Ridgeway Lock & Key · Holiday Dispatch Board · 3 vans · Kettering, OH

Wed, Nov 25 · 11:41 PM · Low 27°F · Night before Thanksgiving

Illustrative mockup. Ridgeway Lock & Key, its staff, customers, and prices are fictional.

LOCKOUTS SINCE 6 PM	MEDIAN ARRIVAL	ID RULE ACKNOWLEDGED	OVER QUOTED RANGE	HELD FOR MONDAY
17	**19** min	**17**/17	**1**	**3**
every one quoted by text before a van rolled	from YES to van on site	before dispatch	lost fob, re-quoted by text	commercial, booked 11/30

Live queue

sorted by urgency, then wait time

PRIORITY	REQUEST	WHERE	QUOTED & ACCEPTED	ID	VAN · ETA
Engine running	**Car lockout · 2017 Ford Escape** keys in ignition, nobody inside · texted 11:39	Kettering pin dropped	$95–$135 YES 11:40	Has license	Sam · **11:57** after Oakwood job
Car, cold	**Car lockout · 2015 Toyota Camry** keys on seat · texted 11:31	Oakwood	$95–$135 YES 11:32	Has license	Sam · **on site** arrived 11:40
Lost key	**Lost fob · 2021 Chevy Silverado** first quoted as lockout, fob lost in mall	Miami Twp mall lot	re-quoted $260–$340 YES 11:33	Reg. matched	Nate · **cutting key** done ~12:05
House, warm	**House lockout · front door** waiting in car w/ heat · guests at 11 AM	Centerville	$110–$165 YES 11:39	Address match	Alicia · **12:25** 3rd in line, told so
Closed	**Car lockout · 2019 Honda CR-V** keys on seat · texted 10:52	Kettering grocery lot	$95–$135 · billed **$115**	License = reg.	Sam · arrived 11:14

Van 1 · Sam · white Transit
On site, Oakwood (Camry)
Free ~11:50 → Escape, Kettering

Van 2 · Alicia · white Transit
Finishing house lockout, Kettering
Free ~12:05 → Centerville

Van 3 · Nate · gray ProMaster
Mall lot, cutting Silverado key
Free ~12:05 · dispatch from phone

Intake thread

missed call → text in 8 seconds

To **(937) •••-4410** · 10:52 PM

Hi, this is Ridgeway Lock & Key. Sorry we missed you. Are you locked out of a car or a building? If you can, drop a pin so we know exactly where you are.
10:52 PM

Car. Grocery lot on the east side, keys on the seat — Pin dropped
10:53 PM

Got it. What year, make, and model? And is anyone or anything inside the car?
10:53 PM

2019 CR-V, nobody inside. Just groceries
10:54 PM

A car lockout tonight is $95–$135, including the after-hours fee. It only goes over that if the keys are lost and we need to make a new one, and we'd tell you first. Our tech will ask for a photo ID that matches the registration. Reply YES and Sam heads your way.
10:54 PM

YES. I have my license
10:55 PM

Sam is coming in a white Transit with our logo on the side, about 18 minutes. He'll text when he's 5 minutes out.
10:55 PM

Price sheet the AI quotes from

owner-written

Car opening (after 8 PM)	**$95–$135**
House opening, non-destructive	**$110–$165**
Lock change, per cylinder + trip	**$45–$70**
Rekey, per cylinder (daytime)	**$25–$35**
New car key / fob, by make	**$180–$340**

ID rule, sent with every quote: photo ID that matches the car's registration or the home's address. Lease, utility bill, or mortgage statement on a phone works. House-sitters need the owner on the phone. The tech makes the final call at the door.

AI NEVER DOES

- quote a "service call" alone
- invent a price
- decide who gets in
- explain how to open a lock
- wait on a child or pet in a car (911 first)

Avg response by town

last 7 days

Oakwood	15m
Kettering	17m
Beavercreek	29m
Miami Twp	31m
Centerville	34m

Black Friday plan: Van 3 waits near the mall 5–10 PM instead of at the shop. Parking-lot lockouts move to the shopping centers that night.

Held for business days

not tonight's queue

Dental office · rekey 6 doors
front-desk employee left · contact: office manager
Mon 11/30 · 8:00 AM, before patients

Property manager · master key quote
12-unit building, Centerville
Mon 11/30 · 10:30 AM walk-through

Salon · back door closer
door closes but latch sticks, still locks
Mon 11/30 · 2:00 PM

Exception storefront door that won't lock = live queue, any night

Rekey list

closings from 3 partner agents

Shroyer Rd · closed 11/17
4 exterior cylinders · buyer opted in
Texted 11/24 · booked Mon 11/30 1 PM

Far Hills area · closed 11/20
3 cylinders + garage entry
Text goes out Fri 11/27

Beavercreek · closing 12/4
agent sent date + address
Text goes out Fri 12/11

Kettering · closing 12/18
first-time buyer
Text goes out Mon 12/28 (skips Christmas)

Tonight, 6 PM – midnight

23 calls and texts

TYPE	COUNT	WHAT THE AI DID
Lockouts	17	Price range + ID rule by text, YES before dispatch, tech name + van in the ETA text
Commercial	3	Booked for Mon 11/30 with an on-site contact
Price shoppers	3	Got the same range, never replied. No follow-up sent after midnight.

Rules Nate signed off on

- **Quote first.** No van rolls without a YES to a range.
- **Re-quote by text** before any work that goes over the range.
- **Name the tech and the van** in every ETA; update if a job runs long.
- **First week:** Nate approves each quote; job types go automatic after a week with no corrections.