

Maintaining Trust in Nashville

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Back in the 1990s, the Nashville Fire Department noticed the popularity of gated communities increasing within their jurisdiction. “We had a lot of gated communities appearing and we had people coming up with several different ways to secure the gates while still giving the fire department access. Many tried the automatic siren that unlocks the gates and the little red box with the plunger switch inside. Some of the things they were trying weren’t working as well as we would have liked. The Knox-Box® system was a good fit. It was something that was secure,” stated Fire Marshal Danny Hunt.

not work or is not available. Now, if I were the property owner of that business and I paid \$1,000 to \$1,500 for the pair of doors at the front of my business, it makes sense to put a \$200 or \$300 Knox-Box up that allows firefighters access than to have to replace those doors every time I had a false alarm,” Hunt explained.



Capitan V. Rodriguez, Acting Engineer Ed Saucedo and Firefighter Scott Williams of the Nashville Fire Department

Nashville gives its property owners several options in their choice of an emergency access system. The department also explains that if the access system selected by the property owner does not work during an emergency, the department will force entry. “When we receive a fire call from a building and the call is through an automatic alarm and it’s after hours, it’s strictly up to the incident commander to investigate as to whether it’s a false alarm or not. If the incident commander feels it’s not false, he has every right to force entry when the emergency access system does

One access option that property owners can utilize includes an electronic access code. “We have them put in a certain code and then we don’t allow them to change the code. If they change the code without our knowledge and we get there and can’t get in, it becomes a problem,” said Hunt. At this point, the incident commander will make the decision whether to force entry or not.

“If they use a fire box that has a padlock on it, the firefighter has to get out and take bolt cutters to the lock so they can gain access,” Hunt stated. The property owner

During this holiday season, we want to take the opportunity to thank you for believing in the value of the Knox Rapid Entry System and for your contribution to the Knox program in your community. We wish you the very best for the New Year.

Merry Christmas!
Sincerely,
The Knox Team

Editorial

As another year comes to a close, we'd like to thank you for your dedication to the communities you serve and to the Knox prevention program in your jurisdiction.

May you and your families have a truly special Christmas season.

We'll see you in 2007.

Cynthia Jones

**CLOSED
FOR THE
HOLIDAYS**



The Knox Company will be closed for the holidays beginning Wednesday, December 20, 2006 until Tuesday, January 2, 2007.

Tuesday, December 19, 2006 will be the last shipping day prior to the holiday shutdown.

**Happy
New Year!**



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Knox-Box® Security



The Knox Company takes pride in manufacturing vandal resistant products. While the majority of the security components are engineered into the product design, the safe guarding of the box is contingent upon the correct installation of the product.

Knox strongly recommends all boxes be installed 6 feet up from the ground. A box at this height is easily accessible by most individuals without the use of a ladder. Additionally, anyone tampering with the box would stand out.

Per the Knox installation instructions, all boxes should be attached to a solid wall, beam or post using at least five Grade 5 or 8 fasteners of 3/8" diameter. If the box is mounted on a secure wall per the Knox installation instructions, it will be extremely difficult to knock the box off the wall.

The final component to a proper installation is to lock the box. Unfortunately, as many departments experience growth coupled with budget constraints, we have found this isn't always being done in a timely manner. An unlocked box is a security risk to your entire Knox System. We strongly encourage all departments to have a procedure in place where the door is locked within a short period of time following the installation of the box.

The proper installation of the box is paramount to the security and safety of the box. To promote correct installations, complete installation instructions are shipped with each box and are also available on-line at www.knoxbox.com. Please help us help you keep your system secure by having the boxes installed correctly and locking the boxes in a timely manner. ◀

IMPROPER INSTALLATIONS

In our travels, we have noticed some very interesting Knox-Box installations. Although many of these installations are humorous, they each pose a security and/or safety risk.



Surface Mounted Recess Box

The flange protrudes out and is visually unappealing. A protruding flange could cause injury if something were to get caught on it. Additionally, the property owner could have purchased a surface mounted box for a slightly lower price.



Hinged Box Installed With Hinge on the Top

With the hinge on top, the keys in the box will not hang properly which could result in keys obstructing the locking cam making the box more difficult to open. Additionally, one hand is needed to open the box, while the second hand must hold the box open. If the lid is not held open, a hand will be crushed when the lid slams down.



Unlocked Box

An unlocked box is a security risk even if the box is empty. There is also a safety issue with children playing with the lid and smashing their fingers.

A Coordinated Effort in Glenview



During the past twenty years, there have been several high profile school incidents which have caused school districts nationwide to re-evaluate their emergency plans and guidelines for access. While Glenview Schools have never had an incident, they have taken the information learned from those schools that have and implemented an emergency preparedness plan to help mitigate the possibility of an incident occurring at their schools. “We were driven to take an in-depth look at our emergency plans due to the Laurie Dann event,” said John O’Connor, Glenview School District’s Executive Director of Facilities. In 1988, Laurie Dann walked into an unlocked elementary school in a neighboring school district and opened fire on a classroom full of second graders.

As a result, Glenview School District 34 reviewed its plan and started to make changes. Since then Glenview’s emergency preparedness plan has become a living document. “We look at it 4 times a year with our core group, and critique the document and every drill to improve on things that need to be improved,” explained O’Connor. “Because the police and fire are key role players, over time they have worked with us to critique the plan. They have also done a lot of professional development with our staff on how to deal with certain types of emergencies,” elaborated O’Connor.

The first thing the district changed was locking all external doors, with exception of the front door, as soon as school started. Then eight years ago, they further enhanced this safety feature by remodeling each school building so that an airlock was created at the front door. “At the airlock, we put a door to the office

so that once all students have entered; visitors have to go into the school office to gain access to the building. Before that change, they could walk in unabated,” shared O’Connor. “We’ve put a lot of mechanical controls in place that force people into the office.” From the office, there is a secondary door that leads into the school.

Most elementary students look forward to recess. But having students outside poses several potential issues. First, the teacher and students have to be able to re-enter the locked building,



Secondly, the teacher with recess duty is not easily in contact with those inside the building if an emergency develops. Glenview addressed both of these issues when developing their emergency plan. The district has a strict policy that no exterior door is left unlocked. “When they go out, the teacher with recess duty is given a key or access card to get back inside,” O’Connor said. The door is never left unlocked or propped open.

Additionally, all teachers on recess duty carry a walkie-talkie that facilitates direct communication between outside activities and the office. Now, if a student falls and needs assistance, the teacher

uses the walkie-talkie to communicate with the office and ask for assistance. Since they call for assistance rather than send a messenger, help arrives much more quickly. While teachers only carry the walkie-talkies when they go outside of the building, “Custodians, the principal, school nurse and secretary carry walkie-talkies at all times,” elaborated O’Connor. This allows them to immediately be notified of any emergency.

Each classroom also has a two-way emergency call button that goes directly to the office. These systems are required by Illinois state code and have been in place since the mid-1970s. “We’ve gone one step further. We added telephones to every classroom and every work space in our district because minutes and seconds are critical,” explained O’Connor. These phones allow a teacher to call 911 directly – bypassing the office – if a problem exists in a classroom where a teacher needs emergency responders. “This cuts down on calling the school office and stating the problem, then the office initiating another call to emergency responders,” clarified O’Connor.

“About 5 years ago, the police department approached us with an idea to color code the areas of the schools. Since we have a multicultural and racially diverse community, we wanted to make sure anyone could provide information to authorities during an emergency. With color coding, whether someone can read English or not, 99% of the population knows the primary colors. So we picked the primary colors and have colorized every section of the school buildings,” explained O’Connor. Each school is broken into zones and is given a primary color. Additionally, each exterior door is lettered. These colorized maps are posted in every room in a school



A Year In Review

by Larry Pigg

During the course of 2006, we have had the opportunity to examine several issues. As we enter the Holiday season and reflect back over the past year, it is a good time to take another look at the general topics and consider ways to enhance our overall delivery of service. Here are the topics and a short recap of the articles in 2006.



The Power of the Legislature

While we all understand the ominous power of the federal government and its ability to levy taxes and provide for our national defense, we sometimes fail to realize that our local government, be it a city council or village board, wields significantly more power and has a greater impact on our daily lives. It can be in the direct form of a parking or smoking ordinance or in a long term strategic community development plan. Local government has the ability to make radical changes in the way a community operates and how we live our lives. What I find interesting is that many communities will have ordinances that focus on parking issues, or the length of a dog leash, but will fail to address issues related to life safety and survivability. This is where the legislature becomes a powerful tool that fire and building code officials can use to implement change and deliver a higher level of service to the community. Look around your community. Are there areas of concern related to fire and life safety that could be adequately addressed by a local ordinance? While it will take a commitment of time, and can sometimes become very political, it is the most effective way to make long-term sustainable improvements to your community. Adopting a local ordinance that addresses the identified public safety concerns in your community will demonstrate consistency and enhance compliance. The power is available to you. Learn about the process, become involved.



Managing Risk in the New Millennium

Modern risk management follows a simple yet effective concept. The concept says that when people employ a concise logical methodology for identifying threats, coupled with a disciplined, well rehearsed approach to mitigating the situations, most of life's uncertainties can be managed with some level of peace and security. For fire departments and other emergency service providers, it is essential that every reasonable step be taken to protect the lives and property of the citizens they are sworn to serve. Some practical steps are:

- 1. Identify the hazards** – Once you have identified the potential and likely hazards, you can develop a threat matrix that focuses on your vulnerabilities and available resources.
- 2. Determine who is at greatest risk** – Before you can begin to formulate your response and recovery plans; you must be able to identify what groups are at a unique risk and/or present the greatest needs to the system.
- 3. Evaluate the Risks** – Risks are evaluated by taking the events that pose the greatest danger and overlaying them on the expected or potential frequency. (Example: Hurricanes in Galveston, Texas, Tornadoes in Garland, Texas, or a refinery incident in Texas City, Texas)
- 4. Develop an Action Plan** – Now you have to decide what action you should take. What can be done to mitigate the risks? Can the most vulnerable systems

be fixed immediately, or do you need modifications to both the infrastructure and the organization?

- 5. Test the Plan** – Set up a program to regularly test the system and evaluate your progress. Once your system is completely ready, your people trained, and your plans fully implemented, it is time to start the process over again.



Consistency in Government

Taxpaying Americans demand consistency and reliability in government. This does not happen without a long-term commitment to success and a strategic plan to make it happen. Confidence, consistency and reliability come with practice. It is not about reinventing the government every few years. It is more an attitude of continual improvement by local governments, where strategies and programs are continually evaluated to insure the best result.

Don Taylor, Director of West Texas A&M University and President of Data Staar Communications, has developed what he calls the six "D's" to consistency. While written in a business context, they translate well for those in government too. Taylor's six "D's" to consistency are:

- **Decisiveness** – Good managers make good decisions. Consistent operations require consistent leadership. These leaders continually analyze options and make firm decisions.
- **Deliberation** – Quality solutions to complex problems require careful analysis and deliberate action. It takes less time to do a job correctly than to do it over.
- **Details** – Yes, details. People can be upset by small, seemingly insignificant details. Those little consistencies do matter.

- **Determination** – This is at the core. 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.” Every organization has three choices: To be consistently good, to be consistently bad or to vacillate somewhere in between.

For a fire department to be both responsive and reliable, it takes a total commitment to providing the highest level of service while implementing the best tools available to accomplish the task. We have to continually examine our organization and be proactive and flexible enough to embrace change and make modifications when new challenges or emerging needs are identified. It will certainly enhance safety and response effectiveness. Use it to your advantage.



Throughout history, volunteers have given their time, talent, and money to the betterment of others. This is certainly true today in the volunteer fire service. According to the United States Fire Administration, volunteer firefighters comprise 75-percent of the firefighters in this country and protect almost half the population. In most of the country the local volunteer fire department is not just the first line of defense; it is the only line of defense, and the only thing standing between the citizens and a

potential catastrophic outcome. Volunteer chiefs face many of the same obstacles as do chiefs of departments that number in the thousands. Chief Fred Windisch of the Ponderosa Texas Fire Department had this to say; “Pure ‘volunteer systems’ are stressed to the limit in today’s world. It takes education and strong leadership skills for the fire chief to overcome the challenges associated with creating and maintaining a good emergency service agency. Today’s fire chief is no longer ‘the best firefighter’ – he/she must be focused on the business of running the agency, and the community must be involved to determine exactly what level of service is necessary for the community.” From the large metro departments like Seattle or Phoenix to the small combination departments like Ponderosa, Texas or Vincennes, Indiana, the obstacles of recruitment, retention, training, funding, and maintaining modern equipment grow each year. While the issues grow in complexity each year, young men and women will rise to the challenge. The facts are clear. Most of the geographic areas of America are protected by small local volunteer/ combination fire departments. They are a vital part of fire service and a valued member of our Brotherhood.



Special Populations

The term Special Population can have a number of definitions depending on the social or technical context of the discussion. As it relates to emergency managers, fire prevention, and public safety planners ‘special populations’ are groups or individuals whose circumstances put them in a position to warrant extra consideration when planning for evacuation, fire safety or catastrophic event survivability. Examples

are; School Age Children, Senior Adults, Hearing Impaired, Visually Impaired, Mobility Limited, and Assisted Living/ Institutionalized Individuals (Patients/ Inmates/ Staff). According to the National Center for Health Statistics, there are 60 million Americans living with some level of physical impairment that impede them in performing normal daily activities. This is a staggering number when you consider that in an emergency scenario, the local government will be the ones tasked with helping these individuals recover. The U.S. Fire Administration states that decreased mobility, health, sight, and hearing may limit a person’s ability to take the quick action necessary to escape during a fire emergency. Depending on physical limitations, many actions an individual can take to protect themselves from dangers of fire may require help from a caretaker, neighbor, or emergency services. Eventually, every one of us will fall into a category of individuals that will need some additional assistance. We owe it to our parents and our children to do everything possible to protect them from injury and to do it with a minimal amount of stress and discomfort.

As we enter a new year with anticipation and expectations, it is also good to reflect back on our goals for the year ending and focus on ways to get better. It is a great honor for me personally and the rest of the Knox team to be your partner in providing Rapid Entry and FDC protection. 📧

*Merry Christmas
and a Happy 2007!*



Maintaining Trust

Continued from page 1



Captain Rodriguez retrieving a Knox Master Key from a KeySecure unit.

would then have to replace the cut lock to re-secure the box.

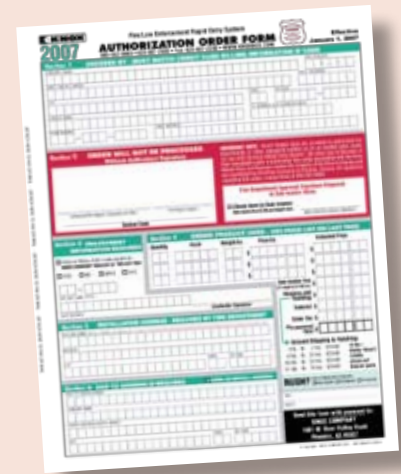
“With the Knox Rapid Entry System, they just have to put in the key and turn it,” shared Hunt. The Knox® System allows the fire department to re-secure a gate or box. The property owner does not have to repair or replace any parts. Even during power outages, the Knox System still operates.

“We put a lot of effort into having people trust us, so we make sure we do everything we can to keep the public’s trust,” explained Hunt. As a result, Nashville has installed KeySecure® Master Key Retention units on all their apparatus allowing firefighters access to the master key via their individual PIN codes. These units collect an audit trail of when and who released the key, providing accountability for the master key. “We also keep two keys in the Fire Marshal’s office used during inspections and to lock up new boxes that are signed out by the secretary,” elaborated Hunt.

Following the events of 9/11, most departments began securing their firehouses when they were out on calls. Nashville implemented a separate Knox System to allow firefighters access to

secured firehouses. “We use the Knox System to keep our stations secured. We have a separate Knox System for our firehouses. It’s independent of the one we use for emergencies. We have SOPs the chief has put out that when firefighters leave the firehouse, it must be locked. When an engine company is sent over to back up the engine company that is out on a call, they have access to that firehouse without it being left unlocked or carrying around a lot of different keys,” shared Hunt.

Nashville Fire Department has approximately 1200 members serving a diverse community covering a 533 square mile area. “We have an in-service training program that all firefighters are required to take yearly. This is handled through our own fire academy,” stated Hunt. As part of this training, they cover emergency access, and this is where training on the Knox System is completed. Additionally, each firehouse is computerized with every firefighter having their own email account. General order memos and other communications are sent to these email accounts allowing all firefighters to be kept updated on all department communications. ◀



2007 Authorization Order Forms

Your supply of 2007 authorization order forms are scheduled to begin arriving the week of December 18th. Please destroy all previous year’s authorization order forms once the new forms are received.

There are several changes to the 2007 form. First, the layout of the form has been updated to make the form more user-friendly for property owners. Secondly, we have added several new products and product options. These include the new 1-1/2” locking FDC plug and the electrical switch option for both 3200s and 4400s. Finally, due to increasing supplier and transportation costs, we have had to increase the price of many products. For the majority of our products, this is the first price increase in over 3 years.

Please help us to implement these new forms by throwing out all of your outdated authorization order forms and submit all orders in 2007 on the new authorization forms. ◀

*Thanks for your help
and cooperation!*

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KNOX NEWS

2006 Tradeshow Schedule			
VA Fire Chiefs Rescue East	Jacksonville	FL	January 26-27
VA Fire Chiefs	Virginia Beach	VA	February 22-25
Firehouse World	San Diego	CA	February 27-March 1
Washington State Fire Training	Wenatchee	WA	February 27

Weathervane Winners

Firehouse Expo

Chief Alan Fricker
 Northport VAMC
 Northport, New York

Fire Rescue 2006

Captain Mike Fisher
 Caddo Valley Fire Department
 Caddo Valley, Arkansas



**CONGRATULATIONS TO
 ALAN and MIKE!**

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.

Coordinated Effort

Continued from page 3

building. "The police department and fire department have a complete set of maps of every school in each squad car, fire engine and ambulance. Now, when a 911 call is placed to dispatch, we have programmed our phone system to give the room number and it automatically comes up to that color section of the building." O'Connor stated.

For example, when a call is received at 911 from a school, the school name appears along with the room number and color zone. Therefore, if someone in room 311 placed a call, Room C 311 Red would appear in the Caller ID. This tells the responders that they need to enter door C, which goes into the Red zone where room 311 is found. They do not have to wander through the school looking for room 311. The police and fire departments use this information when responding to calls. In the past, they would first respond to the school office or to an administrator in the front of the building. Now they can go directly to the room in question

without having to stop at the office first. Going directly to the incident reduces response time, which is critical during an emergency.

Since the school building is essentially locked down, gaining access was a problem for emergency responders. To expedite their response, the school district installed dual lock 4400 key vaults at each school. The top key is keyed to the local fire department and the bottom key is keyed to the police. Now, even though the school is locked down, emergency responders can gain access without having to wait for a school official to let them in or breaking down a door.

Once a year, a training session is held with both Glenview's Fire and Police Department along with the facility manager and the schools custodial staff. This real situational training is generally held during a school break. They run through different scenarios and review the effectiveness of their plan. During these exercises, they also look at the communication between the different parties. "We can set the best mechanical solutions in place but it is all in the communication between the parties that

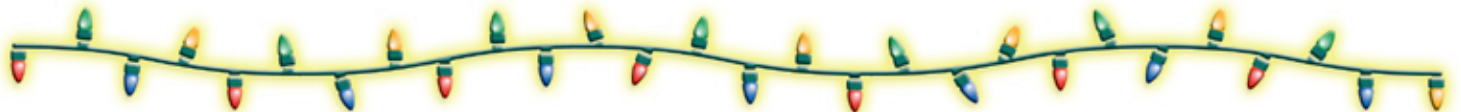


determines our success," stated O'Connor.

Glenview School District 34 has gone the extra mile to implement a coordinated, comprehensive emergency preparedness plan that is a joint effort between the school district and the local fire and police departments. As a result, the parents in Glenview know that every step has been taken to ensure the safety of their children while in the school's care.

"We've instituted this (emergency) plan for a worse case scenario but have found it extremely beneficial on a daily basis just for the slips, trips and falls and accidents that kids have," O'Connor said.

Glenview School District serves 4,280 students in Pre-K through 8th grade. They have a total of 8 schools and 1 administration building. Glenview is located in the Chicago suburbs. ◀



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