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- ☐ Fire Prevention
- ☐ Station Captains
- ☐ EMS
- ☐ Haz-Mat Team
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Striking a Balance

LOGAN CITY, UT

Logan City Fire Department has had a system in place to track their narcotics for many years but their system lacked accountability. Their process required all narcotics to be tagged and checked at shift changes. When tags were found broken or inventory counts off, they could only pinpoint the shift. They were unable to tell who actually had accessed the narcotics. As the department grew, they started looking for a better system that would provide accountability. "As we were growing, we needed a better method of accountability to track and secure narcotics," Assistant Chief Brady Hansen shared.

The Knox MedVault provided the accountability the department was seeking. One feature of the MedVault they really liked was the variety of programming options provided to the department. "One thing we liked about Knox was that it gave us lots of options in programming the vaults. The software allows us to configure each unit differently and to choose how much restriction we wanted. For the vaults in the ambulance, we programmed the units to require two PINs to open. Any two EMTs must input their PIN to open a box," explained Hansen.

In addition to the units installed on the vehicles, Logan City installed units in two stations. These units keep a much larger supply of the narcotics and are used to supply the ambulances. To open these inventory vaults, it still requires two individual codes but the first code must be of a chief or captain (a primary). The second code can be from any other EMT/paramedic with a valid PIN. Two EMTs or paramedics can not open the inventory vaults. "We found this programming option very valuable to us," Hansen stated.

Knox® MedVault® offers the ability to track narcotic access by individual using an electronic audit trail.

Logan City chose to utilize the High Security (HS) version of the MedVault software. "I like that the program protects me as the administrator because I don't have access to any of the PINs," Hansen said. The administrator keeps the administrator's software on their laptop, and travels to each individual unit to update PINS and to download the audit trail. Each unit is visited about once a month. All audit trails are saved in case a problem is discovered at a later date. When a new EMT or firefighter is hired, they meet with the administrator to select their PIN. While the standard MedVault program allows the administrator to assign

ALLEN, TX

Switching to Storz Connections

Allen Fire Department is a long time user of the Knox System. When they originally signed up with Knox in 1985, Allen Fire Department actually used two different systems. But over time, they settled on the Knox System for three reasons. "We liked the superior construction of the Knox-Box®, the locking mechanism and that the box is UL listed," explained Fire Marshal Craig Gillis. Also, the department didn't want to carry two keys.

More recently, the department has experienced missing FDC caps and connections which led them to implement the Knox FDC Protection Program. "In 1987, the city made the decision to go with the 5" storz connections rather than Siamese connections. Since the city was relatively young and not fully developed, this conversion has been easy. As buildings change occupancies, the property owner is required to update the building's connections to storz", Gillis stated.

The department has experienced some problems with the actual storz connections. A few contractors were installing connections that had been cast rather than forged. From the untrained eye, forged and cast connections look identical. Due to the manufacturing processes though, the strength and integrity of the two types of connections vary widely. Castings can have imperfections that are unseen. There can be internal voids and strength variances throughout the material that are not visible. Forged materials do not have these strength variances and internal voids. The forging process helps to provide equal strength throughout the connection and no internal voids. The result is that forged materials have higher integrity and greater reliability. It is for these reasons that the original DIN standards require all firefighting connections to be forged rather cast. Since cast fittings do not have tight tolerances, they are not allowed in Allen. Property owners can select any manufacturer for their storz fittings as long as the fittings are forged and not cast. (Knox offers a turn key solution offering both the forged fitting and the locking cap.)

When the program was first implemented, there was one concern that was mentioned frequently.

"Initially we thought the FDC locking caps would slow us down. That hasn't been the case", Gillis shared.

Prior to installing any of the locking plugs, Allen worked with their mutual aid departments to make sure they all had a keywrench to unlock the caps. Additionally all apparatus and inspectors were outfitted with a keywrench. (Knox will provide additional keywrenches for a department to give to their mutual aid companies.)

Recently, Allen Fire department adopted the new Knox MedVault Drug Locker. "Texas recently changed the law on narcotics. The Fire Chief is now on the hook for all the narcotics in the department," explained Captain Richard Vaughn.

As a result of this change, the department wanted to beef up the accountability of narcotic access. "We

each user a PIN, the HS version of the software used by Logan City, generates the PINS randomly assuring no duplicates. Once the administrator logs into the software and establishes a new user, they turn the screen over to the new user. At this point, 3 PIN options are presented to the user. They can either select one of the options or ask for 3 additional options. They can continue to request additional options until they find a PIN that works for them (one they can easily remember.). Once they select the PIN, it disappears from the screen. The administrator can not retrieve the PIN. Once the PIN is selected, a UID (Universal ID) is generated. A UID is a unique identifier for a specific PIN and helps prevent someone from tampering with the basic database; each time a PIN is generated, a new UID is generated. (Knox highly recommends that each user keep a copy of their UID as well as their new PIN.)

When the administrator reviews the audit trail data, they will see the user name and the UID but not the actual PIN. If the user forgets their PIN, the administrator can not retrieve it for them. The User will need to get with the administrator to have a new PIN (and UID) generated. Additionally the administrator's actions are recorded

Knox® MedVault® software is available in Standard, Enhanced Security (ES) and High Security (HS) to meet a varitey of department needs.

by an indestructible log which tracks both deletions and creation of User PINs.

When Logan City decided to go with the MedVault units, they installed the units prior to beginning training. "We outfitted all ambulances simultaneously when we upgraded our system to MedVault." The MedVault units were installed on every ambulance but were kept empty. After the units were installed in each vehicle, a brief in-service training session was conducted with each shift. Following the in-service each individual was required to verify that their PIN worked. "It was simple and didn't require much training. We had each individual open the vault with their PIN to make sure the PINs worked," explained Hansen. A few days after all shifts have been through the in-service and PINs had been tested, narcotics were transferred into the MedVault units.
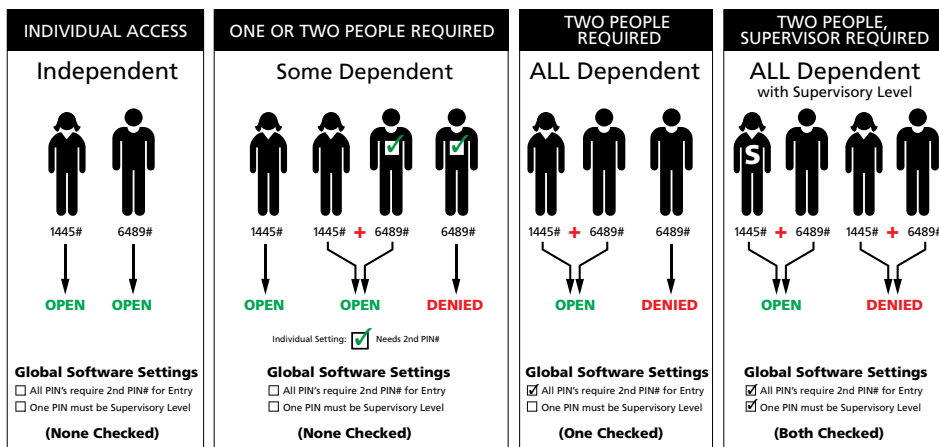
"The MedVault units work well within our system since our system requires the narcotics be tagged and kept in a box," explained Hansen. Prior to MedVault, the box was locked with a key. The box is now stored in the MedVault unit.

Logan City only carries narcotics in the MedVault units. All other medications are carried in the paramedic bags. The vaults are checked at the beginning of each shift. "All narcotics are still tagged inside the vault. That way if an inventory tag is broken, missing or the inventory counts it off, we download the audit trail and investigate. The narcotics are kept in a clear tackle box within the vault so that they can verify count and make sure tags are attached without having to open tackle box. MedVault strikes a balance. It's very secure yet very accessible," Hansen shared.

Logan City does keep a single dose of each narcotic in the paramedic bag as a backup. "Since two individuals are needed to open the vault in the ambulance, if they've already gone to the patient and decided they needed a narcotic, they would both have to leave the patient to run back to get the narcotic. One dose should be enough to get the patient stabilized and moved into the ambulance where they could access additional doses," Hansen elaborated. "The worst they can get is a single dose – but they would be caught with the tag system. It's a good balance,"

Logan City Fire Department is surrounded by mountains and isolated from neighboring departments. For this reason they need to be prepared to handle all calls without outside support. All paramedics are ALS trained and all fire personnel are cross trained to handle both fire and EMS calls. Logan City runs 8 ambulances with a combination of career firefighters and part-time EMTs.

MedVault PINS = Personal Identification Numbers

INDIVIDUAL ACCESS	ONE OR TWO PEOPLE REQUIRED	TWO PEOPLE REQUIRED	TWO PEOPLE, SUPERVISOR REQUIRED
Independent	Some Dependent	ALL Dependent	ALL Dependent with Supervisory Level
1445# 6489#	1445# 1445# + 6489# 6489#	1445# + 6489# 6489#	1445# + 6489# 1445# + 6489#
OPEN OPEN	OPEN OPEN DENIED	OPEN DENIED	OPEN DENIED
	Individual Setting: ☑ Needs 2nd PIN#		
Global Software Settings	**Global Software Settings**	**Global Software Settings**	**Global Software Settings**
☐ All PIN's require 2nd PIN# for Entry	☐ All PIN's require 2nd PIN# for Entry	☑ All PIN's require 2nd PIN# for Entry	☑ All PIN's require 2nd PIN# for Entry
☐ One PIN must be Supervisory Level	☐ One PIN must be Supervisory Level	☐ One PIN must be Supervisory Level	☑ One PIN must be Supervisory Level
(None Checked)	**(None Checked)**	**(One Checked)**	**(Both Checked)**

The effectiveness of any company or public agency is measured in how it meets the demands of its customers. This is especially true in public sector organizations where the customer is the taxpayer. The means to measure results in a private sector company may be as simple as looking at sales or how the company is performing to budget expectations and/or competitors. Those same indicators do not apply to most public organizations because people typically don't have a lot of immediate competitive choices. Unless they relocate, people can't choose which fire department they want to respond when they call 911, what company supplies water, or which school they are going to drop off the kids each morning. The citizens and elected officials expect that managers continually evaluate programs and make adjustments, and take advantage of every resource that can add to the delivery of service. The most critical component of sustained organizational stability and mission effectiveness is how managers respond to and adjust to continuous change. This becomes difficult to manage when the change, while needed, is imposed and you have to deal with and administer the mandates. It can also be a time to refine practices and procedures, try new mechanisms and become more efficient. In the words of the late, legendary UCLA Basketball Coach, John Wooden, "Failure is not fatal, but failure to change might be."

This has never been more prevalent than in the fire service where, in last year, through budget cuts and reorganization, fire prevention and public education divisions have been dramatically cut. Stories of cutbacks in inspection and public education are common. Civilian positions are being eliminated and uniformed personnel are being reassigned to the operations division. In recent months, long time colleagues and fire marshal friends have recounted scenarios where they had been forced to lay off or reassign 30% or more of their staff, with potentially more cuts just over the horizon.

Fire professionals are continually evaluating capabilities and requirements along with their ability to respond. A component of this evaluation process includes examining current programs, including your Knox program, to ensure you're taking full advantage of all available resources. It is important for you as fire officials to periodically review your Knox program and look for ways to make the system better for citizens and the emergency responders who really make our system work.

How do you go about evaluating your Knox program to ensure you're getting the full advantage the program has to offer? We recommend a two-tiered approach. First, do a complete internal program evaluation. Look at what neighboring communities and mutual aid partners are doing. Examine your approach to rapid entry and look for opportunities to make your program better. Secondly, look at what is available from Knox in terms of new products or technological improvements that would enhance the effectiveness of your program.

Making Your Knox Program More Effective

Your Knox program can be a valuable tool in your prompt delivery of emergency services. Like the rest of your tools and equipment it needs to be reviewed, maintained, and periodically upgraded. Look at your entire program and develop ways to make it more effective. Many fire departments have found that passing an ordinance that sets acceptable community standards improves the reliability and

effectiveness of the program. Passing a local ordinance is not a complex process. Many communities have a multitude of ordinances in place to address issues such as parking, landscaping, and historical preservation. It just makes good sense to use a local ordinance to enhance the level of public safety and protection you provide to citizens. Examples of components of an ordinance that enhance performance are:

- **Plan review.** Make the requirements for key boxes and locking FDCs part of your planning process. During the planning stage request that the contractor install a recessed mounted KnoxBox. A recessed mounted box will enhance the appearance of the building and make the box more resistant to physical attack.

- **Retrofit.** Consider adopting a retrofit ordinance that brings all structures into the same level of compliance. Once the ordinance is adopted, give business owners a reasonable amount of time to comply.

- **FDC Protection.** 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.

- **Padlocks & Key Switches.** Padlocks and electronic key switches can be a valuable low-cost addition to your Knox program.

- **Performance Standards.** Consider developing a set of Knox standards that address important issues such as these:
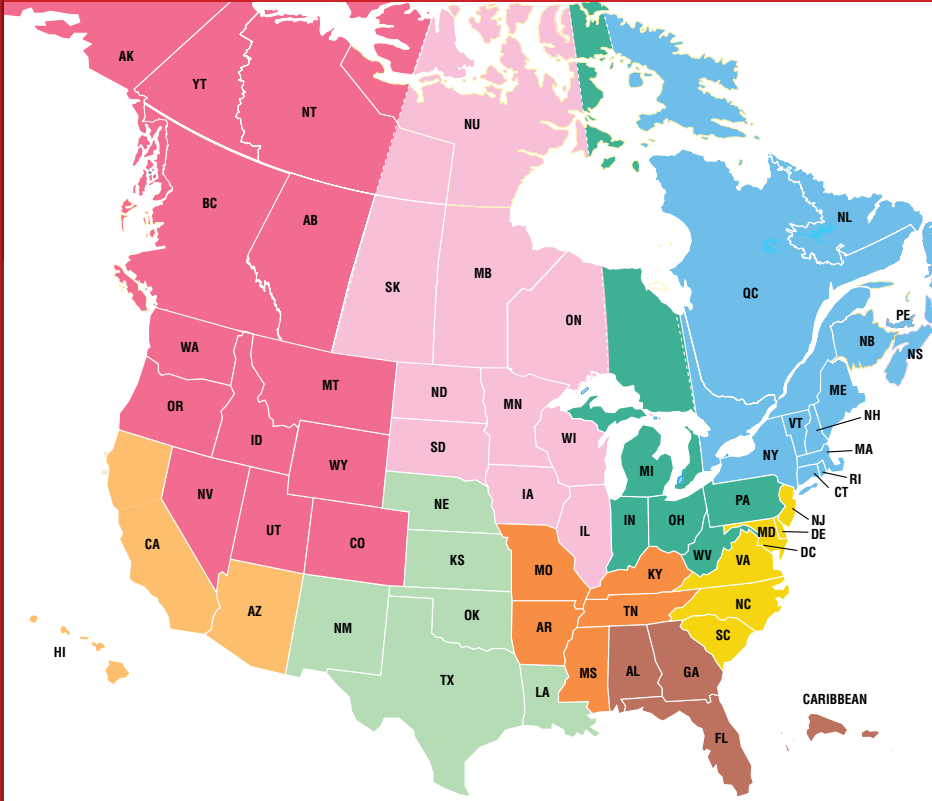
  - **UL 1037 Listed Against Physical Attack.**

  - **Height.** Determine a mounting height that works best for you and require all boxes to be at this height. We recommend mounting 6 feet above standing surfaces.

  - **Distance from access points.** If a building is large, request the building owner install an additional box at the rear of the building or near the sprinkler room.

  - **Prominent location.** Make the boxes easy for responding crews to locate. Some departments periodically test fire crews on the location of rapid entry boxes, just like they do streets and hydrant locations.

  - **Require competent installation.** Set standards for mounting hardware and require that installation follow Knox's recommended guidelines. If necessary, require that installers acquire a permit from the fire department so the installation can be monitored. Proper mounting adds the final layer of security.

  - **People with Special Needs.** 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.

  - **Procedures.** Establish a protocol for periodically inspecting and servicing the keyboxes in your community. This will enhance consistency of operation and will help ensure that the most current access key is in the box.

Keeping your Knox program operating at a high level enhances the long-term reliability of your system. Do a complete internal program evaluation. Look at what neighboring communities and mutual aid partners are doing. Examine your approach to rapid entry and look for opportunities to make your program better. Contact your local Knox representative to explore ways we may be able to help.

Larry Pigg retired from the Garland, Texas Fire Department in 2000 to join the Knox Company as Director of Public Affairs. Larry's experience ranges from line firefighter, fire investigator, to fire inspector/plans examiner. Larry is certified by the State of Texas as a Master Firefighter, Investigator & Fire Inspector. Larry is a voting member of NFPA and serves as a Principal member on several committees, including: *NFPA 1037, Fire Marshal Professional Qualifications, 551 Risk Assessment, and 550 Guide to Fire Safety Concepts Tree.* Larry is also a member of the *ICC Standards Council (ISC)* and a member of the *ICC Disaster Response (EDC),* which develops testing criteria for post disaster incident inspector certification. Larry holds a Bachelor of Science degree in Emergency Administration and Planning, and a Master of Public Administration, both from the University of North Texas, Denton Texas.

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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)**

Switching to Storz, adding MedVault®

Continued from Page 2

decided on one policy procedure to track the drugs. The MedVault locker is a part of the system we designed," said Vaughn.

The department had several requirements when designing their system. First they needed a mobile application since the narcotics are kept in ambulances and apparatus. Second, they needed something they "knew would lock and stay locked". Finally, they wanted an audit trail.

"In our system, each drug is sealed in a bag with a tag and verified in the vault daily," Vaughn stated. Allen's policy requires the department to conduct an audit trail collection monthly. These audit trails verify that the daily verification of the sealed drug bags is being completed as required.

Allen Fire Department is located in the suburbs of Dallas. With more than 98 firefighters working out of 4 stations, they service a community of more than 82,000.

Why is this symbol important?

The KNOX-BOX Rapid Entry System is the only system that holds a High Security rating from Underwriters Laboratories (UL).
All Knox-brand key storage devices are UL 1037 Listed against physical attack.

New literature piece available to departments

New from Knox, a rack brochure that highlights the 1650 Residential Box. Designed for the senior population, this non-technical brochure explains the benefits of the Knox 1650 Residential Box. There's even room on the backside for your department's contact information. If you would like to receive a sample or supply of the brochure, contact customer service to request the residential rack brochure. As always, Knox literature is available free to our registered departments. ◣

In addition to the rack brochure, there is a Residential Authorization Order form, an orientation DVD and poster available for the Knox Residential Program.

KNOX NEWS

2010 Tradeshow Schedule

Show	Location	Dates
Fire Rescue International - DOD	Chicago, IL	August 22-24
Fire Rescue International	Chicago, IL	August 27-28
OK Fire Marshal Conference	Wagoner, OK	August 31-Sept 1
TAK Repsonse	San Jose, CA	Sept 14-16
NJ Fire Expo	Wildwood, NJ	Sept 17-18
Canadian Fire Chief	Saint John, NB	Sept 19-22
California Fire Chiefs	Riverside, CA	Sept 20-22
EMS Expo	Dallas, TX	Sept 27-Oct 1
Alaska Fire Chiefs	Seward, AK	Sept 29-Oct 2
Oregon EMS	Salem, OR	Oct 8-9
Illinois Fire Chiefs	Peoria, IL	Oct 10-13
Minnesota Fire Chiefs	Rochester, MN	Oct 21-23
Association of Fire Districts NY	Ellenville, NY	Oct 28-31
Cops West	Ontario, CA	Nov 16-17
Illinois Fire Inspectors	Addison, IL	Nov 18-19
Hawaii Fire Chiefs	Kauai, HI	Nov 18-20
TX EMS Conference	Austin, TX	Nov 21-23
Colorado Challenge Conference	Keystone, CO	Dec 2-4
Caribbean Fire Chiefs	Jamacia	Dec 6-10

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.**

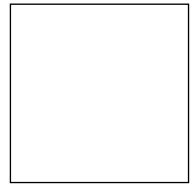4. **Notify Knox immediately of loss, theft or attempted duplication of any key.**

◼ **KNOX**®
Serving Fire Departments Since 1975

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www.knoxbox.com

An Added Layer of Security – Tamper Switches

Tamper switches add another layer of security to already attack resistant Knox® products by having the building alarm system monitor any activity that occurs with a Knox-Box® key box. These switches will alleviate property owner concern about unauthorized entry and use of building keys. Tamper switches are available on nearly all models of Knox products.

The "tampers" are pre-installed at the factory and are easy to connect to a building's alarm system. Do not connect a tamper switch to the fire alarm. The "tampers" detect movement of a Knox-Box door and the attempted removal of the box from its mounting. In the past few years' security has become a major concern for businesses. As a result, we have seen a steady increase in the request for tamper switches.

The Knox Company highly recommends that boxes be ordered with tamper switches even if the end user currently does not have a security alarm system. This gives the property owner the option to connect the box to the building's
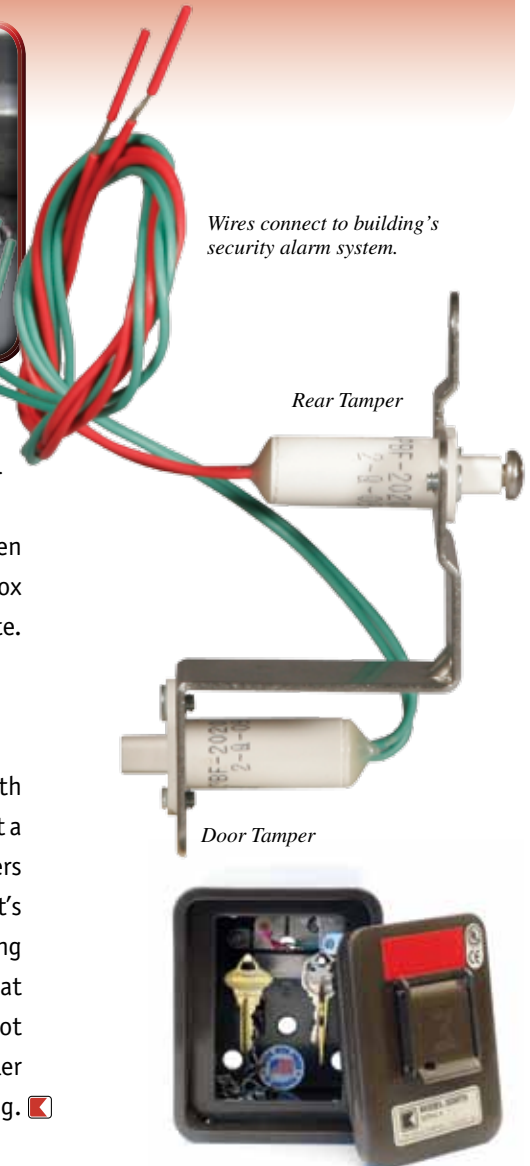

Closeup of a tamper switch for a recess mount Knox-Box®. Recess mounted Knox devices require only a door tamper switch. Wall mounted devices accommodate both door and rear tamper switches.

alarm system if installed rather then having to retrofit their existing box with a tamper switch at a later date.

Tamper Switch Installation

Installation instructions are included with each product and assistance is always just a phone call away. All products with tampers should be installed per the product's installation instructions. When installing the tamper switch assembly, make sure that it is connected to the burglar alarm, not the fire alarm. A licensed alarm installer should perform alarm wiring and testing. █

Wires connect to building's security alarm system.

Rear Tamper

Door Tamper