



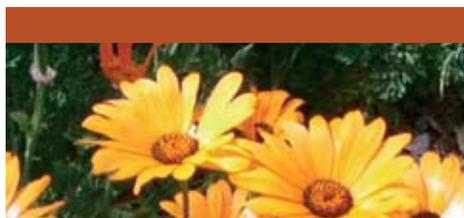
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Campus Access in Palm Beach County



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Route To:

- Chiefs
- Fire Prevention
- Station Captains
- EMS
- Haz-Mat Team
- Other



It wasn't that long ago when schools were very open. Parents and visitors could easily walk onto campus and visit the classrooms and have lunch with their children. Today we live in a slightly different world. Schools are not as open and in many cases are rather closed off to the outside world. This new reality presents a problem for emergency responders. Gaining access during school hours can be just as difficult as after hours. "Schools are virtually locked down today. We have to have enough access," Fire Inspector John Dunbar commented.

Palm Beach County Fire & Rescue is one of the largest departments in Florida. Within the department, the Bureau of Safety Services is responsible for all buildings being up to code and meeting all ordinance requirements. While Palm Beach County has had an ordinance requiring emergency access to commercial buildings and gated areas for many years, it wasn't until seven years ago that they started to require the same emergency access system for the school district that is required for commercial structures.

Prior to seven years ago, Florida schools had their own inspector and did not utilize the local jurisdiction's fire inspector.

Yet the local fire department was the one responsible for handling all emergency calls to the schools. To resolve this disconnect, the state mandated that the local fire department having jurisdiction should be responsible for conducting all school inspections. Due to the number of schools in the district, Palm Beach County Fire &



Fire Safety Specialists John Dunbar (left) and Chris Finkley (right).

Rescue has one dedicated fire inspector, Chris Finkley, with the responsibility for making sure the schools are up to code and meet all ordinance requirements.

One ordinance that the schools had not previously been made to comply with was the ordinance requiring emergency access. Palm Beach County decided that the schools in their county would have the same rapid access system used throughout the county – the Knox® System. As a result, each school was required to install a Knox-Box® key box.

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Editorial

In this Show Edition, we look at three departments with unique applications for the Knox-Box Rapid Entry System.

We explore their use at schools, military installations and elevators in commercial buildings.

Presently, we are in the middle of a busy tradeshow season. Take a moment to review our schedule on page 7 to see when we'll be in your area. Hopefully we'll see you at a show in your part of the country.

Normally we send one copy of the newsletter to each department but if you would like more people included or would like the newsletter delivered to each station, please let me know and I'll make it happen!

Cynthia Jones



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Maintaining Access in Tulsa



Tulsa Fire Department's Fire Inspectors



Back in 1998, the Tulsa Oklahoma Fire Department was experiencing problems accessing gated properties.

"We had trouble with gated communities and apartment complexes in trying to gain access at night. The property owners wanted to give us fists full of keys and codes. They overwhelmed us with keys and codes. We decided to go with Knox so we could have a one key system, so it would be manageable," shared Deputy Fire Marshal Dallas Fortney.

The requirement for access "is in our adopted code", the 2003 International Fire Code. If a property owner cuts off access to their grounds, they are required to provide a way for the fire department to access the property. The property owner decides whether a Key Switch, Padlock or key box is used to provide the fire department access. Whichever one they choose, they just have to make sure it's a Knox® product. "We are slowly but surely getting them to get Knox on the gates," Fortney commented. As the number of gated communities grows, the need for access continues to grow as well.

In addition to requiring access to

gated properties, Tulsa is utilizing the Knox-Box® key box for elevators. If an elevator travels more than 25 feet, it must have a Knox-Box key box at either the elevator bank or the building entrance. This key box houses the elevator recall key. If the property owner chooses to place the key box at the entrance, the key box must also contain a building key in addition to the elevator recall key. "Most properties have chosen to put the boxes at the building entrance," Fortney stated.

When a property has installed a Knox product, they contact the Fire Marshal's office to have it locked. "I go out and lock the key or mag card into the box. Then I send an email to all first company officers for all 3 shifts. I tell them where the box is mounted and what it contains. I also maintain a master list of this information as well. By having this information available, we try to keep run times down," said Fortney. The department also notes the same information for padlocks and key switches.

As for the master key, each apparatus has a Sentralok® Master Key Retention Device. When access is needed, the crew

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Fort Monmouth Secured



Captain Tom Siciliano has been with Fort Monmouth, New Jersey for 28 years and handles their Knox® Program.

The program was first implemented in 1997, due to the “high security needs of the base. After 9/11 our efforts were stepped up and the program expanded,” Siciliano stated.

“When a building is being built or remodeled, they are required to install a Knox-Box® key box. In addition to the boxes on the buildings, we also have core-pullers and grand master keys that need to be secured. These are kept in the department’s vehicles and not on the buildings. After 9/11, we had to be a little inventive in how we secured these keys in the vehicles. Our solution was to equip all 10 department vehicles with a 4400 Knox-Vault™. The core-pullers and grand masters are contained in these 4400’s,” shared Siciliano. Additionally, the Knox Master Key is secured in the vehicles with a Sentralok® key retention device. Monmouth County radio room must release the master key so Fort Monmouth Fire and Emergency Services can access any of the Knox products.

Due to the unique security needs of a military installation, an electrified fence surrounds a few buildings on the fort. For these buildings, placing a box on the building wasn’t an option. Responders have to get past the electrified fence just to reach the building. “We had concrete bollards installed and bolted the boxes on to the bollards outside of the fence. The boxes on the bollards have the keys to get us past the electrified fence and all the building keys,” Siciliano said.

Fort Monmouth originally adopted the Knox program for new construction and those buildings that were being remodeled. “We tried to get the boxes on existing buildings but the question



Captain Siciliano and members of the Fort Monmouth Fire Department

of who was providing funding for boxes always arose. We were able to get boxes on all critical buildings and new buildings though,” Siciliano stated.

“While we primarily use the 3200 and 4400 on the fort, we do have one building where we have installed the large 1300 cabinets, the Myers Center. This is a large 4 story building. The main entry and the breezeway entry each have a cabinet. To help organize the cabinet and make the keys easily accessible to responding crews, each floor was given its own panel inside the cabinet. All the keys for a particular floor are found on its panel. The two cabinets are identical, so those responding can get the keys they need regardless of which entry they use,” shared Siciliano.

Siciliano commented; “The greatest benefit of the Knox Program is that we don’t have to wait for the building occupant to arrive to let us in. Approximately 98% of the buildings we can enter with the Knox Program. There are still some doors and

buildings we’re not able to get into due to security issues of the fort.”

Fort Monmouth has 40 members in their department and they serve a mixed community of government buildings, research and development buildings, retail establishments as well as the on base



Firefighter Griffin and Captain Siciliano inspect a Knox-Box

residential housing areas. The department works out of two fire stations. While the fort is research and development focused, it is also a small town. It has a bank, post office, chapel, movie theater, shopping, gas station, ball fields and a residential area. Just about everything you would find in a small town, can be found on the fort. All the areas are covered by the fort’s fire department. 

Consistency in Government

by Larry Pigg



Americans want consistency and reliability. When it comes to their government, they demand it. We also demand quick results. We expect the trash truck to come by on the same day every week. Americans expect the lights to come on and the cable TV to work every time, without thinking about what a monumental effort it takes to make it happen. We also expect to see emergency crews at the front door within a few short minutes after calling 9-1-1. People are typically more demanding of governmental agencies than they are the private sector counterparts. The reason? As

casualty event. Local citizen volunteer organizations like Community Emergency Response Teams train and practice to the point that they become a reliable tool for Incident Commanders. The new buzzword for organizations applying for a Homeland Security grant is “interoperability,” where regional projects are given a higher priority. These are projects designed to not simply meet the needs of one single department, but will serve the needs of several neighboring communities and have a region-wide impact.

Confidence, consistency and reliability come with practice. It is not about reinventing the government every few

departments that are considered the best today; they are the same ones that were considered to be the best 20 years ago. Why is that? They are the ones that strive for excellence and consistency, but are constantly looking for new approaches and embrace change. They never rest on the accomplishments of the past, and are committed to excellence and improvement. This is not a difficult formula for success. Take a look at your community. Look for vulnerabilities and new risks.

Here are some practical steps that could help:

- **Work with other internal city departments** and elected officials to develop uniformity and consistency throughout the organization. Remember: In major incidents the senior elected official may have overall declaration and command responsibilities.
- **Aggressively promote and enforce fire prevention** and adopt a model fire code.



taxpayers, they are paying the bills. They want their government to be responsive and consistent. In most cases, they get what they want.

What does it take?

Consistency does not happen without a long-term commitment to success and a strategic plan to make it happen. We all make New Year’s Resolutions with the best intentions, but fail to develop a plan or make the necessary commitment. Fire recruits practice putting on bunkers and donning air packs until it becomes second nature. Engine and Truck Companies practice drill field evolutions regularly. Very few weeks go by without a news story of a group of agencies that are practicing for a large-scale mass

years. It is more an attitude of continual improvement by local governments, where strategies and programs are continually

The new buzzword for organizations applying for a Homeland Security grant is “interoperability,” where regional projects are given a higher priority.

evaluated to insure the best result. For a fire department to be both responsive and reliable, it means a total commitment to providing the highest level of service while implementing the best tools available to accomplish the task. If you look at the

Prevention and Public Education are usually the only proactive activities a fire department will accomplish.

- **Become involved** in the plan review process. Proactive fire prevention not only lessens the effects of fires on the citizens, it can also provide a somewhat safer working environment for first responders.
- **Pass a local ordinance** or amend the model fire code to require that all buildings come up to the same level of compliance.
- **Apply for a fire prevention grant.** These grants, administered by the Department of Homeland Security, have proven to be a positive, cost effective

way to implement proactive fire prevention programs, including retrofit programs that will bring all structures to the same level of safety.

- **Look for particular groups of people** like school children or nursing home residents that offer greater challenges to first responders. These people are the most vulnerable among us. Create programs that focus on their safety and survivability should an event occur.
- **Identify key areas of concern** or new emerging threats. Areas of concern could be fire sprinkler/standpipe connections where the FDCs are open and vulnerable or perimeter access gates that create a barrier to fast response times.

The Six “D’s” to Consistency

Don Taylor, Director of West Texas A&M University’s Office of Business Services, and President of Data Staar Communications, has developed what he calls the six “D’s” to consistency. They were written in a business context, but work well for public organizations too. They are:

- **Decisiveness.** Good managers make good decisions. Consistent operations require consistent leadership. Consistent leaders analyze options and make firm decisions. The decisions will take into consideration the mission, direction and objectives of the organization.
- **Deliberation.** Quality solutions to complex problems require careful analysis and deliberate action. Consistent organizations don’t jump the gun or overreact. They stress accuracy over speed. They know it takes less time to do a job correctly than to do it over.

- **Details.** Yes, consistent organizations are interested in details. They are concerned with the little things because they know that people can be upset by small, seemingly insignificant details. Those little consistencies do matter.
- **Determination.** This is what common people use to achieve uncommon results. No one can live a consistent life or run a consistent organization without determination.
- **Diligence.** It is only through careful, steady and directed effort that one achieves unchanging quality. Consistent quality in products and services is a certain sign of diligent effort.
- **Discipline.** One of the best definitions for the word discipline is: “Training that develops self-control, character, orderliness and efficiency.” Isn’t that a great recipe for consistency? Every organization has three choices: To be consistently good, to be consistently bad or to vacillate somewhere between.

Consistency. It is a simple word that is at the heart of what most organizations strive to accomplish. Consistency and reliability in any organization will add to the cohesiveness of the group and will result in a stronger unit. While we strive for consistency in our delivery of service, we must also be open to new ideas and embrace change. We have to continually examine our organization and be proactive and flexible enough to make modifications when new challenges or emerging needs are identified. It will certainly enhance safety and response effectiveness. Use it to your advantage. A commitment to excellence coupled with a goal of consistency and reliability in the delivery of service will yield lasting results. 

Knox® Annual Maintenance Recommendations

Knox® key boxes, vaults, cabinets, padlocks and key switches have Medeco locks installed. This high quality, precision lock requires a minimal amount of maintenance to insure continuous reliability. However, annual inspection and maintenance of the lock is recommended. Also, this is a convenient time to check the condition of the box and door gasket.

Medeco Lock

- Spray the lock mechanism with a dry Teflon lubricant such as Key Lube or LPS-1.
- Do not use oil-based products such as WD40.
- Operate lock several times to check operation and spread lubricant.

Knox-Box®

- Following lock maintenance, check the Knox-Box for chips or nicks in the surface powder coating.
- Paint any chips or nicks to avoid the spread of corrosion.

Door Gasket

- Apply a very light film of grease-like silicone paste (Dow Corning #4 or equal) to the doorframe surface. This adds extra moisture resistance and prevents the gasket from freezing to the Knox-Box.

If the lock does not open due to grit or other contamination, perform the following procedure:

- Spray the lock cylinder generously with a good carburetor cleaner such as Gum Out, Poxylube or LPS-1. These products leave no residue that may interfere with the moving parts of the lock.
- Take the Knox master key and work it in and out of the lock several times.
- Spray the lock cylinder with a dry Teflon lubricant a second time.
- With a rubber mallet lightly tap the lock (if rubber mallet unavailable, place a piece of wood against the lock core and lightly tap it with a wrench or hammer). This sends a vibration through the lock core to help free the pins.
- Repeat the process if the lock does not open.

Campus Access

Continued from page 1



Fire Inspectors Dunbar (left) and Finkley (right) inspecting gate.

Since the fire department uses the bus turn-around lanes as staging areas during an emergency, the schools were also required to provide emergency access to these lanes. The turn-around lanes are generally locked when not in use, the schools had to find a way to provide the fire department access. The Knox padlock has proven to be effective. The schools are able to keep the lanes locked when not needed by the buses and the fire department can always gain access during an emergency.

Finkley explained, "With the Knox System, we don't have to wait to get in. We can take responsibility when we first arrive."

When the schools began installing the boxes, the school district police asked the fire department if they could also have access to the boxes. After much discussion between the school district police and the fire department, it was decided that only the fire department would have access to the boxes. The fire department was concerned about giving the master key to the school district's police. The master key not only opened the boxes at the school but boxes throughout the county. Secondly, anyone with access to

the boxes can change or remove keys. Who would be responsible if the contents of the box were changed or removed? Therefore, the fire department chose not to allow the school district police to have access to their boxes. By limiting access to the fire department only, they know that if any changes are made to the contents of the boxes, a fire official made the changes. The school district police still liked the concept of the boxes and decided to install separate boxes for their use. Now most schools in the county have two Knox-Box key boxes, one for the fire department and one for the school district police department.



Fire Inspector Dunbar retrieving building keys.

While the school district police do not have access to the fire department's boxes, they have started to require the fire department boxes be connected to the school's alarm panel for security purposes. This requires Knox-Box key boxes with tamper switches. The school district is currently updating their fire department boxes so that they have tamper switches. A tamper switch provides an extra layer of security. If a box is pulled off the wall or the door is opened, the school's alarm panel will sound an alarm and the school's police department can respond.

Palm Beach County serves 1,489 square miles with 1,252 sworn firefighters and 100 volunteers working out of 44 fire stations. "The Knox-Box key boxes have achieved their purpose of reducing our response times," Dunbar stated. 

Maintaining...

Continued from page 2

radios dispatch to have the key released. This allows the department to keep track of when and who requested the key.

Since fire inspectors do not have radios in their vehicles, a different solution was required. They opted to install KeySecure® units in these vehicles. Each inspector has a unique PIN code that they enter when access is needed. The KeySecure unit provides an audit trail showing the PIN that requested release and when and for how long. Having these master key retention devices helps to ease building owners' concerns regarding the security of the system.

To help fund the purchase of the key retention devices, Tulsa has a permit fee for the Knox Product. "When we explain to property owners why we have key retention devices, it helps to alleviate some concerns they might have regarding handing over access to their property," Fortney commented.

Tulsa Fire Department serves a population of 500,000 over a 250 square mile area. The 700 career firefighters work out of 30 fire stations. Dallas Fortney, the Deputy Fire Marshal for Tulsa Fire Department is also the Chief Code Enforcer. He's been with the fire department for 36 years and supervises all 10 fire code inspectors and plan reviewers. He works to make sure that all businesses within his jurisdiction are up to the 2003 International Fire Code. 



Deputy Fire Marshal Fortney and his assistant, Tina Seals.

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KNOX NEWS

KeySecure® 3 Software Updates

Keeping your KeySecure® 3 system updated will help to maintain a worry free operation. The Knox Company recommends you check the Knox website for updates on a regular basis. If you have not updated the KeySecure Software or Firmware in the past month, Knox strongly encourages you to update your programs at this time. If you have any questions regarding this process, please call 1-866-566-9269 for technical assistance.

2006 Tradeshow Schedule

Georgia Fire Chiefs	St Simons Island	GA	April 28 - May 1
Idaho Fire Chiefs	Garden City	ID	May 4-5
Fire Expo 2006	Harrisburg	PA	May 19-21
Northwest Fire & Rescue	Portland	OR	May 19-20
Winnebago Co Fire Chiefs	Rockford	IL	May 24
NFPA	Orlando	FL	June 4-9
Arkansas Fire Chiefs	Fayetteville	AR	June 14-17
Fire 2006 - NY Fire Chiefs	Lake George	NY	June 15-17
WI Fire Chiefs	Green Bay	WI	June 22-25
New England	West Springfield	MA	June 23-25
SEAFIC conference	Mobile	AL	June 29-July 1
Tennessee Fire Chiefs	Nashville	TN	July 15-18
CHSEMA	Orange Co	CA	July 16-19
SC State FF convention	Myrtle Beach	SC	July 18-22
Missouri Valley	Omaha	NE	July 19-21
Texas Municipal Fire School	College Station	TX	July 23-25

The Key to a Secure System

Knox System security is always important. Protecting the Knox® Master Key and documents listing installation addresses helps ensure that the Knox System is solely for the benefit of your department.

The four security steps listed below are the ways your department contributes to the security of the Knox program in your community. Thank you for following these simple yet important rules.

- 1. Keep all Knox keys in a secure place.**
- 2. Do not release the Knox provided keys to any non fire department or law enforcement personnel.**
- 3. Do not provide Knox installation database access to any non fire department or law enforcement personnel unless required by law.**
- 4. Notify Knox immediately of loss, theft or attempted duplication of any key.**

Knox Online Services @ www.knoxbox.com

The Knox web site provides a wide range of services to both fire departments and property owners that have traditionally been available only by contacting a Knox representative or the Knox customer service department. While Knox online is open to all fire departments and the general public, some features are reserved solely for Knox registered fire departments and require the security of a username and password.

Knox Program Coordinator can log-on to knoxbox.com to:

- Register with the Knox® Rapid Entry System
- Download product literature
- Browse through the product line
- Order authorization order forms
- Contact a sales or customer service representative

Registered fire departments with a username and password can:

- View and update your department profile
- Request installation address reports
- Download software updates for Sentralok® and KeySecure® units

In addition, property owners in jurisdiction of those fire departments that have requested the “No Signature Required” option are able to conveniently

purchase Knox products directly from www.knoxbox.com without having to obtain an order form and authorized signature from the responsible fire department. Knox online provides detailed tracking information to fire departments for each online transaction. Additionally, departments can customize their product offering to meet their jurisdiction’s requirements. Each online order is made through a secured server, which is managed by Knox’s internal e-commerce department. Fire departments with the “No Signature Required” option continue to receive order forms to accommodate customers without Internet access.

If your department is interested in adopting online ordering for property owners in your jurisdiction, please contact your regional account manager or simply e-mail us at support@knoxbox.com and request an “Order Options Packet”.

If you choose to stay with the traditional order forms that require an authorized department signature on each order but would like the benefits of managing your account on line, please call 800.552.5669 ext 514 to request a username/password. 



Is the installation address information correct?

The Knox Company retains the installation address information requested on each Authorization Order Form as a resource for your department. The location of all Knox® equipment in your jurisdiction is documented.

This information is only as accurate as the information provided on the Authorization Order Form. Please take a moment and confirm that the information being provided on the order form is correct and complete before authorizing the order.

An Installation Address Report is available to your department upon written request. 



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