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RAPID ACCESS



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A STEP AHEAD



The Knox Company recently began selling all commercial products with a standard tamper switch in our efforts to elevate the security of the box. Prior to this, a tamper switch was optional except for a few forward thinking departments. Orland Fire Protection District (FPD) in Illinois is one such district.

When Orland FPD began implementing the Knox® Program in 1984, they chose to require all commercial boxes in their jurisdiction have a tamper switch – something unheard of at that time. The department implemented this requirement based on community feedback. “We have always had the tamper switch requirement”, explained Prevention Bureau Supervisor Mike Ercoli. “It was one of the ways we got the business owners to buy-in to the program. They were concerned about security when the program was first introduced and it (tamper switch) helped to alleviate their concerns.” The tamper switch gave these property owners extra peace of mind with the Knox Program.

Originally, the tamper switch was wired to the building’s burglar alarm. Once the district established their own dispatch center, they had each box’s tamper switch wired into the dispatch system as a trouble call. Orland FPD responds automatically to all trouble calls.

False alarms haven’t been a big issue. “If the box isn’t mounted and caulked correctly, moisture can get in and cause a false alarm. It’s usually a quick fix. Generally

correcting the box’s mounting and then caulking the box resolves these issues” Ercoli stated. “We, as well as the business owners, want to make sure the boxes aren’t tampered with.”

Orland FPD has found online ordering to be very beneficial for both property owners and the district. “It moves the process along. Usually the property owners are crunched for time. The Knox-Box® is one of the last things they order. Having the ability to go directly to the Knox website to place an order helps them to get the box much more quickly so they can get the box installed and in-place when we go for the final inspection,” Ercoli explained. “It streamlines the process.” (For online orders, the department’s Knox Coordinator receives an email for each order placed within their jurisdiction with the order



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EDITORIAL



Spring is finally in the air. An annual rite of Spring for Knox is attending FDIC. This year at FDIC we unveiled a new booth that better highlights Knox products – both current and some that are coming soon. We also launched our Facebook page and Twitter feed. We enjoyed getting to spend some time with many of you while in Indy.

In the past few months we've received a number of calls regarding sharing of the Knox® Master Key with another agency. This is a practice that Knox doesn't endorse and specifically goes against Knox's Key Policy. In this issue we've included an article on sub-mastering. Sub-mastering can be the perfect solution to sharing a system while maintaining the system's integrity.

If your department has solved issues by instituting the Knox Program, or if you have some valuable pointers for departments just implementing the system, we'd love to hear your story. Give me a call at 800.552.5669 ext 505 or email me at cjones@knoxbox.com.

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



Cynthia Jones



RAPID ACCESS

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A STEP AHEAD *continued*

details – who and what was purchased. 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”.)

Since property owners need to have keys ready and their box installed before their final inspection, the district doesn't have the problem of unlocked boxes in their jurisdiction. “When we were using paper order forms, it delayed them receiving the box so occasionally they didn't have the box prior to the inspection. Since going to online ordering, this is no longer a problem,” Ercoli explained. The district locks up the box during the final inspection when they test the fire alarm and issue the occupancy permit.



In addition to the commercial Knox Program, Orland FPD also has a Knox Residential Program. Back in 2007 the district was having access issues getting into residences of those with medical alert buttons. After having to force entry a few times, they decided to begin a residential program. This residential program is entirely voluntary and is free to those who qualify. The district loans a box to individuals with medical

call alert buttons or with a debilitating medical condition. At first, the district limited their promotion of the program to word of mouth since they had a very limited number of boxes. Over the past few years, they have added boxes to the program and now advertise the program on their website and through their community outreach program.

Funding for a residential loaner program can be a challenge for departments. In 2009, the district created a Senior Advisory Council. One of the council's goals is to help educate seniors on fire and health safety as well as providing fundraising to support the Orland Fire Foundation, a charitable organization with the goal of supporting the fire district. A small part of this group's fundraising efforts go to support the residential program and purchase additional boxes. So far they've been able to add 5-10 new boxes annually to the program.

All the loaner boxes have an inventory tag as well as a decal stating to return the box to the district once no longer needed. The district uses the door hanger model of the Residential 1650 Knox-Box to make installation easier. The 1650 can be “installed” by the district or a family member. When the box is placed, the address and any medical information that might be useful are entered into the dispatch system so the responding crew knows to look for the box and a little about what to expect.

Orland FPD is located southwest of Chicago in Cook County. They cover a 40 square mile area that includes Orland Park and Orland Hills. They serve a population of approximately 85,000 out of six stations.

SAVED BY A KNOX-BOX®



For a large section of country, the weather has been the story this year. With the repeated arctic blasts and snowstorms, the weather has been harsh. In the Chicago area, they have had more than 70 inches of snow and a record number of days below freezing. To say the least, it's been a challenging winter.

Earlier this winter, Stone Park Fire Department (Illinois) responded to a call where the building's sprinklers had activated or at least that's what the alarm was showing. When they arrived at the structure, there was no sign of a fire. Using the Knox-Box® key box, the crew was able to enter the structure using the building's key. Once inside they found that none of the sprinkler heads had actually activated. Rather one of the sprinkler pipes had burst due to the cold temperatures. The department quickly turned off the water to prevent any further damage and then contacted the building owner to have the pipe fixed. Since the building had a Knox-Box with a current building key, the building owner only had to worry about fixing the sprinkler pipe. If there had been no Knox-Box, they would have had to fix a door or window if the department had forced entry or experience even greater water damage while the fire department waited for a key holder. This building's Knox-Box paid for itself.

Stone Park Fire requires a Knox-Box on all commercial structures. They work with the building owner and recommend the box model based upon the building's size and the number of keys the box will hold. They strongly encourage the building owner to install a hinged box versus a lift-off so that the box's door isn't lost during an emergency. With a hinged box, the door is attached while the lift-off door could easily be misplaced during an emergency. In strip mall situations, Stone Park Fire prefers each individual store to have their own box rather than one box for the strip mall. "This makes it easier to keep the keys updated," Lieutenant Bret Jeffries explained.

Stone Park Fire is a strong supporter of online ordering. "It's a win-win option. They get the box faster when ordered online," Jeffries said. (For online orders, the district's Knox® Coordinator receives an email for each order placed within their jurisdiction with the order details – who and what was purchased. 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".) "There have been instances when after inspecting a building and informing them they need to install a box, by the time I return to the office I can see that they have already placed an order online. With the paper forms, they'd have to get a check and then mail the order form. By ordering online, they receive their box much more quickly," Jeffries stated.

Stone Park Fire recently added the KeySecure® key retention units to their program. KeySecure allows every member of the department access to the master key with their own unique PIN code and provides an audit trail showing who gained access to the key and when.

Stone Park Fire is a small department in the suburbs of Chicago not far from O'Hare International Airport. With the exception of the Fire Chief, all members are part-time. They service a one square mile area with just under 5,000 residents. ◀





FDC PROTECTION: How much more clearly can this message be stated?

Larry Pigg

To fire officials, safety professionals and anyone else tasked with minimizing fire loss, few tools are as significant as automatic fire sprinklers and smoke alarms. Along with alarms, sprinkler systems are one of the few things that the fire prevention community can point to as having a lasting impact on reduced loss of life due to fire. While fire alarms and sprinklers are generally recognized in the code as the items that cause a structure to be required to have a Knox Box, many times we don't do enough to insure their viability and effectiveness. The appliance that every department uses to supply water to the sprinkler and standpipe systems is the **Fire Department Connection (FDC)**. In a perfect situation, where quality components are properly installed, and when storage is kept within proper limits, fire protection systems will operate for many years without much outside assistance. The reality is that these perfect situations rarely exist.

National Statistics

In September 2013, The National Fire Protection Association published; **"Fire Loss in the United States During 2012."** In this report they show some dramatic statistics:

NFPA has no record of a fire killing more

"U.S. fire departments responded to an estimated 1,375,000 fires. These fires resulted in 2,855 civilian fire fatalities, 16,500 civilian fire injuries and an estimated \$12,427,000,000 in direct property loss. There was a civilian fire death every 3 hours and 4 minutes and a civilian fire injury every 32 minutes."

than two people in a completely sprinklered building where the system was properly operating. One Canadian report stated that **the odds of a death in an unsprinklered building fire are 11.9 times greater than for fires in sprinklered buildings.**

Fire Sprinklers do save lives.

As the key water augmentation portal of a modern fire sprinkler system, the FDC is vulnerable. It's vulnerable to vandalism, and deliberate acts of terrorism, arson, and a new epidemic; theft.



With all of the attention that the topic of metal theft has received over the past few years, it is evident that the issue is only a small blip on the national radar. From a monetary perspective this is true. It is all about loss prevention. Several years ago there was a news story in Florida where a man, who had previously been employed by a sprinkler installation company, to avoid suspicion, wore his former employer's uniform and went around stealing fire sprinkler connection brass. The suspect was charged with six counts of grand theft, six counts of tampering with fire equipment, and one count of violating probation. Another suspect, while under police surveillance, stole 19 in one day.

For the most part, it seems that while fire prevention experts are aware of the problem, few outside of the fire service have a clue to the potential dangers should a large scale fire occur in a heavily occupied building where the fire department is not able to adequately supply water to the connections because

they have been stolen and sold as scrap. Why is this? Are we hesitant to tip off potential thieves to a new cash market? They obviously know about it already. **It is time the fire service take on this issue, and implement a multi-faceted approach of technology, legislation and enforcement to curb the threat.** Theft of component parts is just part of the problem.

“There are several factors that can impact whether or not the fire department can supply the sprinkler or standpipe system.”

First you must understand the importance these connections play and the associated vulnerabilities. Walk down the street in most American downtowns and you see open, vulnerable sprinkler systems, one right after the other. In many cases the system components are stolen for scrap even before the structure is complete and occupied. Next time you are at a major airport walk outside the terminal and look at the open, vulnerable FDCs. As taxpayers, we are paying billions each year to protect the traveling public and the access to the planes, but effectively ignore the terminal and surrounding infrastructure. If, as a passing traveler, you can spot these vulnerabilities, those that would harm us see them too.

It's time to act

The solution to this hazard is the **Knox Locking FDC**. Authorized in the ICC building and fire codes for over 10 years, these proven locking plugs and caps are a safe, cost effective tool that will protect lives. Knox has been manufacturing, and refining these products for over 15 years. The removal of these locking devices in a tactical fire scenario adds only seconds to the fire ground evolution, but insures that the connection is clean, secure and ready for use. Incident commanders can have the same level of confidence in these caps and plugs as you have had in Knox Boxes for almost 40 years.



The 21st century is offering new challenges to all public safety organizations. It is important for all of us to look for new solutions to emerging threats. The price of metal, coupled with declining production is creating a lucrative market for thieves. Are we doing everything possible to protect sprinkler FDCs and the lives and property they protect? In some instances, like the cases in Florida, we are, and in others we could do better. If we are to successfully manage this threat, it will take a concerted partnership of government and industry to focus on the issue and develop strategies that identify the risks and take corrective action. **If you don't take steps to enhance the survivability and service capability of the sprinkler/standpipe systems and the FDCs that supply them, who will?**

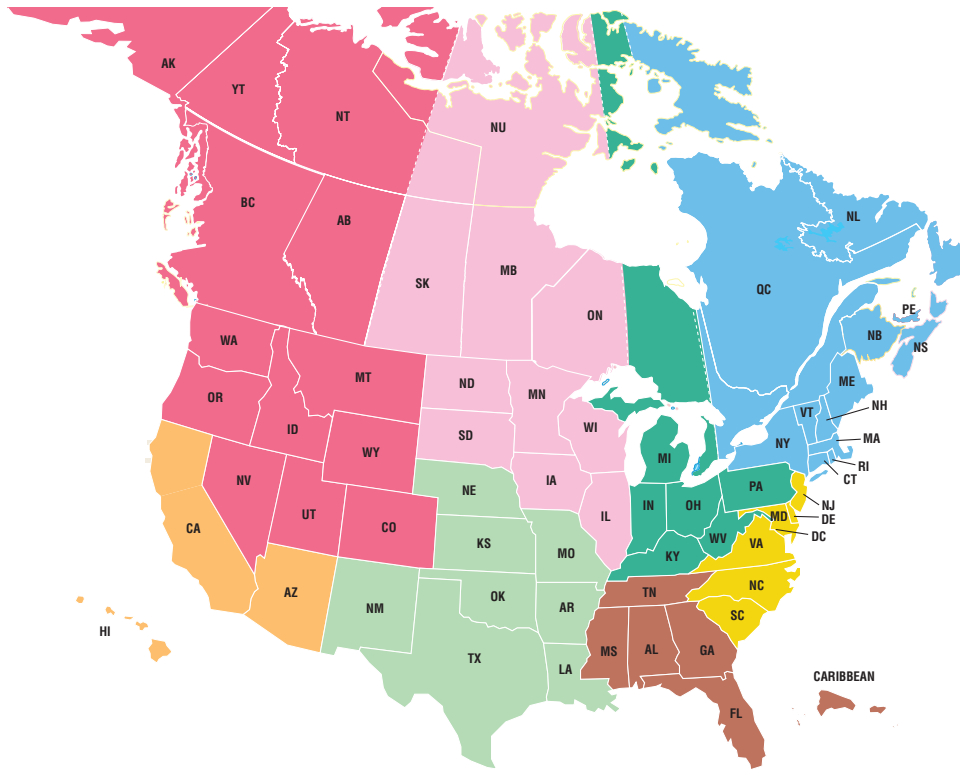
To learn more about FDC Protection visit:



tinyqr.com/hp



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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
NFPA Las Vegas, NV	June 9-12
Firehouse Expo Baltimore, MD	July 15-19
Fire Rescue International Dallas, TX	August 12-16
Canadian Fire Chiefs Ottawa, ON	September 14-17
EMS World Nashville, TN	November 9-13



ALL GOOD THINGS MUST COME TO AN END.

Due to technological advances, Knox® is not longer able to procure the necessary parts to manufacture Sentralok® key retention units. Several critical components are no longer being produced as newer technology has rendered them obsolete. We'll stop taking orders for Sentralok in the fourth quarter of 2014. If a department's current units experience problems, Knox may not be able to service the units since certain components are no longer available. To assist departments, **Knox is offering a new trade-in promotion so departments can upgrade from Sentralok to KeySecure.** We strongly encourage all Sentralok users to talk with their regional account manager about this new promotion.



SUB-MASTERING FOR SHARED ACCESS

In recent months, we've received calls from many fire departments asking how to deal with another public agency in their jurisdiction asking for a key to their system. Sharing the Knox® Master Key with another agency is against Knox's Key Policy. There are two options that the Knox Company does support. First, the second agency could register for their own Knox System. The second option is for your department to **establish a sub-master under your Knox Master Key.** So how does a sub-master work?

Sub-mastering allows a department to share access with another agency while maintaining the high level of security and integrity of their Knox System. It provides restricted access to perimeter areas for law enforcement agencies and mutual aid fire departments. Building access is usually reserved only for the local fire department to maintain system security. Multiple agencies need to have the ability to patrol gated residential communities, apartment complexes and parking lots to ward off potential vandalism and burglaries.

As the concern for security elevates, the number of areas restricted by locked gates and perimeter fencing increases. Locking up property is making it much more difficult for emergency agencies to respond. The Knox sub-mastered system helps fire, medical and public safety agencies by providing a common system to access property in their community. It is a secure, selective system that allows multiple users access to limited areas.

To learn more about sub-mastering your system, please contact your regional account manager.

THE KEY TO A SECURE SYSTEM

Knox® System security is always important. Protecting the Knox Master Key and documents listing installation addresses helps to ensure the security of your Knox System. The five security steps listed below are a few of the ways your department contributes to the security of the Knox Program in your community. Thank you for following these simple yet important guidelines.

1. Do not loan or share your Knox Master Keys with any unauthorized party including other public agencies, locksmiths or lock box manufacturers.
2. Maintain the security of your Knox Master Keys by keeping them in a secure place such as a KeySecure® unit.
3. Record the serial number of all Knox Master Keys received and document distribution of all such keys.
4. Do not provide Knox installation database access to anyone outside of the department.
5. Notify the Knox Company immediately of loss, theft, duplication or attempted duplication of any lock or key associated with the department's Knox Rapid Entry System.
6. Assure proper installation.



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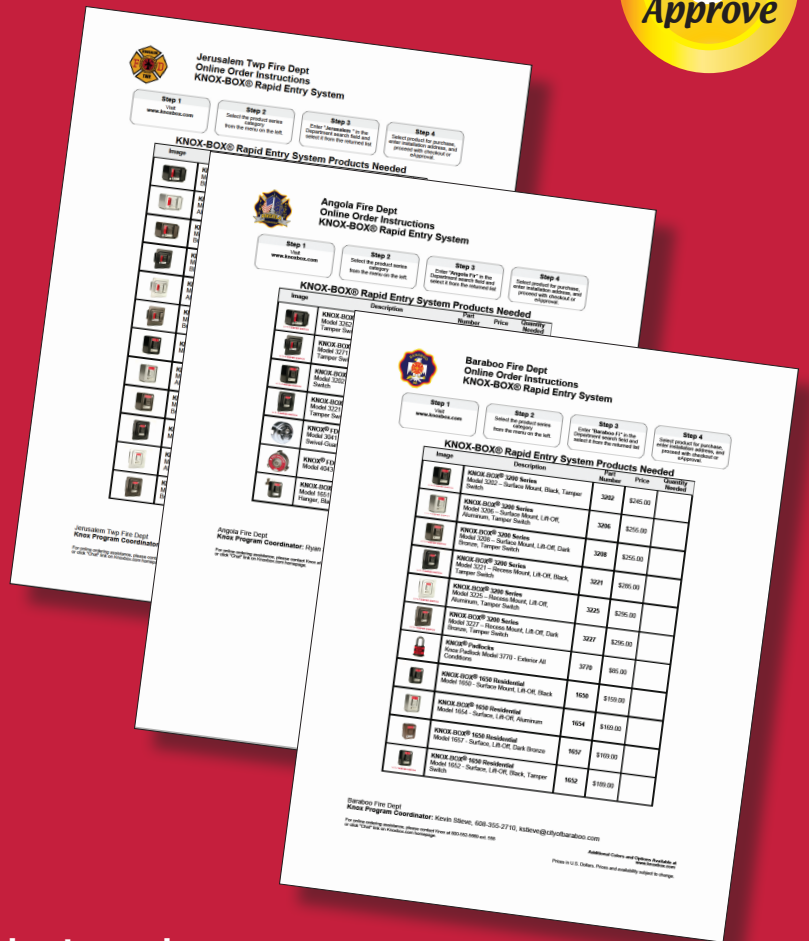
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NEW Knox "Click-n-Print" Order Guides



This new "Click-n-Print" feature on our website allows you to select up to 12 Knox products that you regularly specify and produce a simple, single-sided flyer complete with your contact information, pricing, and online ordering instructions. This makes it convenient and easy for you to provide online ordering instructions to property owners within your jurisdiction. This feature is available only to departments that allow online ordering or eApproval.



Watch our demo video to see how Click-n-Print works:

<http://youtu.be/2Us560QDayw>

