Logic, users can employ just one key to control electronic cylinders within the same system as mechanical cylinders, creating the ideal combination of superior strength and loss and liability protection, according to the company.

The M<sup>3</sup> Logic electronic cylinder offers audit trails, scheduling, and the ability to efficiently add or delete users, yet it requires no wiring, door or frame modifications, or additional hardware since they are simply cylinder replacements, according to the company.



The compact M<sup>3</sup> Logic key is patent-protected against duplication, holds up to 1,000 audit events, features multiple time schedules, and incorporates both visible and audible status feedback.

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These applicants are scheduled for clearance as members of ALOA. The names are published for member review and for comment within 30 days of this *Keynotes* issue date, respectively, to ensure applicants meet the standards of ALOA's Code of Ethics. Protests, if any, must be addressed to the ALOA membership department, signed and submitted via e-mail to [membership@aloa.org](mailto:membership@aloa.org) or via fax to 214-819-9736.

## We Need Your Help

Attention, ALOA members: Help us eliminate the ongoing industry problem of scammers by screening the new applicants listed on these pages. If you have questions or concerns about any of the applicants, please contact Mary May, member services manager, at (214) 819-9733, ext., 220, or e-mail [mary@aloa.org](mailto:mary@aloa.org).

**JULY 2011**

**July 23**



**ACE: Professional Impressioning Techniques**

Nebraska Locksmiths Association

Norfolk, Nebraska

Ryan Andersen, CRL  
randers75@yahoo.com

**AUGUST 2011**

**Aug. 6-13**

**ALOA 55th Anniversary Convention & Security Expo**

Nashville, Tennessee

Jo Anne Mims, (214) 819-9733, ext. 217

joanne@aloea.org

www.aloea.org

**Aug. 22-27**



**ACE: Six-Day Basic Locksmithing Course**

ALOA Training Center

Dallas, Texas

ALOA Education, (800) 532-2562, ext. 101  
education@aloea.org

**SEPTEMBER 2011**

**Sept. 16-17**



**ACE: Associated Locksmiths of New Mexico's 2011 Security Expo**

Associated Locksmiths of New Mexico

Elephant Butte, New Mexico

Roy Haynes, (575) 476-2133

locksafe8151@yahoo.com

**Sept. 18**



**PRP**

Doyle Security Products

Prior Lake, Minnesota

Kurt Fink, (612) 521-6226

kfink@doylesecurity.com

www.doylesecurity.com

**Sept. 19-22**

**ASIS International 57th Annual Seminar and Exhibits**

Orlando, Florida

www.asis2011.org

**Sept. 22**



**PRP**

Intermountain Lock & Security Supply

Salt Lake City, Utah

Heather Donohue

heather.donohue@imlss.com

www.imlss.com

**Sept. 24**



**ACE: Defense Against Methods of Entry**

Locksmiths Association of San Antonio

San Antonio, Texas

Wanda Robbins

wandajrobbins@sbcglobal.net

**Sept. 28 - Oct. 1**

**GPLA 2011 Convention & Trade Show**

Philadelphia, Pennsylvania

Clifford Shafer, CPS, CML, (856) 829-4497

mikeslock@sbcglobal.net

www.gpla.org

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## On Target

Learn how tradeshow and other targeted events can garner new business.

By Dale Rutherford, CPL, CPS

**B**usiness success is really dependent on one primary factor: profitable sales. I use the word *profitable* because making sales without making any money from your transaction will most likely lead to a short company life.

In recent articles, I've examined promoting your business name through the use of giveaway materials (*Keynotes*, April 2011, "Start Spreading the Word," p. 18) and methods of advertising (*Keynotes*, May 2011, "Nine Great Advertising Options for Locksmiths," p. 16). To conclude this brief series on name brand recognition I'll examine focused, or targeted, markets.

### TARGETED MARKETING EXPLAINED

Without realizing it, we have been targeted by advertisers and classified by one or many different factors. Age, sex, weight, race, class and all the other describing factors that usually form the basis of discrimination are used to determine the message and the medium

of the product or service being promoted.

A very simple example: A funeral home wishing to promote its name might think twice before putting out an expensive radio campaign on an all-heavy-metal music station. The primary audience whose attention they want — the age-65-and-up demographic — will most likely spend their time listening to talk radio, or spend more time reading the news.

It only makes sense to place your advertising emphasis in the arenas of your customer's attention. The questions we must ask ourselves: Who is our customer, and what do we want to tell them?

The answer is simple: everyone and everything. However, trying to reach every type of customer and explain why it is important to buy from our company is a daunting task. That's why we must break down our message so we can get focused results.

## GETTING STARTED

Targeted advertising can be done in many forms. It will work better in some than others, and sometimes you will only find out its success by trial and error.

To start, choose the product and service you want to promote. Remember you are trying to link a particular product to a certain group.

For the past few years, we have been involved in the local home and garden show. It is a large event that runs for four days at our local convention center. It involves everything from appliance, swimming pools, landscaping and home décor to windows, doors, roofing, cabinets, insulation, water softeners and various household products.

We decided that since most of the attendees were homeowners or those considering the purchase, it was an ideal location to promote the use of fire-rated home safes. In the first year, we got just a standard booth — a 10' x 10' space. We brought a few sizes of fire safes, as well as some burglary safes and units

**“One of our biggest commercial sales jobs that year was generated by a conversation started by a poor husband who was dragged to the tradeshow to pick out new perennials.”**

rated for both. We had a background graphic professionally done and jammed a lot of info into our little space.

Even though we brought some lock mounts with products, we decided to use them as filler. After all we would make out much better selling one large ticket item than selling two or three smaller items. It also meant less competition.

In the age of the “do-it-yourself” mentality, selling a less-common product attracted a lot of attention. Every hardware store sells locks, but not all of them sell safes. We talked to hundreds of people. Of course a lot of it was about the safes we carried and the benefits of having one in the home. We also talked to business owners who realized they were using the wrong kind of safe for their application.

Conversations ranged from safes to high-security locks and alarms to the services we could provide. Yes, there were some less-than-desirable people who stole our time during the show, but they were far outweighed by legitimate sales and future leads.

One of our biggest commercial sales jobs that year was generated by a conversation started by a poor husband who was dragged to the show to pick out new perennials. Not only did we get business from him, but we also got an immeasurable amount of refer-

ences because we met his needs. During the show, all we did was take names and numbers; we did follow-up in the days after.

## YEAR TWO

In our second year, we made a bit of a change by renting a corner booth. This worked extremely well, as we now had visibility from two routes of traffic. Of course there was a higher price tag with a more premium space. It may not always be worth the extra, but only you can answer that after taking or declining the spot.

We also changed our product a little and added a roll-up banner stand for the corner. An easy way to attract attention to the passersby was to offer them a ballot in a no-obligation drawing. We found that many folks were reluctant to give any contact info because the risk of being harassed by sales calls.



Consider using a large, color banner to prominently display your company's name at tradeshow and other targeted events.

## Tradeshow Tips

**Always bring your “A” game.** If you are using staff members during the run of the show, reinforce the fact that they are to look and interact with the attendees to the best of their abilities. Make sure they have ample breaks, too. It is easy to burn out constantly talking and basically saying the same things over and over again.

For the majority of the people we talked too, it was their first exposure to our company — and like the old saying goes, you don’t get a second chance to make a first impression.

If you are a solo act for the presentation, come up with a plan to keep yourself energized. No one wants to talk to a yawning, disinterested sales person, even if the prospect is genuinely interested in a purchase.

**Be careful when asked about comparable products.** It can really turn people off when they’re told that their most recent purchased product rates barely above recycled straw. It only takes a little bit of word craft to redirect the conversation from their products shortcomings to the highlights of your offerings.

**Look professional.** Simply stated, if you look clean and presentable, people will not have anything negative to say about you. If your countenance is likened to a sewer worker after a shift, what do you think will stand out in their minds?

**Have something for them to take away.** The use of promotional materials may be warranted here but could be an expensive endeavor. Ideally a flyer or brochure depicting the products or services you’re offering will work best.

Make it a coupon. Put a map of your location on it. Try multiple colors, and a photo of your shop service vehicles or staff. The possibilities are endless.

It may just get tossed with pile of other info they have collected from roaming around the show, but without something to take away, they are likely to forget who you are. — DR

A word of advice for draw contests: Request their name and phone number only. Also, do not use the ballots for any other form of contact. It is supposed to be “no obligation.”

We did extremely well for sales, and made more contacts and sales leads. Since it was

too cumbersome to actually make the safes available during the show, we made out a sales receipt and made arrangements for pick-up or delivery in the following weeks. People felt quite at ease because we left them with the option to back out should they reconsider. Very few did.



A corner booth will cost more but provides higher visibility.

# They Say Nashville is where Innovation Sings. We'll Fit Right In.



**ilco**

**KEY SYSTEMS**

**KABA  
MAS**

**SAFE LOCKS**

**KABA**

**ACCESS CONTROL**

**VISIT US IN ALOA BOOTHS 435 & 601!**



**KABA**

When we gave them a copy of a receipt or slip reserving them one of our feature units, it relayed a sense of commitment, and almost all of them became actual sales. Again, we talked to hundreds of people and generated numerous leads.

#### YEAR THREE AND BEYOND

In our third year at the show, we expanded again by taking a double booth on the corner. To augment our display, we added a tablecloth emblazoned with our logo and company colors. We showed many smaller products on the table and used them to give attention to our specials.

We had similar results to our previous year. It was one of the better-attended shows in its history, and we felt busy. It was manned at all times by two staff members, as opposed to only being multi-staffed during peak times. This also made the time go by quicker.

It was helpful, too, when there was a time-

**“It is important to realize the limits of your environment. Having more space or a flashier background may get more glances but it cannot guarantee more contacts.”**

waster monopolizing one of us. The other person could request some “assistance” with some other matter, and that would usually send the person away. Usually, but not always.

Another benefit was that the extra space made it more inviting to other folks to come into the booth, even when we were already

engaged. More room also made it easier to interact with folks because we were able to move from one product to another instead of just standing in front of a tower of safes.

It seems to us that this may be the limit to our expansion. We will do things to freshen up the look, change the promotion, and maybe even incorporate more high-security products, as again it is something that the big box stores do not have.

It is important to realize the limits of your environment. Having more space or a flashier background may get more glances but it cannot guarantee more contacts. It actually may intimidate some folks from asking you some questions. There is no absolute here, and finding what works for you will only happen by trying it out and measuring results against effort.

Though it was a considerable amount of work, we concluded that a presence at the home show was worth the effort. Talking to countless people, moving a little product, and once again putting the company name out in public is a key factor in achieving name brand recognition. You may not see immediate results, but time will show as folks come in and share how they first saw your name.

You may get invited to do a small display at a more local event. It could be a tradeshow for the healthcare industry or an educational weekend for a school district. If possible, use every opportunity offered. Grabbing a sale or two is great, but if the long-term effect is having your company name immediately linked to the word “locksmith,” you have done far better. ☺



The author expanded his presence for his third year at a tradeshow by taking a double booth on the corner.



**Dale Rutherford, CPL, CPS,** has been locksmithing for 20 years in the balmy prairies of Canada. He is currently the operations manager at Noble Locksmith.



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Advanced Cylinder  
Technology

**Edge™**  
Key Control



# SUPRA BRUTE FORCE



Want to open GE's Supra lockboxes?  
No problem.  
Just try one of these 1,024 combinations.  
By Phil Domenici

**GE**makes lockboxes that most locksmiths, if presented with one, would recognize immediately. Their line of lockboxes is named Supra and comes in several varieties. Of these varieties, one of their most popular boxes contains 10 mechanical push buttons, numbered 0-9.

With the 10 buttons, there is a slider in the middle to clear any buttons that have been pushed, and a slider at the top to open the latch upon a successful combination. It also comes in a variety of functions. Naming a few: shackle to lock onto a door knob, no shackle to mount on a wall, and a fixed sleeve on the back to sit on top of a rolled up window on a vehicle. *Figure 1* one shows the door knob version.

#### BRUTE FORCE

Manipulating any of these boxes that have been manufactured within the past 10 to even 15 years (a rough guess) is not very feasible. Once upon a time, these lockboxes could be manipulated, but chances are if you get your hands on one, it's not going to be old enough to successfully manipulate; the newer generation of these boxes prevents previous techniques.

The most recent, non-destructive technique has been to try every possible combination, aka brute forcing. This may seem very unreasonable to open in a timely manner, especially given the fact that destroying the box and selling a new one would be a substantially cheaper option.

However, there are only a total of 1,024 possibilities. This is because these boxes do not care about order. "123" is the same as "321," "231" and so on. Also, like many mechanical pushbutton locks, no number may be entered more than once. This means that what appears to the naked eye as a lockbox

**Figure 1.** Opposite page: GE's Supra lockboxes come in several varieties, including a door knob version.

## Why press seven buttons plus the clear slider twice to test "123" and "1234" when only four buttons plus a single clear slide are needed?

with a database of countless combinations is greatly reduced to a manageable figure.

(The math is not pertinent to the goal of this article, but if you wish to verify the calculation for the total amount of possibilities, do research on "combination formulas.")

#### FEWER NUMBERS

You may be reading this thinking, "OK, 1,024 possibilities is still a large amount, and an article on this same subject has already been published with all the possible combinations, so what's new?"

It's very simple, and that's a reduction in the amount of buttons that need to be pressed. Why press seven buttons plus the clear slider twice to test "123" and "1234" when only four buttons plus a single clear slide is needed?

These boxes do not erase any buttons that have been triggered until they are reset with the clear slider. Testing a combination with the open slider simply tests that combination — nothing has been reset. So by using the information that has already been entered, additional combinations can be tested by pressing only one button before reattempting. With the above example, only the number 4 would have to be entered to test "1234" after testing the previous "123." The list I have made (*Figure 2*) has been broken down into what I call "packets." These are groups that contain combinations that do not need to have the clear slider triggered until the end of the packet. They also grow in length, where a new number is added on to the end of the previous combination.

Here's a single packet:

158  
1589  
15892  
158923  
1589236

To operate: With the buttons cleared, start by pressing "158," and test to see if the box opens using the open slider. Upon failure, press "9" and test the box again. Next is "2" (now test), "3" (test), and "6" (test).

Essentially all you're doing is focusing on the last number, but having the entire number written on paper makes it easier to see and understand, since you can physically see what combination you're actually testing.

Now trigger the clear slider and go on to the next packet. This single packet cuts down the numbers pressed from a total of 25 buttons to 7 (not including the hassle of having to press the clear slider every time as well). When multiplying the time saved amongst all the packets, the time it takes to test all 1,024 possibilities is reduced greatly. ☺



Prior to diving into locksmithing, **Phil Domenici's** career path was headed in the direction of computer sciences with a focus in network security. After much of his childhood and teenage years, his love for computers was exhausted — and after a single seminar of picking locks, he was hooked onto his current (and only) career. He has worked as a professional locksmith for five years and has been employed in Virginia, Hawaii and California while learning and practicing almost all areas of locksmithing, including commercial, residential, automotive, access control and safes.

# Possible Supra Lockbox Combinations

1	8	1892	35678	490125	7901234	139456	23789
12	89	18923	356789	4901256	79012345	1394567	237894
123	890	189234	3567890	49012567	70	146	2378945
1234	8901	1892345	35678901	40	701	1467	238
12345	89012	18923456	36	401	7012	14678	2389
123456	890123	19	367	4012	70123	146789	23894
1234567	8901234	192	3678	40125	701234	1467892	238945
12345678	89012345	1923	36789	401256	7012345	147	2389456
123456789	890123456	19234	367890	4012567	70123458	1478	239
1234567890	9	192345	3678901	40125678	80	14789	2394
2	90	1923456	36789014	57	801	147892	23945
23	901	19234567	37	578	8012	1478925	239456
234	9012	24	378	5789	80123	148	2394567
2345	90123	245	3789	57890	801234	1489	246
23456	901234	2456	37890	578901	8012345	14892	2467
234567	9012345	24567	378901	5789012	80123456	148925	24678
2345678	90123456	245678	3789014	57890123	124	1489256	246789
23456789	901234567	2456789	37890145	58	1245	149	2467890
234567890	0	24567890	38	589	12456	1492	247
3	01	25	389	5890	124567	14925	2478
34	012	256	3890	58901	1245678	149256	24789
345	0123	2567	38901	589012	125	1492567	247890
3456	01234	25678	389014	5890123	1256	157	2478905
34567	012345	256789	3890145	58901236	12567	1578	248
345678	0123456	2567890	38901456	59	125670	15789	2489
3456789	01234567	25678903	39	590	1256708	157892	24890
34567890	012345678	26	390	5901	126	1578923	248905
345678901	13	267	3901	59012	1267	158	2489056
4	134	2678	39014	590123	12678	1589	249
45	1345	26789	390145	5901236	126780	15892	2490
456	13456	267890	3901456	59012364	1267803	158923	24905
4567	134567	2678903	39014567	50	127	1589236	249056
45678	1345678	26789034	30	501	1278	159	2490567
456789	13456789	27	301	5012	12780	1592	240
4567890	14	278	3014	50123	127803	15923	2405
45678901	145	2789	30145	501236	1278034	159236	24056
456789012	1456	27890	301456	5012367	128	1592367	240567
5	14567	278903	3014567	50123678	1283	168	2405678
56	145678	2789034	30145678	68	12834	1689	257
567	1456789	27890345	46	689	128345	16892	2578
5678	14567892	28	467	6890	1283456	168923	25789
56789	15	289	4678	68901	135	1689234	257890
567890	156	2890	46789	689012	1356	169	2578903
5678901	1567	28903	467890	6890123	13567	1692	258
56789012	15678	289034	4678901	68901234	135678	16923	2589
567890123	156789	2890345	46789012	69	1356789	169234	25890
6	1567892	28903456	47	690	136	1692347	258903
67	15678923	29	478	6901	1367	179	2589036
678	16	290	4789	69012	13678	1792	259
6789	167	2903	47890	690123	136789	17923	2590
67890	1678	29034	478901	6901234	1367894	179234	25903
678901	16789	290345	4789012	69012347	137	1792345	259036
6789012	167892	2903456	47890125	60	1378	235	2590367
67890123	1678923	29034567	48	601	13789	2356	250
678901234	16789234	20	489	6012	137894	23567	2503
7	17	203	4890	60123	1378945	235678	25036
78	178	2034	48901	601234	138	2356789	250367
789	1789	20345	489012	6012347	1389	236	2503678
7890	17892	203456	4890125	60123478	13894	2367	268
78901	178923	2034567	48901256	79	138945	23678	2689
789012	1789234	20345678	49	790	1389456	236789	26890
7890123	17892345	35	490	7901	139	2367894	268903
78901234	18	356	4901	79012	1394	237	2689034
789012345	189	3567	49012	790123	13945	2378	269

**Figure 2.** The list contains 1,023 possibilities; the 1,024th possibility is a combination with no numbers, so it is not listed. The packets alternate colors only for visual aid.

2690	350	4690127	780	1458	24689	3479	47801
26903	3501	460	7801	14589	246890	34790	5679
269034	35016	4601	78013	145896	2469	347905	56791
2690347	350167	46012	780134	1459	24690	3470	567910
260	3501678	460127	1235	14596	246907	34705	5670
2603	368	4601278	12356	145967	2460	347058	56701
26034	3689	479	123567	1468	24607	3480	567018
260347	36890	4790	1235678	14689	246078	34805	5680
2603478	368901	47901	1236	146892	2479	348056	56801
279	3689014	479012	12367	1469	24790	3568	5780
2790	369	4790125	123678	14692	247905	35689	57801
27903	3690	470	1236784	146927	2470	356890	6780
279034	36901	4701	1237	1479	24705	3569	67801
2790345	369014	47012	12378	14792	247058	35690	12346
270	3690147	470125	123784	147925	2480	356907	123467
2703	360	4701258	1237845	1568	24805	3560	12347
27034	3601	480	1246	15689	248056	35607	123475
270345	36014	4801	12467	156892	2568	356078	12357
2703458	360147	48012	124678	1569	25689	3579	123578
280	3601478	480125	1247	15692	256890	35790	12457
2803	379	4801256	12478	156927	2569	357901	124578
28034	3790	568	124780	1579	25690	3570	12468
280345	37901	5689	1248	15792	256907	35701	124680
2803456	379014	56890	12485	157923	2560	357018	23457
346	3790145	568901	124856	1679	25607	3580	234578
3467	370	5689012	1257	16792	256078	35801	45689
34678	3701	569	12578	167923	2579	358016	456890
346789	37014	5690	125780	2346	25790	3679	12568
3467890	370145	56901	1258	23467	257903	36790	125687
347	3701458	569012	12583	234678	2570	367901	13457
3478	380	5690127	125836	2347	25703	3670	13468
34789	3801	560	1268	23478	257038	36701	13568
347890	38014	5601	12683	234780	2580	367018	13579
3478905	380145	56012	126834	2348	25803	3680	13679
348	3801456	560128	1346	23485	258036	36801	23468
3489	457	5601283	13467	234856	2679	368014	23568
34890	4578	579	134678	2357	26790	3780	23579
348905	45789	5790	1347	23578	267903	37804	23679
3489056	457890	57901	13478	235789	2670	4568	24568
349	4578901	579012	134785	2358	26703	45681	24579
3490	458	5790123	1348	23589	267038	456810	24679
34905	4589	570	13485	235896	2680	4569	24680
349056	45890	5701	134856	2359	26803	45697	24780
3490567	458901	57012	1357	23596	268034	456970	25679
340	4589016	570123	13578	235697	2780	4560	25680
3405	459	5701238	135789	2368	27803	45607	25780
34056	4590	580	1358	23689	3457	456078	26780
340567	45901	5801	13589	236894	34578	4579	34568
3405678	459016	58012	135896	2369	345789	45791	34579
357	4590167	580123	1359	23694	3458	457910	34679
3578	450	679	13596	236947	34589	4570	34680
35789	4501	6790	135967	2379	345896	45701	35679
357890	45016	67901	1368	23794	3459	457018	35680
3578901	450167	679012	13689	237945	34596	4580	35780
358	4501678	6790123	136894	2457	345967	45801	36780
3589	468	670	1369	24578	3468	4679	45680
35890	4689	6701	13694	245789	34689	46791	45690
358901	46890	67012	136947	2458	346890	467910	45780
3589016	468901	670123	1379	24589	3469	4670	45790
359	4689012	680	13794	245896	34690	46701	46780
3590	469	6801	137945	2459	346907	467018	46790
35901	4690	68012	1457	24596	3460	4680	56780
359016	46901	680123	14578	245967	34607	46801	56790
3590167	469012	6801234	145789	2468	346078	4780	

The background of the entire page is a close-up, slightly blurred image of the American flag, showing the stars and stripes. The stars are white on a blue field, and the stripes are red and white.

# STATE OF THE Association

A summary of ALOA's accomplishments on behalf of our members during the past year.

**I**n accordance with the Governance Policies and Procedures established by the ALOA Board of Directors, it is the responsibility of the Executive Director to report the State of the Association to the membership annually prior to the convention membership meeting.

The ALOA Board of Directors establishes "Ends," or goals, for the association. The Executive Director establishes the "Means" or methods to fulfill the Ends and, with the assistance of the ALOA professional staff, carries out these Means to achieve the Ends.

At the Spring Board of Directors Meeting, the ALOA Board revised the priorities of the six previously established Ends as follows: Education, Membership, Legislation, Communication, Recognition and Professionalism.

As the Executive Director, I provide monthly written reports to the Board concerning progress toward fulfilling these Ends. I also provide comprehensive written, verbal and electronic media reports to the ALOA Board of Directors at the Spring, Convention and Fall board meetings. This report to the membership is a condensed version of these reports focusing on the Ends.

For a better understanding of the manner in which the association is governed, members are invited to review the ALOA Board of Directors Governance Policy. The policy is available in the Important Documents link in the "member's only" section of the ALOA website at [www.aloa.org/membersonly](http://www.aloa.org/membersonly). You may also request a copy by contacting the ALOA office by phone: (800) 532-2562 x214 or by email at [info@aloe.org](mailto:info@aloe.org).

## END 1: EDUCATION

With the ALOA Board establishing Education as the No. 1 priority, I am pleased to announce that James L. Hancock, CML, CPS, has been added to the headquarters staff to fill the position of Education Manager. The ALOA Continuing Education (ACE) program conducted **202** full day and **40** half-day ACE classes and seminars at **43** locations.

It should be noted that in an effort to bring ALOA quality education to the membership, **105** of these full-day classes were conducted throughout the U.S. and Canada at regional and locally sponsored locations. This makes achieving certification and recertification more convenient for members.

The ALOA Training Center (ATC) is in its sixth year of operation. The ATC is in Dal-

las at the ALOA Headquarters building. The schedule continues to grow with bi-monthly Six-day Basic Locksmithing Courses, as well as several extended-length advanced courses in Automotive Locksmithing, Door Hardware Installation (including the new ALOA Certified Fire Door Inspector course), Electronic Access Control and Digital Video courses, with many more classes planned for the remainder of 2011 and 2012. We have also conducted business ethics classes as needed for Texas locksmith licensing requirements in the Center.

With the new regulation established by NFPA-80, requiring that all fire doors be inspected on an annual basis, ALOA partnered with the International Fire Door Inspectors Association (IFDIA) to develop a blended learning program consisting of online training, hands-on classroom training and testing that awards the certification of Certified Fire Door Inspector (CFDI). Sixteen states have adopted this regulation, and as more states adopt this new regulation, there will be an excellent business opportunity for locksmiths to offer this service to their customers.

There has been an increase in technical web-based training offered to our members on our website. We offer web based training in *Introduction to Access Control; Basic Electricity; Digital Video & Audio; Biometrics; Business to Business Security; Building Codes; Codes & Door Hardware; Door Hardware & Life Safety; Fire Door Inspector; Smart Card Technology; and Pre-Employee Screening & Background Checking*, with many more planned for the future.

Many members are now participating in the new **Computer-Based Testing** format that was launched in June 2010 for the PRP. There have been notices and instructions about this new program published in the membership renewal packets, the ALOA Weekly Update and in *Keynotes* magazine.

The Proficiency Registration Program,

**“ALOA partnered with the International Fire Door Inspectors Association (IFDIA) to develop a blended learning program consisting of online training, hands-on classroom training and testing that awards the certification of Certified Fire Door Inspector (CFDI).”**

which is a component of Education, conducted **60** full sittings and **55** after class PRP elective exams with a total of **1008** participants. Currently there are: **742 CMLs; 684 CPLs; 2982 CRLs and 846 RLs**, with a total of 4,208 registrants in the program who have taken some, but not passed all, of the CRL requirements. There are a total of 9,466 participants in the PRP database who have taken more than 107,000 exams since the PRP was launched in 1985.

At the fall 2010 board meeting the board directed that all members in good standing who do not have an existing ALOA recognized designation will receive the Registered Locksmith (RL) designation. As these members renewed their dues for 2011, they were awarded the RL designation. This has increased the total number of **RLs to 3,374**.

The new Certified Automotive Locksmith (CAL) exam has yielded **102 CALs** since the first exam at ALOA 2009.

ALOA also administers the SAVTA STPRP. There are **12 CMSTs, 228 CPSs** and

234 who have taken and not passed the CPS or CMST exam.

## END 2: MEMBERSHIP

This End calls for “qualified membership growth.”

Last year the Board of Directors approved a 3% yearly increase in dues starting with the 2011 dues year.

Also at the fall Board of Directors meeting a new policy was established that awards the **Registered Locksmith (RL)** designation to all members in good standing who did not already have an ALOA recognized designation.

As of July 1, we have a total of **6,005** members as follows:

- **5,257** active members
- **115** probationary members
- **362** company, company employee and associate members
- **122** retired members
- **69** life members
- **42** allied members
- **38** lifetime benefactor members

Ensuring qualified membership growth is a basic policy or goal for any organization. The following is a report on the programs that are in place to enhance the value of ALOA membership, which encourages membership retention and provides a means for membership recruitment.

As mentioned above, ALOA members only are listed on the web at the redesigned **Find-A-Locksmith** website so that consumers can easily locate an ALOA member on the web and contact them for services.

We have a continuing partnership with **Allstate Insurance** that enables ALOA members to receive an additional 10% discount off selected insurance coverage’s.

**Internet Security Reference:** Located in the “member’s only” section of the ALOA website ([www.aloa.org](http://www.aloa.org)), contains the following useful reference and utilities: Magazine Cross Reference; Key Blank Cross Reference;

Space & Depth Database; Security Manufacturer Database; Miscellaneous Codes (Padlock & Furniture); Best Style IC Utilities; Master Key Plus - Web Version; and an Auto Lock Cross Reference matrix.

ALOA members with two or more years of experience are eligible to apply for the **ALOA bonding program**, which includes a free \$15,000 fidelity bond through the Association.

**The ALOA Store** provides more than 150 technical, reference and business books and CDs with member discounts. Here members will also find Members only apparel and insignia items as well as Certification apparel and insignia available 24/7 for shopping convenience.

**Locksmith Search and Referrals:** In addition to the online search tool (FindALocksmith.com™), as a member, ALOA will refer your business to national companies, as well as individuals inquiring about locksmith services in a specific area.

Many members have opted to participate in the **Lifetime Benefactor** program that enables members to make a onetime payment for their membership based on their age which locks in their dues for life. This program is available to anyone who would like to apply the dues they have already paid for this year to participate at this year's rate. As of July 1, we have 36 members who have chosen to become Lifetime Benefactor members.

In an effort to **"Go Green" to "Save some Green"** we offer members the opportunity to select electronic delivery of all correspondence including Keynotes magazine, membership certificates, membership cards, dues notices, convention brochures and others in exchange for a reduced rate on their membership dues. This has resulted in over 1,500 members selecting this option.

We have established a partnership with the **ServiceSkills.com** that provides for a discounted rate for members to participate

at a flat rate in the following courses: The Service Mentality; Determining Caller Needs I & II; From Curt to Courteous: Seven Touch Points of Communication; For Cs of Coaching Skills; Five Forbidden Phrases; Six Cardinal Rules of Customer Service; Telesales Tips from A-H, I-Q, R-Z; Proactive Customer Service; Essential Telephone Skills; Six Steps to Service Recovery; Seven Keys to a Positive Mental Attitude; How to Avoid Emotional Leakage; Influencing the Interaction; How to Handle theirate Customer; Essential Elements of Internal Customer Service; How to Deal With the Foreign Accent; That's Just Rude!- Exploring the Rudeness Matrix; Maintaining Customer Relationships; How to Treat Every Caller as a Welcome Guest.

ALOA members receive special pricing from **Professional Business Products (PBP)**: The complete source for all printed materials, including labels, signs, clothing and more, PBP is dedicated to providing the best business-management and promotional products available.

We introduced a new revised **Bank of America credit card** program that has the ALOA logo and the "Locksmiths You Can Trust" phrase. This will be your way of promoting your membership in ALOA each time the card is used and .40% of your purchase amount is paid in royalties to ALOA for educational program development. We have received \$3,433.00 in royalties thanks to ALOA member's purchases since the revised program was launched in September 2010.

### END 3: LEGISLATION

ALOA through the legislative manager, Tim McMullen, JD, CAE, provides effective representation of ALOA members to legislators, regulators, and other industries by: working with the Federal Trade Commission on consumer alerts, providing press releases to the National Better Business Bureau, networking from the ALOA booth at the National Conference of State Legislators where more than

3,000 state legislators are in attendance, and making annual presentations at the National Association of Attorneys General conference.

The membership is informed and consulted regarding legislative activity through: the ALOA Legislative Action Network (LAN); the ALOA Weekly Update e-Newsletter containing the most recent news and links to the Legislative pages on the ALOA website [www.aloa.org/legislation](http://www.aloa.org/legislation); through blast emails to members in states where legislative activity is present; and monthly updates in Keynotes magazine.

2010 was a busy year for the ALOA Legislative Department where we monitored 23 states and 58 bills. Alabama passed a bill that would define certain other security related systems and provide for licenses based on the classification of work performed. In Florida, Georgia, Hawaii, New York, Rhode Island and Washington there were locksmith licensing bills. In Illinois, Louisiana, Maryland Oklahoma, and Tennessee licensing clean-up bills all passed.

In 2011 we are monitoring 38 bills in 20 states. In Alabama there is a CCTV bill and a bill exempting journeymen. In Arizona there is an alarm licensing bill where the definition of alarm was amended to read, "a silent, panic, holdup, robbery, duress, burglary, check welfare and proprietor alarm which require emergency personnel to respond. California has a bill regarding locksmith tools and an exemption for BMW in the key-code law. Indiana introduced a "positive ID policy" bill. Illinois, Oklahoma, New Jersey, Tennessee, Texas and Virginia have clean up bills. Georgia, Massachusetts, Mississippi, New York, South Carolina and Washington introduced locksmith licensing bills. New Jersey has a carry-over bill regarding "bump keys" and the replacement of door and ignition locks on county and municipal vehicles prior to sale. Michigan, Rhode Island and Vermont have alarm licensing bills, and Missouri a low-voltage licensing bill.

We continue our tremendous success with wide press coverage of the “locksmith scam” issue. In these news reports, ALOA’s is constantly cited as the “go to” source for more information. We continue working with the National Better Business Bureau (BBB) and Federal Trade Commission (FTC) consumer alerts. ALOA faithfully makes annual presentations to the National Association of Attorneys General (NAAG) Consumer Protection Committee regarding the issue of “locksmith scams”. As a result, ALOA now works closely on a regular basis with Attorneys General offices in Arizona, Colorado, Georgia, Illinois, Massachusetts, Missouri, North Carolina, Ohio, Wisconsin and Washington to pursue locksmith scammers in those states.

ALOA also offers on the front page of its website a link entitled, “Consumers Defrauded by Locksmith Scams Click Here” which takes them to a page where they can file a complaint directly with their Attorneys General office. We also created a resource on the website where consumers can verify locksmith licenses for those states which require them.

#### END 4: COMMUNICATION

Industry communication that serves ALOA members is provided by several departments.

The Membership department is in charge of the new ALOA Weekly Update e-Newsletter which provides timely updates on ALOA activities as well as articles from various news sources that are either informative for members or that members can use in their marketing efforts. The Membership Department also provides a more personal level of communication that serves members by processing new member applications, providing membership packets, registering members for convention and addressing members’ requests for assistance with documents and information on a daily basis.

*Keynotes* magazine has been redesigned to

**“In an effort to make the states aware of the ‘scammer locksmith’ problem, the legislative manager addresses the National Association of Attorney’s General at their conferences.”**

broaden the scope of information that we are delivering to our members as well as providing information on the latest technologies in the security industry. *Keynotes* magazine is also online in the member’s only section of the website in a digital “flip book” that has options for translating in to several languages. This option allows our international members better access to our association.

The Convention and Meetings department oversees the ALOA Annual Convention that provides members with direct communication to security product manufacturers through the exhibits and factory certified classes.

The other departments — Finance, IT, Education & Certification — are in daily communication by phone and email with members, instructors, local and regional associations, distributors and manufacturers to assist with their individual needs.

#### END 5: RECOGNITION

ALOA achieves recognition in many segments of the industry and beyond such as: Security Product Manufacturers through the ALOA Annual Convention and Security Expo; Related industry associations by the development of joint initiatives with FSPA, IAIL, IFDIA, DHI, SHDA, ESA and others; government through the US Department of

Labor with ongoing updating of the ALOA National Apprenticeship Standards for Locksmiths; and the general public through the Find-A-Locksmith website and corresponding iPhone app, consumer awareness info on the website, press releases to the media, the new Public Service Announcement promoting Locksmiths You Can Trust and through the new ALOA Branded National Directory Advertising Program.

As a member of the Board of Directors of The National Automotive Service Task Force, Inc. (NASTF), my participation in this group brings ALOA recognition to a variety of automotive related associations, automobile manufacturers and government agencies that regulate the automotive industry.

The purpose of NASTF is to facilitate access to vehicle security system service and repair information from manufacturers. Currently NASTF through the Secure Data Release Model (SDRM) Registry provides Locksmith Service Identification (LSID) account holders access to manufacturers websites for mechanical key codes and electronic security information for programming keys. The SDRM program is promoted to Locksmiths and after-market automotive repair facilities and is administered by ALOA. Currently there are more than **1,000** LSID subscribers composed of automobile manufacturers, **267** auto repair shops and **569** locksmiths, (**322** of which are ALOA members).

We redesigned the **Find-A-Locksmith** website so that consumers can easily locate an ALOA member on the web and contact them for services. ALOA Members have the ability to login to the members’ only area and select the options that are listed in the bottom half of the listing such as business hours, specialties and days of operation. We also added a feature that allows legitimate owners of multiple locations to list these locations. As well as the ability to include multiple zip codes in the search criteria.

The Find-A-Locksmith website is also incorporated in the Public Service Announcement that is distributed to TV and radio stations. This spring we developed and launched an iPhone app for consumers (available in the Apple iPhone app store) which has a GPS function to locate a member based on the consumer's location.

The primary effort in increasing the use of the logo has been the use of the slogan, "Locksmiths You Can Trust". This slogan has been printed around the trademarked ALOA logo. We are currently using this combination of the slogan and our logo in all correspondence and promotional materials. We have had very good response to this initiative. This logo is a registered trademark in the US, Canada and the European Union.

In an effort to make the states aware of the "scammer locksmith" problem, the legislative manager addresses the National Association of Attorney's General at their conferences; he also makes presentations at several other government related gatherings including: the National Association of State Legislators and the International Association of Security and Investigative Regulators (IASIR). In addition there is an ongoing relationship with the various online search companies to identify and thwart false and misleading listings.

This last year we introduced the ALOA Branded National Directory Advertising program. This program encourages consumers to be selective when choosing a locksmith and incorporates the use of the ALOA logo in a column ad accompanied by a display ad when members enroll in the program. There were a few problems encountered regarding those who enrolled and did not get their ads placed. The company with whom we contracted (TMP Directional Marketing) discontinued business in March 2011 and we have been working with BVK Direct, one of the largest privately held National Yellow Pages agencies in the country to continue

**"Keynotes magazine is also online in the member's only section of the website in a digital 'flip book' that has options for translating in to several languages. This option allows our international members better access to our association."**

with the program.

We are working with BVK Direct to also offer to our members the convenience of placing all of their directory advertising needs instead of having to deal with each individual directory publisher's rep in their service area. More about this program will be covered in future issues of Keynotes magazine and on the website once it is finalized. The future concept of this program will also include internet ad placement as well.

#### END 6: PROFESSIONALISM

In an effort to ensure that locksmiths are represented in setting standards for security devices, ALOA is represented on the UL Standards Technical Panel for Physical Security Devices formally STP687 which has been split into the following:

STP 140 – Burglary Resistant Safes, Vaults, Automated Teller Systems, and Night Depositories which will cover: *UL 140, Rerlocking Devices for Safes and Vaults; UL 291, Automated Teller System; UL 608, Burglary Resistant Vault Doors and Modular Panels; UL 680, Emergency Vault Ventilators and Vault-Ventilating Ports; UL 687, Burglary-Resistant Safes; UL 771, Night Depositories;*

*UL 786, Key-Locked Safes (Class KL)*

STP 437 – Burglary Resistant Locks and Locking Mechanisms, which will cover: *UL 437, Key Locks; UL 768, Combination Locks; UL 887, Delayed-Action Timelocks; UL 1034, Burglary-Resistant Electric Locking Mechanisms*

ALOA is also represented on the American Society for Testing Materials (ASTM International) Security Systems and Equipment Committee F-12 (Subcommittee F 12.50 Locking Devices); which sets standards for levels of resistance to picking and bump key attacks.

Both of the above groups establish and submit these standards to the American National Standards Institute (ANSI) for their adoption as an ANSI standard.

The downturn in the economy has had a global effect for everyone. Convention attendance has been less than in previous years while the costs for attending convention continue to rise. Mergers, acquisitions and the resulting consolidation in the industry have affected the number of individual exhibitors at the show.

The ALOA headquarters has not been immune to the effect of the declining economy. There has been a reduction in staff, as well as several other cost cutting measures that have been instituted to reduce expenses.

To address these changes, The Board and Staff are expending all of their energies towards developing more programs aimed at creating a strong and viable organization that you can perceive as a great value. While many of the topics in this report speak to what has been done, I look forward to the future and the opportunities that are ahead as we work to establish ALOA as the organization of choice for locksmiths and security professionals worldwide.

Respectfully Submitted,  
David M. Lowell, CAE, CML  
ALOA Executive Director



# DO YOU HAVE WHAT IT TAKES?

**Unyielding** Dedication. **Professional** Fortitude.  
A **Champion** For The Association.

These are the hallmarks of a **President's Club member** —  
ALOA's most prestigious organization. So, how do you get in?

## GIMME' FIVE.

When you recruit five new members for ALOA through the



Member-Get-A-Member program, you not only  
gain entrance into a highly regarded, highly  
respected institution, you also help strengthen  
the association, which, in turn, helps strengthen  
your business, your future, yourself.

ALOA powered by you ... now that calls for a high five!

Visit [www.aloa.org](http://www.aloa.org) to get started today.

## » FINANCIALS

**A**LOA's mission is to ensure professional excellence and ethics; create a public demand for professional locksmith services; represent and speak for the locksmith industry; expand the exchange of trade information and knowledge with other security-related organizations; and to preserve and enhance the locksmith industry.

To accomplish this mission, creating and increasing revenue is one of the most critical objectives; without sufficient revenue, it's difficult for the association to create significant positive change.

The accounting firm of Sutton Frost Cary LLP was engaged to audit the 2010 ALOA financial records. The Statement of Financial Positions (Balance Sheet) and Statement of Activities (Profit and Loss) are printed below.

These documents show that through a series of increases in revenue (the ALOA Board raised the dues for 2010 by 21%) and a decrease in expenses (we instituted several cost-cutting measures including reduction of staff, reduction in staff salaries, using more electronic means of communication, reduction in some non essential programs and other means) the association experienced a dramatic turnaround from a \$(531,200) net loss in 2009 to a \$139,622 net gain at the end of 2010 for a total year over year net gain of \$670,822.

With all of the changes that are currently in place, the association will be able to weather the current economic conditions and continue to be a good benefit to the ALOA membership and a strong voice in the security industry. ☺

### STATEMENT OF FINANCIAL POSITIONS

ASSETS	2010	2009
<b>Current assets</b>		
Cash	\$242,760	\$219,686
Accounts receivable	123,751	120,900
Inventory	81,601	83,663
Prepaid expenses	52,753	67,608
Due from affiliates	—	268,244
Current portion of notes receivable from affiliate	11,820	—
Total current assets	512,685	760,101
<b>Property and equipment</b>		
Land	97,500	97,500
Building and improvements	674,597	674,597
Furniture and equipment	314,531	276,052
	1,086,628	1,048,149
Less accumulated depreciation	(388,926)	(345,7732)
Property and equipment, net	697,702	702,376
Note receivable from affiliate, less current portion	245,159	—
	<b>\$1,455,546</b>	<b>\$1,462,477</b>
<b>LIABILITIES AND NET ASSETS</b>	<b>2010</b>	<b>2009</b>
<b>Current liabilities</b>		
Accounts payable	\$183,921	\$122,588
Accrued expenses	53,362	76,555
Deferred dues	677,338	741,503
Deferred exhibit fees	281,225	328,926
Due to affiliates	9,371	4,480
Current portion of long-term debt	5,840	5,840
Total current liabilities	1,211,057	1,279,892
<b>Long-term debt, net of current portion</b>	4,867	10,706
Long-term debt, due to affiliate	100,000	100,000
Total long-term liabilities	104,867	110,706
Total liabilities	1,325,924	1,390,598
Commitments and contingencies (Note 7)		
<b>Net assets:</b>		
Unrestricted	118,969	51,226
Designated by the Board for support of the legislative fund	20,653	20,653
Total net assets	139,622	71,879
	<b>\$1,455,546</b>	<b>\$1,462,477</b>

### STATEMENT OF ACTIVITIES

REVENUES	2010	2009
ALOA Membership dues and services	\$946,671	\$855,225
Convention & Educational Programs	972,641	1,056,747
SAVTA Management Fee	132,000	132,000
Legislative assessments & contributions	163,543	139,803
Keynotes & Convention advertising	162,224	94,773
Public Awareness & Promotional Programs	43,033	54,536
Interest on SAVTA loan	25,870	14,224
Miscellaneous	6,343	9,328
<b>Total Revenues</b>	<b>2,452,325</b>	<b>2,356,636</b>
<b>EXPENSES</b>	<b>2010</b>	<b>2009</b>
ALOA, SAVTA, ASF Administration and Board of Directors Governance	1,166,389	1,257,450
Convention & Educational Programs	661,653	738,682
Headquarters Operations	82,496	109,658
Publications	262,794	290,611
Depreciation	43,153	51,818
Membership services	41,708	81,471
Public Awareness & Promotional Programs	16,665	10,993
Legislative program	100,002	110,872
Board Committee Expenses	9,722	6,973
Loss on litigation settlement	—	50,000
Loss on disposal of assets	—	179,308
Total Expenses	2,384,582	2,887,836
Increase (Decrease) in net assets	67,743	(531,200)
Net assets at beginning of year	71,879	603,079
<b>Net assets at end of year</b>	<b>\$139,622</b>	<b>\$71,879</b>

SHIFT  the way you move



11:38 AM  
CALL CENTER

Bluetooth<sup>®</sup> Hands-free  
Phone + GPS<sup>1</sup>

2:45 PM  
DESK

fold-flat, desk-style  
passenger seat

9:02 AM  
POWER PLANT  
powerful 5.6L V8 and  
4.0L V6 engine options



3:12 PM  
CORNER OFFICE  
center console file  
and laptop storage<sup>2</sup> with  
optional 120V power

7:15 AM  
EXECUTIVE CHAIR  
wear-resistant and  
water-repellent seats

4:45 PM  
STORAGE CLOSET  
up to 230+ cubic ft.  
of cargo space

## INNOVATION THAT WORKS

### The All-New NV Lineup



Your business card may say plumber, landscaper or electrician, but we know that's only half the story. You're also the accountant, customer service department and CEO. And that's why the Nissan NV is so much more than a van. With a built-in filing cabinet,<sup>2</sup> Bluetooth<sup>®</sup> Hands-free Phone System<sup>3</sup> and an expanded desktop surface,<sup>2</sup> it's your entire office on wheels – perfect for all your jobs.

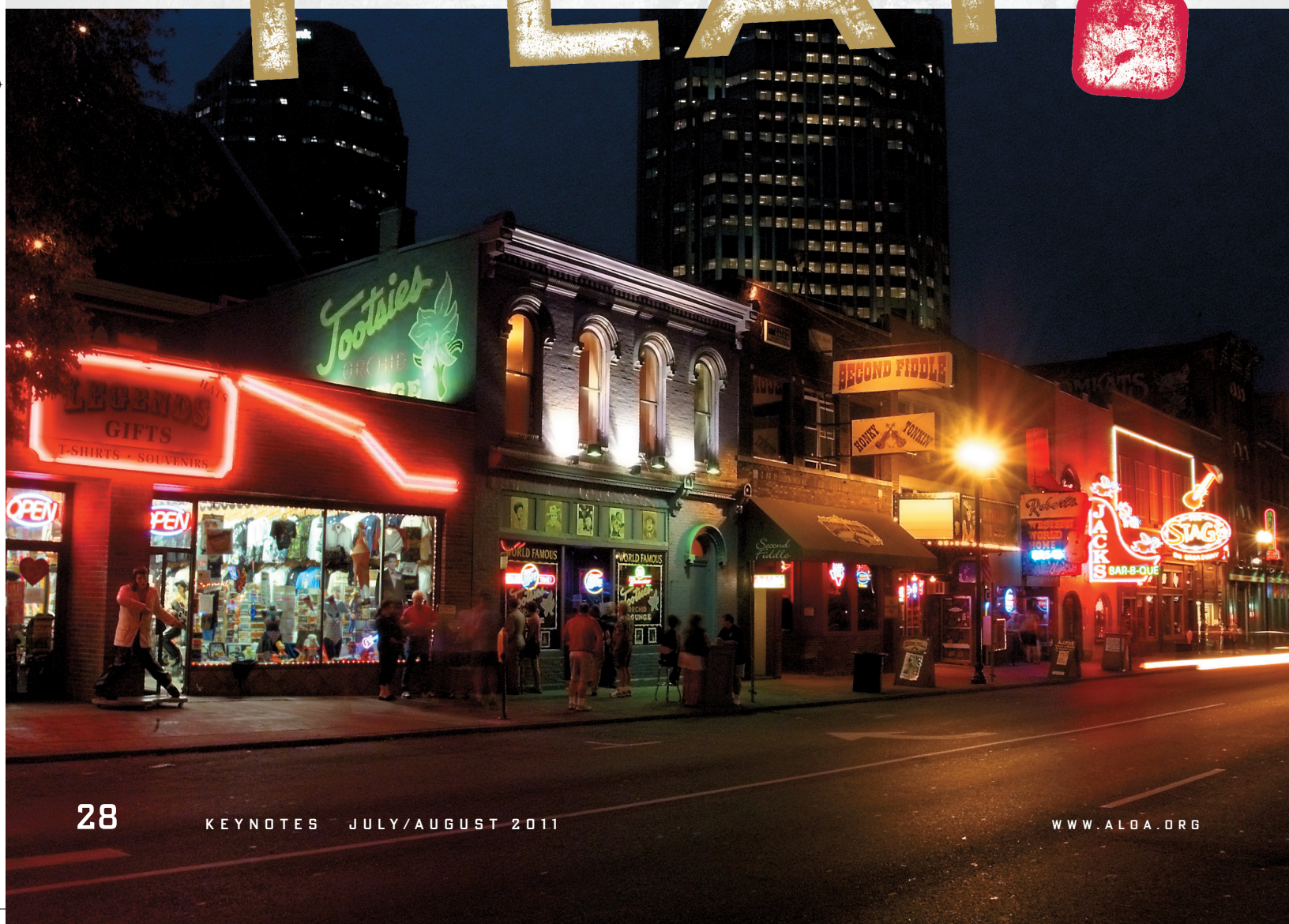
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<sup>1</sup>Available feature. Never program while driving. GPS mapping may not be detailed in all areas or reflect current road regulations. <sup>2</sup>Available feature. <sup>3</sup>Available feature. Availability of specific features is dependent upon the phone's Bluetooth<sup>®</sup> support. Please refer to your phone owner's manual for details. Bluetooth word mark and logos are owned by Bluetooth SIG, Inc., and any use of such marks by Nissan is under license. Always wear your seat belt, and please don't drink and drive. ©2011 Nissan North America, Inc.

# LET THE MUSIC! PLAY!

It's time for the  
55th annual ALOA Convention  
and Security Expo!





**G**

et ready to make some beautiful music with ALOA and your industry peers at the ALOA 2011 Convention and Security

Expo, August 6-13 in Nashville, Tennessee — or Music City, USA, as it's often called.

Our internationally renowned annual event is just around the corner, but there's still time to prepare. Just check out our handy 22-page Convention 2011 section, featuring a complete show schedule, an introduction to the newest ALOA board members, a list of exhibitors you'll meet on the show floor, and much more. You'll also find minutes from our most recent Membership Meeting, a list of lifetime benefactor members, new PRP certificants and other important annual updates that you'll want to know about before hitting the show floor in Nashville.

22 pages packed with information about ALOA 2011, the industry's premier event? That sounds like music to our ears.



## Hitting All the Right Notes

Business and pleasure are in perfect harmony in Music City USA at the ALOA 2011 Convention and Security Expo.

**A**s you read this, the headquarters staff is making the final preparations for the ALOA 2011 Convention and Security Expo at the Gaylord Opryland Hotel and Convention Center in Nashville, Tennessee — the home of Music City USA.

The area surrounding the convention center includes such attractions as The Grand Ole Opry House, where the music magic has happened for more than 35 years, and the Opryland River Taxis, where you can ride down the Cumberland River, offering the most scenic route through the capital, while keeping you close to such attractions as the Grand Ole Opry, General Jackson's showboat and Country Music Television.

Also close by are the Nashville Train Store and Toy Museum, the Music Valley Car Museum and the Music Valley Wax Museum, where you can get up close and personal with over 50 of your favorite country music stars dressed in authentic costumes. This year you can bring the family and combine business with a family vacation.

For 55 years, locksmith education has been the cornerstone of every ALOA convention and this year, with five days of full day classes, two days of half-day classes,

evening seminars and three days of the Security Expo, we have put together a program designed to provide you with the best educational experience possible.

The ALOA educational experience does not stop when you leave the classroom. There are evening seminars, social events and opportunities to meet new friends and renew old acquaintances. The opportunity to network with your fellow professional locksmiths from around the country and yes, even the world will enhance your technical and business educational development. This year we have added an event specifically to develop the industry's new blood: the ALOA Young Security Professionals Group, for those members 45 years old and younger.

With three days of the Expo, you will have ample time to see and learn about all of the latest security products on display, talk directly to the manufacturer's representatives and see many demonstrations of new product enhancements and applications.

While you're on the show floor, be sure to stop by the ALOA Store located in the ALOA booth. There you will find ALOA membership items and apparel, as well as technical books, videos, CDs and DVD' on various

locksmith subjects — with show specials that include extra discounts for ALOA members.

As you browsed through the convention brochure — either in print, which was delivered with the April issue of *Keynotes* magazine, or the online version at [www.aloa.org/convention](http://www.aloa.org/convention) — you found that there are several new classes, with new instructors and more PRP certified classes. Veteran convention attendees as well as first-time attendees will find that there is something for everyone.

We have full-day classes in general locksmithing, electronic access control, automotive locksmithing, the business of locksmithing, safes and safe locks. Our half-day classes are also packed full of training on the manufacturers' latest products. Our evening seminar schedule includes a variety of subjects such as automotive locksmithing, access control, key control polices and an overview of the new Certified Fire Door Inspector program. Some classes and seminars have been added to the schedule after the convention brochure was printed, so be sure to check out the class revisions at [www.aloa.org/convention](http://www.aloa.org/convention).

It's still not too late to register and get the



member discount for the convention classes. If you want to check on the status of a particular class, call the ALOA Headquarters Education department and they can let you know if a class is full at the time of your call. While many of them may be full as convention nears, there is such a big variety that you can still find classes that will meet your needs.

Congratulations to the newly elected board members: President, Thomas R. De-  
mont, AHC, CFDI, CFL CMIL, CML from  
McMurray, PA; Southeast Region Director,  
James W. Wiedman, CML from Nashville,  
TN; North Central Director, Tom Ripp, RL,  
from Waunakee, WI; and Southwest Direc-  
tor, Greg Parks, CRL, from San Diego, CA.  
The president and directors will be sworn in  
at the convention membership meeting on  
Thursday morning, August 11, and will start

their term of office at the close of the ALOA  
2011 convention.

We hope to see you at ALOA 2011 in Nash-  
ville — and while you're there, the ALOA  
staff wants to learn from you as well! You  
comments are greatly appreciated, so let us  
know how things are going. That way, we  
can learn what we're doing right as well as  
continue to improve your convention expe-  
rience for the future. All of the ALOA staff  
will be on hand to assist you with having the  
best convention experience possible, so stop  
by and say hello. We're looking forward to  
meeting you.

*David M. Lowell, CAE, CML*

David Lowell, CAE, CML  
Executive Director

**“This year, bring  
the family and  
combine business  
with a family  
vacation.”**





## Parting Presidential Thoughts

Looking back on the past two years — and looking ahead at what's next.

**T**wo years. That is the term limit for an ALOA president, according to our by-laws. I was elected as your president in 2009 as the first non-American ALOA member in the 53-year history of our association.

Yes, this is the last Presidential Viewpoint from my hand. The next one will be written

by President-Elect Tom Demont.

At my start in 2009 we were right in the middle of a financial crisis in our society, and ALOA was hit as well. With little funds available, there are limitations to what you can propose to start as a new president. And do not forget that any president has to

convince the majority of the board before anything can start — you do only have one vote yourself.

In order to plan for the future, the board and staff took part in a Strategic Planning Initiative in October 2010 and January 2011. A lot of ideas came out of the conference. One of the more important ones was that we changed our priorities. Education is now our primary priority.

ALOA has an excellent PRP program (Proficiency Registration Program). In this program your theoretical knowledge can be tested, and according to where you are in the program, you can call yourself a CRL, CPL or CML (Certified Registered Locksmith, Certified Professional Locksmith or Certified Master Locksmith). Your president has a CML — and as a little bit of trivia, I am the only CML outside of North America.

In the PRP program we test theoretical knowledge, but I would like ALOA to test practical ability as well. I would like to see that if you pass a three-day practical test, you will be an ALOA Certified Security Installer.

You need space to run a class and test like this. Free-standing test doors with





frames — let's say 16 of them — takes a large class room. And the equipment is not easy to move.

The answer to this is an ALOA educational center connected to our headquarters on Easy Street in Dallas. For the past year, the board and staff have been working on a plan to do this. You can see the first drawings at the convention in Nashville.

ALOA has limited funds available; therefore we will have a fundraising program running at this convention to finance the building of our new educational center. The start of this is a substantial donation from Aaron Fish, founder and former chairman and CEO of the Unican Corporation.

It is my hope that the next step — when a fair number of ALOA Certified Security Installers (ACSI) have been appointed —

that we can start founding the ALOA Certified Security Centers, where at least one employee must be an ACSI. A concept like this, of course, must be backed by a nice-size marketing program.

It is also my hope that some day in the future, we will change our bylaws to allow the re-election of an ALOA president, so the total time in office could be four years. If a major project is running, two years is a very short time.

Thanks for your confidence in electing me. Now it is the time to support the next ALOA president, Tom Demont.

Hans Mejlshede, CML

**“It is my hope that some day, we will change our bylaws to allow the re-election of an ALOA president, so the time in office could be four years.”**

## Your Computer-Based Testing



In partnership with Castle Worldwide, a nationally recognized testing service, ALOA provides members computer-based testing for certification exams that enable members to complete the CRL, CPL or CML certifications by appointment at testing centers in your area.

This reduces costs such as time away from your business and additional travel and lodging expenses.

For more information about ALOA membership benefits, contact [membership@aloa.org](mailto:membership@aloa.org) or (800) 532-2562.

Your Business. Your Industry.  
Your Association. Your Future.  
**You Hold the Keys.**



Exhibitor	Booth	Phone	Website
A-1 Security Manufacturing Corp.	617	804-359-9003	<a href="http://www.demanda1.com">www.demanda1.com</a>
Abus Lock Company	511	623-516-9933	<a href="http://www.abuslock.com">www.abuslock.com</a>
Accredited Lock Supply	204	201-865-5015	<a href="http://www.acclock.com">www.acclock.com</a>
Acculock Inc.	424	817-866-3918	<a href="http://www.acculock.com">www.acculock.com</a>
Adrian Steel Company	816	517-265-6194	<a href="http://www.adriansteel.com">www.adriansteel.com</a>
Advanced Diagnostics	222	650-876-2020	<a href="http://www.adusa.us">www.adusa.us</a>
Aerion Locks Ltd	804	886-7-536-6910	<a href="http://www.mizlocks.com">www.mizlocks.com</a>
Alarm Lock Systems	807	631-342-9400	<a href="http://www.alarmlock.com">www.alarmlock.com</a>
Allstate Insurance Company	726	847-551-2181	<a href="http://www.allstate.com">www.allstate.com</a>
Allstate Roadside Services	724	469-734-6632	<a href="http://www.allstateroadsideservices.com">www.allstateroadsideservices.com</a>
ALOA Scholarship Foundation	104	214-819-9733	<a href="http://www.securityscholarship.org">www.securityscholarship.org</a>
American Security Products	800	951-685-9680	<a href="http://www.amsecusa.com">www.amsecusa.com</a>
ASSA ABLOY	401	203-603-5919	<a href="http://www.assaabloydss.com">www.assaabloydss.com</a>
Associated Locksmiths of America	423	214-819-9733	<a href="http://www.aloa.org">www.aloa.org</a>
Bad Dog Tools	934	401-253-1330	<a href="http://www.baddogtools.com">www.baddogtools.com</a>
Bianchi USA, Inc.	417	440-716-8006	<a href="http://www.bianchi1770usa.com">www.bianchi1770usa.com</a>
Big Red Safe Locks	117	877-423-8073	<a href="http://www.bigredsafelocks.com">www.bigredsafelocks.com</a>
Burg Wachter USA	910	951-816-8793	<a href="http://www.burgwachter-usa.com">www.burgwachter-usa.com</a>
CCL Security Products	327	800-733-8588	<a href="http://www.cclsecurity.com">www.cclsecurity.com</a>
Clark Security Products	217	858-505-1950	<a href="http://www.clarksecurity.com">www.clarksecurity.com</a>
ClearStar	629	360-379-2494	<a href="http://www.clearstar.com">www.clearstar.com</a>
Codelocks Inc.	216	714-979-2900	<a href="http://www.codelocks.us">www.codelocks.us</a>
CompX Security Products	316	864-297-6655	<a href="http://www.compx.com">www.compx.com</a>
DETEX Corporation	616	830-629-2900	<a href="http://www.detex.com">www.detex.com</a>
DoorKing Inc.	625	310-645-0023	<a href="http://www.doorking.com">www.doorking.com</a>
Dugmore & Duncan	101	781-927-2137	<a href="http://www.dugmore.com">www.dugmore.com</a>
EasyKeys.com	419	704-361-7586	<a href="http://www.easykeys.com">www.easykeys.com</a>
FJM Security Products	331	206-523-7665	<a href="http://www.fjmsecurity.com">www.fjmsecurity.com</a>
Ford Commercial Truck	829	313-322-3000	<a href="http://www.commtruck.ford.com">www.commtruck.ford.com</a>
Framon Mfg. Co. / HATA	107	989-354-5623	<a href="http://www.framon.com">www.framon.com</a>
Fried Brothers, Inc.	627	215-627-3205	<a href="http://www.fbisecurity.com">www.fbisecurity.com</a>
Gardall Safe Corporation	206	315-432-9115	<a href="http://www.gardall.com">www.gardall.com</a>
GMS Industries	324	604-448-1245	<a href="http://www.gmslock.com">www.gmslock.com</a>
High Tech Tools	705	305-649-7014	<a href="http://www.hightechtools.com">www.hightechtools.com</a>
H.L. Flake Co	111	713-926-3200	<a href="http://www.hlflake.com">www.hlflake.com</a>
Hollon Safe Company	100	888-455-2337	<a href="http://www.hollonsafe.com">www.hollonsafe.com</a>
Howard Keys Company	909	704-509-4944	<a href="http://www.howardkeys.com">www.howardkeys.com</a>
Howard Sales	631	859-885-5625	<a href="http://www.howardsales.net">www.howardsales.net</a>
HPC, Inc.	211	847-671-6280	<a href="http://www.hpcworld.com">www.hpcworld.com</a>
IDN, Inc.	801	817-421-5470	<a href="http://www.idn-inc.com">www.idn-inc.com</a>
INKAS Safe Mfg.	535	416-744-3322	<a href="http://www.inkas.ca">www.inkas.ca</a>
Institutional Locksmiths Association	915	919-302-8989	<a href="http://www.ilanational.org">www.ilanational.org</a>
Jet Hardware Mfg. Co.	517	718-257-9600	<a href="http://www.jetkeys.com">www.jetkeys.com</a>
JMA USA	200	817-385-0515	<a href="http://www.jmausa.com">www.jmausa.com</a>
KABA	601/435	252-446-3321	<a href="http://www.ilco.com">www.ilco.com</a> / <a href="http://www.kaba-mas.com">www.kaba-mas.com</a> / <a href="http://www.kabaaccess.com">www.kabaaccess.com</a>
Keedex Inc	322	714-993-4300	<a href="http://www.keedex.com">www.keedex.com</a>



Exhibitor	Booth	Phone	Website
Keri Systems, Inc.	434	408-435-8400	www.kerisys.com
Key-Bak	325	909-923-7800	www.keybak.com
KeylessRide	611	512-864-3495	www.keylessride.com
Keymate Inc	329	843-238-1420	N/A
Key Pro™ Web LLC	105	210-386-9912	www.keypro.com
Keytechnologies by MG LLC	916	407-620-1787	www.transponderstore.com
KSP	722	800-577-5397	www.iccore.com
LAB Security	805	860-589-6037	www.labpins.com
Laser Key Products	335	281-339-3501	www.laserkeyproducts.com
Lockmasters, Inc.	303	859-885-6041	www.lockmasters.com
LockPicks.com by BROCKHAGE	608	408-437-0505	www.lockpicks.com
Locksmith Ledger International	223	847-454-2702	www.locksmithledger.com
LP International Inc. / Powermate®	830	519-759-3292	www.powermate.info
LSI-Lockmasters Security Institute	404	859-887-9633	www.lsieducation.com
Lucky Line Products, Inc.	901	800-654-6409	www.luckyline.com
Mail Boss-Epoch Design LLC	218	425-284-0880	www.mailboss.net
MARKS, U.S.A.	623	631-225-5400	www.marksusa.com
Master Lock Company LLC	408	414-766-6196	www.masterlock.com
MBA-USA, Inc.	717	859-887-0496	www.mbausa.com
MDS Inc.	516	813-653-1180	www.mdsincorporated.com
MPT Industries	323	973-989-9220	www.mptindustries.com
Ningbo Lock Import & Export Co., Ltd.	114	86-0574-87513272	N/A
Nissan Commercial Vehicles	228	310-965-4300	www.nissancommercialvehicle.com
Olympus Lock	811	206-362-3290	www.olympus-lock.com
Pacific Lock Company	422	661-294-3707	www.paclock.com
Professional Business Products	509	248-360-3979	www.pbp2000.com
Ritenergy International LLC	728	866-945-9988	www.ritelock.com
ROFU International Corp	806	253-922-1828	www.rofu.com
Sargent & Greenleaf, Inc.	309	859-241-2201	www.sargentandgreenleaf.com
SAVTA	116	214-819-9771	www.savta.org
Schlage	201	877-671-7011	www.securitytechnologies.ingersollrand.com
Securitech Group, Inc.	518	718-392-9000	www.securitech.com
Security Door Controls	119	800-413-8783	www.sdcsecurity.com
Stack-On Products	723	847-526-1611	www.stack-on.com
Stanley Security Solutions	900	317-849-2250	www.stanleysecuritysolutions.com
STRATTEC Security Corp.	317	414-247-3415	http://aftermarket.strattec.com
The Delaney Co.	730	770-844-1941	www.delaneyinc.com
The Determinator	735	407-884-5689	www.thedeterminator.com
The National Locksmith and The Institutional Locksmith	729	630-837-2044	www.thenationallocksmith.com
TimeMaster, Inc.	711	888-798-8464	www.time-master.com
Townsteel Incorporated	906	626-858-5080	www.townsteel.com
Turn 10 Wholesale	634	800-848-9790	www.turnten.com
Ultra Lift Corporation	716	408-287-9400	www.ultralift.com
U.S. Lock Corp.	701	631-243-3000	www.uslock.com
Wilson Bohannon Co.	337	800-382-3639	www.padlocks.com



### FULL-DAY CLASS SCHEDULE (8 A.M. TO 5 P.M.)

SATURDAY, AUGUST 6	SUNDAY, AUGUST 7	MONDAY, AUGUST 8	TUESDAY, AUGUST 9
<b>G001: Fundamentals of Locksmithing I</b> Jim Hancock, CML, CPS & J. Casey Camper, CML, CPS	<b>G101: Fundamentals of Locksmithing II</b> Jim Hancock, CML, CPS & J. Casey Camper, CML, CPS	<b>G201: Fundamentals of Locksmithing III</b> Jim Hancock, CML, CPS & J. Casey Camper, CML, CPS	<b>G301: Fundamentals of Locksmithing IV</b> Jim Hancock, CML, CPS & J. Casey Camper, CML, CPS
			<b>G302: Small Format IC</b> William M. Lynk, CRL
	<b>G103: Keyless Mechanical Lock Servicing</b> Dave Thielen, CML	<b>D203: Exit Devices and Exit Alarms</b> Dave Thielen, CML	<b>D303: Multipoint Hardware and Profile Cylinder servicing</b> Dave Thielen, CML
	<b>A104: Motorcycle Locksmithing</b> Ray D'Adamo, CML, CAL	<b>A204: High Security Auto Lock Service</b> Ray D'Adamo, CML, CAL	<b>A304: Automotive Locksmithing by KeyPro (Day 1 of 2)</b> Jim Hetchler, CAL, & Stacy Hetchler, CAL
	<b>S105: Safe Work &amp; Safe Lock Servicing</b> Harry Sher, CML, CPS	<b>G205: Defense Against Methods of Entry</b> Harry Sher, CML, CPS	<b>S305: CPS Review Class I</b> Harry Sher, CML, CPS
	<b>E106: Basic Electricity for Locksmiths</b> Chuck Dixon, CML	<b>E206: Access Control</b> Chuck Dixon, CML	<b>E306: Digital Video/Audio (Day 1 of 2)</b> Chuck Dixon, CML
	<b>A107: Automotive Transponder Cloning</b> Ed Woods, CML, CPS	<b>A207: Automotive Transponder Programming</b> Ed Woods, CML, CPS	<b>A307: Introduction to Auto Lock Service</b> Ed Woods, CML, CPS
	<b>G108: Master Keying I</b> Lloyd Seliber, CML, Ralph Forrest-Ball, CML, CAL	<b>G208: Master Keying II</b> Lloyd Seliber, CML, Ralph Forrest-Ball, CML, CAL	<b>G308: Master Keying III</b> Lloyd Seliber, CML, Ralph Forrest-Ball, CML, CAL
	<b>B109: Advanced Shop Management</b> Tom Demont, CML, AHC	<b>IN209: Life Safety Codes &amp; Forensic Inspection of Fire Door Assemblies</b> Tom Demont, CML, AHC	<b>IN309: Investigative Locksmithing (Day 1 of 2)</b> Keith Whiting, CML, CFL & Tom Demont, CML, AHC
	<b>G110: Photography for the Security Professional</b> Tony Fiorini, CRL	<b>G210: Photo Processing For the Security Professional</b> Tony Fiorini, CRL	<b>IN310: Forensic Case Management</b> Ross Squire CFL, ML
		<b>G211: Simplex Mechanical Pushbutton Lock Certification</b> Rick Shuford, CRL	<b>E311: E-Plex Enterprise Access Control Systems Certification</b> Rick Shuford, CRL
		<b>D212: Fire Door Inspector (Day 1 of 2)</b> Ed Hite, CML	<b>D312: Fire Door Inspector (Day 2 of 2)</b> Ed Hite, CML
		<b>G213: Professional Lock Picking</b> Jim Watt, CML, CPS	<b>G313: Professional Impressioning</b> Jim Watt, CML, CPS
		<b>B215: Financial Management – The Art of Making Money &amp; Accumulating Wealth (Day 1 of 2)</b> Virl Mullins	<b>B315: Financial Management – The Art of Making Money &amp; Accumulating Wealth (Day 2 of 2)</b> Virl Mullins
		<b>E216: Wiring Techniques for the Electronic Locksmith</b> Tom Foxwell, CFDI, RL	<b>D316: Door Hardware 101</b> Carl Rollison
			<b>E317: Basic Electricity</b> Greg Perry, CML, CPS

### EDUCATION TRACKS

- G:** General Locksmithing
- A:** Automotive
- B:** Business Owners/Managers
- D:** Door Hardware
- E:** Electronic Security
- IN:** Investigative Locksmithing
- S:** Safe & Vault

### EVENING SEMINARS SCHEDULE (7 P.M. TO 9 P.M.)

MONDAY, AUGUST 8	TUESDAY, AUGUST 9
<b>A221: Automotive Seminar with KeyPro</b> Jim Hetchler, CAL, & Stacy Hetchler, CAL	<b>A321: Replacing Lost Keyless Entry Remotes</b> Noel Lopez
<b>G222: Key Control Policies – Design and Implementation</b> Clyde Roberson, CML, CPP	<b>D322: Fire Door Inspector Training Overview</b> Garrett Tom
<b>E223: E-Plex 2000 &amp; Powerstar Overview</b> Rick Shuford, CRL	<b>G323: Kaba Ilco Key Machine Technology</b> William (Allen) French



FULL-DAY CLASS SCHEDULE (8 A.M. TO 5PM)	NO CLASSES	HALF-DAY CLASS SCHEDULE (8 A.M. TO 11 A.M.)	
WEDNESDAY, AUGUST 10	THURSDAY, AUGUST 11	FRIDAY, AUGUST 12	SATURDAY, AUGUST 13
<b>G401: Fundamentals of Locksmithing V</b> Jim Hancock, CML, CPS	<b>ALOA 2011 Membership Meeting:</b> 9:30 a.m.	<b>Trade Show Hours:</b> Noon to 5 p.m.	<b>Trade Show Hours:</b> Noon to 4 p.m.
<b>G402: Large Format IC</b> William M. Lynk, CRL	<b>Opening Ceremony (Ribbon Cutting):</b> 11:45 a.m.	<b>E601: Alarm Lock T3/Networx Programming</b> Nick Bruno	<b>G701: BiLock High Security Cylinders (11</b> Tom DiVito
<b>G403: Alternate Entry Techniques</b> Dave Thielen, CML	<b>Trade Show Hours:</b> Noon to 5 p.m.	<b>D602: Storefront Door Service &amp; Repair</b> Steve Goldstein – GKL Products	<b>D702: Servicing, Selling and Replacing Hinges</b> David Thielen, CML
<b>A404: Automotive Locksmithing by KeyPro (Day 2 of 2)</b> Jim Hetchler, CAL, & Stacy Hetchler, CAL	<b>Kickoff Party on Show Floor:</b> 3 p.m. to 5 p.m.	<b>D603: Perfect Raceway Installer Certification</b> Garrett Tom	<b>G703: Mul-T-Lock's Interactive+ an ALL NEW PATENT</b> Roy Miller, CPL; Rami Almosnino
<b>S405: CPS Review Class II</b> Harry Sher, CML, CPS		<b>G604: Medeco Keymark Certification</b> Medeco Factory Trainer	<b>E704: Medeco New Electronic Products Update</b> Medeco Factory Trainer
<b>E406: Digital Video/Audio (Day 2 of 2)</b> Chuck Dixon, CML		<b>E605: Schlage Keypad Electronic Locks</b> Gordon Malczewski	<b>E705: Schlage Credentials and Readers</b> Gordon Malczewski
<b>A407: Intermediate Auto Lock Service</b> Ed Woods, CML, CPS		<b>G606: E-Plex Standard Electronic Pushbutton Lock Overview</b> Rick Shuford, CRL	<b>G706: ABLOY PROTEC High Security Locks Certification</b> Martin Day
<b>G408: High Security Cylinders</b> Clyde Roberson, CML, CPP		<b>G607: Schlage Everest Primus XP Servicing</b> Roger Yost, CML	<b>A707: Keyless Remote Certification</b> Keyless Ride
<b>IN409: Investigative Locksmithing (Day 2 of 2)</b> Keith Whiting, CML, CFL & Tom Demont, CML, AHC		<b>G608: Corbin Russwin Cylinders &amp; Keys Certification</b> Lee Garver, DAHC	<b>G708: Sargent Cylinders &amp; Master Keying Certification</b> Evaldas Malinauskas
<b>IN410: Basic Auto Theft /Fire Forensic Examinations</b> Ken Vitty, CFL, CPL		<b>B609: How to Create a Recession Proof Marketing Plan</b> Tom Egelhoff – Small Town Marketing	<b>B709: Do-It-Yourself Advertising: How to do it the Right Way</b> Tom Egelhoff – Small Town Marketing
<b>G411: Medeco 3 Factory Certification</b> Medeco Factory Trainer		<b>A610: KABA Ilco Transponder Update</b> Todd Adams	<b>E710: Yale Overview &amp; eBoss® Certification</b> Lori R. Brown, CPP
<b>G412: PRP Prep Class</b> J. Casey Camper, CML, CPS			<b>A711: Automotive Servicing Techniques</b> A-1 Security Manufacturing Corp — Rodney McClung
<b>G413: Tubular Key Lock Servicing</b> Jim Watt, CML, CPS		<b>A612: What's New in Auto Transponder Key Programming</b> Shaun Garrett, John Steiner, Tony Presidio & Greg Chambers	<b>G712: The Bump Stops Here</b> Billy B. Edwards, CML – Master Lock
		<b>A613: 2011 STRATTEC Automotive Update</b> Jeff Baker	<b>G713: Arrow Factory Certification</b> Arrow Factory Trainer
<b>B415: Business Planning for Success</b> Virl Mullins		<b>E614: Low Energy Power Operators Workshop</b> Shawn Mahoney	<b>E714: Schlage Electronics/Von Duprin Workshop</b> Shawn Mahoney
<b>G416: Detention Hardware</b> Phillip Poindexter, CRL		<b>IN615: Forensic Report Writing</b> Jeffery Lange, PE, CFL	<b>IN715: Automotive Forensics</b> Robert F. Mangine
<b>E417: Installing &amp; Svcs Access Control</b> Greg Perry, CML, CPS			<b>PRP Exam: 5 p.m. - 9 p.m.</b>

### FOR CLASSES AND EARLY EXHIBITOR REGISTRATION HELD AT THE GAYLORD OPRYLAND

**ATTENDEE:** Saturday, August 6: 1 p.m. to 5:30 p.m.

Sunday, August 7: 7 a.m. to 5:30 p.m.

Monday, August 8 through Wednesday, August 10: 7:30 a.m. to 5:30 p.m.

**EXHIBITOR:** Tuesday, August 3: 7:30 a.m. - 5:30 p.m.

### FOR THE TRADE SHOW REGISTRATION AT THE GAYLORD OPRYLAND- RYMAN HALL C

**ATTENDEE:** Thursday, August 11: 7:30 a.m. to 5:30 p.m.

Friday, August 12: 7:30 a.m. to 5:30 p.m.

Saturday, August 13: 7:30 a.m. to 2 p.m.

**EXHIBITOR:** Wednesday, August 10: 8 a.m. to 5 p.m.



# Come See the Latest Products

Be sure to stop by the New Product Showcase at the ALOA booth and vote for the Best New Product for 2011. Then visit our exhibitors in their booths to learn more about these exciting new products.

Exhibitor	Booth Number	New Product
Alarm Lock Systems, Inc.	807	Alarm Lock Networx® Keypads Net Panel: A wireless keypad solution for use with mags, strikes & electrified exit devices
Bianchi USA, Inc.	417	Bianchi Laser 994 with new jaw & software for edge cut keys
Detex Corp	616	ECL-230X-TDB Multi-Point Lock for maximum door security
FJM Security Products	331	New Heavy duty combination padlocks with larger, easier to read, front facing dials
Kaba Ilco Corp	435/601	Aluminum Storefront Hardware
Kaba Ilco Corp	435/601	057 HS Sidewinder/Laser Key Duplicating Machine
KSP-Killeen Security Products	722	Large Format Interchangeable Core with Screw on cam nest KSP P/N 407LFIC (accepts "Schlage" LFIC)
Mail Boss DbA Epoch Design LLC	218	Mail Boss Locking Security Mailboxes
Medeco Security Locks	401	Nexgen XT
Norton Door Controls	401	SafeZone® is an electromechanical closer/holder that senses movement in the door opening and holds the door open allowing safe passage
STRATTEC Security Corp.	317	Bolt Receiver Lock for Heavy Duty Hitches
As of July 2, 2011		

# Announcing ALOA's New PRP Certificants

**A**LOA is pleased to congratulate the following individuals who have achieved ALOA PRP certifications from June 1, 2009 through June 1, 2010.

The RL, CRL, CPL, CML, and CAL credential provides an objective measure of an individual's knowledge and competency in Locksmithing and physical security. Throughout the world, it is the locksmith profession's recognition of practitioners.

In order to earn these credentials, the certificants had to comply with stringent eligibility requirements; they then had to pass a comprehensive examination that tested their knowledge and skills in major areas of Locksmithing and physical security.

In order to maintain this credential, the certificants must apply for recertification every three years, at which time they must submit evidence of continuing professional development. This requirement is instituted in order to maintain proficiency and credibility.

The ALOA Proficiency Registration Program (PRP) was introduced in 1985, and the following individuals are part of more than 4,300 physical security professionals who have achieved ALOA certification and recognize its value.

## New CMLs

William S. Stanhope, Amarillo, TX  
Mike C. Middick, Canon City, CO  
Matthew C. Myers, Fort Collins, CO  
William C. Blanchard, Portland, OR  
James B. Kruysman, N. Venice, FL  
John R. Whitmarsh, Danvers, MA

## New CPLs

David R. Ayers, Westminster, CO  
Anthony E. Wiersielis, Bayonne, NJ  
William C. DeBlase, Chicago, IL  
Douglas J. Hotaling II, Mineola, FL  
Joseph W. Patzelt, Fairfield, CT

## New CRLs

Phillip A. Day, Chandler, AZ  
Todd E. Hogan, Phoenix, AZ  
Richard J. Daniel, Albuquerque, NM  
Cody M. Abundis, Clear Lake, IA  
James A. Elwood, Blaine, MN  
Stephen Mostad, Blackduck, MN  
Ronnie E. Taggard, St. Paul, MN  
Dan J. Asada, Clear Lake, IA  
Robert W. Anthony, Arlington, VA  
Ross A. Duman, Strongsville, OH  
Craig A. Toocheck, Trafford, PA  
Stephen S. Monroe, Austin, TX  
Joseph A. Cattell, Downingtown, PA  
Eric R. Carlson, Bemidji, MI  
Michael S. Fowler, Fargo, ND  
Erik Harmon, Fargo, ND  
Brian T. Jents, White Bear Lake, MN  
Thomas M. Austen, Homestead, FL  
George B. Bickley, Sidney, BC  
James D. Eaton, Tifton, GA  
Leonard M. Esposito, Orlando, FL  
Adam S. Fryman, Tavernier, FL  
James E. Hall, Spring, TX  
John C. Hazen, Cardington, OH  
Daniel C. Johnson, Minneapolis, MN  
Steven R. Klindt, Pinellas Park, FL  
James S. Mayes, Monroe, GA  
Scott W. Megahan, Charlottesville, VA  
Joe Moyer, Port Charlotte, FL  
Ben D. Payne, Las Vegas, NV  
Eric L. Scroggins, Hobe Sound, FL  
Paul H. Sewall IV, Lafayette, LA  
Sean E. Sicher, Moorefield, WV  
Guy Tordjman, Honolulu, HI  
Sherman M. Wilder, Vero Beach, FL  
Daniel R. Wilson, Lafayette, LA  
Sean Villeneuve, Cornwall, ON  
Carl E. Nelson Jr., Peoria, IL  
Dale J. Dugstad, Redwing, MN  
Anthony C. Jensen, Saint Cloud, MN

Luke J. Pieper, Ottumwa, IA  
Timothy J. Henley, Alexandria, VA  
Deborah A. Pipkin, Farmington, NM  
John Grady Jr., El Paso, TX  
Edward S. McKenzie, Birmingham, AL  
Janell M. Briggs, Chippewa Falls, WI  
Chris P. Clasen, Taylors Falls, MN  
Nathaniel D. Condon, Burlington, VT  
Eric L. Dion, Burlington, VT  
James J. Hopperstad, Rutland, VT  
Christopher S. Siem, Danbury, CT  
Mark T. Sienkiewicz, Easthampton, MA  
Martin F. White, Groton, MA  
Joseph L. Barry, Colorado Springs, CO  
Luke B. Brignac, Lafayette, LA

## New RLs

John C. Fordyce, Portland, OR  
Donald R. Neumann, Dania, FL  
Phillip Harrigan, Santa Monica, CA  
Mark F. Schmidt, Saint Charles, MO  
John R. Darnell, Topeka, KS  
Wilber O. Gomez, Richmond, CA  
Jerry L. Branscum, Ada, OK  
Corbin Berent, Hemlock, MI  
Randy Bird, Ada, OK  
Carl L. King, Houston, TX  
David C. Walsh, Fort Worth, TX  
Jon C. Saucier, Terrytown, LA  
James Cozzi, Arlington Heights, IL  
Stephen D. Mannan, Hudson, CO  
Chad Caldwell, Carmichaels, PA  
Kobak L. Taylor, Winston Salem, NC  
Kevin J. Lease, Cedar Park, TX  
Gregory H. Compton, Las Vegas, NV  
Scott A. Veal, Beaverton, OR  
Eric A. Petersen, Riner, VA  
Javier Portilla, Trujillo Alto, PR  
Julio Castillo, Houston, TX  
Jesse A. Stone, Kansas City, MO  
Ruben Corona, Lake Forest, IL  
John Weaver, Telluride, CO  
Robert C. Capps, Tulsa, OK  
Jay Bloom, Niles, IL  
Brian E. Boland, Sarasota, FL

## New CALs

Joel D. Almanzar, Miami, FL  
Mark V. Ames, Toledo, OH  
Ryan C. Ames, Toledo, OH  
Timothy W. Busch, Opa Locka, FL  
Daniel D. Cathcart, Louisville, KY  
Kelly J. Clements, Miami, FL  
Bobby L. Colbert, Las Vegas, NV  
Juan A. Collado-Mendoza, Miami, FL  
Raymond J. D'Adamo, Ft. Collins, CO

Vitaliy Dubov, Staten Island, NY  
Andrew Estes, Hagatna, GU  
Karl J. Fenton, Rockaway, NJ  
Joe A. Fernandez, Miami, FL  
Marc D. Fishberger, Miami, FL  
Kelly M. Fuller, Las Vegas, NV  
Edwin Gutierrez, Miami, FL  
Jason D. Hertzberg, Miami, FL  
Todd E. Hogan, Phoenix, AZ  
Doug J. Hotaling II, Mineola, FL  
Jody Howard, Mesa, AZ  
Selwyn I. Johnson, Trinidad, Tobago  
West Indies  
Ryan C. Karpinsky, Gastonia, NC  
Robert A. Keil, Miami, FL  
Raynard Kennedy, Washington DC  
Anthony J. Kowsky, Miami, FL  
Nicholas Lopez, Margate, FL  
Ronald W. Marcinkowski Jr., Philadelphia, PA  
Thomas A. McMahon Jr., Kissimmee, FL  
Franklin Miranda, Miami, FL  
Henry Mitchell, Miami, FL  
Juan L. Moore, Miami, FL  
Russell D. Moore, Miami, FL  
Mario Moreno, Miami, FL  
Manuel A. Natal, Portsmouth, VA  
Dustin A. Noll, Mineola, FL  
Bryan J. Nystrom, Minneapolis, MN  
Gill A. Ocean, Apopka, FL  
Max R. Ortiz, Miami, FL  
Jason M. Poor, Miami, FL  
Jean P. Quesnel, Orlando, FL  
Ricardo R. Romero, Miami, FL  
David A. Slinger, Miami, FL  
Charles J. Swift, Miami, FL  
Luis E. Toro, Trussville, AL  
Jason D. Vanderford, Miami, FL  
Jay J. Wiener, Miami, FL  
John T. Wright, Naples, FL



# By the Minute

Minutes from the 2010 Annual Meeting of the Membership of the Associated Locksmiths of America.

The annual Convention Membership Meeting was held in room S230G&H, South Hall B, in the Orange County Convention Center in Orlando, Florida, on August 5, 2010. The meeting was called to order by ALOA President Hans Mejlshede at 10:45 a.m. The Pledge of Allegiance was led by ALOA Secretary John Soderland.

President Hans Mejlshede introduced the members of the ALOA Board.

President Mejlshede requested for a motion to approve the minutes of the last three meetings as published:

August 12, 2009, Annual Convention Membership Meeting

March 09, 2010, Bylaws Revision Approval Meeting

June 12, 2010, Annual Election Meeting for ALOA Board of Directors positions

Motion made by Dana Barnum CML #5444/Bob Stafford CML #3565. — *PASSED*

Report of the ALOA President Hans Mejlshede, CML (see "Report from the President," below).

Report of the ALOA Executive Director David Lowell, CAE, CML (see "Report from the Executive Director," p. 41).

Report of the ALOA Scholarship Foundation President Gordon Racine, CML: The foundation awarded one regular scholarship and six named scholarships from Kaba, Assa, Abloy, Medeco, Mul-T-Lock and Arrow.

ALOA Honors: The ACE Award was presented by Bob Stafford, CML, ALOA technical manager, to Greg Perry CML, CPS #19870.

The ALOA Presidents Award was presented to Kathy Romo, ALOA's comptroller.

President Mejlshede announced the results of the June 11 Board of Directors Election. President Mejlshede swore in the newly elected ALOA Board Members: Secretary Tom Foxwell, RL; International Region Director Yoshio Suzuki, CRL; Northeast Region Director Bobby DeWeese, CML, CPS; Northeast Region Director Tom Demont, BS, CML, AHC, CAI, CFL, CMIL, CFI; Northwest Region Director Keith E. Whiting, CML, CFL, CFI; South Central Region Director John Arnold, CML; and Associate Region Director Clyde Roberson, CML, CPS, AHC, CPP.

President Mejlshede requested a motion to destroy the election ballots. Motion made by Evelyn Wersonick, CML, CPS #3621/Ed Woods, CML, CPS, CAL #21599 to destroy the election ballots. — *PASSED*

ALOA Board Service awards were presented to the outgoing Board Members by the President Mejlshede to South Central Regional Director Harry L. Sher, CML, CPS; International Director Takashi Kuwana, CRL; and Secretary John Soderland, CML, CMST, CIL.

Special awards were presented as follows: Life Membership was awarded to John Soderland, CML, CMST; Life Membership was awarded to Laurie Simon (but he was not present to accept the award — it will be presented during the Fall Board meeting in Dallas); and a special Lifetime Friendship Award was presented by Bill Smith to John Soderland, CML, CMST.

## CALL FOR THE GOOD OF THE ORDER

The following members addressed the membership: Elisabeth Kirkpatrick #17408 re-

quested more of a breakdown on the financial report printed in *Keynotes* under "other." David O'Tool #43872 discussed working on how to promote and improve membership. Mike Fotey #15655 wants to reduce the cost of membership and also to not give special rates to overseas members.

Dana Barnum CML #5444 expects to get more for benefits and not reduce membership cost. Bradley Small #49721 would like to see more certified classes for states that require continuing education (CEU) credits. John Larue #8681 suggested tying the casting of votes in with the membership dues payment. Kimberly Tordjman #58675 suggests creating an iPhone app for "Find a Locksmith." Mike Kirkpatrick #3275 says dues are fair and wants more benefits. Grace Long #58421, special gift to the ALOA President from Hong Kong Locksmiths

President Mejlshede asked for a motion to close the Membership Meeting. Motion made by Bruce Campbell CML, CAL #28278/Diana Barnum CML #5444 to adjourn the meeting. — *PASSED*

The meeting was adjourned at 11:43 a.m.

Respectfully submitted, John W. Soderland, CML, CMST, CIL, Board Secretary

## Report from the President

"Ladies and Gentlemen, dear friends I have been attending many ALOA membership meetings, or more exact all of them since 1974. Sometimes in the past, when you have been seated in the middle off the crowd, you start thinking, whom are they up there, all the board members and the President. I can



tell you, exact like yourself, hardworking locksmiths.

"Some board members comes from one man operations, other from larger companies. Some are specialized in automotive, others in Safes. You have elected board members, as I believe, represent the locksmith society very well. Board members as have been hard working to represent you the member the best possible way. I am proud to be the President of such a devoted board.

"The financial crises has hit the world and also the locksmiths, some more, some less. In my own locksmith company in Denmark, we had red figures, we are back to black now, but we had to fire employees for the first time in many, many years, and by the way, it is one of the worst jobs I know of. As with my own company, many locksmith have had tough years in the past and all those companies are tightening the belt - and guess, that affects ALOA.

"ALOA have had less turnover and several years with financial losses. We had to tighten the belt as well, or with other words reduce our cost. As many others, we had to fire employees. We are missing them, but we have to adjust our cost to the income level. At my visits in the headquarters on Easy Street, it has been very obvious that everyone had to work harder to compensate for the missing employees. The "reward" has been, that everyone has accepted a temporary 5% decline in salary!

"The staff really deserves a thank you from all of us for all they are doing for ALOA. By the way, the finances looks a lot better now after all the cost saving programs has been introduced. It is important for ALOA to prove that is really pays of to be a member. Just think on how the locksmith landscape would have looked without ALOA's department of legislative affairs? Just think one the many states where we have been able to block someone as did try to erode the locksmiths market share. Think on our fight against the scammers, those things is almost impossible if you would try to do that alone.

"You are now attending the ALOA convention, whom else could make such an arrangement? An education program as is second to none and an exhibition for locksmiths as you won't see anywhere else, and then, not to forget, the networking opportunities when many locksmiths meet. Think

on all the information you receive from ALOA, the weekly web news and the monthly Keynotes - with Keynotes you can decide to "Go green" and have Keynotes on the web and not in the printed version.

"The future, we, the board, are convinced that the financial crises will fade out in 2011 and we are preparing for that. We are working with the "Certified Installer" program as another fight against the scammers and we hope that will be able to expand our educational facility on Easy Street in the not to far future."

## Report from the Executive Director

"Good Morning ALOA members and Guests. My full report was printed in the July/August issue of *Keynotes* magazine so I will provide you with a summary of the programs that have been introduced for ALOA members in the past year.

"ALOA provides effective representation of ALOA members to legislators, regulators, and other industries through the legislative manager, Tim McMullen, JD, CAE. Currently he is monitoring 58 bills in 23 states In the certification department this last year we completed two projects simultaneously in an effort to create a means for our members to be certified.

"At the 2009 convention we introduced the Certified Automotive Locksmith certification exam. This has turned out to be very popular and we now have 55 Certified Automotive Locksmiths in our system. Also in June this year we launched the Computer Based Testing program that enables members to sit for the PRP exams in a computer based testing environment at a local community college or university proctored testing center. This will cut down on the travel costs and scheduling issues that have been a part of the paper based exams that are usually given at locally sponsored locksmith events.

"We are continuing our partnership with the ServiceSkills.com that provides for a discounted rate for members to participate at a flat rate in the following in a series of business and personal development related topics.

"We uploaded the business name, address, phone number and website, of all of the current ALGA members who did not opt out to the new Find-A-Locksmith website so that consumers are now able to find them you on the web and contact you for services. We also added the ability for legitimate owners of multiple locations to list these locations.

"This last year we addressed the "Locksmith Scam" issue that has spread throughout the country by developing the ALOA Public Service Announcements that promotes the use of ALOA Certified Locksmiths and directs them to the new Find-A-Locksmith website. In conjunction with this program we have also produced a brochure that members can use to promote the use of ALOA Qualified locksmiths. These are available in the ALOA Store on the convention floor. We also will be taking orders for the PSA that you can put a 7 second tag line on at the end promoting your business.

"This last year we introduced the ALOA Branded National Directory Advertising program. This program encourages consumers to be selective when choosing a locksmith and incorporates the use of the ALGA logo in a column ad accompanied by a display ad when members enroll in the program. This was a completely new program on a national scale and we have had over 200 participants in the program. As is sometimes the case with new programs, there were a few problems encountered regarding those who enrolled and did not get their ads placed.

"As part of a corporate downsizing, the company with whom we contracted (TMP Directional Marketing) for this program, closed their Dallas office and moved everything to an existing office in Kansas City. In the moving process, some of the orders that we had forwarded to them were miss-filed and therefore not placed. We also were not informed, until it was too late, that those who placed ads with ATT were not placed due to minimum two listing requirement.

"We now have a procedure in place to ensure that when we forward the orders to TMP we will receive confirmation that the order has been placed with the directory publisher. We are also contacting those who place ads in ATT directories advising them that there is a minimum of two list-



ings and are working with them to get additional participants. We have been working with each individual whose ads did not get placed on a case by case basis.

"ALOA currently has over 6000 members in 34 countries. We currently have 35 Lifetime Benefactor Members who have made a one-time payment for their membership based on their age which locks in their dues for life. This program is available to anyone who is an Active Member of ALOA who would like to apply the dues they have already paid for this year to participate at this year's rate.

"The "Go Green" to "Save some Green" program has provided the members who select this option the opportunity to receive electronic delivery of all correspondence including Keynotes magazine, membership packets, dues notices, convention brochures and others in exchange

for a reduced rate on their membership dues for 2010. This year we had over 1000 members select this option.

"In an effort to generate more participation in the ALOA voting process we created the ability to Vote Online for the Board of Directors election this year. Nearly half of the votes received were through this online voting process and we anticipate more participation in the future as members see how easy it is to vote online. We have a new partnership with Allstate Insurance that enables ALGA members to receive an additional 10% discount off selected insurance coverage's.

"In September we will be introducing a new Bank of America affinity credit card program that will have the ALGA logo and the "Locksmiths You Can Trust" phrase. This will be your way of promoting your membership in ALOA each time the card is used while Bank of America is contributing

a percentage of every purchase to the association.

"We will be conducting a new membership survey this next year that will provide us with more current data about our membership demographics in an effort to identify new programs that will be of benefit to your membership and enable us to more effectively market our membership to the public.

"In summary, The Board and Staff of ALOA are expending all of their energies towards developing more programs and refining existing programs that will create a strong and viable organization that you can perceive as a great value. While many of the topics I covered are about what has been done, we welcome any suggestions that you may have.

"I look forward to the future and the opportunities that are ahead as we work together to establish ALOA as the organization of choice for locksmiths and security professionals worldwide."

## Your Legislative Voice

**Ranked as the No. 1 member benefit, ALOA's Legislative Management team not only monitors proposed and enacted laws and regulations, it makes waves.**

**Issuing weekly updates, calls to action and lobbying on your behalf, this legislative powerhouse works to ensure that you and your business are represented across the United States.**

**For more information about legislative representation and other ALOA membership benefits, contact [membership@aloea.org](mailto:membership@aloea.org) or (800) 532-2562.**

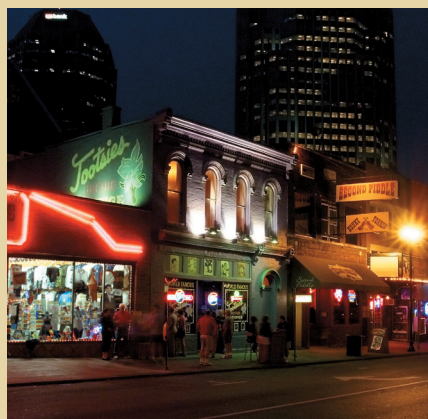
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You Hold the Keys.**



GAYLORD OPRYLAND ♥ NASHVILLE, TENNESSEE ♥ AUGUST 6-13, 2011

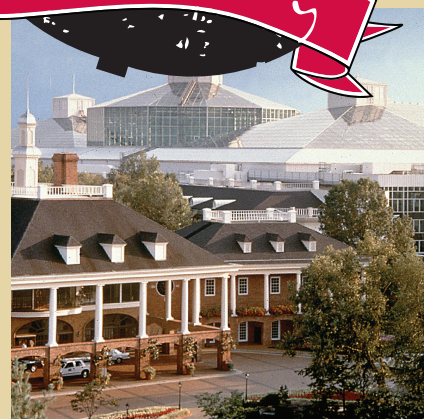
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Foundation (ASF)  
Dinner**

**World-Class  
Education and  
Networking**



## **Questions?**

Conventions Manager  
Jo Anne Mims  
214-819-9733 x217  
joanne@aloha.org

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# The 2011 Election Winners

Following are the official election results from the annual ALOA Election Meeting, on June 10, 2011, in Dallas, Texas. These results were certified by Kim Crawford, CPA, from the accounting firm of Sutton, Frost & Cary LLP.

## MEETING MINUTES

The meeting was called to order at 10:00 am, June 10, 2011, by President Hans Mejlshede at the ALOA Headquarters, 3500 Easy Street Dallas, Texas 75247.

The following were in attendance: President Hans Mejlshede, CML; David Lowell, CAE, CML, CMST; Greg Parks, CRL; Dallas Brooks, RL; Ken Kupferman, CML, CPS; Mrs. Kim Crawford, CPA from the accounting firm of Sutton, Foster & Cary, LLP.

The following participated via telephone; Secretary Tom Foxwell, RL, CFDI; Gordon Racine, CML; Tom Demont, BS, CAI, AHC, CFL, CML, CFDI; Bobby DeWeese, CML, CPS; Yoshio Suzuki, CRL; Humberto Villegas, RL; Tom Ripp, RL.

President Hans Mejlshede requested a report from Mrs. Kim Crawford concerning the proxies that were in her possession. Mrs. Crawford reported that she possessed a total of 555 valid proxies, with 44 duplicate and 1 ineligible proxies. There were 127 faxed ballots, 44 mailed ballots and 385 electronic ballots received.

President Mejlshede advised that a Quorum was present.

President Mejlshede called for a vote on the election of officers and directors, the results are at left.

President Mejlshede reported that he had reviewed the tabulation method used by Mrs. Crawford and he believes the votes to be accurate.

M/M; Dallas Brooks 2nd, Bobby DeWeese; "That the ALOA 2011 election is declared valid."

## PRESIDENT

<b>TOTAL VOTES</b>	<b>551 VOTES</b>
<b>GORDON RACINE</b>	<b>150 VOTES</b>
<b>TOM DEMONT</b>	<b>203 VOTES</b>
<b>BOBBY DEWEESE</b>	<b>198 VOTES</b>

## NORTH CENTRAL REGIONAL DIRECTOR

<b>TOTAL VOTES</b>	<b>80 VOTES</b>
<b>TOM RIPP</b>	<b>80 VOTES</b>

## SOUTHWEST REGIONAL DIRECTOR

<b>TOTAL VOTES</b>	<b>76 VOTES</b>
<b>GREG PARKS</b>	<b>76 VOTES</b>

## SOUTHEAST REGIONAL DIRECTOR

<b>TOTAL VOTES</b>	<b>90 VOTES</b>
<b>JIM WEIDMAN</b>	<b>90 VOTES</b>

Vote 100% approved.

President Mejlshede directed Mrs. Crawford to secure and retain all proxies until the members attending the ALOA 2011 Convention Membership Meeting determine their final disposition.

President Mejlshede declared that there

was no other business to be conducted at this meeting.

M/M Hans Mejlshede 2nd. Greg Parks

"To adjourn the meeting"

Vote 100% accepted

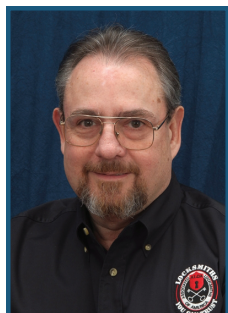
Respectfully Submitted, Tom Foxwell,  
Secretary



# Meet the Winners

## PRESIDENT, 2011-2013

**TOM RESCINITI DEMONT, AHC,  
BS, CAI, CFDI, CFL, CMIL, CML**



"Tom is dedicated to the growth of the locksmith profession through his teaching, writing and serving as president of the ALOA Scholarship Foundation and the ALOA

Board of Directors. Tom's first tour was as the elected Associate Board Member and after one year he was elected Northeast Director for the board. He also sits on the International Investigative Locksmiths association board and is a past board member of the Institutional Locksmith Association.

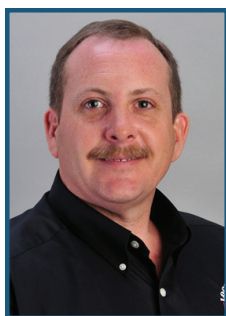
"55+ years in the lock security field working as an institutional locksmith (US Navy), owner/manufacture of locksmith tools (A-1 Mfg), 3 locksmith service companies (A-1 Lock & Key, A-1 Lock & Safe, and Technical Services, and a manufacturers' representative agency, (Technical Sales). He finished his career as Director of Sales and Marketing for ASSA High Security Locks. After retiring from ASSA he opened his locksmith and consulting company Technical Services."

## SOUTHEAST DIRECTOR, 2011-2013

**JIM WIEDMAN, CML**

"My name is Jim Wiedman and I would again like to take this opportunity to ask you for your vote for Southeast Director of ALOA. I am a third generation locksmith and owner of Mid-State Lock and Key in Nashville, TN.

"As a current board member we have been



focusing on expanding member benefits, finding ways to improve communication with our members, fiscal responsibility of the association, and strategic planning

for improving future conventions. I would like to thank everyone that has shared with me their thoughts, ideas, and concerns. I have fulfilled my promise to represent the members of the Southeast and I feel that I have made a difference. We have accomplished a great deal but there is much work that still needs to be done."

## NORTH CENTRAL DIRECTOR, 2011-2013

**TOM RIPP, RL**



"With more than 31 years of experience as a locksmith, owner of Wauna-key Locksmith Service & 15 years experience as a technician in the Access office at UW-Madison, I

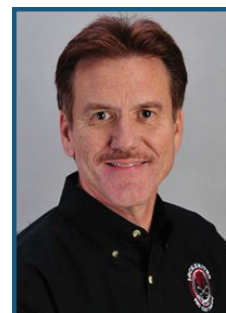
have become the preferred source of expertise for other locksmiths regarding operation & maintenance of critical, complex systems. This includes both hands-on operations and supervision of locksmith crews.

"I have proven to be able to handle multiple demands with grace, a great team player and a strong individual contributor. I am quality conscious, self-motivated and dependable. I prefer to lead by example

and maximize employee potential through positive motivation. I continue to attend many educational opportunities, ALOA chapter meetings and was elected to the office of North Central Regional Director for 1999-2001."

## SOUTHWEST DIRECTOR, 2011-2013

**GREG PARKS, CRL**



"It has been my honor to serve the past five years as your ALOA Southwest regional director. I am seeking your vote to continue in this position. Please help me work for

a stronger and more valuable association.

- 1982-present: Locksmith in San Diego, CA
- 1983-present: Started Accurate Security Pros
- 1989-present: ALOA Member • 2006-present: ALOA Board Member
- 2006-present: Worked ALOA booth at many trade shows
- 2008-present: ALOA Audit Committee
- 2008-present: Keynotes Editorial Advisory Board Member

What ALOA Membership has done for me:

- Professional Opportunities
- Improved Technical Knowledge
- Gaining Greater Insights on how our Association works
- Raised Awareness to the broad educational opportunities available
- Opportunity to meet and share with other locksmiths across the country
- Working together with peers for the benefit of our industry and ourselves"



# Tune Into Education With ASF

Come celebrate ASF and its 15 scholarship recipients.

**T**he ALOA Scholarship Foundation (ASF) is having its silent auction again this year, and we have a large number of special one of a kind donated items this year. Once again Bobby DeWeese will be offering deals on products. These products have been donated to the foundation by suppliers, manufacturers and locksmiths to aid the ASF in raising funds for our educational services and programs.

The products offered are at least 50% off dealer pricing. This is an opportunity for you to save on product purchases — and your purchase helps support the educational programs funded through the ASF. For more information, visit our website, [www.securityscholarship.org](http://www.securityscholarship.org), and click the link for Surplus Inventory. You can download the product list and an order form.

The ASF continues to accept product donations. For more information on donating products, contact one of the ASF board members or the ALOA office.

Last year ASF introduced a new scholarship program, “Sponsor an Apprentice,” and anyone can participate in providing education opportunities for future professional locksmiths and security technicians. Your gift can provide a student one week of education at our resident school, national convention, or at a local conference where classes meet the necessary educational criteria.

This year, ASF gave away 15 scholarships thanks to these great companies: Abloy Security, Arrow Lock, ASSA High Security Locks, Corporate Safe, KABA Ilco –Access, Lucky Line Products, Medeco Security Locks, and Mul-T-Lock High Security Locks.

## ALOA CONVENTION 2011

The ASF board would like for you to join us for the fundraising activities at this year’s ALOA Convention. All proceeds from these events support the scholarship programs and service.

First, take a swing at the ALOA Open Golf Tournament. This year’s tournament will be Wednesday, August 10, at Opryland Golf Course. Fees include transportation, green fees, golf cart, beverages, lunch and prizes for all players.

Next, put on your Andrew Jackson Buckskin outfits, come as you are and join us at the dinner on Friday evening, August 12. It promises to be a fun-filled evening.

During the show hours, show your sup-

port by visiting some of the ASF sponsor exhibits. Information on additional sponsors and the foundation is available at the ASF booth on the show floor. Stop by to meet and welcome this year’s scholarship recipients. You can also meet Tom Demont, ASF president, and our directors, who volunteer their time and efforts to the foundation.

The mission of the ASF is to provide educational services, programs and assistance for the locksmith/security industry. We all gain by having properly trained security professionals in our industry. If you have ideas for fundraising or wish to contribute to the ASF, please contact a member of the ASF Board of Directors.

## ALOA Scholarship Foundation Board of Directors

**Tom Resciniti Demont, President**  
Technical Services Inc.

**Lynn Best, Director**  
Kaba Ilco Corp.

**Bob DeWeese, CML, CMS, CJS, Director**  
Bear Lock & Safe Service

**Gordon Racine, CFDI, CML, Director**  
Technical Services, Inc.

**Kristy Emerick, Director**  
Professional Business Products, Inc.

**Bill Fleming, Director**  
Lucky Line Products

**Mark Blum, CML, CPS, CAI, Director**  
Mark’s Security Group

**Julie McCluney, CRL, Director**  
Keedex, Inc.

**Clyde Roberson, CML, CPS, Director**  
Medeco Security Locks

**William Powers**, with ASSA ABLOY Americas’ will be replacing Julie McCluney of Keedex Inc. for the upcoming two-year term. McCluney has been an active member and an integral part of the ASF Board of Directors for two consecutive terms. McCluney’s support of and passion for the ASF mission has helped to provide a solid foundation for the future. Visit the ASF web site for additional information: [www.securityscholarship.org](http://www.securityscholarship.org).

# Welcome Our Newest Lifetime Benefactor Members

Jerrold G. Antoon, RL, CPP

Roger F. Appleby, RL

Terry Barber, RL

Seth Blumberg, RL

T. Alan Boone, RL

Gregory N. Brandt, CML

William V. Breazeale, CML, CPS

Michael D. Churchman, CRL

Richard L. Cohen, RL

Richard A. Corvi, CRL

Chris W. Cyree, CPL

John R. DeMore, CPL

Marion W. Eubank Jr., CML

Glenn E. Fenzel, CRL

Colin C. Fong, CPL

Charles C. Fowler, RL

Barry M. Gelfand, CML

Tom Gillingham Jr., CML, CPS

Robert F. Kovac Jr., RL

John B. Leaden, CML

Barry F. Meyer, CPL

Sami Mokni, RL

D Keith Moore, CRL

James Mozisek, CML

Eric Nelson, RL

James R. Parker, RL

Wayne G. Plumtree, RL

Robert T. Richard, CPL

Donald G. Sharp, CML CPS

Harry L. Sher, CML, CPS

Michael Sullivan, CML

Robert B. Summers, CRL

Richard W. Taedter, CRL

Lloyd A. Taylor Sr., RL


M Faye Terry, CRL

Jean P. Wiart, RL

James L. Yeager, CRL

Willy K. Yee, RL

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# The 2011 ALOA Scholarship Winners

As it does every year, the ALOA Scholarship Foundation is providing free locksmithing instruction to aspiring security professionals who would not otherwise have been able to attend the ALOA 2011 Convention and Security Expo. This year's recipients of ALOA Scholarships, worth thousands of dollars, are as follows:

**William P. Lewis, RL**, learned of a great opportunity to get started in the locksmithing field in 2009. A local locksmith was looking to retire, so William took a leap of faith by purchasing the business. After taking the Six-Day Basic Locksmithing Course at the ALOA Headquarters in Dallas, TX, he learned just how important locksmithing education is. William has a strong desire to succeed in his business, and is grateful for

the wonderful opportunity the ASF Scholarship award has brought.

**Colleen M. Welch, RL**, was paid small change by her grandfather, William A. Fadden Sr., CML, when she was a little girl to pick up and sort what technicians had dropped while rekeying locks. She always loved feeling like a part of the action. She started off working in accounts payable, but soon came to realize that it wasn't her style. As a third-generation locksmith, she tells her customers that it's just in her blood. Colleen hopes one day to continue the family business in her grandfather's honor.

**Susan Zipp, CRL**, has worked as a locksmith for 14 years. She currently works for a small lock shop, Karnis Safe & Lock. Not only will the ALOA Scholarship award benefit Susan, it will also benefit her coworkers.

Susan plans on bringing them up to speed with the knowledge she gains about industry advances and practices.

**Joshua D. Grant, RL**, realizes the need for locksmithing education due to everyday changes in the field. He believes that his job as a security technician is to provide the public with a piece of mind and knowledge of the latest technology. Joshua's goal in applying for an ALOA Scholarship is to give him a greater understanding of the vast number of new products and technologies. This understanding is a stepping stone for him to advance his career in locksmithing.

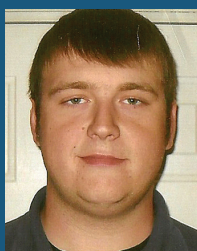
**Cheryl D. Ristow, RL**, became interested in locksmithing when she saw what her father's fine work did for his customers. Growing up in a small town in the 1980s meant leaving your doors unlocked and not



Brittany Bracey



Scott A. Curtis



Joshua D. Grant, RL



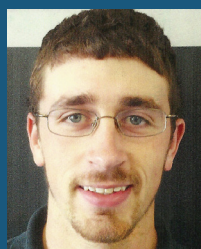
Aaron Hollingsworth



Elizabth J. Kendrick



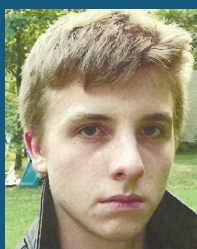
William P. Lewis, RL



Brandon Reynolds



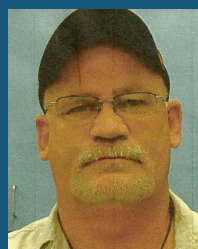
Cheryl D. Ristow, RL



Mark Wagner



Colleen M. Welch, RL



Richard A. Wolters



Susan Zipp, CRL



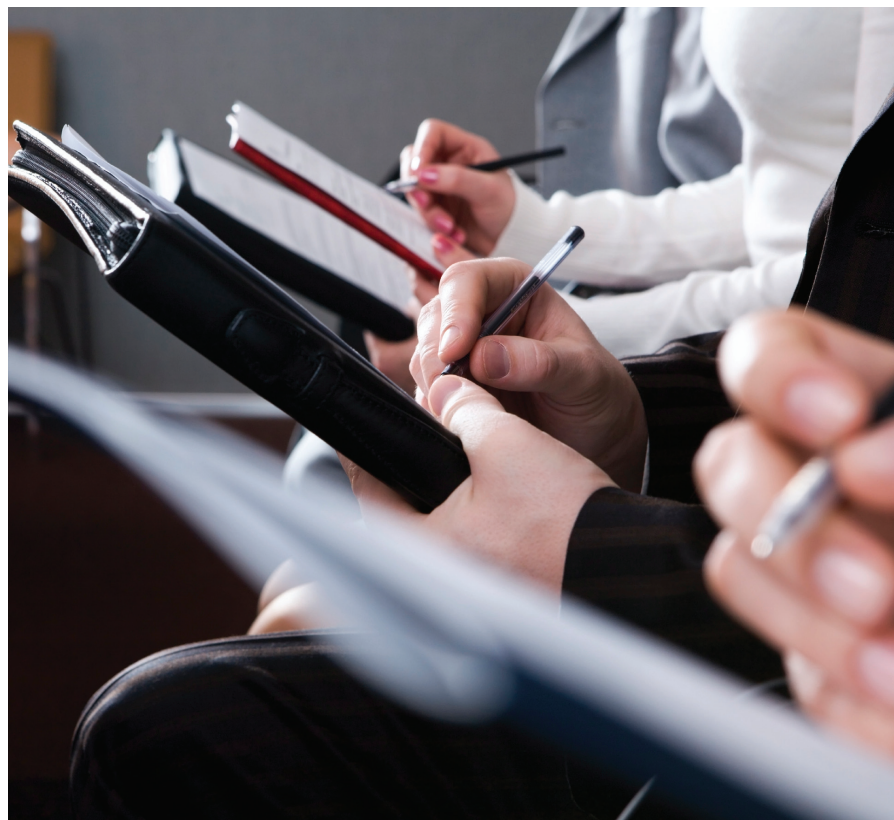
worrying about break-ins. As people grew more security conscious, she wanted to help them protect their homes and businesses. Cheryl began as an apprentice locksmith and business manager, and then achieved her bachelor's degree in marketing. She returned to locksmithing in May of 2010, when she became a dispatcher for Armor Security Inc.

**Scott A. Curtis** has worked as an automotive technician for more than 20 years, and has recently moved over to the locksmithing profession. He quickly discovered that he enjoyed the challenges and successes that the industry brings him. Scott has worked with his father for more than a year, and is proficient in many aspects of the field. However, he would like to learn more about the trade. Without the scholarship award, Scott was unable to see how he would get the training he needs to become a professional locksmith.

**Aaron Hollingsworth** began in a locksmithing apprentice program after graduating high school in 2009. Aaron is currently employed at Hollingsworth Locksmith Service, a business his father began in 1997. Aaron applied for an ALOA Scholarship because he believed it would allow him to continue to grow the family business. He is passionate about the locksmithing industry, and genuinely appreciates the ability to propel his career to the next level.

**Elizabeth J. Kendrick** became interested in locksmithing after a year of working as an institutional tool and key control officer. While in training with her senior officer, she began learning of the various locking devices used to maintain the security of the institution. She was instructed in the basic principles of key methods, pinning locks, key making and working with high-security locks. Elizabeth would like to learn more about the more advanced areas of the locksmithing profession, and use her solid work ethic as an example to others in the industry.

**Brandon Reynolds** believes that locksmithing is not just a job. He feels that a

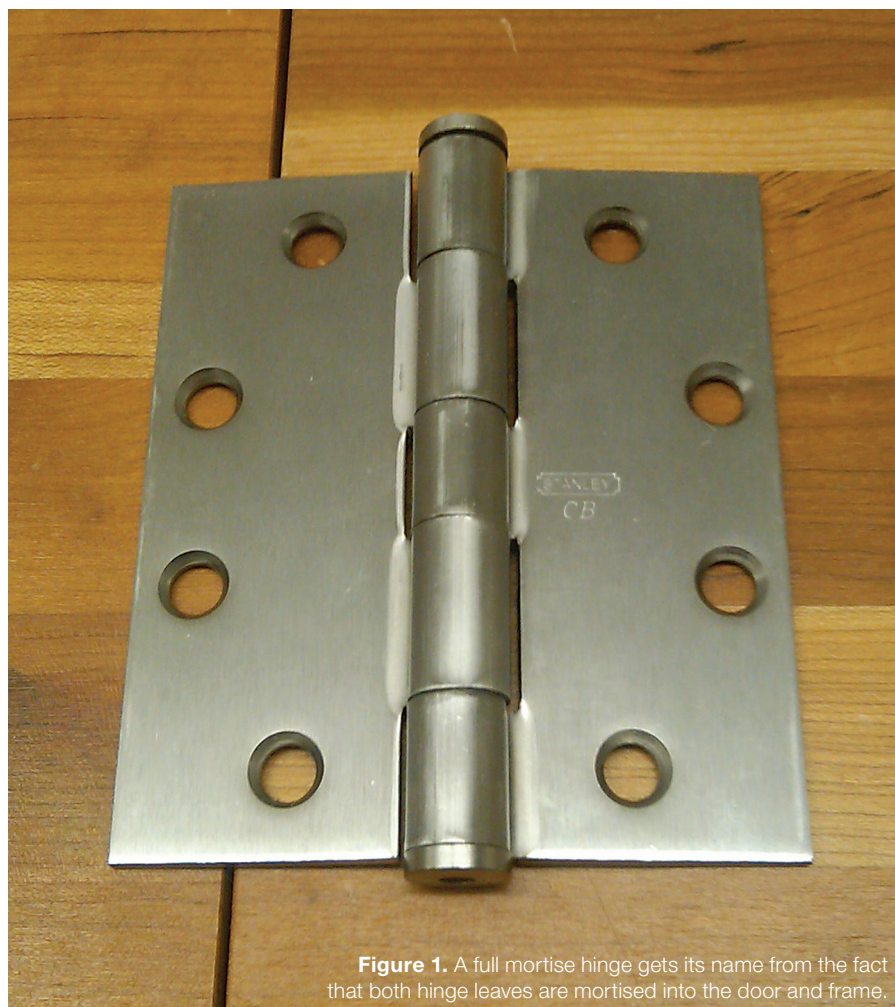


locksmith should be like a trustworthy friend that can be depended on for his knowledge and skills. Brandon works in his grandparent's shop, Tyler's Locksmith, and knows from experience that things don't always go as planned. A locksmith should be prepared for anything. Being awarded the ALOA Scholarship will assist Brandon in what he needs for doing just that. The education Brandon receives at ALOA 2011 will help him give his community the Locksmith they deserve.

**Brittany Bracey** never thought that she would become a locksmith, but then she began working at Keystone TechLock, in Florence, SC. Now she can't see herself doing anything else. For the first time in her life she looks forward to going to work. Being a single mother limits Brittany's ability to afford the training that she needs to advance her knowledge and skills as a locksmith. The ALOA Scholarship will allow her to become more successful in the field that she loves.

**Mark Wagner** began his locksmithing career by placing an ad on Craigslist. Although that didn't turn out too well, he was able to find his way with a phone call from Harold Fink, CRL, CPS. Mark began working with Harold, and it has opened his eyes to the vast world of locksmithing. He enjoys the idea of running a business that isn't the ordinary office job. Mark sees being a locksmith as a kaleidoscope of customers to assist, problems to solve and technologies to learn. Being awarded a scholarship to attend classes in Nashville, TN, has provided the way for Mark to do just that.

**Richard A. Wolters** spent five days with Jim Hancock, CML, CPS, in a Fundamentals of Locksmithing class in order to gain a better understanding of the field. He is hopeful that taking more advanced courses will help him in his goal of obtaining an ALOA certification. Richard loves what he does and is committed to learning everything he can.



**Figure 1.** A full mortise hinge gets its name from the fact that both hinge leaves are mortised into the door and frame.

# Swinging With Hinges

Learn how to handle the different types of hinges you're likely to come across on service calls.

By Tony Wiersielis, CPL

If you're starting out in this business, you might think you're only going to be working on locks. The reality is that not every lock problem is caused by the lock. In many cases the problem may not be the lock at all, but something that's not allowing it to work as it's intended to. Very often, it's a door alignment problem — and that usually points to the hinges.

We'll start by illustrating some common hinge types you may run into in your career and how they are used to solve different problems.

## HINGE ESSENTIALS

The most basic hinge you'll see is a full mortise hinge (see Figure 1). It is called a full mortise hinge because both hinge leaves are mortised into the door and frame. The leaves of the hinge are the two flat parts with four holes in each. They are joined together at the knuckle of the hinge, which are the interlocking parts of the leaves. The hinge leaves are held together by a hinge pin that passes through both leaves at the knuckle. On quality hinges, there's usually a cap at the bottom of the hinge pin.

Hinges are measured from the top to the bottom of the hinge leaf, then across both leaves horizontally. If you could put a ruler on the hinge illustrated, you'd find it to be 4½ inches high by 4½ inches wide.

When measuring a hinge while it's on a door, you probably won't be able to open the hinge as wide as the one in the picture. You can get a horizontal measurement by placing the tip of your ruler even with the center of the knuckle, and measuring out to the end of one of the leaves. If you multiply this dimension by two, you'll get the width of the hinge.

The standard hinge size for commercial doors is 4½" x 4½". It is common, however, to find 4" x 4", 3½" x 3½" and 3" x 3" hinges in various places around a residence. You may occasionally find hinges that are not the same dimension for both height and width,

such as 4½" X 5". If you are uncertain about the size of a hinge, measure it.

The hinge in *Figure 1* is a standard hinge without ball bearings. Ball bearing hinges are heavier duty than hinges without bearings and tend to last much longer. Because of this, they are more expensive, but the bearings make them the best choice for doors that receive heavy use, particularly in schools and businesses. You'll see these bearings on some of the other hinges we'll discuss later on.

#### MORE HINGE DETAILS

Hinges are sold in pairs, but since most doors have three hinges, you will usually find commercial grade hinges in a box of three. What you are asking for in this case is "a pair and a half" of whatever size you need. Always replace all the hinges on a door.

One thing to remember about hinges is that you always want the top of the hinge pin on the top of the hinge. If you don't do this and install the hinges with the pin facing down, there's a good chance the pins will work their way loose and drop out. This could cause a serious injury if the door were to fall off in the act of being opened — which would be followed shortly after by a lawsuit.

If you take a close look at the hinge in *Figure 1*, you'll see a hole in the cap at the hinge's bottom. This allows you to punch the pin out of the knuckle of the hinge, remove the cap and re-insert them at opposite ends of the knuckle. By doing this, you're changing the hand of the hinge (see "*Handing and Bevels*," p. 52).

*Figure 2* is an example of a pin remover — a tool provided with some hinges to make this operation easier. The small end is inserted in the hole in the cap; by tapping the other end with a hammer, you'll push the hinge pin partially out of the knuckle so it can be removed. You can then take the same end of the tool, insert it into the knuckle (where you just removed the pin) and tap out the cap. You might be wondering why

**"This could cause a serious injury if the door were to fall off in the act of being opened — which would be followed shortly after by a lawsuit."**

you'd need to do this. The answer will be readily apparent for some of the other hinges I'll be describing, but not so obvious on full mortise hinges.

*Figure 3* is an example of a full mortise electrified hinge, which is used to transfer power and data to an electric lock or panic device without being as obvious as a surface-mounted transfer loop. The wires are spliced to the hinge in the frame and on the door

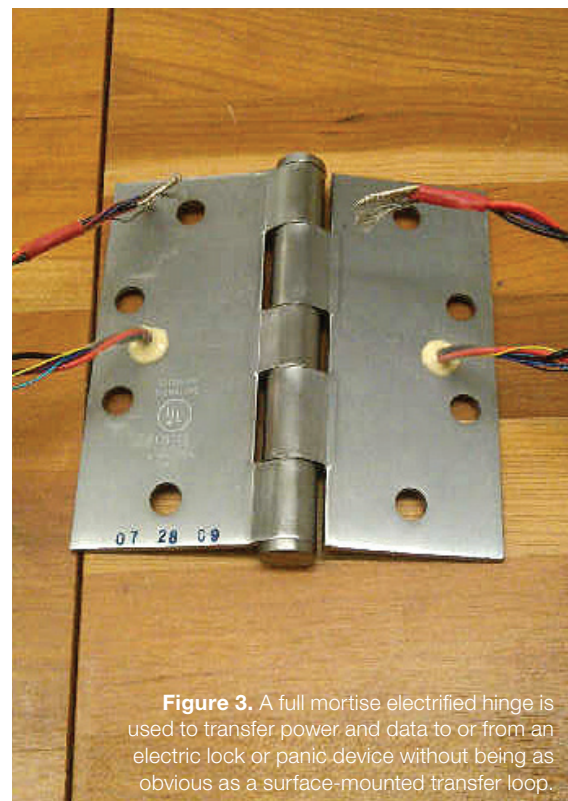
leaf. The wire then runs through a raceway drilled to the lock. You'll also find the wire hidden under the end cap on the hinge end of some electrified panic bars.

One thing to keep in mind when taking off a door is that these hinges and most electric locks look just like their nonelectric counterparts. Make sure you check behind the middle hinge for wires before you move the door away from the frame. The last thing you need is to break the wires to this type of hinge. It's also a good practice to check under the end cap of any panic bar you work on.

Some guys like to take out the hinge pins when taking off a door. I only do this on residential doors with lighter duty hinges that I know won't have any wires or bearings in them. If you pop the pins on commercial-grade hinges and one of them is an electric hinge, you've just made your life really miserable. Check the hinge!



**Figure 2.** A pin remover makes it easier to change a hinge's hand.



**Figure 3.** A full mortise electrified hinge is used to transfer power and data to or from an electric lock or panic device without being as obvious as a surface-mounted transfer loop.

## OTHER HINGE OPTIONS

Figure 4 is a close-up of a hinge option called non-removable pin, or NRP for short. The small setscrew you see in the picture projects into a slot that's cut into the hinge pin and prevents it from being removed from the outside of the door. You can remove the setscrew and take out the pin if you need to.

NRP hinges should always be used on locking doors that swing out, particularly on the backside of commercial buildings and on doors opening out into desolate areas. You want to protect your customer from the thief who will attempt to remove the hinge pins and remove the door to gain entry. Pointing out the lack of NRP hinges when working on the locks may get you some additional business replacing the hinges.

In an emergency, such as an attempted burglary, your customer may be hypersensi-

tive to this type of attack. There is a way to make a standard hinge into an NRP hinge and give him some peace of mind until you can get the real thing.

To do this, prop the door open so you and get at the hinge's knuckle from inside. Pick a part of the knuckle that's attached to the leaf on the frame and doesn't move. Drill a small hole into the center of the middle knuckle and partly into the hinge pin, but not all the way through the pin. (Look at the picture of the NRP hinge to get an idea of where you need to be with this.)

Once you've got your hole, you can do several things. You can tap the hole for a setscrew and install it; you can drive in and cut off a tightly fitting roll pin; or you can screw in a sheet metal screw until it bottoms out, and cut it off. Of these three methods, the third is the fastest.

If your customer is not concerned about you making a few holes in his frame, prop the door and screw two 2" #14 sheet metal screws into the hinge edge of the door. Don't screw them all the way in; leave about 3/4" of the screw sticking out. Put one screw a few inches below the top hinge and above the bottom hinge. Put a little lipstick or grease on the head of the screws, and slowly close the door to mark where to drill the frame holes. Drill the holes and check to make sure the screw heads fit into the frame without binding.

You've created a situation similar to locking a deadbolt on the lock side of the door. If the hinge pins are removed, the screws will prevent the door from coming out of the frame without a lot of effort and damage. Most thieves will abandon this method and leave.

## Handing and Bevels

Doors and some hardware are often described as "handed" — and if you're new to the trade, you might be wondering what this means. Handing refers to the way a door swings and there is a specific way of determining it.

To hand a door, always face the locked side (usually the keyed side) of the door. If the hinges are on your left and the door pushes away from you, it is a left-hand door (LH). If the hinges are on your left and the door pulls toward you, it is a left-hand reverse bevel (LHRB).

The same rule applies when the hinges are on your right: pushed in to the right is right hand (RH); pulls out to the right is right-hand reverse bevel (RHRB). Realize that the term "reverse bevel" indicates a door that swings out.

Most wood and metal doors are beveled to allow them to swing into the frame without hitting it. To understand this, imagine an in-swinging door. If you measured the push side of the door, it would be slightly smaller than the pull side. If viewed from the top, it would look like a trapezoid.

The narrowest side of a door always faces the stop molding. On an in-swinging left-hand door, the beveled side faces you. On an out-swinging left-hand reverse beveled door, the bevel faces away from you — hence the term "reverse bevel."

Learn and use this terminology. Some hardware is handed and cannot be switched in the field, so you better know how to order the correct part. If you order a left-hand trim for an LHRB door and it is not field changeable, you might have a problem completing your job.

You'll notice on installation templates that you might be instructed to place the template against the "high edge of the bevel." The high edge will always be the pull side of the door, and the "low edge of the bevel" will always be the push side of the door. Backset is always measured on the pull side of the door. — TW

## OTHER HANDY HINGES

The following hinges are designed to solve problems you might find with full mortise hinges that would otherwise require the door and/or the frame to be replaced. They are usually used on metal doors and frames, but can be used on wood in some cases. Since metal frames are often filled with concrete and are not easily replaced, you're more likely to use them on metal than wood.

Metal doors and frames usually come with mortises cut out for full mortise hinges. Since most of these doors and frames are hollow, there are hinge brackets spot-welded to the inside of both, for the hinges to screw into. For a number of reasons — the most common being sticking wedges between the frame and door near the hinge to hold it open — these spot welds can break off. This loosens the bracket, causing it to float with the hinge attached.

Whether it happens to the door or frame, it's a serious problem that will probably stop the door from closing. Since the brackets are inside the door and frame, there's no simple

way to fix them. They do make replacement brackets, but re-welding them is probably not an option for most locksmiths.

In my experience, the hinge bracket within the door is usually the one to go bad. The frame brackets fail too, but in cement-filled frames, they tend to fail less often because the cement around the bracket helps to keep it in place with less flexing.

Figure 5 is a half surface ball bearing hinge, as it would appear on the pull side of a closed door. The wooden block slightly to the left of the knuckle represents the frame. The leaf with three holes would lie upon the surface of the door and be bolted through it.

The frame side of this hinge is a standard 4½" hinge leaf. Because it rests on the surface of the door and not in the door hinge mortise, the hinge's door side solves the problem of the broken bracket. The two bands on the hinge's knuckle are the ball bearings mentioned earlier.

Take note of the fact the door leaf of this hinge is offset so the door will sit in the frame against the stop, the same as it would with a full mortise hinge. As much as it may resemble an open full mortise hinge, it is not. Don't try to use a full mortise hinge in place of a half surface hinge.

A half mortise hinge (Figure 6) is used when you have a damaged hinge bracket on the frame, and is shown as it would appear on the pull side of a closed door. This time the wooden block represents the undamaged door, and the leaf with three holes in it is screwed to the frame's face. The frame leaf is narrower so it will fit on a standard frame without any overhang.

A full surface hinge (Figure 7) solves the problem of both hinge brackets being broken. It includes an offset door leaf and a narrow frame leaf in the same hinge.

#### A HOLISTIC HINGE APPROACH

It's important to understand that you need

to replace all of the hinges on a door, not just the one that's broken. The knuckles of each hinge need to be plumb and directly in line with each other for the door to open and close smoothly. To do anything else is to invite hinge bind.

Remember what I said earlier about changing the hand of hinges, and how you never want to have the hinge pin upside down? To illustrate this, remember that the hinges pictured so far have been shown as they should be: The pin is right side up. Now take this magazine and turn it upside down.



**Figure 4.** Non-removable pin hinges should always be used on any perimeter door that swings out, particularly on the backside of commercial buildings and on doors opening out into desolate areas.



**Figure 6.** This image shows a half mortise hinge as it would appear on the pull side of a closed door.

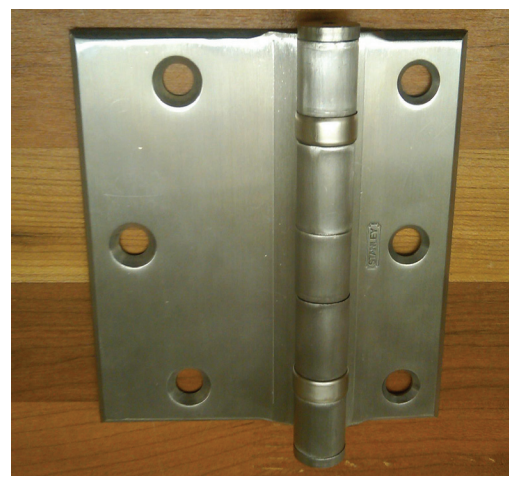
This represents a door that swings the other way. Which way are hinge pins facing now? Down. This is why you you'd change the pins around.

It's also important to understand that on perimeter doors, you'll want to use tamper-proof screws in place of regular screws on any exposed screws not through-bolted into sex bolts. You don't want someone coming along and unscrewing a half mortise hinge from the frame and removing the door.

Figure 8 is a small piece of a full surface continuous hinge; the whole hinge runs



**Figure 5.** This half surface ball bearing hinge is as it would appear on the pull side of a closed door. The wooden block slightly to the left of the knuckle represents the frame.

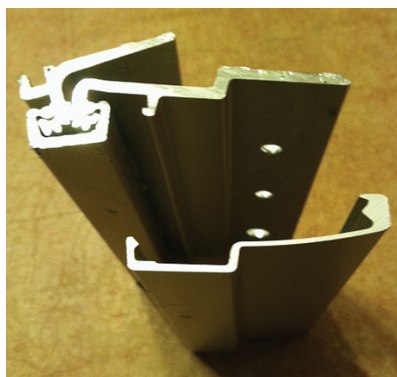


**Figure 7.** A full surface hinge solves the problem of both hinge brackets being broken. It includes an offset door leaf and a narrow frame leaf in the same hinge.

continuously from top to bottom on the door. Note that the frame leaf of this hinge is completely covered by the door leaf when the door is closed. To the left of the hinge is the snap-on cover installed on the door leaf after the door is re-hung. The cover is snapped on with a mallet and can't be taken off without destroying it, so none of the screws are exposed. This extra security, and the fact that these hinges are very strong and durable, makes them an excellent choice for isolated doors that are a security risk.

### SPECIAL HINGES

The next two hinges are usually found in hospitals and mental institutions. First is a swing clear hinge (Figure 9), which allows the door to swing completely out of the door opening. This lets beds and large equipment

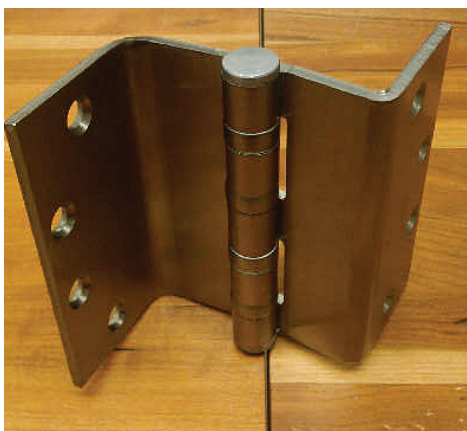


**Figure 8.** Shown here is a small piece of a full surface continuous hinge. The frame leaf of this hinge is completely covered by the door leaf when the door is closed.

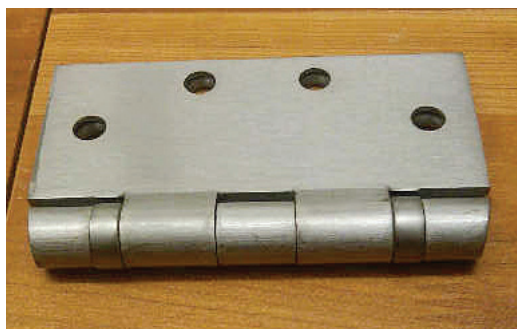
move through the doorway without hitting the hinge side of the door.

Since it might be hard to grasp this by looking at the picture, imagine a hinge of normal height but twice as wide. The hinge would fit into the door and frame mortises, but the knuckle of the hinges would stick out from the door about three inches. If you were to bend the hinge at a right angle toward the frame, the door would swing out of the frame.

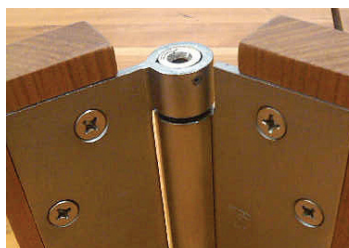
Figure 10 shows another institutional hinge that you may run into. This one is designed to help prevent someone from hanging himself from the hinge knuckle. If you look closely at the top and bottom of the hinge knuckle, you'll notice that they are tapered. This makes it difficult to loop any kind of ligature device over the knuckle.



**Figure 9.** A swing clear hinge lets the door swing completely out of the door opening.



**Figure 10.** This institutional hinge helps prevent someone from hanging himself from the hinge knuckle.



**Figure 11.** Adjustable spring hinges have an internal spring that's wound when the door is opened. When the door is released, the spring pressure swings the door shut.

### SPRING HINGES

Figure 11 is a high-quality adjustable spring hinge. Spring hinges have an internal spring that is wound when the door is opened. When the door is released, the spring pressure swings the door shut. Except for increasing or decreasing the spring tension, and thereby the speed, there's no other adjustment. This hinges tension is adjusted with an Allen wrench in the hole at the top; others require removal and replacement of roll pins.

Because of this limited adjustment, spring hinges are not always a substitute for door closers. This is particularly true in commercial or industrial settings where a door needs to close in a slow and controlled manner. A door closer has the hydraulic controls to do this; spring hinges can only slam the door faster or slower.

These hinges are often used in individual apartments because of fire codes, which require these doors to close automatically. Door closers are not always feasible in these cases because the door may open against a wall in a tight hallway and drive the closer into the wall. In any case, it is a rare landlord who's willing to pay to install door closers on every door in a 40-unit building. These hinges solve this problem nicely.

A final note: Make it a point to avoid using those cheap little "door closers" used to replace hinge pins and provide spring pressure. These things are nothing but trouble and cause all kinds of alignment problems. You're there to fix the problem, not make it worse.

*Next issue: Troubleshooting and repairing hinge problems.* ⚙️



**Tony Wiersielis, CPL**, has more than a quarter century of experience, having worked in most phases of the trade throughout the New York metropolitan area.

# ALOA Convention 2011 Activities

A look at the legislation-related events taking place at this year's tradeshow.

By Tim McMullen, JD, CAE

**F**ind out the latest happenings at your state capitol. Learn about ALOA's efforts against "locksmith scams." Come to the State of the States Roundtable. This is just some of what you can expect this year from the legislative department at the ALOA

2011 Convention and Security Expo in Nashville, Tennessee. Here are the highlights:

**What:** Legislative Booth at Security Expo

**When:** Thursday, August 11 and Friday, August 12, from noon to 5 p.m.; Saturday, August 13 from noon to 4 p.m.

**Description:** Find out the latest happenings in your state. We'll have information on all bills, and legislation, plus our *Locksmith Lobbying for Licensing: A Guide for Influencing your State Legislature and Governor*. We'll also have free convention merchandise for our Legislative Action Network Council (\$100+ donation) members.

**What:** State of the States Roundtable

**When:** Saturday, August 13, from 9 a.m. to noon

**Description:** This meeting is designed as a forum for ALOA chapters and local/state regional locksmith associations to share information about the state of locksmithing in their region. It's a dynamic way to share ideas. Primarily for the chairman, president and legislative representative from each organization, all locksmiths are encouraged to participate. This is the perfect opportunity to learn about what's going on in the industry across the nation. Light refreshments will be served. ☺



Tim McMullen, JD, CAE, is ALOA's legislative manager.

## ALOA Takes Scammer Issue to the Attorneys General

**A**LOA Legislative Manager Tim McMullen, JD, CAE, was once again invited by the National Association of Attorneys General (NAAG) to make a presentation regarding locksmith scammers at their Consumer Protection meeting in Washington, D.C. For the seventh time, McMullen addressed the assistant attorneys general in charge of consumer protection, this time for more than 33 states and the District of Columbia.

In his presentation, McMullen highlighted the work that ALOA has done with enforcement officials and leading consumer groups on protecting consumers from “locksmith scammers.” Many states are taking a stance to combat this problem.

He publicly thanked the following for their work on cracking down on the locksmith scammers in their states: Arizona, Colorado, Georgia, Illinois, Missouri, Massachusetts, North Carolina, Ohio, Pennsylvania, Washington and Wisconsin.

So that the attorneys general could see how those state approached the problem, ALOA put together a 300-page report on the cases they brought against the scammers.

McMullen explained the various resources ALOA has to help the attorneys general, and asked them to post ALOA’s 10-point checklist for consumers to detect companies that may be engaging in this scheme. ALOA let them know that they are willing to work with consumer protection divisions to improve the enforcement and information exchange among the states with respect to investigations, litigation and consumer education.

## Thank You, LAN Council Members

The following 17 ALOA members have joined or renewed their membership in the Legislative Action Network Council since the last ALOA convention by contributing \$100 or more to the Legislative Fund. This council helps raise the standards of our profession through the legislative process by making sure that locksmiths have the final say in how our industry will be run. Thank you!

(As of June 15, 2011)

John Arnold, CML

Lior Biton, RL

Mark E. Blum CML, CPS

Katherine Brown, RL

Tracy A. Brown, RL

Michel A. Clemmer, RL

Patrick A. Filholm, CML

Gary W. Ford, CRL

Kenneth A. Griffin, CML, CPS

Eugene Gyure, CRL

John K. Hubel, CML

David A. Keenan, CRL

LJ Lynes, RL

William L. Mandlebaum, CPL

James W. Mullins, CPL

Richard Reichert, CRL

Rodney E. Thompson, CML

## RENEW OR BECOME A LEGISLATIVE ACTION NETWORK COUNCIL MEMBER – TODAY

It’s time to renew or join the LAN Council. If you contribute **\$100 or more** to the Legislative Action Fund you become a member of the prestigious Legislative Action Network (LAN) Council. The Council is an important instrument in raising the standards of our profession through the legislative process by making sure that locksmiths have the final say in how our industry will be run. As a Council member, you will receive:

- The quarterly Legislative Action Network Update alerting you to important legislation in your state and around the country
  - Invitations to “LAN Council Only” Conference Calls
  - A comprehensive guide to lobbying in your state capital, so you can be the “voice of ALOA” to legislators
  - A lapel pin designating you as a special ALOA LAN Council member,
  - Recognition in Keynotes magazine
  - Invitations to exclusive functions at the annual ALOA convention
  - A complimentary Legislative Convention gift (for those in attendance)
- You may renew or join at \$100 or more through your dues invoice or securely online:
- Log into the ALOA Store at <http://www.aloa.org/store>
  - Click on “Legislative Funds”
  - From there you can join at four different donor levels
  - Add this to your basket and check out

**Note:** The ALOA Store was recently moved to a new server so you will have to create a new username and password. (*Donations made to the Legislative Action Fund are not tax deductible as business expenses under IRS Regulations.*)

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**LP International Inc/Powermate AE**

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<9/11>

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