



RAPID ACCESS

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SPECIAL INSERT:



FDC CONNECTION LOCKDOWN PROCEDURE

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Putting Knox to the Beta Test

IOWA CITY, IA

Iowa City Fire Department has used Knox retention units for many years. Originally they adopted the Sentralok units. Over time they migrated from the Sentralok units to the KeySecure units. With the KeySecure units, everyone was assigned a PIN code to release the key. They liked that “everyone had their own code”. KeySecure also gave them ability to track how long a key was out of the unit. Per Fire Marshal John Grier, it provided “more control”.

During a visit from their local account manager, Grier learned that Knox was developing a new KeySecure unit that would have a WiFi option so that all administrator functions could be performed from a central office rather than having to travel to each individual unit. Having to visit each KeySecure unit to update firmware or user PINs and download the audit trail can be rather time consuming particularly if a department has more than a few units. With the WiFi options, this travel time is eliminated. Grier volunteered to be a beta site for the new product.

Knox releases a product to beta test once all internal testing is completed. The goal of the beta test is to analyze a product under normal, everyday conditions of use. It is during this phase of the testing the minor problems that would only be discovered by end user participation are

found and solved. This testing involves a lot of communication between the beta test site and Knox. Additionally, since a beta test has a limited time frame, the department is asked to use the unit more frequently than they most likely would under normal conditions. Knox provided software/firmware updates several times and had the department access the key at least once a week in every unit. The audit trail had to be downloaded frequently as



Iowa City's three new apparatus

well. Putting the new KeySecure to the test was our goal.

Iowa City received several beta KeySecure units that they installed and started using within 60 days. The difficult part of the set-up was getting the Knox program to communicate with the department's network. Most networks have firewalls and security protocols that provide several layers of security to prevent unauthorized users from accessing any part

Continued on next page

EDITORIAL

This edition of Rapid Access has a special pull out insert on locking down FDC connections. In our travels we continually hear about the problem of stolen brass connections. We hope this insert will give you some ideas on how to make those connections more secure.

If you haven't checked out what is new at Knox, I'd suggest you stop by our booth at an upcoming tradeshow in your area. We have several exciting new products we'd love to share with you. Since many of you may not be able to travel to the national shows due to budget cuts, we have made the decision to continue to exhibit at many of the state and regional shows. So even if you can't travel to one of the national shows, you should still be able to see Knox at a local show. On page 6, you will find a short listing of some of the upcoming shows where we will be exhibiting.

At Knox, we are very proud to say our products are made in the USA. As many companies move part or all of their operations overseas, Knox is committed to producing its products in the USA.

Thank you for your support of the Knox System. We look forward to serving your department for years to come



Cynthia Jones



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Putting Knox to the Beta Test *Continued*

IOWA CITY, IA




Station 1

of their network. As part of the Knox WiFi set-up, Knox's engineers worked with Iowa City's network administrator so that the Knox program could maneuver through these layers of security and access the network. "Set-up was a little difficult but once the units were set up, it was a piece of cake. If I had a problem, I always had Knox tech support to walk me through it," explained Grier. (Knox will provide a series of questions to help a department's network administrator configure the Knox software to work smoothly within a department's network. Additionally Knox tech support and engineers can work with a department's network administrator to help make this process go smoothly.)

After the initial set-up our beta sites found Knox WiFi to be very easy to use. "I could sit in my office and update PINs and download audit trails. It's not a lot of time but it's so much easier," Grier shared. While KeySecure 4 didn't change Iowa City's standard operating guidelines, it's now able to make updates more quickly and uniformly. There's no longer a lag time between all units being updated that use to occur when units had to be physically visited to conduct updates and download audit trails. "It will help us to be more consistent with audit trails. If I

could figure it out anyone can," explained Grier

Knox would like to thank Iowa City and all our other beta sites for their help in testing the new Knox WiFi. 



Iowa City Fire Marshal John Grier



Moving to One Key



Many homeowners hide a key under a plant or door mat to let those they trust inside their home while they are away. While most businesses don't keep a key hidden, it's not uncommon for a business owner to offer a key to the local responding fire department. Business owners do this so that firefighters can easily get inside to explore the cause for the fire alarm when there's no visual evidence of a fire from outside. Getting inside quickly allows firefighters to find and extinguish a small fire before it grows to something much larger. By having a key, it saves the fire department from having to wait for a key holder or to break a window or door to gain entry. Over the years the Lawton Oklahoma Fire Department had many businesses give the department keys to their business for just this purpose.

By 2009, Lawton was in possession of approximately 500 keys to different businesses located in their community. All keys were marked with the details of what they went to. Keeping track of all those keys was nearly impossible. And finding the exact key quickly when needed was very difficult. Lawton decided to adopt the Knox System and move to one key. "We tried to keep them organized and labeled and updated but Knox-Box was the only way to keep something like this organized," Chief Juan Rodriguez explained.

The first step the department took after signing up for the Knox Program was to meet with their local Chamber of Commerce. "We wanted to give them early notice of the change," Rodriguez said. In this meeting the department explained the purpose of the Knox Program and the benefits to the community in adopting the program. They also told the business owners that the department would no longer accept any keys



Prior to the invention of the Knox-Box® and adoption of the Knox-Box® program, it was not unusual for firefighters to carry a large ring of keys to facilitate emergency access.

from business and all the keys currently in their possession would be returned.

Following their meeting with the Chamber of Commerce, the department worked with their local paper to have their new Knox program and its benefits profiled in an article. "We showed how we would be using the Knox System," Rodriguez stated.


Lawton has had several follow up meetings with the Chamber of Commerce and several additional stories appearing in the local media highlighting their program. Additionally, Lawton's Fire Inspectors explain the Knox system during their annual inspections and encourage all businesses to install a box.

The Knox System eliminates the tedious process of looking for one particular key from a pile of keys kept in a tackle box. Now with one master key, firefighters can open the Knox-Box and retrieve the building's key to let firefighters inside to find the cause of the alarm and make sure there isn't a small fire brewing. Once finished checking the building, "we call the number located inside the building's Knox-Box to let the business owner know we've been inside but found nothing. If the building owner wants to come out they can. We leave it up to them. It's their business so they make that call," Rodriguez said.

Lawton stores their master keys in KeySecure units located on their apparatus. The KeySecure units record a date stamp showing who and when the master key was removed and when the master key was returned. "Everyone has their own PIN," explained Rodriguez. The audit trail shows whose PIN released the master key. As a reminder to return the master key to the KeySecure unit, Lawton has the units with a blue strobe. "When the blue light is blinking they know to not leave until the Knox key is returned," Rodriguez explained.

While the department has authorization order forms for those who request them, they recommend business owners order their boxes on-line. "It allows anyone wanting a box within our jurisdiction to get one," said Rodriguez. By allowing ordering on-line, the property owner doesn't have to track down someone for a form or signature.

The Knox System provides many benefits to the community. "The system provides speed of entry. We can get in very quickly without any damage to the building," Rodriguez said. "It enhances response times for emergencies and prevents costly forced entry damage."

Lawton Oklahoma is located in the southwestern part of the state approximately 90 miles from Oklahoma City. The 130 member Lawton Fire Department serves a population of 100,000 out of seven stations. The Fort Sill Army post is located adjacent to Lawton. 



Focusing on Prevention



The very nature of fire suppression is reactive.

Firefighters train and prepare, but then sit and wait until something catastrophic happens in someone's life before they are called into action. Today, like never before, fire departments are operating with ever shrinking budgets and are dealing with forced station closures and manpower cuts. Recently, one of the premier on-line fire training organizations was teaching new one-man ladder evolutions, pointing out that the days of having at least two people to set a ladder are diminishing. In an era when departments are spread thin from the responsibilities of Operations and EMS, the battle to balance all competing interests is daunting. For years, communities have tried to offset the high costs of EMS, by billing patient's insurance for transport. Recently, The International Association of Fire Chiefs (IAFC) published an article, Cost Recovery for Fire-Based Emergency Response Services, which outlined programs where local jurisdictions are implementing new city ordinances that pass the costs associated with responding to motor vehicle accidents to the 'at fault' driver's insurance company.

As fire department budgets decrease, the divisions that are usually the first hit are Fire Prevention, and Public Education. In many instances, Prevention and Pub Ed are the only proactive life saving outreach programs in the entire community. In an era where self inspections are the norm, what can departments do? This is not a simple subject with any easy answers. Many fire service professionals feel it is nearly impossible for a full service fire department to balance the absolute requirements of Operations and EMS and still support an active prevention program.

Power of the Code

Consider adopting and enforcing a model fire and building code. Adopting and enforcing a model code offers a cost-effective method of protecting lives and property. It is also the cornerstone of modern fire prevention. When enforced, the fire code will offset the negative impacts of a fire, both physical and economic, protect the occupants, and lessen the dangers to responders. Fire prevention activities will almost always reduce both the number of fires and the inherent damage caused when they do occur. Fire codes have other economic advantages as well. As fire related dollar loss decreases so does the burden on the taxpayers and the infrastructure. An example would be adopting a key box or FDC protection program. The concept of accessing a key box for rapid entry has been in the fire code for years. The 2012 fire codes (IFC & NFPA) now require that these type boxes be UL 1037 listed against attack. Employing a **Knox Rapid Entry System** can help reduce overall response times, injuries during forcible entry, and will get crews back into service and available for a call sooner. Protecting fire sprinkler and standpipe FDCs can help ensure that the system intake is clear of debris and functioning properly. The fire codes have also addressed the hazard of open, exposed FDCs by adding provisions that allow local jurisdictions to require locking FDC plugs and caps. New to 2012, both NFPA and ICC now have language that establishes new requirements for standardization

of elevator keys and emergency key boxes for use by fire departments.

Adopt a Local Ordinance

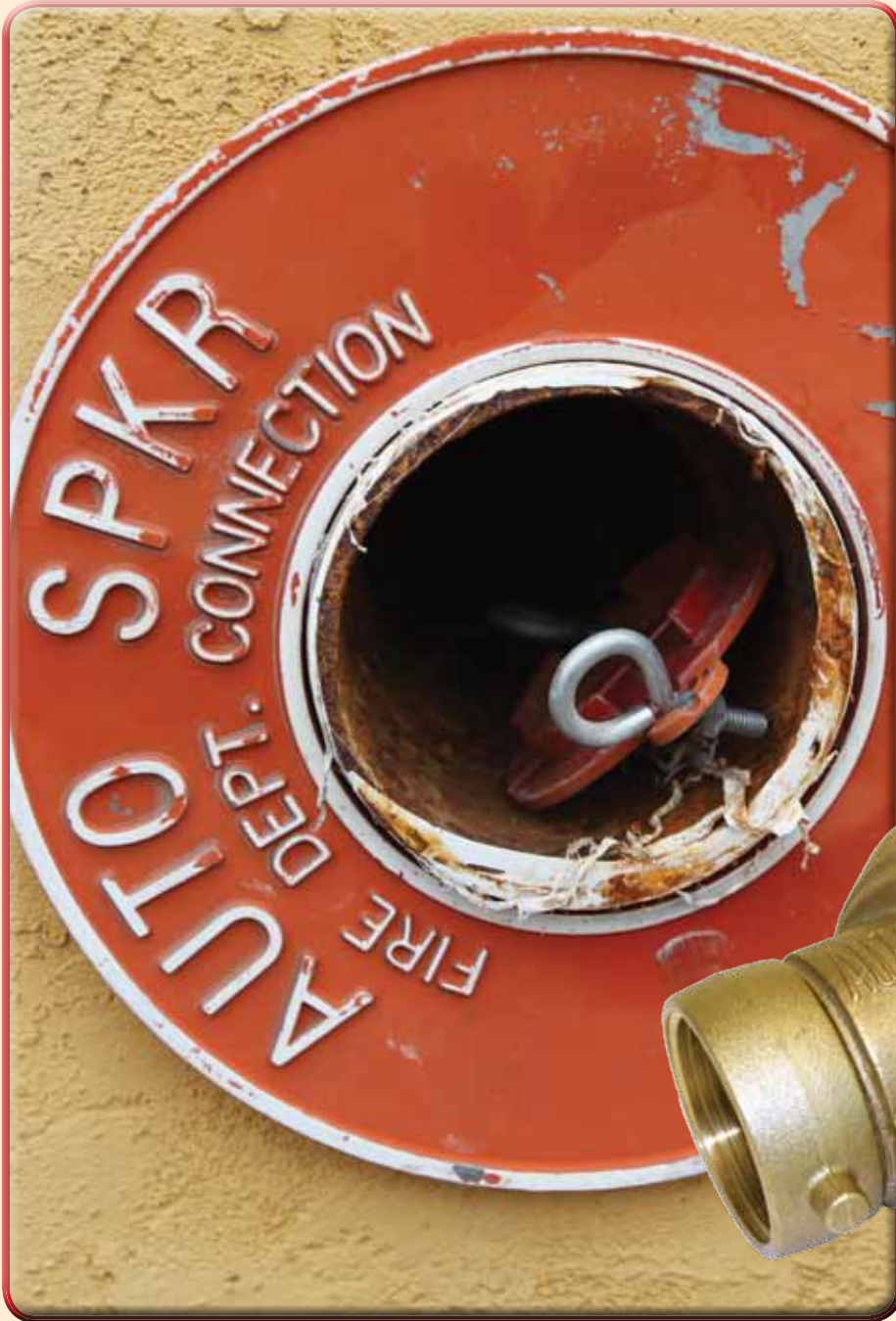
Once you have adopted a model code, use it to enhance the effectiveness of your prevention activities. Communities all across the country have a multitude of ordinances that address issues like tree preservation and the length of a dog leash, but have none that address the safety of structures and survivability of occupants. Adopting a local ordinance that addresses emergency access and fire sprinkler system protection will have a minimal impact on the community. It will offer a higher lever of survivability and sustainability to the citizens. Either through separate document or embedded in your code adoption and amendment process, local key box, FDC, or elevator access box ordinance is a simple, cost effective way to have a dramatic impact on the community. Once the proposed legislation or bundled code amendment is adopted, it becomes part of the city's official Code of Ordinances and is an enforceable law.

Retrofitting Existing Buildings

The following excerpt is from the website of the US Fire Administration: "In 1946, the worst hotel fire in U.S. history took place at the Winecoff Hotel in Atlanta, Georgia, taking the lives of 119 people. In November 1980, 85 people were killed at the MGM Grand Hotel fire in Las Vegas, Nevada. One month later, 26 people died in a fire at the Stouffer's Inn in New York. In February 1981, only three months after the MGM Grand Hotel tragedy, another Nevada hotel - the Las Vegas Hilton - was the site of a major fire, where 8 people died, and

SPECIAL EDITION INSERT: PLEASE REMOVE AND KEEP ON FILE AS REFERENCE

Fire Department Connections: Anti-Theft Lockdown Procedure



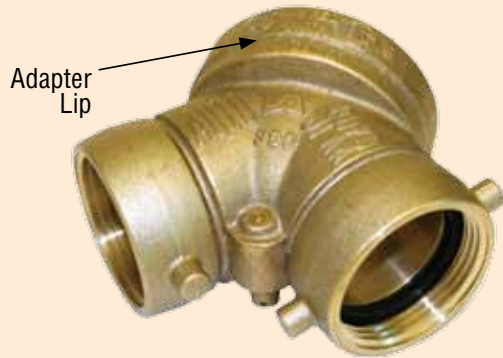
Stolen fire department connections place the entire building and its occupants at risk.

Teflon tape may ensure a good thread seal, but it does nothing to ensure the connection itself remains on the building.

This procedure will help ensure that Fire Department Connections in your jurisdiction are present when you need them.

FDC Anti-Theft Lockdown Procedure Example

The following example illustrates steps that can be taken to make all types of FDC connections less vulnerable to theft/attack. In today's world, procedures such as these are necessary to ensure the FDC assembly is permanently secured to the pipe thread on the building.



This procedure involves installing one or more 5/16-18 Allen set screws as well as a special permanent adhesive in order to secure FDC Brass to the pipe thread on the building. This will minimize the chance of theft.

1



Use **Letter F** drill bit to drill a hole entirely through the brass adapter lip, approximately 1/2" from lip edge. One hole provides extra security. **Three holes spaced 120° apart will provide much better security!**

2



Tap threads in the hole/s using a 5/16-18 thread tap.

3



Clean pipe threads thoroughly with solvent, wire brush, and dry completely. **NO** grease or oil can be present on the pipe threads in order for adhesive to work properly.

4



Apply Perma-Bond HM162 to **BOTH** threads on adapter and threads on pipe. Coating should be thin, but needs to completely coat the threads.

5

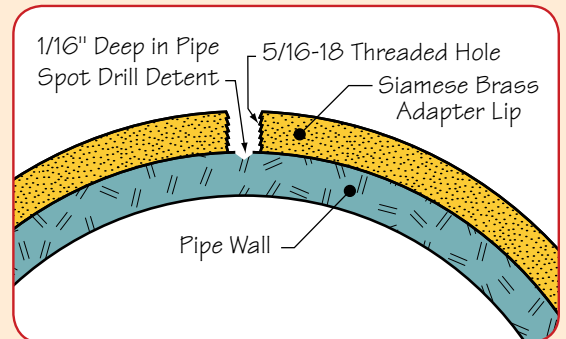
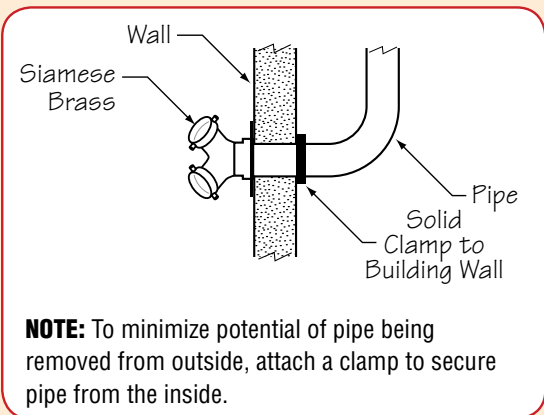


Tighten and position FDC brass adapter on pipe.

6



Use 1/4" drill bit to spot drill through the set screw hole/s in adapter and into pipe approximately 1/16" deep. **DO NOT OVERDRILL TOO DEEP AND PIERCE PIPE.**



7



Clean drill holes of debris then place a small amount of remaining Permabond HM162 in hole and on set screws, then install set screws, securing firmly with a 5/32" Allen wrench.

8



After set screws have been secured, insert a ball bearing slightly larger than the Allen socket hole into the screw head and use punch to hammer into place. Alternatively, fill the screw head with a permanent epoxy material.

This should virtually eliminate removal attempts.

9

Consider Implementing the Knox® FDC Protection Program



The Knox® FDC Protection Program is:

- Authorized by 2012 International Fire and Building Codes
- Authorized by 2012 NFPA 1
- Supplies long-term FDC protection against vandalism
- Prevents foreign matter from entering sprinkler systems
- Provides secure protection at no cost to your department

Depend on Knox® Quality

Knox FDC caps and plugs are part of the Knox Rapid Entry System manufactured by the Knox Company. The highest quality materials and workmanship are used in the manufacturing process. For over thirty years, Knox has consistently proven that their products are built to last.

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The former MGM Grand (now Bally's) as seen from Caesars Palace. On November 10, 1980, an electrical fire spread quickly and produced a massive fireball that blew out the main entrance. The burning material created toxic fumes and smoke, causing most of the 85 deaths. Faulty smoke dampers and an exemption to Fire Code are referenced as exacerbating this tragedy.

over 600 people were injured. On New Year's Eve 1986, a fire raged in the DuPont Plaza Hotel in San Juan, Puerto Rico, killing 97 people in the course of 12 short minutes. In the 1980s the hotel and motel industry suffered more than \$280 million in fire related losses. The 1970s and 1980s marked a high point for fatalities in hotel tragedies, during which Americans witnessed over 400 deaths in multi-story hotel fires." The result was the Hotel and Motel Fire Safety Act of 1990. Directed at places of public accommodation, the law required hard-wired, single-station smoke alarms in each guestroom, and automatic fire sprinklers for properties four or more stories in height. Most of these installations had to be retrofit into existing buildings. Just passing legislation is not enough. It takes a concerted effort at every level from the elected officials, the design/ installation professionals, to the individual compliance inspector to make changes meaningful. Remember: The life you save may be that young firefighter just starting out in their career.

“The 1970s and 1980s marked a high point for fatalities in hotel tragedies, during which Americans witnessed over 400 deaths in multi-story hotel fires.”


The result was the Hotel and Motel Fire Safety Act of 1990.

Partnerships

In an era of shrinking budgets and competing interests, it is important to get the most out of any investment of time and resources. It makes good sense to partner with other professionals to

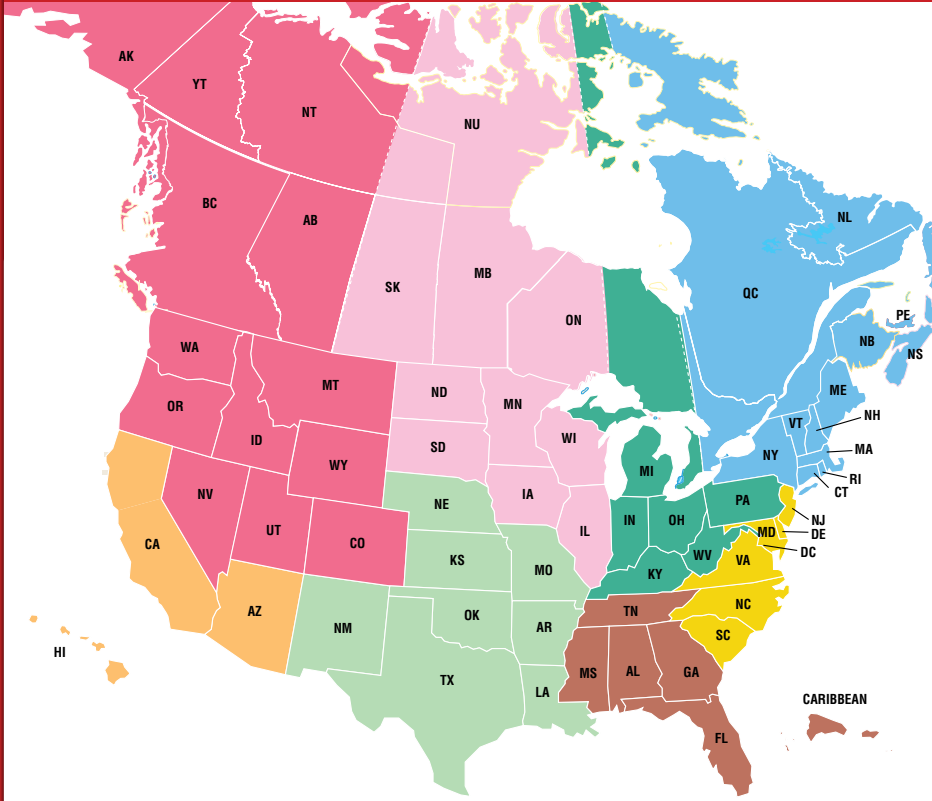
look for methods and practices that serve the common good. Look for professional organizations that share your commitment to prevention, join the effort and help advance the cause. One example Vision 20/20, The National Strategic Agenda for Fire Loss Prevention utilizes these same principles. Led by Project Manager Jim Crawford, former Fire Marshal in Vancouver, WA, and Portland, OR, this organization has a monumental goal; Guide a national strategic planning process for fire loss prevention that results in a national plan that will coordinate activities and fire prevention efforts. Working on a mostly voluntary basis with organizations like NFPA, and FEMA, Vision 20/20 is having a meaningful impact on the way we approach prevention in the 21st century. The collaborative nature of Vision 20/20 is an excellent example of how divergent groups, both public and private, can work together to achieve a shared goal.

Doing More With Less

Those words have been part of the fire service for years. While they may be appropriate, they should not be a justification for discontinuing effective life saving programs. A proactive prevention effort has always been important to the total service level cities provide to the citizens. In light of changing trends and emerging threats, it is now vital. It will take a total effort of your entire department along with willing volunteer groups to meet the challenge. It is important that you look for areas of vulnerability and implement programs and new legislation to meet those needs. 



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SUPPORT CONTACTS

FIRE DEPARTMENT SUPPORT

This department provides customer service to fire departments.
800-KNOX-BOX
(800-566-9269)

ELECTRONIC SUPPORT

This department deals exclusively with technical questions regarding KeySecure®, Sentralok® and MedVault® units.
866-KNOX-BOX
(866-566-9269)

PROPERTY OWNER SUPPORT

Property Owners & General Inquiries to Knox should be directed to our main number.
800-552-KNOX
(800-552-5669)

KNOX NEWS

Trade Show Schedule

Show & Location	Dates
FSPMA Orlando, FL	September 4-7
New Jersey Fire Expo Wildwood, NJ	September 14-15
Alaska Fire Chiefs Sitka, AK	September 17-22
Canadian Fire Chief St Johns, NF	September 23-26
EM Today Greensboro, NC	October 7-9
Illinois Fire Chief Peoria, IL	October 14-17
Vital Signs Syracuse, NY	October 18-21
Minnesota Fire Chiefs Duluth, MN	October 18-20
FireShowReno Reno, NV	October 23-25
EMS Expo New Orleans, LA	October 29- November 2
Wisconsin Fire Insepectors Green Bay, WI	October 31,
Florida Fire Marshals Cocoa Beach, FL	November 5-9
Colorado EMS Keystone, CO	November 8-11
California Fire Chiefs Sacramento, CA	November 28-30

MedVault® Installation Examples

Below are some examples of how MedVault has been installed in emergency response vehicles.



Countertop mount



Ceiling mount



Compartment mount

Do you have an installation example you would like to share with other users? Send photos to: cweiss@knoxbox.com.

IMPROPER KNOX-BOX® INSTALLATIONS



WRONG

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.

Improper installation height

A low installation height makes tampering with the box less noticeable. Additionally too low of a box can be a magnet for children playing with the dust cover and placing gum in the lock.



WRONG

Hinged Box Installed On Side

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.



WRONG

Recess Mount Box Surface Mounted

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.



To check for updates, please log on to the Knox Fire Department Login area at www.knoxbox.com and follow the installation instructions provided on the website.

Feel free to contact Knox electronic support if you have any questions requiring technical assistance or need a login ID. 866-KNOX-BOX (866-566-9269)

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®
Serving First Responders Since 1975

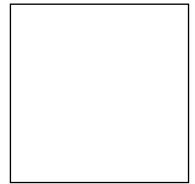
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KNOX Technical Support – We’re Here to Help!

When a department purchases a Knox electronic product or software, the purchase price includes technical support from Knox. While some manufacturers charge customers for technical support, Knox does not.

Knox has an entire department devoted to technical support. These individuals are reachable via a toll free number **1-866-566-9269**. If you’re having an issue with an electronic product or software, please contact tech support if you’re unable to resolve the issue yourself within 5-10 minutes. We can usually save you time, energy and effort.

When you call in, the technician will ask some basic information to locate your account. They will record the call and any details in your account’s history. (It’s also a good idea to record the name of the individual you spoke with for your records.) This information will help us better serve you if you have to call back. We ask that you provide as much information as possible on the issue. The more information you’re able to provide, the quicker we’ll be able to help you resolve the issue.



Our technicians are trained to provide service on our units and software. In most cases, they’re able to resolve the majority of all issues in one call. If they are unable to resolve an issue after two attempts, they will forward the issue on to an engineer to review. Once the engineer reviews all the notes on the account, they will contact the department to gather further information and troubleshoot the problem. In the vast majority of cases, they are able to solve the issue over the phone.

In a few cases, the issue cannot be resolved over the phone. In these cases, you will be asked to either return the unit to the factory or an engineer may be sent to the department. The course of action taken is based on several criteria

including the nature of the issue and the number of units impacted. If an engineer is sent to the department, we ask that the department provide an individual familiar with the issue to accompany the engineer during their visit as they will need information on the issue as well as access to the units.

Occasionally, the issue is actually a request to modify a product or its software. While we review all such requests received, we are not always able to fulfill these requests. Some changes require re-engineering of the product or software. All re-engineering projects go through a process that can take from six months to more than a year depending on the complexity of the change. Finally, we will not make a modification if we think that it would weaken the integrity of the product’s security.

If you do have an issue, do not hesitate to give technical support a call. They’re here to help you with your technical questions at no charge to your department. 