



# RAPID ACCESS

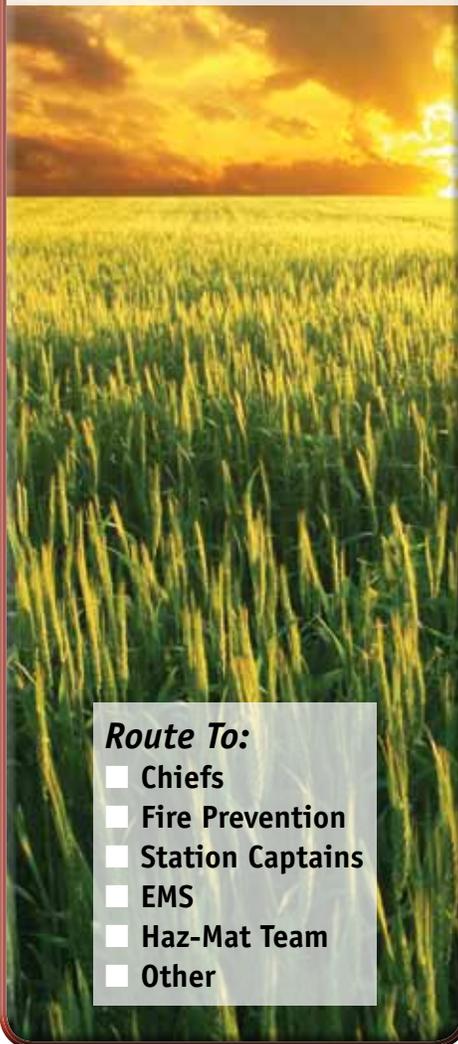
Volume XVI  
Issue 3

Summer 2009

Knox Company • 1601 W. Deer Valley Road, Phoenix, Arizona 85027 • 800-552-5669 • Fax 623-687-2299 • www.knoxbox.com • E-mail: info@knoxbox.com

## In This Issue:

- Editorial 2
- Knox Technical Support 2
- Traer Ambulance Service 3
- Results 4
- Swivel-Guard™ 6
- Contacts 6
- Knox News 7



### Route To:

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



## Safeguarding FDC Connections

PRINCETON UNIVERSITY, NJ

Over the past few years as the price of scrap metal has increased, jurisdictions have noticed an increase in FDC caps and connections missing. In the beginning only the metal caps were taken for scrap metal. But as the price of scrap metal increased many jurisdictions started noticing entire swivel connections being taken from buildings. These buildings are left with a compromised fire protection system that in most cases is no longer able to function.

Several years back Princeton Fire Department began offering the Knox locking FDC plugs and caps to businesses within their jurisdiction that had experienced problems with their connections. The borough's fire marshal also spoke with Princeton University's Supervisor of Fire Protection, John Glasson about installing them at the university. At the time, Glasson didn't see a need for the caps on their campus.

"Several years back I had met with the (Princeton) borough fire marshal. He was thinking about creating an ordinance to require all businesses and schools to use the locking (FDC) caps within their jurisdiction. I said honestly this isn't a problem for us. On campus, we had no theft or vandalism of our caps," Glasson shared.

But as the price of scrapped metal

continued to soar, many communities saw the theft of brass caps and swivels increase as well. The Princeton community and University were no exception. Glasson said, "I was driving through campus and noticed caps missing off a building. I asked my crew to take a ride around (campus). As reports came in, we discovered we were missing caps all over campus. They just stripped us of everything around here. Even the caps on the hose valves in the parking garages were gone. I went to the borough fire marshal and asked him if he recalled



Bob Gregory, University Fire Marshal and John Glasson, Supervisor of Fire Protection, Princeton University

talking with me several years ago about the locking caps. And, he said yes. I asked him how to proceed."

Implementing the FDC Protection Program while simple, does require some coordination and advance planning. Before installing any locking plugs or caps, the responding department needs to make sure all responders have been trained on the

Continued on Back Page

# EDITORIAL

We hope you find the articles this month informative. We have two departments with unique applications as well as an article on getting results.

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. Since many of you may not be able to travel to the national shows due to the economic downturn, we have made a company 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 7, you will find a short listing of some of the upcoming shows where we will be exhibiting.

The Knox newsletter is the fire department's voice as well as ours. If you would like to share how your department has solved issues by instituting the Knox program, or if you have some valuable pointers for departments just implementing the system, let's spread the word in the newsletter. Please contact me at 800.552.5669 ext 505 or [cjones@knoxbox.com](mailto:cjones@knoxbox.com).

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



**Publisher**  
Knox Company

**Editor**      **Art Director**  
Cynthia Jones      Cynthia Weiss

All products mentioned in this document are registered trademarks and copyrighted by their respective owners.

**Rapid Access** is published bimonthly by Knox Company, 1601 W. Deer Valley Road, Phoenix, AZ 85027. ©2009 Knox Company. All Rights Reserved.

# Knox Technical Support

1-866-566-9269

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. If you're having an issue with an electronic product or software, please contact tech support at the number above 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 problem 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, an engineer can solve the issue over the phone.

In rare 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 requests received, we are not always able to fulfill them. 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 determine 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.



# Traer Ambulance Service

TRAER, IA



In 2005, Traer Ambulance Service in Traer, Iowa was looking for a way to improve access and care to residents within their jurisdiction. "People would leave their key with us or tell us the key was at such and such location such as the ceramic frog by the front door," stated Martin Herker. All keys given to the department were kept at the station. When responding to a residence, the crew had to remember to take the resident's key with them. "If we forgot to take the key with us, it was of no good to us," Herker said. Hiding an entrance key on site holds many drawbacks. While responders can find the key, so can anyone else looking to find a way inside. Additionally, "during the winter that ceramic frog would be covered with 1-2 feet of snow and ice. We'd have to dig just to find the frog," Herker explained.



"We began asking ourselves what could we do to improve access and care? We talked with several neighboring departments to get some ideas and settled on the Knox System," Herker shared. Traer Ambulance felt the biggest selling point for deciding to go with the Knox System was the security of the system. Since the boxes are going on residences, many homeowners were concerned about others



*Martin Herker of Traer Ambulance Service drilling to mount a residential Knox-Box on a home.*

being able to get inside the Knox-Box to gain access to their homes. "We showed a sample box at community events. The box can't be pried open. A key is needed." When the department received their KeySecure unit, they took it to a few community events and challenged residents to get the key out of the unit. "They were unable to remove the key without a PIN code," Herker said.

Originally, Traer began their Knox Program to help provide care for those residents using the Lifeline® service. Next, they expanded the program to several senior housing apartment complexes. More recently, they have added a box to the entrance of a fitness center that provides after hours access to some members via a swipe card. These members generally are in the center by themselves. If they fall off the treadmill or twist their ankle working out, they can call Traer Ambulance to provide medical assistance. They carry an emergency call button that contacts Traer Ambulance directly. Traer Ambulance is able to enter the facility by using the Knox-Box.

Traer Ambulance provides the Knox Program to their community as a free service. They received funding for the first

20 boxes and two KeySecure units via a grant from a community foundation. The grant provided funds to pay for 50% of the initial purchase. The department provided the remaining funds. As funds have become available, they have purchased additional boxes. Today there are approximately 40 residential boxes installed within their community. All boxes are owned by the department and are lent out to the residents. Residents do not purchase their own boxes.

The department installs all boxes and when a box is no longer needed at a residence, Traer Ambulance removes the box. Installing and removing a box provides a great opportunity for the responders to meet with those in the



community in a non-emergency setting. It is very common for a neighbor to inquire about an ambulance in front of a home. This allows the department to explain the Knox Program and answer any questions residents may have.

Located in east central Iowa, Traer Ambulance is a combination career/volunteer EMS provider covering 140 square miles in northern Tama County. They maintain two ambulances with a three person crew on call at all times. ◀

# Results



*The scene repeats thousands of times each day.*

A person needs Fire or EMS assistance and someone dials 911. According to U.S. Fire Administration statistics, the total of all calls (Fire, EMS, Mutual Aid, Haz-mat, and Public Service) equals 25 million each year. That means that at any point in time there are literally thousands of fire and rescue personnel responding to alarms, not to mention police and city support services. In virtually every case, the first responders show up promptly and mitigate the situation. Hour after hour, day in and day out, no matter the situation, from a minor overheated fluorescent light ballast, to a multiple alarm high rise fire with trapped victims, the nearly 75,000 Engine and Truck companies and 50,000 EMS units in America answer the call.



In today's society, people want results. When it comes to their government and the services it provides, they demand it. They expect the trash truck to come by on the same day every week and they expect to see emergency crews at the front door within a few short minutes after they call 911. People are typically more demanding of governmental agencies than they are their commercial counterparts because as taxpayers they are paying the bills. People are used to efficiency in the private

sector and want comparable performance from public organizations. People want their government responsive, reliable and consistent. In most cases, they get what they want. Despite the stereotypical views that are usually associated with government employees and the bureaucracy, most times, the system works seamlessly. Turn on the faucet and water comes out, flip the switch and the lights come on, call 911 and first responders show up promptly. This does not happen without practice and a willingness to make changes along the way. Fire recruits practice donning bunkers and air packs until it becomes second nature. Engine and Truck Companies practice drill field evolutions on a regular basis. Prevention officers take great care to do functional tests to ensure that sprinkler and alarm systems work properly. The model fire and building code organizations are in a constant state of refinement. Each year these code experts meet to make, usually minor, but sometimes major code changes to make buildings safer and more sustainable. 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 ensure the best result. The key to tackling these large issues is to focus in on one manageable problem, solve it then move to the next one. This is what an ongoing continuous performance improvement or a 'best practices' approach looks like. In many instances problems will appear less complex using this approach. For a public safety organization it means a total commitment to providing the highest level of service while implementing the best tools available to accomplish the task.

## Small Steps to Enhance Safety

Take a look at your community. Look for vulnerabilities and security risks. Here are some suggestions that are easy to implement:

- **Promote** Prevention and Public Education. Promoting prevention and education not only lessens the negative effects of fires, it can also provide a safer working environment for first responders.
- **Pass** a local ordinance or amend the fire code to require that all buildings come up to the same performance level.
- **Apply** for a fire prevention grant. These grants, administered by FEMA, have proven to be a positive and cost effective way to enhance your fire prevention efforts, including retrofit programs.
- **Examine** the fire sprinkler and standpipe connections in your community. Are the protective FDC caps missing? The Knox FDC program is an effective way to protect water-based fire protection systems.



*Knox® FDC Plug with Swivel-Guard™*

## • Do you have high-rise buildings with passenger car elevators?

A Knox-Box mounted near the elevator corridor that houses the emergency override key is an effective, secure way to allow emergency crews to bypass the recall function, get to the desired floor, evacuate the occupants, and attack the fire.

## • Do perimeter gates that can create barriers to fast emergency response surround apartment complexes or commercial buildings?

The installation of a Knox Key Switch or Knox padlock can help lower response times and enhance the security.

- **Install** a Knox Cabinet near high profile target hazards. These could include Haz-mat facilities, airports, schools, or any other occupancy that offers unique challenges for emergency responders. Require that MSDS, response plans, contact and resource lists be housed in the cabinet.



*Residential Knox-Box® with door hanger*

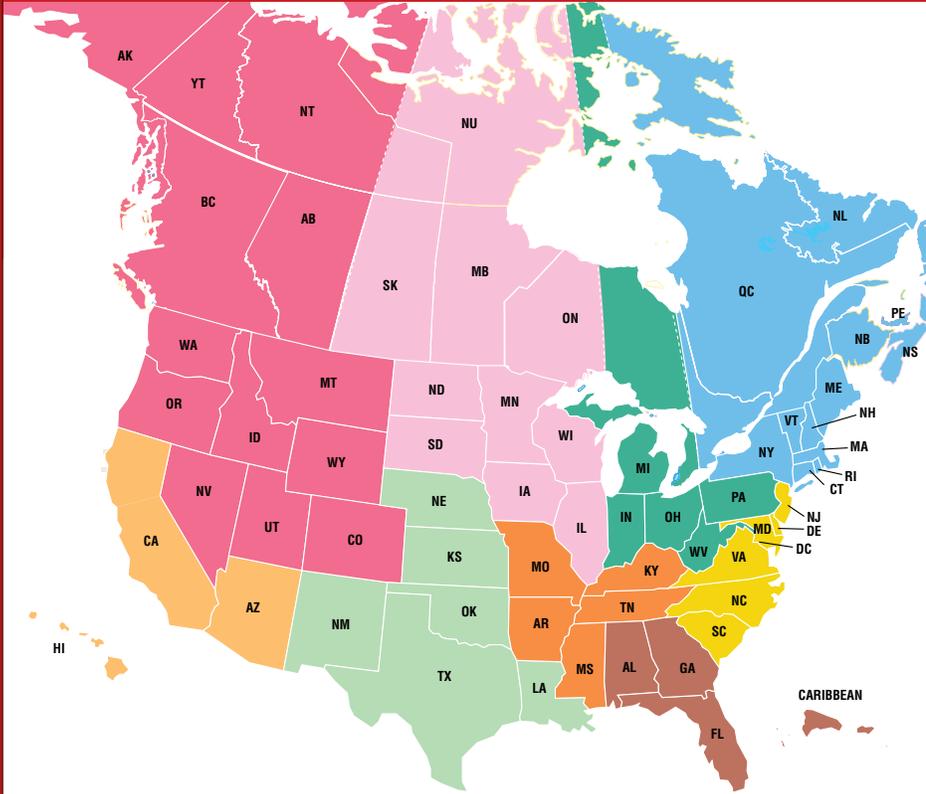
- **Develop** a residential Knox program geared toward seniors and people with limited mobility. A Knox residential box will allow for prompt response by EMS and fire crews without forcible entry, and will be reassuring to senior citizens that live alone.
- **Establish** a protocol for periodically inspecting and servicing the Knox-Box key boxes in your community. This will enhance consistency of operation and will help ensure that the most current access key is in the box.

A proactive prevention effort has always been important to the total service you provide your citizens. In light of changing trends and emerging threats, it is now vital: it is also important that you look for areas of vulnerability and make changes as they become evident. Knox is always ready to help.

We are totally committed to Fire and EMS. Please contact your local Knox representative for assistance. 



# Knox Contacts



## FIRE SERVICE MANAGERS

### Northwest

**Jeff Moser**  
866-361-5844  
Fax 866-361-5845  
jmoser@knoxbox.com



### Central

**Joe Shanley**  
866-223-2623  
Fax 866-223-2640  
jshanley@knoxbox.com



### Northeast

**Jon Kemp**  
866-436-0493  
Fax 866-436-0494  
jkemp@knoxbox.com



### West

**Marlene Briones**  
866-702-4406  
Fax 866-275-4039  
mbriones@knoxbox.com



### North Central

**Larry Lulich**  
866-889-4181  
Fax 866-613-9412  
llulich@knoxbox.com



### Atlantic

**Bryan McIntosh**  
877-707-5286  
Fax 877-773-4197  
bmcintosh@knoxbox.com



### Southwest

**Rebecca Heller**  
866-417-8458  
Fax 800-704-0889  
rheller@knoxbox.com



### South

**Virginia Cardwell**  
866-504-7230  
Fax 901-685-2125  
vcardwell@knoxbox.com



### Southeast

**Bill Brown**  
888-342-3530  
Fax 888-342-6655  
bbrown@knoxbox.com



## 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® and Sentralok® 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)**

## NEW Knox Swivel-Guard™



For those areas that have experienced theft of Siamese swivel connections, Knox Company has developed a new Knox FDC plug with Swivel-Guard™ that covers the entire swivel connection, minimizing the potential of the connection being stolen. With Swivel-Guard, the set screw is no longer accessible making it more difficult to remove the brass connection. The new locking FDC plug with Swivel-Guard still provides protection against thread damage, and prevents trash and debris from being lodged into uncovered connections.

The Knox FDC plug with Swivel-Guard is designed for a 2-1/2" connection with NH threads; however, other thread sizes are available.

The Knox FDC plug with Swivel-Guard compliments the full line of locking FDC products helping ensure departments have access to the connections when they need them most. All locking FDC's are easily accessed with a Knox Keywrench controlled by the fire department. 



## Congratulations to our FDIC Weathervane Winner!

**Jeff Pollard**  
Freedom  
Volunteer Fire Dept  
Freedom, WI



## FREE Literature

As a reminder, colorful brochures explaining the benefits of the Knox Rapid Entry System are available to your department for distribution to property owners. This literature is available at no charge to all departments. Contact Fire Department Support or log on to [www.knoxbox.com](http://www.knoxbox.com) and click on support/request literature.



# KNOX NEWS

## 2009 Tradeshow Schedule

Show	Location	Dates
MO Fire Marshals Conference	August 3	Osage, MO
NC State Firemans	August 20-22	Raleigh, NC
Fire Rescue International	August 25-29	Dallas, TX
Montana Fire Chiefs	September 18-20	Helena, MT
Canadian Fire Chief	September 20-23	Winnipeg, MB
Alaska Fire Chiefs	September 21-26	Anchorage, AK
CITA - Kirkwood	September 26-27	Cedar Rapids, IA
CA Fire Chiefs	September 28-30	Riverside, CA
MN Fire Chiefs	October 15-18	Duluth, MN
Vital Signs	October 15-18	Rochester, NY
Illinois Fire Chiefs	October 19-20	Peoria, IL
Hawkeye Fire Inspectors	October 20-23	Ankeny, IA
EMS Expo	October 26-30	Atlanta, GA
FL Fire Prevention Conference	November 2-5	Maitland, FL
Wisconsin Fire Inspectors	November 3-7	Eau Claire, WI
Association of Fire Districts NY	November 5-7	Ellenville, NY
Hawaii Fire Chiefs	November 19-21	Waikoloa, HI

## 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 Fire Departments Since 1975

1601 W. Deer Valley Road  
Phoenix, Arizona 85027

623-687-2300  
800-552-5669

623-687-2299 Fax  
[www.knoxbox.com](http://www.knoxbox.com)



© Copyright The Knox Company 2009.

## Safeguarding...

*Continued from Front Page*

program and that those responding have a key wrench to unlock the connections. Also, if any neighboring department supplies mutual aid, they also need key wrenches for their apparatus. (Knox provides key wrenches to the department at no charge).

“My biggest concern about adopting the program was the key (wrench) but that didn’t become a problem,” shared University Fire Marshal Bob Gregory. “The most important thing is to make sure the fire apparatus have the key to open the locking caps.” When the University decided to implement the program on campus, the borough’s responding apparatus already had keys since several businesses within the borough had caps installed. “Working with the fire department and Knox, the University’s fire staff was supplied key wrenches,” stated Glasson.

After determining that everything was set with the fire department, the University’s fire staff was ready to move forward. For most fire departments, funding for the FDC program isn’t a hurdle.

The cost of the plugs and caps is paid by the building owner. In this instance, the building owner was Princeton University and they had numerous buildings to outfit.

“I went to our administration and said, ‘This is going to be an ongoing problem with theft.’ I told them I was going to need X amount of dollars to start this program, and I told them I know it’s a chunk of change. But the University is very proactive when it comes to life safety. We can’t afford to have the fire department arrive at a dormitory and have a defective fire department connection, so the University administration gave us the funds to purchase and install the product,” shared Glasson.

Princeton University was very proactive in addressing this issue. They installed locking FDC plugs and the SecureCap on all connections on campus over a 2 month period. “We used a camera for every fire department connection and checked all the piping to make sure there was absolutely no debris, and then we installed them on every fire department connection, every hose valve that is in a parking garage and on fire department pump test headers.”

## PRINCETON UNIVERSITY, NJ

The borough fire department comes to the campus frequently throughout the year to train. While some of their visits focus on becoming familiar with the campus and building locations, others involve training drills. “We’ve had a few standpipe drills on campus where we actually hooked up and pumped water into the system in a parking garage. This gives fire personnel the opportunity to get used to using the system and opening the connections with the key. I’ll tell you it wasn’t a problem. I was surprised. I generally find things that are easy to get off can be difficult to get back on, but they went back on just as easily. No one has come back saying they’ve had difficulty using them,” explained Glasson.

“I have a better level of confidence with these (locked connections) that they won’t be stolen and we won’t have people for whatever reason disrupting the system at all. So if they need to be used, I’m confident no one has been able to get to them and disrupt them – that’s a plus,” shared Gregory. 