



The Story of Glens Key

The Life and Legacy of Glen Andrew Hickenlooper



Compiled by Susan K. Hickenlooper
2018

Contents

Beginnings 3

The 1930s 12

 The First Glens Key Shop 12

 Chronology of Years, Address, and Company Name 13

 Glen’s Personal Life During the First Half of the Early 1930s 14

 Glens Key in the Latter Half of the 1930s 18

1937-1938 The Brief and Curious Tale of the Locksmith and the Tightrope Walker 19

Late 1930s-Early 1940s – Working Road Trips 26

The 1940s – The First Incorporation of Glens Key 27

The 1950s – Challenges and Growth 38

 Advertising and Franchises 38

 Starting Over Again 40

 A Family Affair 42

 1956 World’s Champion Lockpicker 48

1960s – Persevering Through Loss 55

 Mabel’s Passing 55

 Continuing Developments in the 1960s 56

1970s – The Second Incorporation of Glens Key 66

1976–1997 Glen’s Retirement and Final Years 73

2018 – A Third Restructure 78

Past Co-workers 83

Glens Key Co-workers – 2018 88

Beginnings

The story of Glens Key begins with its founder, Glen Andrew Hickenlooper (1903-1997). By Glen's own account, the company had its beginnings back in the early 1920s when he needed a key made to open a spare tire lock. As a newspaper article about Glen written in 1945 told his story, Glen "found it would cost more than he could afford to have a key made to unlock it, so he fashioned one himself. He became intrigued with the operation, [and] began a long series of mechanical experiments with locks which has made him an outstanding practitioner of the art of picklocking." (Salt Lake Tribune, February 4, 1945)

Locksmithing in the 1920s was a far cry from what it would become as time went on. Out on his own, Glen would ride his bike, bag of tools in tow, looking for work. Making a new key usually meant sitting on the curb and holding a key blank against his shoe to file it down by hand. Building a business in this way took time. During these years Glen worked at a novelty and repair shop which repaired all sorts of items, including locks. One day a salesman for Master Padlock came into the shop and showed the proprietor their new #1 Master padlock, which had a 4 pin tumbler locking mechanism and which, boasted the salesman, was pickproof. Glen asked if he could have a look at it, then took out a lockpick and promptly opened it and handed it back. Locksmithing was clearly something Glen took naturally to, and his working experience at this shop no doubt aided his own efforts to master the mechanics of the trade. It wasn't until 1930, however, that Glen was entirely on his own with his own storefront location. But Glens Key, he always insisted, actually began in 1924, its sole assets being its twenty-one-year-old founder, a bicycle, and a leather bag containing what small tools he had so far managed to acquire.

* * *

Glen was born on Tuesday, July 7, 1903, at the home of his parents on their farm in Pleasant View, Weber County, Utah.¹ His parents, Charles Andrew Hickenlooper and Medora Blanchard, were both descendants of Mormon pioneers, and Charles Andrew was the bishop of the Pleasant View ward. Glen was the eighth of their nine children:

William Alma	1884
Luella	1886
Della Ann	1888
Florence	1890
Ray Charles	1892
Merle Horace	1896
Lottie Emma	1900
Glen Andrew	1903
Melva	1907



(Home in Pleasant View where Glen was born in 1903)



(Glen)

¹ Pleasant View is a suburban community of Ogden, about 45 miles north of Salt Lake City.



At the time that Glen was born, things were going well for the family. The children were growing up and Charles Andrew, who maintained a productive fruit orchard on their farm, was also a state horticulturalist. They were doing so well that by the time Glen's younger sister, Melva, was born, in 1907, the family had moved into a larger, eleven-room home which boasted both hot and cold running water and an indoor bathroom, rarities in rural homes at the time.

(Glen with younger sister, Melva)



(Eleven-room home where Melva was born in 1907)

Glen might have grown up to follow his father in farmwork, or find work in the Ogden area, but for an event that set his family on an entirely different trajectory. His oldest brother,

William, was an avid speculator and real estate investor. Sometime between the years 1907 and 1910 (as best as can be determined) William became convinced that one scheme would pay off grandly, and he convinced his parents to mortgage the family farm for the funds to buy in.

The plan they were betting on must have seemed sound at the time. With the mortgaged funds they would pay to have their crop of peaches taken by refrigerated rail to market in Chicago, where the fresh fruit would bring in a handsome profit—a profit high enough that, even subtracting the shipment cost, they would enjoy a significant return. As it happened, the orchard produced a large crop that year and the plan promised a veritable windfall of earnings. Family members picked the peaches with care, then wrapped them individually and gently packed them into special containers for shipment. Sadly, somewhere along the route to Chicago the refrigeration failed and all their carefully packed peaches arrived in Chicago spoiled and mushy, and the family suffered a devastating financial loss.

It likely had seemed like a sound plan because, in fact, refrigerated rail cars had been used since the mid-1800s. Called reefers, these insulated cars relied on ice and various forms of ventilation to circulate the cold air. By about the turn of the century, however—and perhaps unbeknownst to the Hickenloopers—things were not going so smoothly for this type of shipping. Many of these reefer lines had been in existence for decades and were in poor condition; while at the same time, due to the extra expense of building them, many rail lines were putting less care and resources into their construction. As a result, investments like that made by the Hickenloopers could end in disaster. This disastrous ending for the Hickenloopers evokes an episode from John Steinbeck's *East of Eden*. In this episode, set in the early 1900s, one of the

characters sends a crop of fresh lettuce from Salinas Valley, California, to New York by refrigerated rail, only to have it all spoil by the time it arrives. Very possibly this sort of thing happened often enough during these years to give Steinbeck the idea.

Then, as if the family's devastating financial loss was not heartbreaking enough, the year 1910 brought scarlet fever to the household. Little ten-year-old Lottie died, and seven-year-old Glen became so ill he nearly died himself. (Many years later Glen told his son, Charles, that he always believed his bout with scarlet fever had made him "slow.") Meanwhile, the family was never able to recover its financial footing. At 12:00 noon on Thursday, May 8, 1913, the family's lovely eleven-room home, together with all their property, were sold at auction on the steps of the county courthouse.

Following the loss of their farm in 1913, Charles Andrew and Medora, along with their youngest three children (the oldest five having all married or otherwise left home by now and Lottie having died), moved away. It is not known exactly where their travels took them, nor for how long. But at some point they made their way to Carbon County² where William, still the avid speculator, had bought a coal mine. It was called the Hard Scrabble Mine. It is not known whether William himself worked the mine, since at some point during these years he moved to Salt Lake City; it is known that for several years Charles Andrew worked the mine, in addition to continuing his work as a state horticulturalist, and sent money to Medora, who was staying in Salt Lake City as well (possibly with William, but it is not known). For several years Glen went

² Carbon County is about 120 miles southeast of Salt Lake City.

back and forth between staying with his father and working the mine and staying with his mother in Salt Lake City and going to school.

When staying in Salt Lake with his mother, Glen attended Bryant Junior High. Glen once reminisced that for a project in woodshop he made a little beveled wooden box. The teacher, he said, wanted to give him a perfect score for the perfectly mitered corners, but the principal insisted he could only get 99/100% since, he argued, no one could carve a two inch block perfectly!

It is not known exactly how long Charles Andrew and his younger sons worked the mine, nor for how many years, precisely, the family maintained separate living arrangements in Carbon County and Salt Lake City. At some point the family settled in Centerfield, a small rural community in Sanpete County.³ These were difficult years for the family and, what with all the moving and trying to make ends meet, Glen was apparently only able to continue with school intermittently. At one point Glen and his father both got bicycles, and Glen got a job as a delivery boy, sometimes riding long miles over dirt roads. It wasn't until 1921, when he was eighteen years old, that Glen was able to graduate from the eighth grade—from Lincoln School in Sanpete County. As was typical for many youth of that era, that would be the extent of his formal education. (Although it is thought that Glen may have taken some drafting classes at East High School in Salt Lake City sometime during the 1920s.)

³ Sanpete County is directly west of Carbon County, and Centerfield is about 130 miles directly south of Salt Lake City.



(Eighth grade graduation: Glen is on the bottom row, far right)



(Unlabeled photograph, possibly the formal graduation. Glen on bottom row, third from the left)

As noted earlier, while Glen's family situation was still quite unsettled his brother William moved to Salt Lake City. Glen once recalled that when he was sixteen years old he rode his bike all the way up to Salt Lake to visit him. Then beginning in 1922 some of the family began to join William in the city. Charles Andrew and Medora brought nineteen-year-old Glen with them and rented a place for the three of them at 140 East 200 South. William, now thirty-seven years old, lived several blocks away at 611 South 1300 East. As fate would have it, though, this reunion with William would not last long. On November 30, 1922, William died of appendicitis, leaving behind a young wife and a one-year-old son.

Meanwhile, Glen's father found work as a salesman and in 1923 moved the family to the rear of a residence at 444 East 200 South. That same year Glen found work with Knudson Novelty, located at 351 South State Street. There Glen did repair work on machinery of all types, including lawnmowers, guns, bicycles, and locks. This is where the incident referred to earlier with the Master padlock took place. Glen also worked as a machinist and fabricated parts for would-be inventors. As noted earlier, by Glen's own account he mastered the mechanics of locks through a long process of experimentation, yet no doubt his experiments were helped by the exposure he had to locks at Knudsons, where he continued to work for the next three to four years.

Also joining the family in Salt Lake in 1923 was Glen's older brother Merle, who made his residence at 264 West 400 South and found work as an engineer at the Tribune building. Then in 1924 Glen's younger sister, Melva, joined Glen and their parents in their small residence. Within two years Melva was hired as an operator with AT&T. Her steady income

would prove especially helpful to her parents, as well as to Glen as he worked over the years to establish his own business.

The parents and children of this household all worked hard—though not so hard that Glen couldn't enjoy an occasional romp with friends (see picture below)—and in 1925 Charles Andrew and Medora were able to make a downpayment of \$100⁴ on a home at 619 South Park Street. They lived in that home until they died, Medora in 1936 and Charles Andrew in 1938.

Glen would continue to live at that address until 1943, when he would move his own growing family into a larger home at 57 South 1100 East.



(A day at Saltair, thought to be in the early 1920s. Glen is fourth from left.)

Throughout the mid to late twenties, while Glen was also working on his own to establish himself as a locksmith in his own right, he continued to work for others. He worked at Knudsons until 1926, when he left over a pay dispute. He was supposed to be paid 25 cents an hour but was getting only two dollars for a nine hour day. When Glen confronted Mr. Knudson about the discrepancy, his boss refused to pay him more, so he quit. Over the next few years Glen held a

⁴ One hundred dollars in 1925 would be almost \$1500 in 2018.

few jobs elsewhere. City records list him in 1927 as employed as a keyfitter by J.L. Anderson, in 1928 simply as a mechanic, and in 1929 with Glen & Royal Electric & Novelty Works.

It is not known whether the last of those employers—Glen & Royal Electric & Novelty Works—was a company of Glen’s own making, in partnership with another party, or whether the ‘Glen’ in the company name referred to someone else. What is known is that this is the last time Glen was ever associated with any company other than his own key shop.

The 1930s

The First Glens Key Shop

Glen opened his first shop, Glen’s Key & Repair Shop, in 1930 at 122 Regent Street in downtown Salt Lake City. In the early 1930s his advertisements in the newspaper touted: “Locksmiths, keys made and fitted, safes opened and repaired, gunsmiths, tennis rackets restrung, grinding and sharpening, phone Wasatch 1585.” Glen’s father, Charles Andrew, was an enthusiastic supporter of his son; he took calling cards around to area businesses, telling everyone he spoke with that Glen was the best locksmith in town. His father also worked at the shop with Glen until his death in 1938.



(In center foreground Glen’s father, Charles Andrew; on the right is Glen)

Glen relocated his shop several times over the course of the 1930s, finally settling into one location—234 South State Street—that he would maintain for thirty years, even as other locations came and went. Following is a chronology, based on the Polk Directories for Salt Lake City as well as Glen’s business records, of the locations of Glen’s shop and the name his company used from 1930 to the present (2018):

Chronology of Years, Address, and Company Name

<u>YEARS</u>	<u>ADDRESS</u>	<u>COMPANY NAME</u>
1930-1931	122 Regent Street	Glen’s Key & Repair Shop
1932-1933	113 South Main	Glen’s Key & Repair Shop
1934-1935	122 Regent Street	Glen’s Key & Tennis Shop
1936	107 South Main	Glen’s Key & Tennis Shop
1937	126 Regent Street	Glen’s Key & Tennis Shop
1938-1941	234 South State	Glen’s Key & Tennis Shop
1942-1944	234 South State	Glen’s A-1 Key Shop
1945	122 East 200 South	Glen’s Key-Men Inc. <i>Glen’s Key-Men Inc. subsumed both Intermountain Safe and Lock Company and Glen’s A-1 Key Shop)</i>
1946-1948	234 South State	Glen’s Key-Men Inc.
1949	234 South State 485 South Main	Glen’s Key & Safe Co. Glen’s Intermountain Safe & Lock Co.
1950	234 and 1205 South State	Glen’s Key & Safe Co.
1951	234 and 1205 South State	Glen’s Key & Safe Co.
1952-1964	234 and 1205 South State	Glens Intermountain Key & Safe Co.
1965-1968	234 and 1205 South State 1197 South State	Glen’s Key, Lock & Safe Co. Intermountain Lock & Supply Co.
1969	182 and 1205 S State and 3847 Hyland Drive 1197 South State	Glens Key, Lock & Safe Co. Intermountain Lock & Supply Co.
1970-1971	166 and 1205 S State and 3847 Hyland Drive 1197 South State	Glens Key, Lock & Safe Co. Intermountain Lock & Supply Co.

1972	166 and 1205 South State 1197 South State	Glens Key Inc. Intermountain Lock & Supply Co.
1973-1974	166 and 1205 South State	Glens Key Inc.
1975-1976	166, 1205, and 5952 S State	Glens Key Inc.
1977-1981	166 and 1205 South State	Glens Key Inc.
1982-1986	166 and 1147 South State	Glens Key Inc.
1987-present	1147 South State	Glens Key Inc.

(1996 – acquired 1137 South State for office space)

Glen's Personal Life During the First Half of the Early 1930s

Little is known about Glen's personal life during the early 1930s, except for the fact that he was a frequent visitor to the Deseret Gym, where he spent considerable time working out and boxing and wrestling. The Deseret Gym, owned by the LDS Church, opened in 1910 in its original location just to the east of Temple square, then moved in the 1960s to a site just a block north of Temple Square, where it continued in operation until it was torn down in 1997. John L. Anderson, a world renowned wrestler,⁵ coached at the Gym from 1915 to 1961. Glen trained under him, and while he never became a competitor himself he enjoyed watching competitions throughout his life.



(Glen in 1932)

⁵ John L. Anderson was considered by some to have won the middleweight world championship when he competed at the World's Fair in San Francisco in 1915.

An especially popular gathering place during the 1930s for wrestling and boxing enthusiasts—and one Glen, given his zeal for the sports, must surely have frequented—was the McCollough Arena, located on Ninth South and Main Street. The McCollough Arena replaced the original Salt Palace which had occupied that location until it burned down in 1910; it is not known exactly how long the arena lasted, but the last known record of it is from 1939. According to a local news story about the arena a few years ago,⁶ boxing was on Monday nights, and wrestling and boxing on Friday nights. Admittance was 50 cents and, if you smoked, cigars were a nickel. Men and boys packed the place and watched through a blue haze of smoke. The moment the time keeper hit the bell with a ball peen hammer the contestants jumped into the fray, and if there was a knockout or a pin, observers said, the crowd would quite literally go berserk.

It may have been that Glen was on his way to or from some event at the arena, or he may have just been in the area coincidentally, when one of the few events from Glen's life in the early 1930s occurred for which there is an actual, formal record. The Salt Lake Tribune reports that on a Saturday night one November evening in 1932, Glen was among seven motorists arrested for speeding along Main Street between Ninth and Thirteenth South. It is not known what he was driving, although family members speculate that it could have been an Indian motorcycle which he is believed to have owned during this time. In any event, Glen was required to appear in police court the following Monday. How fast he was driving is not known. It is only known that, at the time, he was twenty-nine years old and as yet unmarried.

⁶ <https://www.good4utah.com/wirth/wirth-watching-fright-night-fights-at-mccolloughs-arena/205820510>

Glen's days of bachelorhood would soon come to an end, however. Like so many other young people of this era in Salt Lake City, Glen often found himself on a Friday or Saturday night at the Coconut Grove, a popular dance hall on the west side of Main Street between 400 and 500 South.⁷ One evening in 1934 Glen, now over thirty and still single, danced with a young woman who had just recently graduated from nursing school. Mabel Ransom (b. October 4, 1909, in Lewiston, Cache County,⁸ Utah) was then living at the LDS Hospital dormitory (which at the time was across from the Utah State Capitol Building), working for Dr. Lyman Horne (an OB/GYN who would go on to deliver all of Glen and Mabel's children).

Curious about this young man she was dancing with, Mabel asked him his name. When he told her his last name was Hickenlooper, she was convinced he must be making it up, and so in return made up a name for herself. When she asked him what he did for a living and he replied that he was a locksmith, she didn't believe that either. Later, talking with others, she learned he had been truthful; and the rest, as they say, was history. Glen and Mabel were married in the Salt Lake Temple on Wednesday, January 30, 1935, in a ceremony officiated by an old family friend, apostle and future president of the church David O. McKay.



(Mabel and Glen, 1935)

⁷ The Coconut Grove opened in 1931 and would continue, under different owners and with different names, the last being the Terrace Ballroom, until 1981.

⁸ Cache County is north of Weber County, where Glen was born.

At the time of their marriage, Glen had already bought his sister Melva's interest in the family home on Park Street and she had already moved out; now Mabel moved in. In addition to helping Glen's mother, Medora, with the housework, Mabel used her nursing salary to help pay the mortgage. It would not be long before this arrangement changed—as noted earlier, Medora died in 1936 and Glen's father, Charles Andrew, died in 1938. Soon Mabel would trade in her nursing career for raising children and helping Glen with the business. Then in 1943, the same year Glen and Mabel's fourth child was born, the growing family would move, as noted earlier, into a larger home at 57 South 1100 East. There would come to be six children in all:



- | | |
|-------------|------|
| Sharon Ann | 1936 |
| Mary Medora | 1939 |
| Jay Glen | 1940 |
| Larry Lee | 1943 |
| Rose | 1946 |
| Charles 'R' | 1950 |

Glen's Key in the Latter Half of the 1930s

From the chronology of addresses and company names listed earlier, it is known that Glen's Key went by the name Glen's Key & Tennis Shop from 1934 to 1941. During these years the company moved from Regent Street to Main Street, back to Regent Street, and finally, in 1938, settled at 234 South State Street, a location Glen would continue to lease until 1968.

Little is known about how the business fared during the depression years. Both Glen's father, Charles Andrew, and his father-in-law, George Henry Ransom, worked at the shop during these years. Glen's son, Charles, recalls once seeing a receipt from about 1937/38 which showed seven dollars gross sales for the day and wages paid as one dollar per employee.

The following undated newspaper story, which describes Glen's Key & Tennis Shop (identified in the newspaper story below as Glen Key but consistently in the Polk Directories as Glen's Key) at 234 South State Street, must therefore come from 1938-1941.

GLEN KEY & TENNIS SHOP

TENNIS RACQUETS REPAIRED, KEYS MADE AND
FITTED TO ANY LOCK. ALL LIGHT MACHINERY
REPAIRED. ONE MINUTE KEY SERVICE

Located 234 State St. In Salt Lake City. Telephone Wasatch 10201.

To protect our homes and our belongings, to protect our lives and the lives of those near and dear to us—that's why locks were invented and are used today everywhere, people demand and want security.

The motor car and its popularity has also brought about an increase in the lock and key business. Every motor car represents the investment of hundreds and hundreds of dollars—perhaps the result of years of frugal savings. It's only natural, therefore, that auto owners want their cars protected, and the only way to afford that protection is by the use of locks and keys on the ignition system, doors, spare tires, etc.

Because keys are usually made as small and convenient as possi-

ble—they are easily mis-laid and frequently lost. That's why there has come a demand for the services of key makers and locksmiths in the past few years that has never heretofore existed.

In our community Glen Key & Tennis Shop renders this service and answers this purpose. This firm specializes in the making of keys of all kinds—all sizes and in any quantities. They have the facilities to make keys for any lock regardless of where the lock is used or the delicate mechanism it possesses.

Glen Key & Tennis Shop understands keys from beginning to end. When you need the services of locksmiths, safe experts, or gun repairmen, see them. Here we know that you will get the very best of service possible and at prices that are always reasonable.

Undated newspaper clipping, but must have been between 1938-1941

1937-1938 The Brief and Curious Tale of the Locksmith and the Tightrope Walker

In the fall of 1937 Glen entered into an agreement with a young man in his early twenties who hailed from Columbia, South Carolina. It is not known how the two met, nor how they originally came to enter into a business arrangement. It is known that this was at the height of the depression, and the sort of business venture the two pursued—which involved one party putting himself at serious risk of injury in pursuit of an income—was not unusual.

William E.—better known as Billy—Crowson was a tightrope walker. And he was good. Newspaper articles described him as utterly fearless, while down on the ground crowds stood spellbound.

Billy, by all accounts, was charming and handsome and a skilled performer. What he needed was a manager to arrange his schedule and handle the money. The two agreed to go into business together, and Glen immediately set up performances for Billy along the Wasatch Front and throughout the intermountain area. In promotional literature Glen described a typical fifteen minute routine, to be carried out on a wire strung between two buildings:

- 3 Min. Walking, running, and dancing across the wire.
- 4 Min. Walking blindfolded to the center of the wire, lying down, then getting up and continuing on across the street.
- 2 ½ Min. Sitting on chair, both feet off the wire.
- 3 ½ Min. Walking to center of street, turns around and steps back over pole, places handkerchief on wire, picks it up with teeth.
- 2 Min. Standing in steel flat bottom bucket with both feet.

With wider ambitions in mind, Glen sought permission for Billy to walk across Boulder Dam on a tightwire, however permission for that was eventually denied.



Billy Crowson in action

Billy was not just a young man of charm and talent, however. A letter from Billy's father to Billy's wife, Mayble, dated December 23, 1937, only a couple of months into his agreement with Glen, reveals that Billy was also a very troubled young man. Mayble had apparently written to her father-in-law both because she needed money and because she was concerned about Billy's apparently erratic and disturbing behavior. Her father-in-law wrote to her that he had just sent her ten dollars and would send more in a few days. As for Billy, his father said that, from Mayble's description, it sounded like he must be on drugs of some sort. He commiserated with her about Billy's penchant for getting into trouble. He said that, notwithstanding Billy's kind heart, he had been a source of anxiety throughout his life.

It is not known what behavior it was Mayble had referred to. But apparently soon after her letter to her father-in-law, Billy was placed in the state mental hospital in Provo, Utah. He wasn't there long, however. On December 31 Billy wrote from the hospital to Glen:

I am sane and well again. At least this is what the doctors all say around here. In fact I think that I can return with you when you come out. I am in great hopes so anyway, I don't want the New Year to catch me here.

He went on to ask for word about Mayble and asked if Glen could come the next afternoon.

The next record we have of Billy Crowson is a postcard he sent to Glen, postmarked some six weeks later on Feb. 17, 1938, and sent from Anita, Iowa. Billy wrote that Mayble's folks—who, it appears, lived there in Anita—were setting him up in the cleaning business. He asked Glen to go see Mayble (why she wasn't already with him is not known) and to please help her out with money to come home to Iowa if she needed it, as he really needed her help.

Whatever happened with Billy and Mayble and the cleaning business is not known. What is known is that on July 11, 1938, Billy, now back in Salt Lake City, signed a contract with Glen and a third partner, Hal Ives Van Horn. Billy signed on as a performer, Van Horn as road agent and promotion manager, and Glen as business manager. This contract established the Glen Hickenlooper Company with the listed address as 234 South State Street. There is no evidence that this company was ever associated with anything outside of this single enterprise.

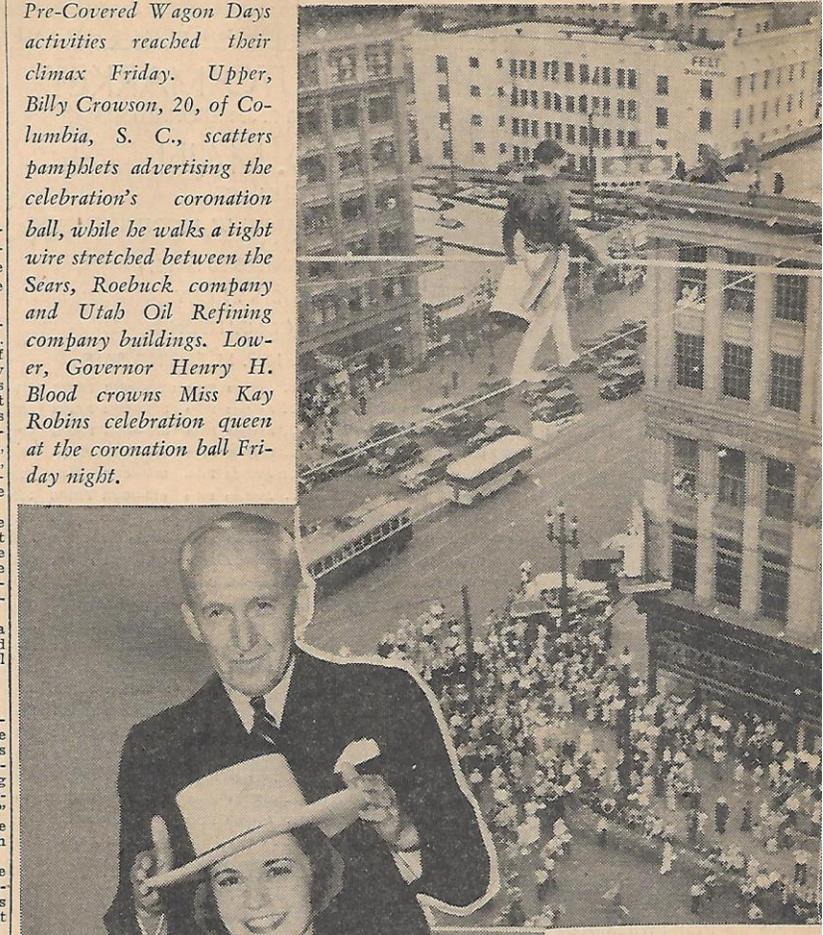
With this contract in place the performances began again. Merchants would hire Billy to perform near their stores to draw in crowds and more potential customers. Newspaper accounts raved about the shows he put on.

Salt Lake Tribune
June 18, 1938

THE SALT LAKE TRIBUNE, SA

Boosting Salt Lake's Wagon Days Fete

Pre-Covered Wagon Days activities reached their climax Friday. Upper, Billy Crowson, 20, of Columbia, S. C., scatters pamphlets advertising the celebration's coronation ball, while he walks a tight wire stretched between the Sears, Roebuck company and Utah Oil Refining company buildings. Lower, Governor Henry H. Blood crowns Miss Kay Robins celebration queen at the coronation ball Friday night.



The newspaper clipping includes a headline and two photographs. The top photograph shows a man walking a tightrope between buildings. The bottom photograph shows a man in a suit holding a hat over a woman's head.

Ute Stampede Variety Of Entertainment

High Wire Performer, Cowboys And Sports To Be Featured

NEPHI, July 6.—Plans were completed here today for the annual Ute Stampede which will begin tomorrow and conclude Saturday, it was announced by the central committee in charge of the celebration.

The committee invites all Utah to join local citizens in the three days of varied events which will include outstanding rodeo talent and a number of speciality acts.

Billie Crowson, youngest high-wire performer in the world, has been signed to perform once each day of the Stampede according to Dr. P. L. Jones of the Ute Stampede committee. The act will be free and will be performed on Main Street.

Crowson, who is only 20 years old, will make his first performance at 6 p.m. Thursday when he will perform breath-taking feats on a wire stretched between the top of the Commercial Bank Building and a high pole on the Post Office corner. Crowson will also perform on Friday at the same place. Saturday night during the last performance of the Ute Stampede rodeo he will once more do his act. This time he will be featured on a high wire in the arena and a spot light will be turned on him.

One thousand dollars worth of new lighting equipment has been installed at the rodeo grounds to make it a modern rodeo area. Everett E. Colborn has been selected as arena director. He was arena director at the World's Championship Cowboy contest held at Madison Square Gardens and is also arena director at the famous Sun Valley, Idaho, show.

A carload of Brahma steers direct from the wide open plains of Texas arrived in Nephi recently, and is being primed into the best condition for the Stampede rodeos. These dangerous steers are to be used this year for the first time in rodeo work at the Stampede rodeos. Cattle from Neilson Brothers in Leamington will also be used during the show.

To assure the public a really good show the dates of the Stampede have been set so that the best cowboys in the business can be in attendance. Some of the outstanding cowboys who have stated their intention to be in attendance are: Burel Mulkey, Everett Bowman, Nick Knight, Vic Schwartz, Paul Carney, Clyde Burke, Fritz Truan, Eddie Curtis, John Bowman, Pete Grubb, High Bennett, Smoky Snyder, Cecil Owsley, Doff Aber, Jackie Cooper, and Charles Jones.

The Ute Stampede is a member of the Rodeo Association of America and consequently any points made at this show will be counted as championship points in the Cowboy Championship Contest.

Horse racing will be an additional attraction of the rodeos to be held on July 8 and 9.

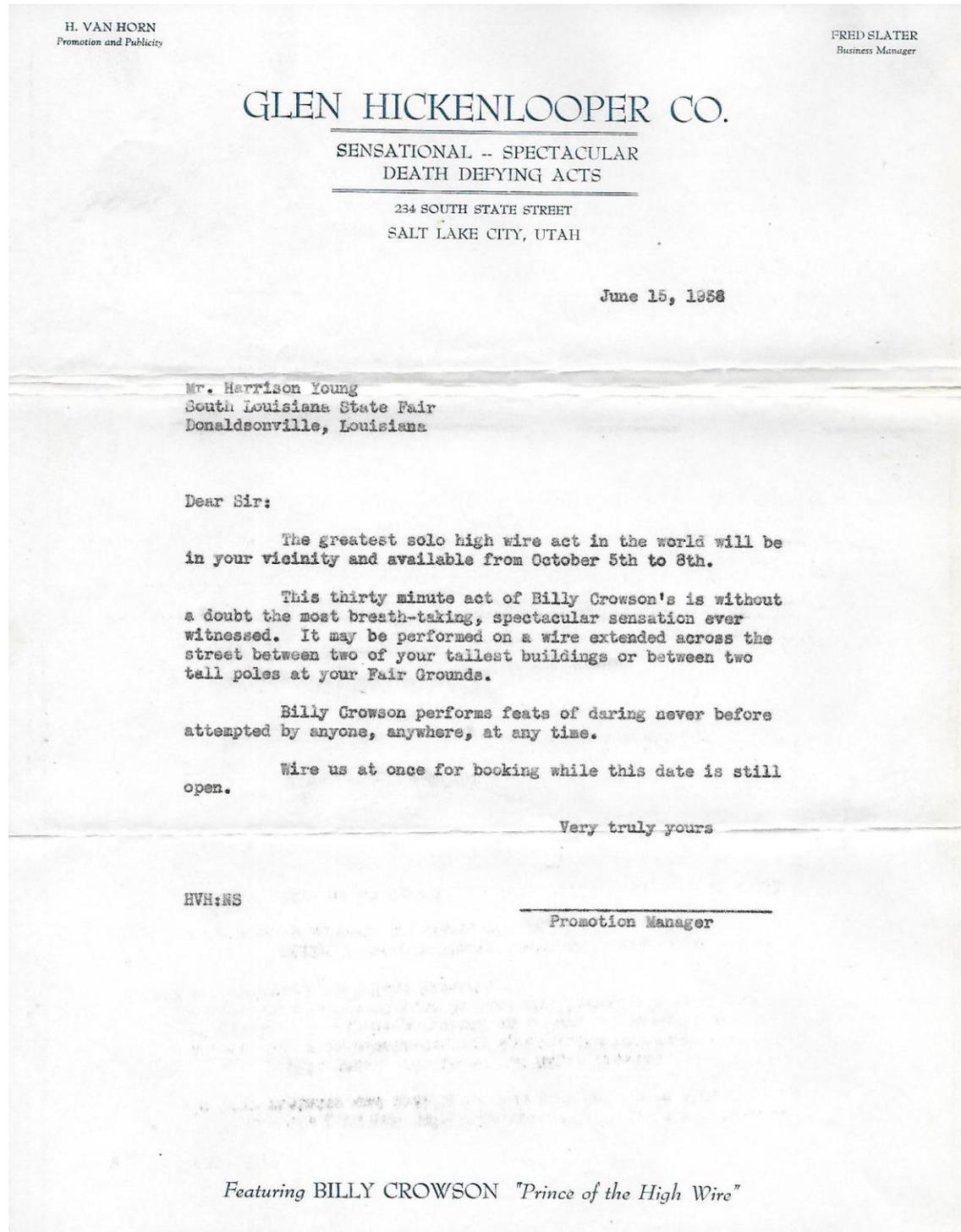
Teams for the donkey softball series have been selected and are as follows: Thursday, Nephi Kiwanis Club vs. Nephi Junior



Billie Crowson

July 6, 1938

Following is a copy of a promotional letter, written on the Glen Hickenlooper Co. letterhead, and sent to the South Louisiana State Fair. Clearly the three partners had ambitions. (No information has been found regarding Fred Slater, listed as business manager.)



This relationship apparently ended sometime during the summer of 1938 and the parties went their separate ways. The last, and hauntingly grim, record so far found relating to Billy Crowson comes from a reprint in the Salt Lake Tribune of a brief news report from Hollywood, California, dated September 11, 1938:

Billy Crowson, 22-year-old circus high wire walker, who suffered a spinal fracture in a fall before 10,000 horrified spectators, was reported “resting comfortably” Sunday night in the Methodist hospital.

And thus ends the brief and curious tale of the locksmith and the tightrope walker. No information has been found regarding Crowson’s life thereafter.

Late 1930s-Early 1940s – Working Road Trips

During the late 1930s and early 1940s Glen and Mabel would often go on “working” road trips. As their children began arriving these sometimes became family trips. They would stop in small towns and ask around whether there were any safes or locks that needed to be worked on. It was a way to generate both immediate income and long term advertising.

As time went on these road trips covered more and more ground, sometimes with family and sometimes without. Sharon Ann remembers taking one of these trips with her parents and baby sister Mary to Mexico in 1940, when she was only four years old. During the war years gasoline was rationed and, as a result, Glen had to be frugal about driving and pack as much into a trip as possible. He once traveled to Detroit, bought a vehicle, then visited lock factories (such as Yale, Corbin, Russwin, etc.) and filled the vehicle up with merchandise to take back home. On

this as on other trips Glen would stop all along the way at little locksmith shops to visit with the local locksmiths.

On one especially memorable trip to a locksmith convention in New York City, Glen met the celebrated locksmith, Charles Courtney. Courtney was, apparently, the highest paid safe-cracker known. His talent had taken him on a number of adventures around the world to open safes under the most daunting of circumstances, including undersea on the sunken wreck of a British cruiser. He even claimed to have taught Harry Houdini a few tricks of the trade. Courtney had chronicled his adventures in his 1942 autobiography titled *Unlocking Adventure: The Autobiography of a World-famous Locksmith*. He gave Glen an autographed copy of his book, which Glen treasured.

The 1940s – The First Incorporation of Glens Key

On February 4, 1945, the Salt Lake Tribune ran a feature story on Glen, a short excerpt of which was picked up by the AP Service and appeared in papers all over the country. This is the story which recounted Glen's early efforts to learn the art of locksmithing in the 1920s. The story then goes on to describe some of the interesting cases Glen had dealt with. The story is reproduced on the following two pages:

Opening Safes, Lock Is No Problem For Veteran Salt Lake 'Locktician'



Glen Hickenlooper knows how to pick locks, open safes—but he stays on the safe side by making it a legitimate business. He's shown here with a difficult combination.

Lack of Snow on Highways

"Make a better mousetrap and the world will make a beaten path to your door."

"Or be a better picklock (and stay on the right side of the law) and you can make a good living."

This has been the practice of Glen Hickenlooper for the past 20 years, he revealed Saturday as he surveyed an assortment of keys, a set of delicate tools and a grinding machine in his shop at 234 S. State.

Mr. Hickenlooper began his career as a locktician in 1923, when he locked a wheel with an old fashioned tire "bump." He found it would cost more than he could afford to have a key made to unlock it, so he fashioned one himself. He became intrigued with the operation, began a long series of mechanical experiments with locks which has made him an outstanding practitioner of the art of picklocking.

Persons with key troubles began to seek him out, and herewith is a sample of some of his most interesting cases:

A recent customer offered him \$50 if he would open a safe that had remained locked for 10 years and had defied all other experts. Glen opened the safe in less than 10 minutes.

Several years ago he was called to a Salt Lake railroad station to open the trunk of a well known movie star who was en route to the east. The trunk had been placed on a train in San Francisco before the actress discovered the loss of her keys. Locksmiths in Oakland, Reno and Elko were called to the baggage car of the train, but it was not until the trunk arrived in Salt Lake City that it was opened. Glen first "picked" the lock and opened the trunk and then made a key before the train pulled away 10 minutes later.

The article continues:

Mr. Hickenlooper often is called in the middle of the night to open the vehicle of some motorist who has either lost his keys or locked them in the car. He smiled when he told of one Salt Lake woman who locked her keys in her car four different times in one week before he could convince her that she should have an extra set made.

SOS calls from persons who have been locked out of their apartments often brings the locksmith on the run. Recently, he received a hurry up call to a large apartment house, where he found a doctor and his wife, in their night clothes, struggling to get in. The doctor had left the apartment to get the paper and his wife was after the mail when the door banged shut.

By 1945 Glen had relocated the shop to 122 East 200 South. On August 9, 1945, the company was incorporated as Glens Key-Men Inc. The incorporation included two branches, one called Intermountain Safe and Lock Company and the other called Glens A-1 Key Shop. The incorporators were Glen Hickenlooper, Mabel Hickenlooper, Hal Ives Van Horn (he of the earlier partnership with Billy Crowson), Arthur W. Carlson, Jesse Wright, and Boyd M. Reynolds. In September 1945 Glen hired Rudy Hahn to come into the shop as a manager, and Hahn soon became a member of the Board of Directors as well.

Following are notes kept by Mabel, who served as secretary, from the early Board of Directors meetings. These notes provide an interesting reflection on the time and the concerns the new corporation dealt with (and are also worth describing inasmuch as there are, in general, so few records related to the business prior to the 1970s):

At the November 1945 Board of Directors meeting the following financial data was reported:

Salaries

Sept 9 – Oct 9	\$2,102.58
Oct 9 – Nov 9	\$2,161.93

Revenue from lock repairs, duplicate keys, outside service, and sales

Aug 9 – Sept 9	\$4,605.28
Sept 9 – Oct 9	\$4,363.32
Oct 9 – Nov 9	\$5,089.00

It was further reported that there were no outstanding debts, there was money in the bank, and plans were being made to open a shop in Ogden (though that never materialized).

At this same meeting the Board also resolved to pay employees five cents a mile when they used their own car on long trips and seven cents a mile about town, and to attempt to sell more stock, but only to Glens Key-Men employees.

At its December 1945 meeting, the Board resolved the following:

- to adopt the Blue Cross Hospital Plan for employees and to pay half the cost each month for each individual, the employee to pay the other half. This was to be handled through the pay roll deduction system. Employees would be urged to join but not compelled. This plan was to go into effect January 1, 1946.
- to give each employee one week vacation with pay and one optional week without pay.
- to furnish coveralls to employees and to pay one half of the cleaning expense, the employee to pay the other half [author's note: Mabel washed and ironed the coveralls]
- to pay Mrs. Arthur W. Carlson \$2.00 per pair for the lettering on the coveralls
- to pay employees' Christmas party expenses, to contribute \$10 to the ward [LDS ward, which one is not known] for use of the building, and to present a ten dollar bill as a Christmas gift to each employee except the newest one, a five dollar bill going to her
- that all employees working on an hourly basis to put in a 48 hour week

The Board also made the following suggestions:

- to build a rest room in the basement of the key shop
- to base the fiscal year as of Aug 9, 1945, and the physical year as of Jan 1, 1946
- to listen to every complaint, have it repeated, then get the highlights before deciding
- to get any complaints or smoldering resentments off one's chest
- that no decisions be made privately or confidentially, and to put all agreements/policies in writing

At its December 1945 meeting the Board resolved that Glen should apply to Prudential Insurance Company for a life insurance policy with a total face value of \$12,500, and that Glens Key-Men, Inc., was to be the owner and beneficiary of the policy; further, that Glen should not have the right to change the beneficiary.

At a second meeting in late December it was reported that the corporation had been asked to vacate the office at 122 East 200 South by Feb 1, 1946, despite the fact that they had a five year lease for the property. They agreed to follow the following advice:

- Do not become panicky or worry
- Let them make the first move
- Carry on business as usual
- Begin investigating another site—specifically 234 S State

It should be noted here that Glen had previously leased the 234 South State Street location from 1938 to 1945. In 1945 he moved the company into the 122 East 200 South location. The reason for the move is not known, although it is known that both properties were owned by the same party.

At its January 1946 Board meeting, it was announced that the corporation had taken out a \$3000 life insurance policy on Hal Ives Van Horn. Since there was as yet no general manager, the Board also held an election, by secret ballot, to fill that position. The choices were either Glen Hickenlooper as general manager, or Glen Hickenlooper and Hal Ives Van Horn as co-managers. The results were three to two in favor of Glen Hickenlooper as general manager.

At a second meeting in January, the Board discussed the option to purchase the property at 234 South State Street; and agreed to accept the offer of \$4,000 from their landlord to vacate their present location and thus terminate their lease for 122 East 200 South.

* * *

The move back to 234 South State Street provoked some drama between Glen and the owner of the property. The owner, as noted above, owned both the 122 East 200 South property and the 234 South State Street property. In July 1947 she brought legal action against Glen, claiming that he was arrears in his rent (on the 234 South State property) and that he must either pay or quit the premises.

In answer to the charge, Glen asserted that the owner, back in January 1946, had given him a lease with an option to buy the 234 South State Street property. Glen included with his affidavit a copy of that option. He said the option was made subject to the rights of the tenants then occupying the property, the leases of which would expire in January 1947. Glen stated that he had been in possession of the property since January 1946 and had been at all times ready, able, and willing to pay the monthly rental. However, the tenants of the building had refused to surrender possession and the owner had refused to evict them. In short, Glen alleged that he had

honored all the terms and conditions of the lease, had paid the rent and had also invested in improvements to the building, but was still unable to occupy it.

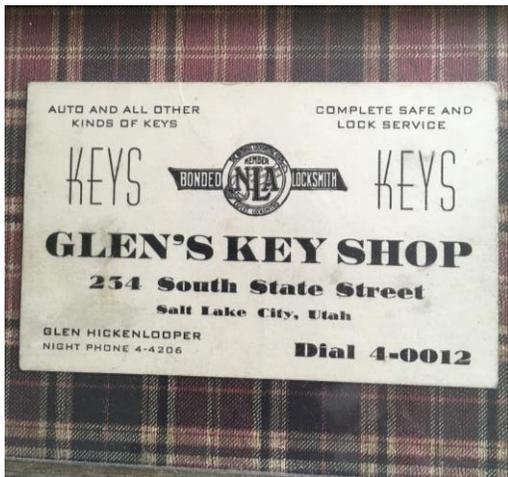
The owner, however, countered that Glen had in fact been occupying part of the building—namely, a small storefront facing State Street, as well as the basement under all of the building and the second and third floors, in short all but the part occupied by the other tenants.

No more details on this saga are available. Glen did lease this property until 1968, but always felt he had been unfairly denied his option to purchase it. No evidence has been found, however, to indicate whether in fact Glen was actually denied something he had a legitimate claim to, or whether the saga simply proceeded on a series of misunderstandings.

* * *

From 1945 to 1948 Glens Key-Men Inc. was a thriving business, employing on average eleven to twelve locksmiths. During these years Mabel also became very involved in the business. In 1946, when their oldest daughter, Sharon Ann, was ten years old and their fifth child, Rose, was a new baby, Sharon Ann overheard Glen tell Mabel that if she would take over the bookkeeping for the company, they could save the \$200 a month currently being spent on their accountant and, with the savings, hire a live-in housekeeper for \$120 a month to take care of things at home. So that is what they did. No doubt the extra help at home was appreciated: not only was their family growing but Mabel's father, George Henry Ransom, was at the time living in their home and working at the shop, and one of his sons—Mabel's younger brother Wendell—having lost a leg in Patton's army in World War II, had moved in with them as well in order to attend the University of Utah.

During these years the company advertised that they sold and installed locks and safes, that they could open and repair locks anytime and anywhere in the intermountain area, that they duplicated keys in 30 seconds, at 25 cents apiece, and that they were available nights, Sundays, and holidays.



(Business card from the 1940s. The Polk Directories show that Glen used the business and night phone numbers shown on this card throughout the 1940s.)

The Salt Lake Tribune ran another feature story on Glen in 1946, this one appearing in its Sunday edition on April 14, headlined *He's In More Safes Than a \$1000 Bill*. It is reproduced on the following two pages:

He's In More Safes

By STAN MARGULIES

It had been a quiet day. Glen Hickenlooper sat at his desk and did a little of this and a little of that. It was 2:30 in the afternoon and business at 234 S. State st. was slow.

The telephone rang. Glen stretched a lazy hand for it, cradled it to his ear and said, "Hello."

The voice at the other end

crackled with urgency. In short, sharp sentences, it outlined a pressing situation. The man calling was a well-known Salt Lake lawyer. He needed Glen's help and quickly. Here was the case:

A wealthy business man had died. The family and the lawyers had searched his home safe, safe deposit boxes and all desk drawers and had been unable to locate his will. Just now they had found a safe in his office. The will must be in there be-

cause it wasn't anywhere else. No one had a key to the safe. The papers had to be in the county building by 5 p. m. or there would be all kinds of difficulties and technicalities for filing late. Could Glen make it right away?

Glen could. He was used to jobs like this, having been a locksmith for 20 years and one of the best in the intermountain region. But the pressure was going to be on this time.

It took him half an hour to assemble his tools and equipment. This would be no time to leave something behind in the shop. It was 3:30 when he arrived at the office to begin work. The lawyers and family were as excited as kids on the last day of school. The estate was for something over three million dollars!

No Jimmy Valentine

Taking his time, Glen looked the safe over. It was a standard cabinet combination type. The numerical possibilities on the dial ran up to a million or more. Glen smiled to himself. If it were only as easy as it is in the crime novels. All he'd have to do then would be sandpaper his fingertips, twitch it a few times and presto — it would swing open.

There wasn't time for nonsense. He got out his drill and proceeded to bore a hole, three-sixteenths of an inch in diameter, in the dial ring. Then he put on one of those reflectors so dear to an eye, ear, nose and throat doctor, adjusted a light, and peered down the gullet of the safe.

He probed around until he found the mechanical alignment. From that, he deduced the combination. Swiftly he dialed the proper numbers and presto! — the safe door did swing open. Glen stepped back. And a fortunate thing it was, too.

For the lawyers and family made a mad dash for the contents. Papers were pulled out



With time, knowledge and equipment, Glen Hickenlooper claims any safe can be opened. Keys aren't the answer in this case.

Sunday, April 14, 1946

7

Than a \$1000 Bill

and rifled through rapidly. The will was found and one of the lawyers went racing out of the office, county building bound. The time was 4:15 p. m.

Glen plugged the hole in the dial ring and was on his way back to the shop at 4:25.

Most Work Routine

However, all of a locksmith's work isn't done under that kind of nervous tension or pressure. Most of it is routine. Letting people into their homes, unlocking car doors, making duplicate sets of keys and other such matters. They get to see people at their worst.

Like the hurry-up call they received from the home of a prominent Salt Lake banker. They dashed out there and found that the executive had locked himself in the bathroom. He had been unable to get out of the window because he was too portly. One of Glen's assistants unlocked the door, and also managed to restrain a grin, which was the harder job by far.

However, most bathroom door trouble comes from children. They seem to have a knack for locking themselves in. Frequently, by the time one of the locksmiths arrives at the home, the mother is hysterical. And the child—is fast asleep in the bathroom!

Rudy Hahn, one of Glen's aids, remembers one case more than any other. The government brought him a safe to open. And while he worked on it, two guards armed with tommy-guns kept their fingers on the triggers and their eyes on him. He discovered the reason as soon as he opened the safe. It contained an 80-lb. gold brick! Figuring it out at \$35 an ounce, Rudy came close to fainting for the first time in his life.

But for laughs and general hilarity, nothing sets the locksmiths off as the story of the bank in Idaho that couldn't close the vault door. A three-hour

trip through a snowstorm brought the locksmiths to the bank. They rushed inside where frantic officials escorted them to the vault. The locksmiths

looked the situation over, picked several rubber bands out of the doorway and closed the door as easily as even a bank president could wish.



"I'm 46 with a complexion many a girl of 20 might envy . . ."

For 8 long years now, thousands of women nearing middle life have been writing us grateful statements like the above about the results of using **ENDOCREME**. It is evidence like this that enables us to say to you that, in our opinion, **ENDOCREME** has no equal in the way it helps many women to regain firmness, freshness, enchanting youthful loveliness of appearance for the skin of face and throat. **ENDOCREME** contains **ACTIVOL**[®], an effective replacement for woman's own natural, skin-beautifying substance. Absorbed by the skin, it helps restore normal growth to ageing cells and tissue. Ask for and insist upon **ENDOCREME**. Many report marked results in only 30 days.

Also, try the new **ENDOCREME** Hand Lotion.

30 days' supply \$2.50 plus tax

Endocrine

... in successful use since 1937
... the only cream containing **ACTIVOL**[®]

Spring Flower Beauty

COSMETICS—STREET FLOOR

Auerbach's

Established 1864

For Fading Skin



In 1948 Glen attended a locksmith convention in Oakland, California. The convention staged a rather unique lockpicking competition:



Here Glen, on the left, is giving it a go. It's not known how he did.

In 1949 the Salt Lake Telegram reported that Glen opened a safe following a burglary at Electrical Products Consolidated, 811 South Main Street. The article mentioned that Glen had “cracked” more than a thousand safes in his time.

Glen's “time” was far from over. The “time” for Glens Key-Men Inc., however, had just come to an end. In 1948 the Sears Department Store, located between State and Main Street on 800 South, rented out space for a small key shop in its parking lot. The competition cut deeply into Glen's business, particularly when one of his locksmiths, John Tyner, left to manage the Sears shop and sales at Glen's dropped twenty percent. It was a personal blow as well, as John Tyner was the husband of Mabel's cousin. Whether that was the particular impetus for the dissolution of the corporation, or whether the extra competition and the loss of Tyner were just the latest in a series of events which led to its dissolution cannot be known. What is known is

that sometime in 1948 Glen dissolved the corporation. His company, however, continued on. Following a few name changes, Glen finally settled on Glens Intermountain Key & Safe Co., the name it bore until 1965.

The 1950s – Challenges and Growth

Advertising and Franchises

Glen was an early believer in the power of advertising. In this picture, dated probably about 1949/1950, Glen (in white shirt and tie) stands behind his first booth at the Utah State Fair. Directly behind him to the left, behind a display of keys, is Rudy Hahn, who had been with the company since 1945.



(Glen in white shirt in tie, Rudy Hahn in back to the left of Glen)

Glen had also been in business long enough to have a pretty good idea of how much you could charge customers without losing their patronage. Prior to this stint at the fair, the company charged twenty-five cents for a duplicate key. When the fair ended, Glen raised the price to thirty-five cents a key or three for a dollar (he would also sell by the baker's dozen—13 keys for the price of 12). Hahn voiced his concern to Glen that people wouldn't pay that much, then was surprised to see them continue to sell just the same.

In 1950 Glen bought the property at 1205 South State Street. While Glen continued to use the 234 South State Street location, he moved the main body of his shop to the 1205 location. Prior to the move Glen held a franchise for a couple of different security systems which, soon after the move, ended.

One security system was the Herring-Hall Marvin (HHM) Safe Company. When Glen moved from 234 to 1205 South State Street, Herring-Hall rescinded his franchise and gave it to the Sears Department Store, on 800 South (between State and Main Street). They told him it was because his move put him too far from the downtown area—notwithstanding it was only four blocks south of Sears. It may be more likely that Herring-Hall simply preferred to be in league with a large national department store chain rather than a small proprietorship.

The other security system was Best Universal Locks. Best Locks, at the time, was a large and highly successful lock manufacturer. Their interchangeable cores made them easy for the end user to rekey by simply switching key cylinders, and they were employed on a large scale in hotels, businesses, and apartment buildings. Glen held a lucrative franchise for the entire

intermountain area. But soon after the move to 1205 he was informed that this franchise as well had been rescinded, this one over an apparent dispute over payments.

Starting Over Again

The 1950s and 1960s was a time of growth and development, as well as a time of extraordinary challenge for Glen and his company. Despite the financial challenges the company faced in the late 1940s, it was, as is noted above, doing well enough that in 1950 Glen bought the property at 1205 South State Street, and operated out of both the 234 and 1205 South State Street locations from then until 1968. Nineteen-fifty was also the year that Glen and Mabel's sixth and youngest child, Charles, was born, and finding a balance between the demands of home and work was going to continue to be a difficult needle to thread. This balance was especially aggravated, however, by a turn of events in the early 1950s.

The locksmiths who worked for Glen were talented and hard working. Two particularly valuable locksmiths were Rudy Hahn, who had been hired in 1945 when Glens Key was first incorporated, and Don Moulton, who was hired in 1948. Previous to coming to Glens, Don had learned the trade while working at a locksmith shop (owned, unusually in those days, by a woman) in Wichita, Kansas. When he moved to Utah he introduced to locksmiths here the pippin file, a tear shaped file which soon came to replace the rat tail file for filing keys and impressioning pin tumbler locks.

As noted earlier, Glen had already lost one valuable locksmith in 1948 when John Tyner left to work for Sears. Despite that loss, however, things were going well for the company. As

mentioned above, Glen had purchased a second location and, according to a later recollection of Don Moulton, the company was running so smoothly that it was as if it was operating on cruise control. The employees decided now was the time to ask for a raise.

So one day in 1951 Rudy Hahn, the manager, took Glen out to lunch and presented the case for giving everyone a raise. The average pay was \$200 a month. It is not known whether there was a benefits package beyond this, such as for example the health insurance the company had provided beginning in 1946. What is clear is that the employees felt they were entitled to greater compensation than they were presently receiving. Glen, however, apparently felt he could not agree to the request. He said no, and in response, almost everyone quit.

Rudy Hahn left to open his own shop in Sugar House⁹ and never returned to Glens Key; Don Moulton left Salt Lake City altogether; and the other employees likewise scattered to find work elsewhere. It was a painful loss. One day, about a year later, Glen saw Don Moulton's mother on State Street; he asked her about Don and said he'd very much like him to return. Don did return and continued with Glens Key until he retired in 1987, having served as manager during the 1970s. Gradually Glen built up his workforce again.

It is not known what salary he offered new employees after this episode. At the end of the 1950s, though, Help Wanted ads for Glens Key show that he was offering \$400 a month, \$180 a month for an apprentice (an apprenticeship lasted two years).

⁹ Sugar House is a Salt Lake City neighborhood and shopping district just a couple of miles southeast of 1205 South State Street.

A Family Affair

During this time the company continued doing other sorts of repair work in addition to locksmithing: such as picking up, sharpening, repairing, and delivering lawnmowers, sharpening all kinds of things, and stringing tennis rackets. On the home front, though, life came nearly to a standstill when, in the summer of 1952, eleven-year-old Jay was hit by a car while delivering Sunday morning newspapers. He was thrown thirty feet and lay unconscious and in critical condition for several weeks. Doctors could not tell his frantic parents whether he would survive. He did survive and made a remarkable recovery. But those tense weeks were a scare no one in the family would soon forget.

Through these years, at least partly out of necessity, running the keyshop was very much a family affair. Mabel continued as the bookkeeper. Before they purchased the property at 1205 South State Street she did the books on their dining room table at home. One day a state auditor showed up to look at her records. An exasperated Mabel took her shoebox of receipts and dumped them out on the table and told him to have at it. It was a short audit. After they bought the 1205 South State Street property she did the books there, although she would still carry the books and her box of receipts and invoices back and forth between home and the shop. She even helped out at the 234 South State Street shop cutting keys and rekeying locks, etc.

Mabel's contribution to the business cannot be overstated. A series of letters she wrote to eighteen-year-old Sharon Ann in 1954 while Sharon Ann was living away from home reveal a busy mother of six who was doing her best to be an active member of her LDS ward and who was also an absolutely vital part of Glens Key.

At church, Mabel served as a stake primary leader—she gave lessons to the ward primary teachers. In that capacity she was long remembered for one lesson in particular. She set before the teachers a beautifully iced chocolate cake and asked who would like a piece. Naturally they all said yes. Then to their horror she simply plunged her bare hand into the cake, scooped out wads and splatted them down on paper napkins, then handed them out to everyone. Her point was that teaching was all about presentation.

At Glens Key, to say Mabel was vital to the business hardly does justice to her role. It appears that practically everything else she did in life had to somehow fit around her demanding schedule at work.

Mabel reports in one letter to Sharon Ann that she goes to 1205 every morning at 6:00 a.m. and does not get home until 7-9:00 p.m. In another she describes taking Mary, Lee, Rose, and Charles to work with her at 1205 all day Saturday, then going to 234 on Sunday to pick up mail and receipts. In one letter, written on a Sunday, she mentions that she has just finished doing the social security, unemployment, withholding and sales tax reports and has written checks. In another, she mentions an administrative assistant working in the shop who she intends to let go and then describes the kind of person she wants to hire, with the hopes of taking some time off herself. The passage is worth quoting:

Girls come and go. Currently is Irene. She has been about a month. Tomorrow she is going (only she doesn't know it yet). I want a girl who is quiet, pleasant, dependable, can type, file correctly, keep busy, use adding machine, clean the place up, wait on customers, know what is going on, and know what she is doing. They are few and far between. Also answer phone & dispatch jobs. I would like to arrange to stay home a day or so.

She writes that on Thanksgiving day she worked at 1205 all morning while Mary cooked dinner at home, then went back to work all afternoon. The story is the same on most Sundays—outside of church meetings her day is spent working at 1205, often until late at night.

When Glen was out of town, getting back and forth to the shop was made more difficult for Mabel by the fact that she didn't drive. It wasn't that she couldn't drive; she chose not to. It all stemmed from an incident early in their marriage. She had been driving one day out on an old country road surrounded by sage brush. Glen sat in the passenger seat holding baby Mary, and Sharon Ann, a toddler, was also in the car. Sharon Ann remembers that it was a big square black car, that it tipped over, and that her mother sat crying and wringing her hands. No one was hurt, but Mabel never drove again. As a result, when she had to get to the shop on her own, notwithstanding there were several cars available, she would take a taxi or a bus.

One Saturday in 1954 while Glen was off to a locksmith convention in New York, Mabel had Mary, Lee, Rose, and Charles working with her all day at 1205. Finally, at 6:00, Mary called a taxi to take them home since she had a babysitting job at 6:30. While Mary was calling the cab, however, Mabel was taking a call on another line from an FBI agent who needed two handcuff keys made ASAP. The agent took a cab to 1205, and the cab for Mabel and family had to wait for her to finish the job. Then later that night, Mabel wrote to Sharon Ann, she dreamed of burglars and woke with a start, thinking of the checks she had left on the table at 1205 and the ladder leaning against its outside wall in the back. So she got up, called another cab, went back to the shop, and while the taxi waited out front, put the checks away and the ladder in the garage. "It only goes to prove," she wrote, "a lady should know how to drive a car."

To whatever degree they were able, the children were brought into the work of running the business. When Sharon Ann was living at home she helped by typing statements both at home and at the shop; she continued doing so until 1954, when Lee took over the task. Mary's usual job was to clean house and do the cooking. Jay and Lee began to help out at the shop as soon as they were able. Rose went to nursery school while her mother worked during the day. As for the baby, Charles—Mabel took him to work with her. Once he became a toddler she kept track of him by harnessing a leash to him and keeping him tethered to her desk. By the time Charles was four, when Glen was going out on calls at night or on Saturdays or Sundays or holidays—which was usually the case—and Mabel was trying to get some work done at the shop, Glen would sometimes take him or another child with him, allowing Mabel to get a bit more done on her own. But even when the family was all at home business continued. Mabel reports in one letter working at home to get 150 statements ready to mail: Larry folded, Rose sealed, and Mabel stamped.

For Mabel especially, however, it appears her work at the shop simply never ended. As is clear from the letter quoted above, during the 1950s Mabel was also the dispatcher. Before sending the locksmiths out on their first job of the day Mabel would give them each a pocketful of nickels. After completing each job they'd need to find a payphone to call back in to learn where their next job was. Because the shop advertised 24 hour service, Mabel—in addition to spending practically all day every day at the shop—also dispatched from home in the evenings. The children remember 30 foot telephone cords snaking over the floors to several phones. Glen went out on jobs nearly every night. He would often be called away during family dinners. Many

Thanksgiving dinners and Christmas Eves were likewise interrupted. Another letter is worth quoting here. Mabel writes on Sunday, January 2, 1955:

10 p.m.: Glen worked most of New Years day at Farmington Courthouse on burglary job, then there all day today then back just now for 2 hours and left me at 1205.
10:45 p.m. Don [probably Don Moulton] just stopped by. I sent him on a job at 10 p.m. No more jobs so he went home. Larry Lee worked like a trooper all week. He made \$12.00 He is getting pretty good at finding keys.

As is evident from this letter, Mabel kept close tabs on the work all the locksmiths did and how much money they brought in. Sharon Ann tells the story of the time Mabel became exasperated with Glen because he spent hours sharpening a saw for a friend, a job which consumed a good deal of time and didn't pay much, while she was forced to turn down a lucrative safe job.

As was noted earlier, to say Mabel was vital to the business hardly does her justice. She quite literally devoted her life to it, and the children as well grew up with the key shop at the center of their lives.

As a young teenager Jay often went down to the shop at 234 South State after junior high let out for the day to cut keys and do other odd jobs. Once when he was there alone someone came in with a bill for repair work he said he'd done on their TV at home. So Jay took money out of the till to pay the man. The man then left without giving Jay a receipt. It was, of course, a scam. It is not even known whether the family had a TV at the time. During this time Jay would also do lockwork on cars, homes, and businesses. Joe Hyland, the company gofer at the time,

would drive him to the job site; and while Jay performed the lockwork Joe would do the paperwork and collect the payment.



(Jay during his high school years, at either 234 or 1205)



(234 South State Street, circa 1950s-1960s)



(234 South State Street, 1909)

The shop at 234 South State was in an ideal downtown location, but it was not without its problems. The alley behind the building was a frightening place, even in the daytime. Glen was actually mugged there once. But on the bright side, through the alley one could enter both Kresses and Woolworths through their back doors. In the 1950s, both stores had busy lunch

counters. At Kresses one could get a hotdog for ten cents and an ice cream or drink for five cents. Woolworths's lunch counter offered hoagies, as well as, so it is reported, the best apple dumplings ever. These were among the perks for the children old enough to help in the shop during these years.

1956 World's Champion Lockpicker

Glen had begun attending locksmith conventions in the 1940s. By the 1950s this had become a family affair. He and Mabel would pack their family of eight into the car and make a month-long vacation out of it, leaving the shop in the care of the employees (and, one imagines, providing a welcome respite for Mabel from the daily demands of the shop). In 1956 they all squeezed into an old Willys sedan and drove to Chicago for the national Locksmiths of America convention. Glen won the lockpicking competition by picking a lock in 17 seconds, and was named the World's Champion Lockpicker.

World's Champion
Lock Picker
1956-57

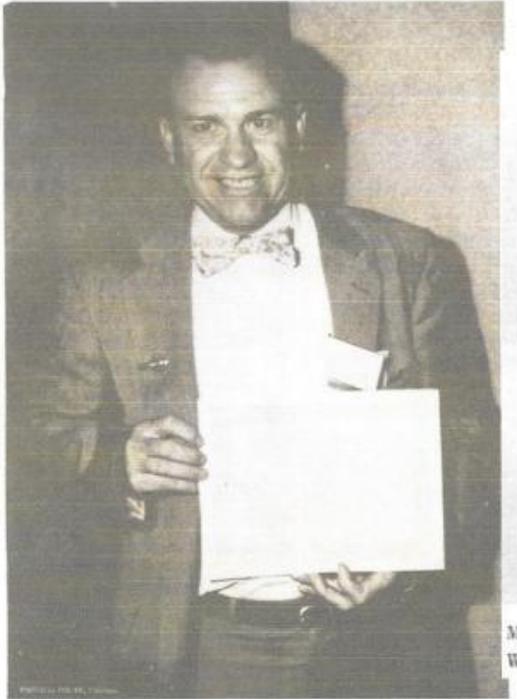
This certifies that

Sten Hickenlooper

in competition with other skilled members of the
locksmithing craft has established the world's
record for opening pin tumbler cylinders in the
shortest period of time during the contest held in
Chicago, Illinois, on July 14, 15, 16 - 1956.

Witnesses: *Ray A. Fritz*
John R. McIndon
J. M. Lambert

Judge - *Robert Rogno*
1956 Locksmiths Convention
and Trade Show, Chicago, Ill.



Glen Hickenlooper of Salt Lake City, Utah, holds the certificate awarded to him for picking a lock in seventeen seconds, which proclaims him the Worlds Champion Lock Picking Expert of 1956 - 57.

22

The National Locksmith

A Fast Man with a Lock Takes Prize

BY RAYMOND ELLIS

The Associated Locksmiths of America, an organization of men and women dedicated to preventing larceny in any one's soul from getting out of hand, wound up its first bi-annual convention in Chicago yesterday by naming one of its members the No. 1 champion at opening locks without keys.

Glenn Hickenlooper of Salt Lake City, Utah, picked a lock in 17 seconds to win the honor and it was no photo finish.

The runnerup took 1 minute and 39 seconds to take second place and most of the more than 100 contestants failed to open the lock in 4 minutes thereby eliminating themselves from the contest and any thoughts of second story work.

(Chicago
Tribune, 1956)



(1956 Convention in Chicago. Mabel and Glen first row, far left)

Nineteen-fifty-six was also the year that Mabel was diagnosed with breast cancer. She underwent a radical mastectomy, as well as chemotherapy and radiation treatment. The following years would be difficult for her, yet she continued to work just as hard and be just as involved in the business as before.

At the next convention, in 1958, the whole crew again packed themselves into the Willys sedan and drove once again to Chicago. Glen won the lockpicking contest again by picking a lock (a Sager with serrated pins) in one minute and 26 seconds. At this point they made him a member of the Board of Directors of the National Locksmith Association and he was not eligible to compete again in future competitions. He was told privately that they needed to give others a chance to win.

(As a side note, sometime during the next year or so Glen bought a Ford Fairlane which, sadly, was totaled by a drunk driver as it sat parked on State Street outside 1205 while Glen was working late one night. After that he bought a 1956 Cadillac, which the family traveled in to the 1960 convention in Washington, DC. Over the years Glen bought various makes—Rambler, Ambassador, Studebaker, Mercedes. The children remember driving to the 1962 convention in St. Louis in a blue Cadillac. Especially memorable was the 1960 Cadillac—the younger children remember driving it to the 1964 convention in New York City in fine style, still crowded, to be sure, but comfortably air conditioned.)

The Salt Lake Tribune ran a couple of different columns about Glen's second championship title in 1958.

Salt Laker 'Best' As Lock-Picker

Most professional lock pickers eventually wind up in jail but Salt Laker Glen Hickenlooper makes his living the honest way.

And to prove his prowess at mastering the toughest of locks, Mr. Hickenlooper won the national lock-picking contest in Chicago for the second time.

The owner of Glen's Key and Safe Co., 234 and 1205 S. State, also outdistanced fellow lock pickers in the 1956 contest.

(Salt Lake Tribune, Dan Valentine's column, August 18, 1958)

Do we have many women school bus drivers in Utah? . . . Salt Lake City has another world champion. Glen Hickenlooper, Salt Lake locksmith, recently retained his title as world's champion lock-picker at the annual locksmith's convention. Glen kept the crown by opening an intricate new lock in one minute, 26 seconds with only a small pick!

Only rich people tell each other that "money isn't every-

(Salt Lake Tribune, July 23, 1958)

(Award presented to Glen
by ALOA in 1958)



Not everything went Glen's way that summer, however. One warm day he went on a job out at Saltair,¹⁰ an amusement park located on the southeast edge of the Great Salt Lake. He took some of the children with him so they could play while he worked. Once he'd finished his job he joined them in the Fun House, where he tried his skill at going through the barrel. It was one of those large Fun House barrels that rotates in one direction on one side, then in the middle switches to the other direction. Glen wasn't quite able to master it—he twisted his leg and broke his ankle.

¹⁰ The southeast edge of the Great Salt Lake, where Saltair was located, was about 15 miles west of Salt Lake City.

His broken ankle notwithstanding, this was still a summer defined by his championship. Not long after his accident he went to visit family In Idaho, where the local paper ran a column about their visiting celebrity:

From the Aug 22 1958 edition of the Idaho State Journal

Visiting in the Pocatello area is a new kind of champion. A.R. (Red) Bartoschek, 10-53 East Bonneville, operator of Red's Gateway Cycle and Key Company, 315 North Main, reports that Glen Hickenlooper, Salt Lake City, national lock-picking champion, who has had a series of accidents which resulted in a broken leg, is spending some time here with his sister [in-law] Mrs. W. B. Ransom, north of the city. Bartoschek and Hickenlooper recently returned from Chicago where Hickenlooper, for the second time, won his lock-picking title at the national convention of the Associated Locksmiths of America.

In June 1961 the Salt Lake Tribune ran a story about Glen. The article notes that from 1956-1960 he was the national lockpicking champion. The article goes on:

[Glen]specializes in trouble jobs—forgotten combinations, cases where the owner has died, safes that thieves have attempted and jammed. He cracks cases where there are more than a hundred million possible combinations.

“The difficult ones I do right away, the impossible ones take a little longer.”

What's the secret? “There's no way to explain it,” he shrugs his shoulders. “I haven't even found a way to teach my boys how to do it.” His sons Jay, Lee and Charles are learning locksmithing. He just rotates the dial and a sort of sixth sense helps him find the winning combination. It took him 30 years of locksmithing to get the knack, he notes, and it looks like his sons will have to learn the same way.

1960s – Persevering Through Loss

Mabel's Passing



(Glen working on a safe while Mabel looks on)

The company experienced some internal stress once again when, in 1961-62, during a time of national tension between the United States and Cuba, three locksmiths who were in the National Guard were activated; one of the three was Glen's son Jay and another was Doug Vernon. But the real upheaval to Glen's life came in 1962.

On Feb 21, 1962, Mabel died of cancer. For six years, notwithstanding surgeries and treatment, she had continued dispatching and bookkeeping. In fact, before the ambulance came to take her to the hospital for the final time, she lay in her bed answering the company phone. Mabel spent the final weeks of her life in the LDS hospital, where all of her children but Jay were able to come and see her. Jay was on active duty at Fort Hood, Texas. On being notified that she was near death, he pushed his car to the limit to make it home, only to learn when he arrived that she had already passed. Charles managed to see her, the day before she died, by pretending he was older than he was. Hospital regulations then required all visitors to be at least fourteen years old, so twelve-year-old Charles, a mere 60 pounds and less than five feet tall, dressed up in a suit and tie and walked into the hospital stretching as tall as he could; he was at his mother's bedside but a few minutes when a nurse took a good look at him and made him leave.

Despite her long and difficult illness, Mabel had been a kind mother to her children and a true partner to Glen in the company. As noted earlier, her contribution to the running of Glens Key cannot be overstated. Her passing was a great loss, both to her family and to the business.

Continuing Developments in the 1960s

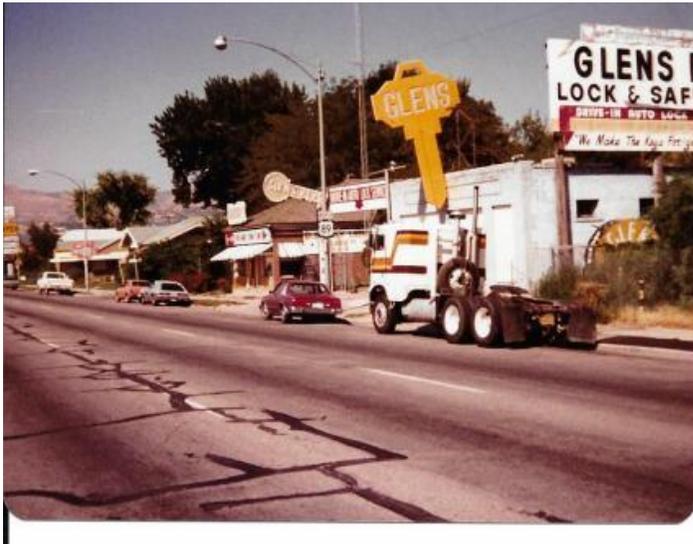
Not long after Mabel's death her penchant for saving came to the rescue of a financial crisis that developed at the company, albeit a bittersweet rescue. Mabel had for years set aside every silver dollar and two dollar bill she found in the day's cash sales and placed them in a safe deposit box. By the time of her death she had built up quite a cache. Soon after she died the person who had taken over the bookkeeping embezzled a large amount of money from the

business and skipped town. His whereabouts were not found and he was never charged with the crime. In the immediate aftermath Glen was forced to deposit Mabel's stash of valuable coins and rare bills just to make payroll.

Meanwhile, for the younger children life changed significantly following the loss of their mother. Glen sold their home at 57 South 1100 East—the only home the younger children had ever known—and moved into 104 Edith Avenue. The north-facing home occupied the corner of Edith Avenue and State Street. On the State Street side the home was right next door to the Glens Key shop at 1205 South State Street which Glen had already been operating out of since 1950 (in addition to the 234 South State Street location). The home at 104 Edith also had an office front on State Street which housed two offices, street numbers 1197 and 1199 South State, which, until Glen acquired them for use by Glens Key, were occupied by an insurance agent (1197) and a barber (1199).



(Note the old Lincoln Jr. High in the background)



Glen also bought the home at 110 Edith Avenue, right next door to 104. He used this home as the base of operations for an altogether new venture. While Mabel had been battling cancer she and Glen had begun to take a keen interest in nutritional supplements, and had purchased great quantities, specifically, of Neolife supplements. After Mabel died, Glen took that interest much further. He became a distributor of Lift carob wafers and also of biodegradable soap. Over the course of the next few years he invested, all told, some \$10,000 into these

products and housed them in 110 Edith, which was meant to serve as the warehouse and packing/distribution center for this new undertaking. Unfortunately he was never able to sell his vast inventory, and for some twenty years thereafter Glen's children cleaned their homes (and the shop as well) with the soap while his growing brood of grandchildren snacked on the wafers.

The key shop, meanwhile, at 1205 South State Street, was functional but perhaps not the safest place to work. A trap door led to the basement. Because of the way the front counter and work benches were situated, the trap door was right in the center of the workspace. If it happened to be left open, some hapless locksmith who wasn't paying attention could step backwards and fall right into it.¹¹ The bathroom was in the basement. It is reputed to have been the grossest, nastiest, most terrifying place one could imagine. Those issues aside, the shop continued in use from 1950 to 1982.

In 1966 Jay began using the 1197 South State office space as headquarters for his own company in which he sold supplies wholesale to locksmiths throughout the intermountain area. He named his company the Intermountain Lock and Supply Co. This same year, at the ALOA convention in Los Angeles, Jay established his skill as a locksmith by winning the inaugural key impressing contest. That is where a key blank is filed down to fit a lock without taking the lock apart. This contest replaced the lockpicking contest which Glen had won ten years earlier. Jay also won a color television (no small prize in 1966) from Taylor Lock Company, a major key blank and lock manufacturer at the time. Jay won the contest by identifying more foreign car key

¹¹ In fact this happened in 1972/73 when a locksmith of rather large proportions fell in and the paramedics required considerable help in getting him out. An OSHA investigation followed and the trap door entrance was replaced by a safer set of stairs elsewhere.

blanks than anyone else. However, he was disqualified because he was now a locksmith distributor, not just a locksmith.

Jay may have been disqualified from the competition for not being a locksmith, but his distributing business did not suffer. His company continued to occupy the 1197 South State Street location until 1972, when he moved it to its present location at 3106 South Main Street. It now goes by the name IML Security Supply (IMLSS.com), and has grown from just Jay working alone out of a small office to some two hundred employees in seven locations throughout the country.



(IMLSS headquarters, 3106 South Main Street, South Salt Lake, UT)

The large gold key in front of the Glens Key building (as seen in picture on page 58), which has become the key shop's most recognizable icon for motorists along State Street, was made in 1968 under the direction of Lee. Lee contracted with a friend of his who had a fiberglass shop to make the nine by eighteen foot fiberglass key. The large mold was laid out in a warehouse and filled twice in order to form the front and back of the key. As of this writing it has stood as a beacon for fifty years.

Meanwhile, from time to time newspaper stories continued to be written about Glen. In 1963 the Salt Lake Tribune ran a feature story on Glen. It appeared in the August 7 issue in the women's section, and is reproduced on the following two pages:

Then Heed Locksmith's Words

Were You Born to Lose?

By Judy M Hill
Tribune Staff Writer

What should you stow behind lock and key if you have no four-carat diamond brooch?

Everything including yourself! "Keep your house and car locked at all times,

whether you are inside or out," is the understandable opinion of Glen Hickenlooper, a Salt Lake professional locksmith and former World's champion lockpicker.

Keep all your earthly treasures safe from thieves — all, that is, but the keys!

No matter how security-conscious a person is he can never ALWAYS remember where he left his keys (or where he shouldn't have left his keys). The locksmith indicts women for being the worst losers.

And how does a locksmith keep track of his own keys?

Mr. Hickenlooper wears a chain on his belt that allows his bunch of keys ("I carry too darn many," he admits) to dangle into his right pocket. It is one of several recent commercial gimmicks to safe-keep a man's keys and to prevent the bottoms of his pockets from wearing through.

Tell Your Husband

Now that you can tell your husband how to solve his problems, what about your own?

Mr. Hickenlooper suggests keeping a house key and a car key for every purse.

Pin the key inside your purse. If you think a butcher string too undignified to pull out as you walk up to your Rolls Royce, you can buy a retractable cord which pins anywhere and keeps your key ready for use.

Use Your Locks

When you have a lock, use it. Mr. Hickenlooper further admonishes. He used to so impress upon his daughter the importance of locking house and car—whether she was inside or out—that she quickly locked car doors as soon as her boyfriend had helped her in. To the wonderment often of the boyfriend, who had to dash to get in before HE was locked out!

Among common victims (home owners and store owners who lock their keys inside and who lose their keys), Mr. Hickenlooper lists the more helpless: grandma who locks herself in the bathroom.





Mrs. Gaylen Cox, Bountiful, has misplaced her house key. Daughter Carolyn, has to break in to open doors.

on sale Wednesday

Auerbach's

basement bargains

Sorry, no mail, phone, c.o.d. or lay away. Park free 2 hours with 2.00 purchase in our parking plaza. Automatic elevators to all levels.

reg. 1.79

boys' shirts
99c

Washable cotton knits with short sleeves. Button and zipper pocket. Many colors. Sizes 12 to 18.

reg. 1.49

girls' shorts
50c

Cotton denim shorts, Sanforized, cuffed, with zip front. Sizes 3 to 6x.

Install Cheap Locks

"Sometimes contractors will install cheap locks that break easily," explained the smith. He deploras calling the fire department, which sends out expensive equipment, ladders, etc., to get the bathroom prisoner out the window . . . "when they will have to get that lock fixed anyway!"

A few hints to the little old lady with a diamond brooch:

—Keeping it in a lockbox at home, or locking it in your jewelry box is not the best way to display your common sense. A burgler with even less sense can carry away the box and open it at his leisure.

May Cost More

—If you like to wear it, it is not only inconvenient to keep it in a bank, it may cost you more. (Though a bank is an excellent safe-keep for keepsakes and other valuables you do not intend to wear or use.)

The following story appeared in the Deseret News on May 27, 1968:

DESERET NEWS

A 15

Monday, May 27, 1968

OUR MAN JONES

He's A Key Man In A Safe Job

By HARRY JONES

Glen Hickenlooper, who lives on 12th South and State, is really a key man to have around when you need him.

He can pick a lock faster than an Irishman picking a fight. In fact, for four years Glen was the world champion at picking locks.

He lost the title by default. It was something like Dancer's Image in the Kentucky Derby. Other contestants got together and elected Glen a director of the locksmith's association. It made him ineligible for further championships.

Locks or safes, burglary has been fascinating down through the ages.

Glen would have made one great safe cracker, but he made more money honestly. And he only had to work nights in an emergency!

It was Linus Yale Jr. who invented the pin-tumbler cylinder lock back in the 1860s.

It set burglary back several years, and gave old Linus enough money to go into business with others to form what is



Mr. Jones

ready. You thought Eaton and Yale were colleges.

The people from Eaton Yale & Towne gathered some facts for us, and Glen added his 40 years of experience.

They quote from the Old Testament about Joel saying thieves entered through windows.

The Egyptians wanted to put a screeching halt to tomb robbing and created booby traps. A pyramid prowler usually got a headache No. 31 when a stone came crashing down on his ancient noggin.

The Greeks set burglary back a couple of years when they invented a way to lock the doors inside as well as outside.

Roman robbers, according to the EY&T boys, were the first to run up against the warded locks — a series of obstacles which a key must pass in order to move the bolt into a locked or unlocked position.

The medieval thief had problems. If he dipped into the proverbial till, he was liable to get his grabby hand into a spring something like a bear trap.

How does that grab you!

The EY&T has some safes that even Glen couldn't crack, but not too many.

When burglars backed up a crane to a Bountiful supermarket and hoisted a heavy safe past the checkout counter, Glen was called in.

The mechanized burglars had made off to the hills, but couldn't open the safe filled with the green stuff.

The safe was found six months later, still unopened. Glen got it opened and repaired, which is a story in itself.

One thing I can't understand. All that money, and did Glen take out his share for the work? Nope, he turned it over to them and then billed him later.

The supermarket wouldn't let him buy groceries that way!

Now Glen has completed a code book for auto keys that is a best seller among locksmiths around the nation. That is how talented our man Glen really is in his trade.

You and I, and the merchants of our Valley of Salt just don't know — and let's throw the police in for good measure — how really lucky we are that Glen is honest!

The following pictures of the 1205 South State Street key shop and a Glens Key van appear in a 1973 edition of Professional Locksmithing,¹² in a chapter on shop layout. The pictures were taken, however, about 1969-70.

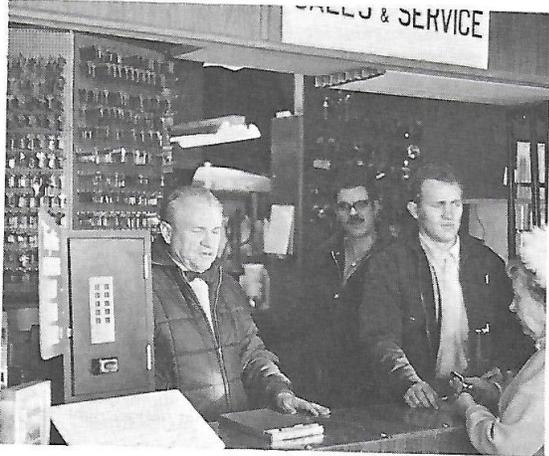
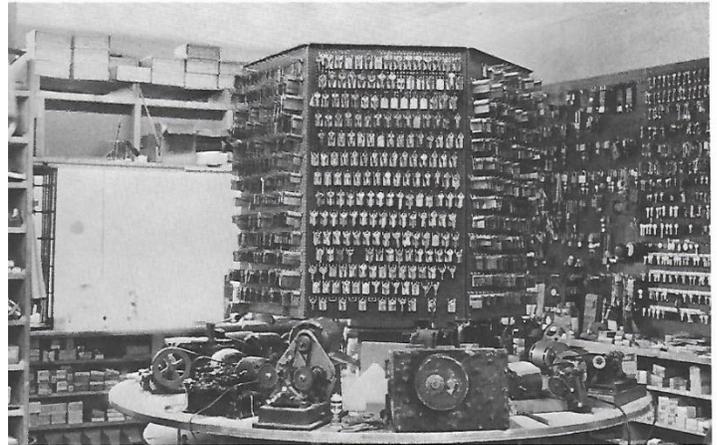


Figure 233. The key making area from the customer's viewpoint. Lee Hickenlooper explains the merits of a lock as his father, Glen, and brother, Jay, look on. Glen Hickenlooper is the first double winner of ALOA's lock-picking championship (1956-1960).

(above: Glen, Jay, and Lee)



370 / THE LOCKSMITH AND THE LOCKSMITH'S SHOP

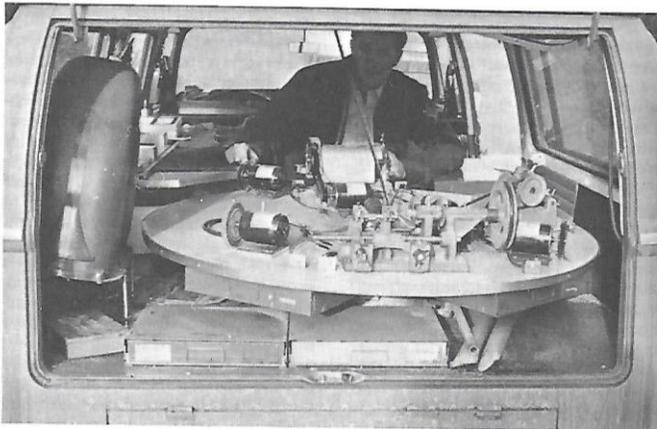


Figure 238. Key machines in service truck. Key machines are battery-powered and mounted on a revolving table in this truck.

(above: Lee is in the van)



Figure 237. A modern service truck. This truck, like many of its kind, is equipped for two-way radio communication with the shop. Communication of this type saves mileage and driving time, and provides speedier, more efficient service to the customer.

¹² Published 1973: Nelson-Hall, Chicago, article authored by Robert L. Robinson.

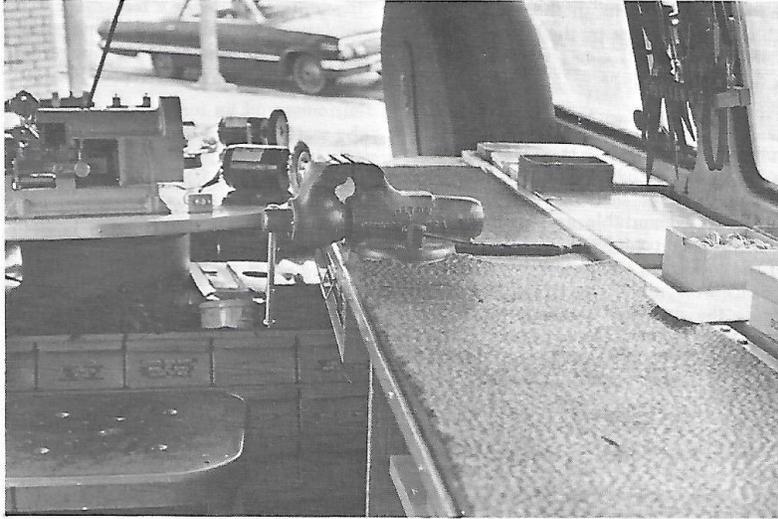


Figure 239. Interior of service truck. The top of the work bench in this service truck is carpeted to keep parts and tools from falling off. The un-carpeted areas are the tops of tumbler storage boxes which are set flush with the bench top.

Notice the easy-to-reach tool rack. Except for necessary knee space under the vise and the key machine in use, all available space is utilized for storing key blanks, parts, locks, tool boxes, and service kits.



It was also during the late 1960s that Glen began a project that would take him some ten years to complete and which he believed, at the time, would be his legacy. Due to the way General Motors ignition keys were coded, it was extremely time consuming to cut a replacement when the original key was lost. Glen painstakingly analyzed possible combinations in order to produce the most efficient way of finding the right one. He called his resulting book *Glen's GM*

Codes. As fate would have it, though, the timing for all his hard work was historically off. Before long computers would perform in seconds the same amount of analysis he spent countless hours on.



1970s – The Second Incorporation of Glens Key

Lee Hickenlooper began managing the shop for his father in 1966, following his two-and-a-half year LDS mission to Texas. This was also the same year Lee had the large gold key made. Under Lee's direction the company began to add new locations: 182 South State Street and 3846 South Hyland Drive in 1969 (following the discontinuation, in 1968, of the 234 South State Street location), and 166 South State Street in 1970. The company maintained the 182 South State Street location only one year and the Hyland Drive location only three years; but it

continued to use the 166 South State Street location until 1987. From 1975-1976 the company also maintained a small shop at 5952 South State Street.

Lee also changed the company's business hours. The shop had previously been open 8:00-6:00 Monday-Saturday. Lee changed the hours to 8:30-5:30 Monday-Friday and shortened the Saturday hours.

On June 28, 1971, under Lee's direction, the company was incorporated a second time, this time as Glens Key, Inc. The three incorporators were Lee Hickenlooper, Glen Hickenlooper, and William K. Reagan. Lee soon left the company to pursue interests elsewhere, and within a few years he was managing his own key shop in Ventura, California. Meanwhile, in August, 1971, the following Board of Directors were elected:

Glen Hickenlooper	President (at a subsequent meeting made treasurer as well)
Don Moulton	Vice president
Barbara Bohne	Secretary

Don Moulton was also appointed to be the general manager of the corporation.

By 1973 Barbara Bohne had left Glens Key and her position was filled by Joan Allen. In 1974 Allen was replaced by Glen's new wife, Roma Reese Griffin (married July 2, 1974).

In 1976 Glen's youngest son, Charles, took over management of Glens Key and was added to the Board as a second vice president. Prior to this year, Charles had not been actively involved in the business for some time. Like his older brothers Charles grew up learning

locksmithing skills; but in the summer of 1971, when his brother Lee and his father were incorporating the company, Charles had only recently returned from Vietnam.

After graduating high school in 1968 Charles had volunteered for the draft. As a volunteer he would only have to serve for two years, rather than the four required for enlistment and six for the reserves, and he could choose to join either the Army or the Marine Corps. At the time, every weekend Life magazine published the number of war casualties for the week, and the Marine Corps always had the lowest number, so Charles chose the Marines, realizing only later that the reason it had fewer casualties than the army was that it was also smaller than the army. He was assigned to infantry and volunteered for reconnaissance; and following boot camp, basic infantry training, advanced infantry training, recon training, and a month of overseas preparation training, was sent to Vietnam.

When he returned home in late 1970 Charles went back to work at the key shop; but following his marriage in August of 1971—to Susan Kay Livsey, who grew up on Hampton Avenue, just a couple of blocks from 1205 South State—and shortly after the company's incorporation, he was hired to be a police officer by the Salt Lake City Police Department. Meanwhile, by 1976, discontent had risen at the key shop. Glen, at seventy-three, was no longer actively managing the company. Long-time employee Don Moulton was the manager; but in the two years since her marriage to Glen, Roma, like Mabel before her, had become increasingly active in the running of the company. She felt the shop ought to remain open until 7:00 in the evening and many of the employees threatened to quit if that should happen. At this point she went to Charles and asked him if he would help run the company. Unsure whether he was ready

to make such a large career change, Charles first took a six-month leave of absence from the police department to work at the shop before deciding. At the end of the six months Charles agreed to make the change, and soon thereafter Glen transferred his interest in the company over to him.



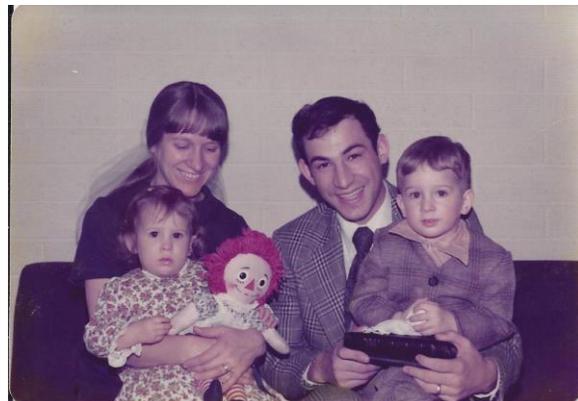
1974

Charles, Tom Griffin (Roma's son), Glen

Sue (holding son Tom), Roma (holding Charles & Sue's daughter Becky)

Mary Griffin (Roma's daughter)

(1976: Sue, Charles, Becky, Tom – picture taken just before Laura was born. The family would eventually include six children: Thomas, Rebecca, Laura, Anthony, Joshua, and Heidi)



In 1977 a Board of Directors and Stockholders meeting was held for the purpose of transferring the 51% interest in the stock held by Glen over to Charles. Those present were:

Glen Hickenlooper President and holder of 51% of the stock
Charles R Hickenlooper
Susan K. Hickenlooper
Jay Thompson – insurance agent
Claron Spencer – attorney

Don Moulton, a vice president, was not present at this meeting.

Roma was removed as secretary-treasurer of the corporation and Glen resigned as its president. The following officers were elected:

Charles Hickenlooper	President
Glen Hickenlooper	Vice president
Don Moulton	Vice president
Susan K. Hickenlooper	Secretary-treasurer

It was determined that the 51% interest in the stock held by Glen would be transferred to Charles (the remaining 49% was owned jointly by Glen's six children). This transfer was a gift. It was determined that Charles, from his own income, would insure the life of his father in favor of his brothers and sisters who would be the beneficiaries and receive the proceeds of insurance on Glen's life at the time of his death. It was also determined that the company would pay Glen rent for his property at 1205 South State Street until he either sold the property or he died. These payments effectively constituted Glen's pension. The company continued to make these payments even after it moved to a new location in 1982.

In the early 1980s Tim Severe replaced Don Moulton as vice president. Shortly thereafter Bruce Behm replaced Tim; Bruce has continued to serve on the Board of Directors to the present day, for the last two decades as president.

It was also during the early 1980s that Charles recognized in Bruce not only his skill in locksmithing, but also both his technological prowess in the advent of personal computers and his capacity to effectively manage the day-to-day affairs of the company. Thus Bruce became the manager, and in addition to hiring and training new locksmiths has kept the company abreast of developments in information technology. Under Bruce's leadership bookkeeping was brought inhouse, and he has written the programs used for both bookkeeping and dispatching. His contribution to the company cannot be overstated. In Charles' view, the company's success for the last nearly forty years is due primarily to Bruce.

Another longtime employee was also instrumental in modernizing the company's operations. From 1998-2006 Carey Dalton served as the service manager for outside sales. In addition to staying on top of developments in electronic access control, Carey also assisted Bruce in modernizing communication between dispatch and service trucks—which, prior to this time, depended on two-way radios.

Due to the capable management of Bruce, and for eight years Carey as well, Charles was freed to help other locksmiths as needed. Until Kathy Carson was hired to be the inventory manager in 2001, Charles managed the inventory. He preferred 'gofering' to managing. He also enjoyed being called on to manipulate safes open without drilling—which was, he has always maintained, his one genuine locksmithing skill.

In 1986 the Board of Directors resolved to do profit-sharing through SEP-IRAs. This replaced the profit sharing plan which had been put in place back in 1976 when Charles had

taken over the company. In 2002 it was resolved that the company would pay two-thirds of employees' health insurance premiums, while the employees would pay one-third.

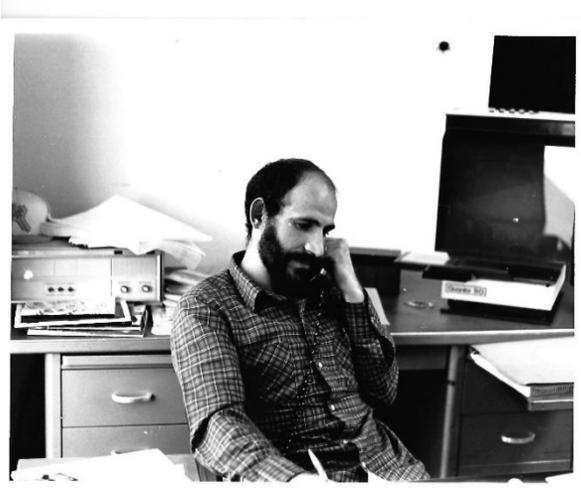
In 1989 Charles changed the corporation status of Glens Key Inc. from that of a C corporation to an S corporation. This change was made because, at the time, it was more advantageous for tax purposes. Additionally, as an S corporation the shares of stock were no longer held in a trust. That fact allowed the corporation to buy the shares owned by Charles' siblings. Over the course of the next several years the corporation bought the shares belonging to all five siblings, making Charles the owner of 100% of the stock.

Meanwhile, from the 1970s onward it was clear that Glens Key needed both more work space and more parking space. In 1981 Charles and Susan bought the 1147 South State Street property, which had formerly been occupied by Rayco, an auto store which sold tires, mufflers, shocks, and car seats, and had also included an old gas station in the early 1950s. All the inside space was refurbished and the company made the move to its new space in 1982. In 1996 Charles and Susan bought the house at 1139 South State, just directly north of 1147 South, and converted it into office space for the office and dispatching staff.

Over the years Charles also came to identify the principles he felt should ideally guide all decision making in the company:

- First, **HEALTH**: the importance, insofar as possible, of doing what it takes to enjoy lifelong health
- Second, **EQUALITY**: the importance of treating everyone with respect as an equal

- Third, REDUNDANCY: the ability of other workers to step into a given position should that be necessary
- Fourth, KNOWING WHO'S BOSS: The boss is whoever has a work related problem that the worker can solve
- Fifth, UP & OD: For the best customer relations it is better to UNDERpromise and OVERdeliver



(Charles, circa 1985)

1976–1997 Glen’s Retirement and Final Years

As noted earlier, Mabel’s death in 1962 had been a tragic loss to both the business and the family. Glen dealt with the heartache by continuing to work long hours at the shop and taking all available night calls. Finally longtime employee Don Moulton reminded him that life is short and it wasn’t healthy to just work, he should take time to enjoy life too. So Glen returned to the same activity in which he and Mabel had first met—dancing. He took some Arthur Murray dancing lessons and began attending church dances for his age group. Before long he was

acquiring one girlfriend after another, as well as a growing reputation for being quite the dancer. This was how he met his second wife (mentioned earlier), Roma Reese Griffin, in the early 1970s.

Roma was twenty-two years Glen's junior (b. June 24, 1925), had been married before and, like Glen, had six children. Roma was ready to remarry, and when it appeared Glen was too comfortable as a bachelor and just wasn't going to ask, she took matters into her own hands. Roma lived and worked in Logan, about 90 miles north of Salt Lake City, and was in the habit of driving back and forth to Salt Lake. One day while in Salt Lake she stopped in at the shop and, apparently while Glen was busy and didn't notice, entered his residence at 104 Edith Avenue through its State Street entrance. When the shop closed for the day and Glen entered his residence himself, he found her there calmly making herself at home. Surprised, he asked her what she was doing there. She replied that she was quitting her job up in Logan and moving in with him. "Well," Glen responded, "then in that case I guess we better get married." And that was that. They were married on July 2, 1974, when Glen was seventy-one and Roma was forty-nine.

As noted earlier, when Charles began managing the shop in 1976 Glen transferred his interest in the company over to him and retired. By that time Roma had, like Mabel before her, taken over the company's bookkeeping. She continued to be actively involved in the company until the mid-1980s, when she and Glen began making extended trips to Fairbanks, Alaska. That was where Roma had lived with her first husband and where most of her children continued to reside.

Meanwhile, marriage to Roma meant that Glen's bachelor days were over. Roma brought her youngest child, ten-year-old Mary, into the household, and Glen became a family man once again. Within a year the family of three moved from Edith Avenue to 1866 Yalecrest Avenue.

Glen was a quiet man. In both word and action, he tended not to be demonstrative. This quiet 'undemonstrativeness' was a defining feature of his character. During his retirement years Glen would just show up at a daughter or daughter-in-law's door one morning, and when she answered he would simply hold out a gift—like, for example, a brand new heavy-duty pressure cooker. She hadn't asked for one. She hadn't even mentioned that she would like one. He just saw them and thought she would like one. And there he'd be, without a word, just holding it out to her. And no matter how much she tried to thank him, he would just smile and get back into his car and drive off.

Clearly, considering all Glen had done in his life, he spoke when he felt he needed to. He just, apparently, didn't feel he needed to that often. Another incident is especially revealing of this side of Glen's character. One April evening in 1988 Glen and Roma joined Charles and Sue and Sue's mother in attending a junior high concert in which Charles and Sue's two oldest children were performing. By this time Glen, though still in remarkably good health, was nonetheless slowing down, in both body and mind. His eyesight was also severely weakened and he walked only with the help of someone holding his arm and guiding him. This is what happened:

After the concert they all drove home together. Charles pulled the car to a stop in the driveway and everyone began tumbling out. As it happened, Roma got out the left side, thinking she'd go around to the right and help Glen out that way—though lingered first to talk with the kids some more before walking around to help him—while Sue's mother, Maxine, got out the right side thinking Glen was being helped out the left side. Glen, however, apparently thought he was getting himself out the right side, so unbeknownst to Maxine he was right behind her, fingers in the doorwell, when she slammed the door shut behind her. Fortunately the front passenger door was still open, otherwise no one might have heard a soft voice: "Please open the door." Maxine turned back and opened the door, then gasped in horror. She was absolutely devastated. Glen, however, merely fumbled with his good hand among his pocket collection of pills—ever since he and Mabel's interest in supplements began in the 1950s, Glen never went anywhere without a great store of vitamin supplements on hand—saying something about the healing properties of vitamin E. There now, he said, he had some. That was the most he'd said the entire evening. Maxine was still beside herself, but Glen only smiled and mumbled quietly again that he was fine as Roma helped him into their own car.

That was Glen. Undemonstrative. Quiet. So it came as quite a shock to everyone when, as his age advanced, he became an incessant talker! This new chatty Glen made his appearance in the mid-1990s. By this time old age was taking a heavy toll. Roma may have been much younger than him, but as he aged she got older too, and she found it increasingly difficult to care for him by herself. For a time he went to a day-care for seniors during the day, and his children who lived in Salt Lake often kept him at their homes on weekends.

To have Glen in your home during this time period was both a blessing and an education for grandchildren on the effects of aging and the virtue of tolerance. He talked on and on, heedless of the fact that children were trying to watch something on television. On and on he'd go, rambling incoherently, relating disconnected adventures which had no basis in reality. Sometimes (often, actually) he would say things to the females of the family that the *real* Glen of years back would have been mortified to know he'd said. (Author's note: These were the words of a man in an advanced stage of dementia. They have become the stuff of stories told in gentle humor about a man who was very much loved, and the fodder of a justifiable fear, perhaps, of growing old ourselves.)

Finally, in the spring of 1997, Charles and Sue brought Glen to their home for good. Talkative Glen had now disappeared. Frail and weak, Glen now required the kind of physical care that Roma could simply no longer provide. Charles and Sue worked out a schedule that saved Sue from having to do much heavy lifting, and for awhile Glen fell into a comfortable routine. By early June, however, his prostate had become so enlarged that he could no longer void without a catheter. The doctor said that the least invasive thing to be done to keep Glen comfortable would be to insert a catheter through his lower abdomen directly into his bladder. In theory, it was a minor procedure. In practice, no procedure for a ninety-four-year-old is minor. Medicare and Medicaid funding allowed Glen to return home to a hospital bed and routine visits from home health services. Inasmuch as Glen never got out of bed again, these amenities and services were much appreciated.

Glen died late on a Wednesday night, August 20, 1997. The family had gathered earlier in the evening to share what had become clear would be his final hours. After the others left, Roma stayed behind to be with him to the end. It was a quiet passing. A bittersweet passing. A relief to see the end of what had become an excruciating and painful existence, but a loss just the same.

Everyone assumed that Roma would outlive Glen by many years. At seventy-two she seemed to still be in good health. As fate would have it, though, she outlived Glen by only ten months. In the winter of 1998 she was diagnosed with pancreatic cancer and died only three months later on April 20, 1998. (Roma's mother, Jenny Reese, died in 2005 at the age of 102; and as of this writing, her younger brother, Frank Reese, is still very much alive at age 90.)

2018 – A Third Restructure

Effective January 1, 2018, Glens Key Inc. was restructured a third time. There were two inspirations for this restructure. One was the novel *Moby Dick* by Herman Melville. With respect to the company, Charles took two lessons from Melville's story. First, he was impressed by the communal form of compensation to the crew. Each person was to be paid a percentage of profits, allocated according to their ability and contribution to the success of the enterprise. The narrator of the story, Ishmael, albeit the most highly educated of all the crew, was due to be paid far less than those with more experience and greater physical ability. Significantly, although the story takes place during the era of slavery, the crew was to be paid according to merit, regardless of race, creed, or color.

Second, as Charles saw it, the real undoing of the Pequod was the combination of greedy owners bent on making a profit no matter the risk, and abusive bosses—in this case the obsessed Captain Ahab who would rather see his ship and his entire crew, himself included, go down rather than give up his prey.

The other inspiration for this restructure came to Charles while watching Book TV on CSPAN one day. There an author detailed the history and success of the Mondragon Cooperative Group, founded in 1956 in the small town of Mondragon in the Basque region of Spain. The cooperative was started by a Catholic priest, based on the principles of participation, solidarity, and a shared business culture. The cooperative grew from a few participants in 1956 to as many as 75,000 today. On average, executives are paid no more than five times what the lowest paid worker is paid.

Thus in anticipation of his own retirement, Charles sought to restructure the company in such a way that no future owner or manager could ever put their personal drive for profit or power over the good of the people whose efforts are actually responsible for the company's success, and that the people who work here are integrally involved in company decision making.

To this end Charles converted the company back into a C corporation and, with the much appreciated counsel and assistance of attorney Dan Daines of Jones Waldo Holbrook & McDonough, created a trust, titled The Hickenlooper Irrevocable Trust, as well as new bylaws by which the company is to be administered. He gifted his shares of Glens Key Inc. (100%) into this trust.

Under the terms of this trust the company may not be sold. The company will donate ten percent of profits to charity every year, and if at any time the company fails, whatever assets remain must be liquidated and given to charity. The recipients of the company's donations must be charitable organizations residing within the boundaries of 900 to 1700 South and Main Street to 700 East. These boundaries reflect the desire to give back to the community of which Glens Key has been a part for so many years. The company is administered by a board of five directors: the two most senior employees who are willing to serve, as well as three elected positions, one each from the inside sales, outside sales, and office staff.

The two senior employees who serve on the board of directors also serve as two of the three trustees of the Hickenlooper Irrevocable Trust. The third trustee is Stagg Fiduciary Services, presently represented by Rebecca Allred, administrator, and Scott Hanni, CPA. The role of Stagg Fiduciary is to serve as an independent trustee to ensure that the company operates by the terms of the bylaws. Any changes to the bylaws would require both a super majority vote of the board of directors and the approval of Stagg Fiduciary.

The vision behind this restructure is to create an entity which is (1) employee managed in such a way that all employees' interests are represented and all are treated fairly, and which is (2) able to continue in perpetuity. As of this writing it has been nearly one hundred years since Glen began this enterprise, and it is hoped it will continue for many, many years to come.



(Charles And Susan, 2017)



(2018, looking east from across State Street. 1139 South State (the office) is just to the left (north) of the shop)



(2018, looking north from across Kelsey Avenue)



(December 2018, the new electronic sign)

Past Co-workers

The rock on which Glens Key was built during Charles' years of management were those locksmiths whose competence, skill sets, and long term commitment and loyalty stayed the company ship. Following are just a few of the more notable ones who were with Glens for many years during the same time Charles was, but have since moved on:

Brian Creighton, who had briefly apprenticed elsewhere as a locksmith, started at Glens in 1974 and remained until 2013. Brian was a locksmith's locksmith. He was the only one in the company that was an ALOA certified master locksmith (CML). He had a very loyal customer base and is still known far and wide by locksmiths throughout Utah. He had a strong belief in keeping educated in the new techniques and products, and was called often by other locksmiths for technical support when they had difficult jobs. Charles considered Brian's overall knowledge of locksmithing irreplaceable and he is greatly missed.

Fred Rodriguez, who began locksmithing in Los Angeles, started at Glens in the early 1970s and was with the company until 2003. Fred had served two tours of duty in Viet Nam and is a purple heart recipient. Despite having to contend with the shrapnel he still carries in his body, Fred was extraordinarily productive. He was originally a mobile locksmith but spent the last 17 years in the shop, where he was consistently a top producer, helping more customers and selling more products than any of his fellow locksmiths.

Mike Moulton, son of longtime Glens Key locksmith Don Moulton, started at Glens as a teenager in the early 1970s. Mike left the company for five to six years, during which time he

toured the country with his rock band (he was lead singer and lead guitar), and pursued other employment in the car sales industry. He returned to Glens Key in 1979 as an inshop locksmith, retiring in 2011. Like his dad, Mike has extraordinary locksmithing skills; and while at Glens he was also a large proponent of worker rights, influencing Charles in that direction.

Kevin Livingston came to Glens Key in the 1970s as a mobile locksmith. In the mid-1980s he left to work as an auto reposessor for finance companies, then as an auto mechanic for a volkswagen dealer. He returned to Glens Key in the mid-1990s, and retired in 2013. Kevin is extremely skilled and knowledgeable, and possesses superb mechanical ability. He was a valuable asset to the company.

Lynn Behm worked at Glens Key for a short stint in the 1970s after his brother Bruce had been hired. He then left to start his own business, Eastern Onion Singing Telegrams. In 1994 he returned to Glens as a mobile locksmith and remained with the company until retiring in 2015. Lynn is very much a people person. He was extremely well liked and much in demand by his many loyal customers.

John Firreno started at Glens Key in 1979, after moving to Utah from New Jersey, where he had already worked as a locksmith. John worked primarily as a mobile locksmith and safe technician, building a very loyal customer base. He was the company's unofficial human resources officer as a go-between between the locksmiths and management. He always had Charles' ear as to what was going on with the lock techs. John has extraordinary skills when it comes to the mechanical components of lockwork, and he has carpentry skills for repairing and

replacing doors, door jambs, and hinges. He was also certified to work on government safes.

John served as one of the first trustees under the new restructure, then retired in the fall of 2018.

He is very much missed.

Josh Hickenlooper, youngest son of Charles and Susan, started as a teenager at Glens Key in 1999. In 2011 he left to work for Bob's Lock in West Valley City. Josh is the best pure locksmith Charles has known. He consistently opens locks that very few other locksmiths in the world can open. His knowledge of modern automotive chip key locks is beyond compare and he has mastered opening safes of all kinds. Despite having left employment at Glens, he remains part of the Glens Key family and is still called upon for technical support. Hopefully in the future he'll find his way back to Glens Key; but whether he does or not he remains a living legacy of his grandfather.

* * *

Following is a list of those who, to the best of recollection, have worked at Glens Key from about the 1950s on, and their years of service, (excluding those who work there at the time of this writing, who appear in the next section):

(Please note: Due to the absence of early records and the fallibility of memory, there are undoubtedly many whose names should be here, but are not. If anyone ever reading this is someone whose name should be here, or knows someone whose name should be here, please know that the omission was not intentional and their contribution to the company was valued.)

Joan Allen	mid 1970s
George Anderson	1960s-1971
Lyn Behm	1994-2014

Barbara Bohne	late 1960s-early 1970s
Mel Brown	1980s
Frank Casper	early 1970s
Roy Camphusian	late 1970s-early 1980s
Brian Creighton	1975-2013
Cindy D. Comeau	1998-1999
Del Despain	1972-1974
Carey Dalton	1986-2006
Trudy Dalton	1976-1985
Marge Dorton	1997-2012
KC Eastwood	1979-1996
John Firreno	1979-2018
Bob Frogget	1968-1972
Mike Frogget	1968-1972
Chad Galloway	1974-1976
Jeff Green	1970s
Rudy Hahn	1945-1952
Bob Hawkins	1971-1974, 1980s
John Hayford	1970s
Cecil Heath	1960s
Ken Hershey	1979-1980
Charles Hickenlooper	1960s, 1976-2018
Jay Hickenlooper	1950s-1965
Josh Hickenlooper	1999-2011
Lee Hickenlooper	1950s-1971
George Houser	1960s
Joe Hyland	1950-1970
Eldon Jolley	1960-1962
Gary Jolley	mid 1970s
Jewel Jones	1969-1980
Sonny Kilgrow	1971-1973
Mike Lane	1968-1970
Kevin Livingston	1976-1988, 1997-2013
JR Matheson	1987-1989
Kathleen Matheson	1980s
Lucy McBride	1980s
Phyllis Mellencamp	1970s
Karl Merritt	1959-1967
Ed Mitchell	early 1970s
Don Moulton	1949-1987

Mike Moulton	1980-2011
Phil Nelson	1968-1987
Garrett Pack	1950s-1979
Randy Peterson	1970-1973
Ryan Phillips	2011-2012
Theresa Anne Pope	1988-1990
Robyn Reay	1980s-1997
Fred Rodriguez	1971-2003
Louis Salazar	1968-1971
Don Schow	1976-1977
Rosa Scroggin	1964-1967
Tim Severe	1971-1989
Frank Turpin	1954-1979
John Tyner	1940s
Doug Vernon	1958-1967
Leon Walters	1959-1965

Glens Key Co-workers – 2018

Here, in no particular order, are the people who—as of this writing in 2018—work so hard to make Glens Key the successful business it continues to be:

Kody Olsen, mobile locksmith



Kody was born and raised in Salt Lake City. He first got into locksmithing by doing car lockouts for Wasatch Lock, which was contracted with AAA. After some time there he applied at Glens as well as another locksmith company, but decided Glens was the better option. He has been here since 2001. When not working Kody enjoys backpacking, camping, bee keeping, and vacations with his family.

Ann Tallon, office manager

Ann grew up in Salt Lake City and has been with Glens Key since 1991, after her friend Bruce Behm convinced her to come here to work. Ann has a particular fondness for small furry critters and presently has five cats, six bunnies, and a Yorkie named Petie who accompanies her to the office.



Rob Fehr, mobile locksmith



Rob grew up in Salt Lake City. His career with Glens Key began in 1995, at the age of eighteen. He had been learning locksmithing on his own and had gone to Intermountain Lock for some supplies when he saw a help wanted sign for Glens—and he has been here ever since. Rob enjoys family time and water fowl hunting and is dedicated to wetlands conservation.

Kirk Harker, mobile locksmith

Kirk is originally from Idaho Falls, and moved to Salt Lake when a teenager. He came to Glens Key in 1996 when his friend Rob Fehr, who had been with Glens a year, encouraged him to apply. At the time, Kirk needed a job and didn't have any particular plans, but what he anticipated would only be a short-term job turned into a career. Kirk enjoys golf, brewing beer, and friends and family.



“wicked awesome”

Roger Merritt, shop locksmith



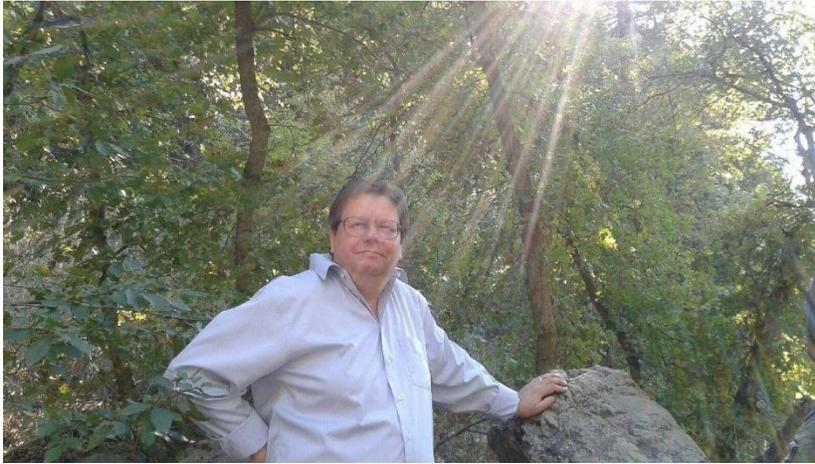
Roger, of Salt Lake City, came to Glens in 2013. Previously, he had worked at other locksmith companies, and he feels Glens is the best place to work. Roger enjoys four-wheeling, likes big trucks, and has developed a special interest and expertise in beekeeping. He presently keeps four hives. Interesting fact: Roger's father worked at Glens Key over five decades ago, circa 1958-1963.

Kathy Carson, inventory manager

Kathy grew up in Salt Lake City, and came to Glens Key in 2001 after learning of an opening for an inventory manager from her friend, Valerie Behm. In her spare time Kathy enjoys camping. As she puts it, she likes getting out of the city. She and her husband have so far visited 29 out of our country's 59 national parks, including almost all in the western states.



Jason Chandler, shop locksmith



Jason, of Salt Lake City, started at Glens Key as a stockboy in 1977 when he was a junior in high school. Before long he began training as a locksmith and, save for a two year absence to serve an LDS mission, has been with Glens ever since. In his spare time Jason enjoys electronics, flight simulation, and leatherwork.

Spencer Petersen, locksmith apprentice

Spencer is from Salt Lake City and began apprenticing at Glens in 2017 at the age of eighteen. He is considered by the more experienced locksmiths to be one of the best apprentices they have ever worked with. His interests include lockpicking, knives (including swords and tomahawks), photography, and drawing.



Valerie Behm, bookkeeper



Valerie grew up in Salt Lake City. She began working at Glens Key in 1988, when she took over all of the bookkeeping duties previously carried out by Roma Hickenlooper. Outside of work she enjoys golfing, bowling, gardening, scrapbooking, knitting, crocheting, and sewing. She also very much enjoys traveling and she and her husband (Bruce Behm) have gone on a number of cruises.

Dave Wright, mobile locksmith

Dave grew up in Murray, Utah. After a stint in the army Dave worked at a number of places, including EIMCo, before joining Glens Key in 1984. Presently Dave only works Monday, Wednesday, and Thursday, allowing him to do temple work on Tuesday and to enjoy his other days off fishing, camping, and traveling.



Todda Sletten, dispatcher



Todda was born and raised in Salt Lake City, but as an adult has also lived in Ohio, northern California, and Michigan. She began working at Glens Key in 1997 when her friend Ann Tallon recruited her to dispatch. More recently Todda has taken the initiative to increase Glens Key's exposure on social media. When she is not at work Todda enjoys skiing, hiking, biking, and says she may even take up roller blading. She also enjoys listening to music, attending concerts and plays, dancing, having wine or whiskey with a delicious meal, and reading and making tie quilts.

David Rose, shop locksmith

David was born in Delta, Utah, and raised in Salt Lake City. He was already an experienced locksmith when he came to Glens Key in 2018. David enjoys volunteering and helping people and is a devoted family man. In his spare time he enjoys outdoor activities of all sorts, including camping, boating, and fishing.



Bruce Behm, shop locksmith and general manager



Bruce, of Salt Lake City, joined Glens Key in 1973 at the age of sixteen. Since Bruce liked locks and keys, he was encouraged by his father (who thought he needed a job and had spoken to Glen Hickenlooper—who he saw at dances—about hiring him) to apply. The manager rejected him, but Bruce kept trying to learn on his own; and when he went to the shop a second time for some key blanks to practice on, another locksmith tested his skills and convinced the manager to hire him. He has been with Glens ever since and, following an interest in computers, has written the software programs that Glens uses.

Christopher King, shop locksmith

Christopher hails originally from Ohio and has traveled all over the United States. He settled in Salt Lake City only four years ago, and joined Glens Key in 2018 as an already-experienced locksmith. Christopher enjoys playing pool and video games, going to the gun range, taking long drives, and helping people. He says he plans to stay with Glens until he retires.



Glen Fowler, mobile locksmith



Glen is originally from New Hampshire; then after a stint in the military lived in Florida for some time. In 1997 he and his family moved to Utah and Glen, already an experienced locksmith, came to work at Glens Key. In his spare time he enjoys outdoor activities such as hiking and fishing. He also takes an interest in muscle cars and, at home, enjoys woodworking.

Larry Feragen, mobile locksmith

Larry was born in California but has lived in Salt Lake City since infancy. After working as a locksmith elsewhere, he joined Glens Key in 2005. Outside of work he enjoys spending time with his family, attending concerts, and, he says, drinking PBR. Everything else aside, Larry says he enjoys life every morning when he wakes up.



Christina Cornish, administrative assistant



Christina was born and raised in Salt Lake City. She joined Glens Key in 2017. After having worked for large corporations she says she was eager for the small company atmosphere, and since her father (Rob Fehr) had worked here happily for over 20 years and she already knew many of the people here, it seemed like a good fit. In her spare time Christina enjoys waterfowl hunting, kayaking, baking, and playing with her dogs.

Marcelo Bascourt, mobile locksmith

Marcelo Bascourt is from Santa Cruz, Chile. In 2006 he joined other family members in Salt Lake City and, having already had work experience with locks and security, came to work at Glens Key. For the next several years Marcelo split his time between Salt Lake and Chile, where his wife and young children remained. In 2013 he was able to bring them here to join him. Now a U.S. citizen, he is a self-proclaimed “happy man,” and enjoys flyfishing, boating, camping, and hiking. He is also a six degree black belt in Karate.



Sid Peterson, mobile locksmith



Sid lives in Garland, Utah. He came to Glens Key in 2012, having already been a locksmith for the previous 28 years. He applied to Glens, he says, because Glens hires the best locksmiths and if Glens hired him, it would follow that he would be one of the best. He loves to make jokes and make people smile. He enjoys his family of ten children (he himself is the oldest of 14), anything rock related, and farming his 6.2 acres of land.

Todd Ongley, shop locksmith and co-manager

Todd was born and raised in Salt Lake City. He began his locksmithing career in 1990 and joined Glens Key in 1999. His hobbies include hunting and fishing in the great outdoors. His favorite things, he says, are his wonderful grandchildren. And he is very grateful, he adds, to be a part of the Glens Key family.



Aaron Clark, shop locksmith



Aaron was born in California and moved with his family to Utah in 1990. He came to Glens Key in 2018, have already had some locksmithing experience. When not working, Aaron particularly enjoys music—he plays the bass guitar and drums, has even played with bands. He also sings, and enjoys karaoke.

John Firreno, mobile locksmith, retired 2018

John, originally from Chicago, moved in 1979 with his wife and children to Salt Lake City and, already an experienced locksmith, came to work at Glens Key. He enjoys woodworking and has completed many projects in his home. He also enjoys fishing and hunting, including hunting wild boar in South Carolina. John retired in the fall of 2018, and he and his wife, Linda, moved to South Carolina. All at Glens Key wish them well.

