

LOCAL EXPERTS MAGAZINE

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PILOT POINT, TEXAS



GLEN SORGE LICENSED TX LOCKSMITH • 18 YRS IN THE TRADE • ALOA MEMBER • MOBILE – NORTH DFW

THE LOCKSMITH WHO DOESN'T WALK AWAY

A former diesel mechanic named Glen Sorge takes the calls other locksmiths give up on — and North Texas has made him five-star for it.

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The key fob for his truck had stopped working.

So he did what most people do. He looked up a locksmith and called the first number that seemed local. It wasn't local at all. It was a lead-generation service – a middleman that takes your call and sells it to whoever will take it. Two different people phoned him back. Neither one could tell him what the job would cost. Neither one could tell him when anybody would show up.

He gave up on that and went looking for a real local shop. He found one and called. That locksmith couldn't take the job himself – but he knew exactly who could.

Call Glen Sorge, he said.

Glen came out. The truck did not make it easy. Its alarm system kept going off while he worked, again and again. Most people would have quit. Glen didn't.

He had to work around the truck's own security to reach the part that decides which keys the vehicle will trust – the programming inside what's called the body control module. He stayed with it until he had a new fob that worked.

"Probably anybody else would have walked away," the customer said later.

Glen doesn't walk away. It is the closest thing he has to a motto, and he didn't come up with it himself.

"One of the things that's been said about me," he says, a little embarrassed to repeat it, "is that I just don't give up."

He means that literally. He will spend two hours on a car another locksmith gave up on. He makes the motorcycle keys that other shops refuse to touch.

And he brings something most of his so-called competitors don't have: twenty years as a diesel mechanic, a state license he actually holds, and a pair of hands that solve the lock instead of hiring the job out to a stranger.

If you have ever been stuck on the wrong side of a locked door in North Texas, that difference is the whole story.

“ One of the things that’s been said about me is that I just don’t give up.

5.0★

Google Rating

136

Google Reviews

18+

Years in Trade

20+

Yrs a Mechanic

THE MECHANIC WHO LEARNED TO READ LOCKS

Glen didn’t come to locksmithing through a trade school pamphlet. He came to it through roughly twenty years under the hoods of diesel engines, wrenching from the late 1970s into the late 1990s. Machines made sense to him in a way that never really wore off.

“It just comes easy for me, mechanical things,” he says. “And locks are mechanical also.”

After his mechanic years, he moved into construction, and that is where locks quietly took over his life. He installed door hardware in house after house — “many, many, many, many door knobs in houses, door locks,” as he tells it — and somewhere in the repetition he stopped just bolting them on and started understanding them. He learned how a lock actually operates, how the pins inside line up, how a key has to be cut to match. What began as one more construction task snowballed into a craft, then a licensed business, and finally, in 2018, a full-time calling. He estimates roughly eighteen years of hands-on locksmith work behind him now.

That mechanic’s education is the quiet engine under everything Glen does, and it rests on a single stubborn belief he carried straight from the engine bay: a lock is just a machine, and every machine can be read. It’s the reason he can solve jobs that stump other people in the trade. Most modern car keys involve two problems at once: the mechanical cut and the electronic programming. Plenty of locksmiths

lean on shortcuts for the second part — they buy a code from an online service that spits out the key data for a given vehicle. Glen works a different way.

“I use my equipment and I use my mechanical ability to find those,” he says. When the shortcut isn’t available — and for nearly all motorcycles, it simply isn’t — the difference between a locksmith who can help and one who can’t comes down to whether they actually understand the machine in front of them. Glen does. Diagnosing why a stubborn key won’t turn is, to him, the fun part.



A mechanic's education, applied to locks — every mechanism can be read.

WHY “A TECHNICIAN WILL CALL YOU” SHOULD MAKE YOU HANG UP

Ask Glen about his competition and he’ll gently correct the word. The people who worry him aren’t really competitors.

“There are lots of what, in the locksmith world, we call scammers,” he says. Look up “locksmith” on Google, he explains, and half of that first page — or more — isn’t made up of local shops at all. It’s call centers.

Here’s how the trap works. You call a number that looks local. A dispatcher promises that “a technician will call you.” Behind the scenes, that operation is scrambling to find anyone willing to drive to your area — often someone unlicensed, frequently from out of town, and usually more expensive than the neighborhood locksmith you

thought you were hiring. They lean on those purchased code services rather than working the problem themselves. “Generally those are high prices, and generally they’re unlicensed, and they’re somewhat less qualified,” Glen says.

It’s a problem serious enough that the state itself has taken notice. Complaints about these operations, Glen notes, are part of why Texas regulators tightened their inspection schedule over the years. But enforcement only goes so far. “It’s like holding sand in your hand,” he says. “It just kind of leaks out. It’s hard to do.”

So how does a normal person, panicking in a parking lot, tell the real locksmith from the boiler room? Glen’s advice is refreshingly low-tech: talk to the actual human. Not the dispatcher — the person who’s going to show up. “You have to talk to them, and actually talk to the guy, and see if he’s answering your questions in a good, direct, kind of honest manner, instead of giving you general answers.” A real local locksmith will answer you straight. A call center gives you a runaround and a phone tree.

There are, he’s quick to add, plenty of good locksmiths out there. You just have to wade through the noise to find one — and the noise is loud on purpose.

“ This is my dream job. I absolutely love what I do.



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THE JOBS OTHER LOCKSMITHS TURN DOWN

Glen's specialty is automotive work, but the jobs that define him are the ones most of the trade won't touch.

Motorcycles are the clearest example. Fewer than one in ten legitimate locksmiths will make a motorcycle key, Glen estimates, and none of the call-center crews will — because there's no code to buy. Motorcycle keys are almost entirely mechanical; the security is the physical key itself, not a chip. To make one, a locksmith has to physically read the lock, either by scoping down inside it or by picking it, and then translate what he finds into a cut key. It takes exactly the kind of mechanical patience Glen spent decades building.

The demand is real, and it finds him. "I've had locksmiths tell me that they've called thirty-plus places, and everyone said, 'No, we don't do them,'" he says. He does.

Moving north to Pilot Point opened another unexpected specialty. "Around every corner is a horse ranch, and every horse ranch has at least one gun safe," he says. He now does a steady stream of gun-safe combination changes and safe openings — another job that rewards someone who understands mechanisms rather than shortcuts.

His everyday menu runs wide: car key and fob replacement, key programming and high-security keys, residential rekeying, lockouts, key duplication, and commercial work. The one line he won't cross is electronic access control — the entry systems on big houses and big buildings. That's a specialty of its own, he says, and doing it right "would probably triple the amount of inventory that I would need to carry around in my van." He'd rather be excellent at the work he does than mediocre at everything. It's the same instinct that made him a good mechanic: know your machine, and know its limits.

LICENSED, INSPECTED, AND ACCOUNTABLE

There's a reason Glen keeps circling back to the word "licensed." In Texas, it means something specific — and it's something the call centers usually don't have.

Texas is one of roughly thirty states that license locksmiths at all, and it regulates them through the Department of Public Safety's private security division — the same bureau that oversees security guards and access-control installers. That oversight isn't a one-time hurdle. State inspectors come around on a roughly two-year cycle to check that licensed locksmiths are operating by the rules. To hold the license, Glen has to complete continuing education every year and pass an ethics class every two years.

He doesn't do the bare minimum. The state requires a handful of continuing-education hours annually; Glen racks up far more, plus more than twenty trade-show and product classes over the years. "I get way more, so I'm not in the minimum category," he says.

His professional roots run just as deep. He's an active member of the North Texas Locksmith Association, which meets quarterly and provides much of his continuing education, and the Texas Locksmiths Association down near Austin. He's belonged to the national Associated Locksmiths of America for around fourteen years. Licensed, bonded, and insured, he carries the credentials the trade expects — none of which shows up when a customer is standing locked out in the heat, but all of which is the difference between a professional who answers to a state board and a stranger a call center found an hour ago.

The only recognition Glen mentions with any pride, though, isn't a certificate. It's his customers. His Google rating stands at a flawless five stars across 136 reviews, built one grateful customer at a time, and it's the closest thing he has to an award. "Other than my reviews on Google," he says with a shrug, that's the whole trophy case.

“ It's the middle of July and temperatures are hitting a hundred degrees. They just don't deserve that.



Licensed, bonded, and inspected — the workbench behind the work.

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SAME-DAY, WHEN IT COUNTS

Most of Glen's phone calls start the same way: someone is locked out of something, right now, and the clock is the enemy. That reality shapes how he runs the entire business.

He works off daily calls rather than a rigid appointment book. When an emergency comes in — a family shut out of the house, a driver stranded away from home — it jumps the line, and a scheduled, non-urgent job slides. He's honest that this trades away a little predictability. He won't promise a customer an exact "two o'clock Thursday" slot, because he can't; he'll book the day and get as close as he can. But when the stakes are real, he doesn't hesitate.

“Right now it’s the middle of July, and temperatures are hitting a hundred degrees,” he says. “You just can’t afford to let people wait like that. They just don’t deserve that.”

That urgency-first approach is why customers tend to praise the same three things: his price, his promptness, and the fact that he can actually come the same day. Being on time is a point of personal pride — and when he can’t be, he calls ahead. “If I’m not going to be on time with what I’ve told you, I let you know.”

Sometimes the service goes further than the job description. Glen has been known to drive out, pick a stranded customer up, and bring them to their vehicle so he can cut the key on site — a courtesy he half-jokingly calls being the “locksmith Uber.” It’s convenient for the customer, and, he admits, it lets him manage his own route better too. He also handles quiet, trust-based work for repeat clients: rekeying a vacant house, leaving the fresh keys in the lockbox on the door, and sending an invoice. Mostly, though, he’s a COD man — collect on delivery. “I like getting paid when I’m at the job,” he says. He’d rather close the day out at the end of the day than carry it forward. No thirty-day billing cycles, no growing backlog, no promises he can’t keep. Just the day’s work, done and settled.



A rolling parts store, stocked to solve it the first trip.

THE SECOND KEY NOBODY WANTS UNTIL THEY NEED IT

If Glen could get one piece of advice into every customer’s head, it might be this: make the second key.

Time and again, he watches someone who has just lost their *last* key — the only one they had — decline to make a spare on the spot. It genuinely puzzles him, because

the math is so lopsided in the customer's favor. Once he's done the hard work of originating that first key, the second one is almost an afterthought.

"I can make that second key for probably a third of what I made the first key for," he explains. "The process is being done. I'm just adding one more in." The expensive part is the labor of figuring the vehicle out; a duplicate rides along cheaply. And yet people wave it off — "I don't lose keys," they say, right up until the next time they do.

Being ready is a theme with Glen. His van is a rolling parts store, fully stocked for automotive work and about half-stocked for the bulkier residential and commercial jobs — a limit set only by what a van can physically hold. "I can't hook a trailer up to a warehouse," he says. When he does have to order a key he doesn't carry, he orders two or more, so the next customer with the same vehicle won't have to wait. Most orders arrive by the next afternoon; in a true emergency, he can drive to one of three area warehouses and have the key that same day. It's the same philosophy that governs everything else he does — solve it now, and be prepared for next time.

“ He makes the motorcycle keys other shops refuse to touch.

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STILL HIS DREAM JOB

By age, Glen Sorge could have retired by now. He keeps working for a reason that has nothing to do with the calendar.

"This is my dream job," he says. "I absolutely love what I do." After a mechanic's career, a stint in construction, and the long slow slide into locksmithing, he's found the work that fits him — the daily puzzle of a lock or a key that won't cooperate, and the small, real satisfaction of getting someone out of a bind. "That's gratification there," he says, "just seeing that someone has been helped."

What he wants over the next year is simple, and it's not more hours in the day. It's a little more traffic — a few more of the people who need exactly what he does being able to find him in the first place. He's the first to admit that visibility has never been his strong suit; by his own account, he simply hasn't put enough work into his website and getting himself seen. "Getting me out there where people can find me and make a decision whether they want to use my service or not — that's probably the biggest," he says.

Which is the quiet irony of Glen's Lock Service. The man who won't quit on a locked car, who makes the motorcycle keys other shops turn down, who holds a state license most of his loudest online "competitors" don't — is also the one who's easiest to miss in a search result crowded with call centers.

For North Texans, the takeaway is worth remembering the next time a key snaps, a fob dies, or a door won't open. Behind the noise of the "a technician will call you" crowd, there's a licensed local mechanic-turned-locksmith who will actually pick up, actually show up, and — long after most people would have packed the van and gone home — actually get you back in.

He just doesn't give up. It's the whole business, really, in four words.

To reach Glen's Lock Service — automotive, residential, commercial, motorcycle, and safe locksmithing across Pilot Point, The Colony, and North DFW — call or text 972-983-6904 or visit glenslockservice.com.



The motorcycle keys other shops turn down — the jobs he loves most.

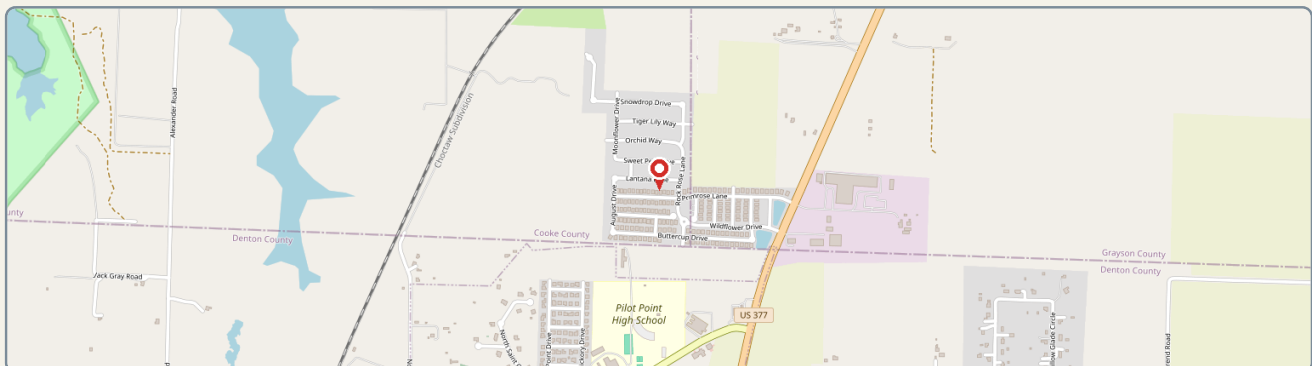
ABOUT GLEN SORGE

Glen Sorge owns Glen's Lock Service, a licensed mobile locksmith operation serving Pilot Point, The Colony, and greater North Dallas–Fort Worth. A former diesel mechanic with 18 years in the trade, he specializes in automotive, motorcycle, residential, commercial, and safe work – and a refusal to give up on the jobs other locksmiths turn down.

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