

ABOUT PEOPLES BANK



Peoples Bank of Kentucky was chartered as an independent bank in 1906. Today, they continue a 100+ year tradition of being a safe place for hard-working people to deposit their hard-earned dollars with 12 offices serving a 100-mile radius. Offering both traditional in-person services as well as online options, Peoples Bank is the quintessential “local bank,” investing in the community while providing quality personal service.

THE SECURITY CHALLENGE

Peoples Bank had three rural branches robbed, and they were concerned about the continued safety of their employees. Southeast Banking Systems (SBS), a third-party contractor specializing in bank security, approached TSS about the project. A different ballistic barrier manufacturer had previously installed teller windows at one branch. SBS was looking for a partner to help replicate the existing solution for two additional branches. One of Peoples Bank’s priorities was to increase protection both above and below the counter. This would require installing ballistic fiberglass behind the wood paneling to help protect any employees taking shelter below the countertop.

PROJECT PRIORITIES

- Employee safety in rurally-located bank branches
- Crime prevention
- Aesthetically pleasing barrier that wouldn’t impede communication
- Retrofitting without damaging the decorative countertops
- Coordinate overnight installations at two different branches

CREATING THE **PLAN**

This project was right in TSS' wheelhouse. Mike Macon from SBS sent pictures of the security system they wanted to match. Bob Hoshaw, sales consultant at TSS, has extensive experience with solutions for financial institutions and quickly delivered a project estimate and set expectations with the client. Juggling two different installations required some coordination, but TSS project manager Tom Zink handled everything without any issues.

"The customer sent me pictures of his previous project. I reviewed them and told him it would be no problem, it's one of our standard systems. It really helps us a lot when customers can send pictures or drawings, it makes it a lot easier to pinpoint what they want and create a solution customized for their exact needs."

Bob Hoshaw

TSS Senior Account Representative

**MEET BOB HOSHAW**SENIOR ACCOUNT
REPRESENTATIVE

Senior Account Representative Bob Hoshaw has over 30 years of experience in the security industry. He enjoys the variety of projects he encounters, as well as building relationships with customers and working on custom projects. He earned his Industrial Design degree from Western Michigan University and also has a Michigan Builders License.

IMPLEMENTING THE **SOLUTION**

Because communication is one of the biggest challenges during installation, the highest priority was working out the logistics. TSS worked closely with SBS, and it was imperative for Tom Zink to keep Mike Macon up to date during the various stages of the project.

Installation took place during the evening hours to minimize any disruptions to the branches' normal operation. Technicians started working around 6 p.m. and finished at 12:30 that evening, even after completing additional on-site measurements. The two branches were fairly close geographically, allowing TSS to complete the installations on back-to-back days.



“There were some obstacles with these banks because they weren’t just standard squares or rectangles. There was a lot of decorative countertop work, so we had our technician go into the field and measure everything. When we install a project, we make sure that we measure it—so we’re responsible for making sure it fits.”



Tom Zink
TSS Project Manager

RESULTS

TSS retrofitted bank teller counters at two different branches with a Level 1 uncoated acrylic system, implementing stainless steel deal trays, package passers, and fiberglass behind the countertop from the waistline down. As a result, employees feel safer and experience less anxiety about additional robberies in the future. Any aesthetic concerns the client had were immediately alleviated—the systems blended with the surrounding aesthetics, continuing the open and welcoming atmosphere the bank’s customers were accustomed to.

“It looks very nice and blends in well. I was worried the customers would think we were blocking them out, but I was shocked at how well you can see and hear through the new teller windows. Everything fits together seamlessly. Most people just think it’s a nice Covid barrier.”

Mary Jane Pettit

People’s Bank Vice President and Marketing Communications



“I’m just totally amazed at the finished product, it’s just such a professional job. The employees feel so much safer in there. Everybody seems to like it.”

Mike Macon
South East Banking Systems



ABOUT TSS

Since 2004, Total Security Solutions has designed, engineered, fabricated, and delivered over 21,000 ballistic systems in locations worldwide. With offices in Michigan, California, Washington, Nevada, Texas, and Delaware, TSS offers custom ballistic solutions that provide both Safety + Aesthetics™ in bulletproof barriers.



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