



# RAPID ACCESS

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

*Sincerely,  
The Knox Team*

*Merry  
Christmas!*



FORT WORTH, TX

## Revisiting Fort Worth

The Fort Worth Fire Department implemented the Knox FDC Protection Program about three years ago. We decided to revisit the department to see how their program is working, how it was received within the community and if they had to do the implementation again, what would they change, if anything.

Each apparatus was originally outfitted with a keywrench during its annual inspection. At the same time, the crews received a brief training session on the Knox locking FDC plugs. The department made the decision to keep the keywrench in a standard location within the apparatus. The department even went one step further in making sure the keywrench was easily found. "We spray painted the keys orange so that they would stand out in the cab," said Landon Stallings. (Knox has since modified the keywrench so that all keywrenches are now orange in color.) "We had a concern of not finding it (the keywrench). Over time we realized it wasn't a big deal. The keywrench is kept in a common location on all apparatus and not in the hydrant bag due to the department's SOP of hooking up the commercial FDCs then going to the hydrant," Stallings elaborated.

There was one area of the implementation that the department thought needed some improvement – the training of the crews. "It is essential that there be an orientation and training. The lesson is to integrate it (the locking plug) into the training some way. One of the gaps (of the original implementation) was we didn't place the plugs on the training grounds. The original training was more classroom based. We went back and did some more practical training with the



*Firefighters unlocking Knox® FDC Plugs*

keywrench and installation at the training grounds. That I think brought it full circle," shared Stallings.

In recent years, the downtown region of Fort Worth has gone through a major revitalization. Many of the buildings have become mixed use occupancies with residences above the businesses. "There was a lot of renovation and change of use.

*Continued on Page 2*

# CLOSED FOR THE HOLIDAYS

The Knox Company will be closed for the holidays beginning Friday, December 18, 2009 through Friday, January 1, 2010 and will be re-opening on Monday, January 4, 2010. Thursday, December 17, 2009 will be the last full shipping day prior to the holiday shutdown.

## Happy New Year!



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FORT WORTH, TX

## Revisiting Fort Worth

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*Inspector Paul Measles (left) installing Knox® FDC Plugs; Firefighter unlocking FDC plug (above)*

This promoted the push to make sure the connections were clean and clear, and to install the plugs," Martin Herrera said.

The response from property owners has been favorable. If a property owner had a financial issue in obtaining and installing the product, they were provided a phased in schedule. Compliance with the fire code has not been an issue. "Our inspectors had identified it as an action item. They understand the debris issue and then the metal theft came up. Most of the older buildings downtown had the more expensive brass caps that were disappearing," shared Herrera. The locking plug protects the connection by preventing foreign matter from entering the system. Fort Worth's ordinance requires locking plugs on all new construction as well as areas where caps have been repeatedly found to be missing.

Fire Protection Engineer Bob Morgan elaborated, "The locking plug is a relatively inexpensive item for what you get. If you explain the product, the reason why it's needed and the potential risk of not having it, it's not a difficult decision. It's a minimal cost when compared to the cost of the sprinkler system it helps to protect. The biggest benefit of the locking plugs is ensuring the integrity of the FDC."

The FDC Program has been a success. "We don't keep any stats on the use of the plugs but we have no incidences where there's been an issue getting the plugs off," Stallings explained.

Fort Worth serves a diverse population of 720,250 with approximately 900 firefighters working out of 42 stations. 

# Streamlining the Knox® System

FLOWER MOUND, TX



Flower Mound Fire Department has taken a unique approach to managing their Knox System. As a community that's experiencing rapid growth with a lot of new construction, they have chosen a system they believe helps them better manage their program while maintaining the integrity of the system.

First, they went paperless. While they keep a few authorization order forms on hand, they direct all property owners to [www.knoxbox.com](http://www.knoxbox.com) to order products. "All ordering is done on-line. We are paperless.



*Assistant Fire Marshal Dean Harden*

We make the building owner responsible for getting the box. We haven't had anyone say they couldn't get on-line but we do keep some paper order forms on hand in case this happens", explained Assistant Fire Marshal Dean Harden. (On-line ordering is only available to those departments who have signed a blanket order authorization form. If you're interested in possibly offering on-line ordering for boxes and/or FDC products, please contact Knox for an Order Options Packet.)

Assistant Fire Marshal Harden receives an order confirmation for each on-line

order placed under their system code. (This is done automatically for all on-line orders if Knox has a valid email address for the Knox Coordinator.) "I sometimes have an order confirmation waiting when I return to the office after telling them they need to order a box," stated Harden.

Another way Flower Mound differs from many departments is by having all product sent directly to the fire department rather than to individual property owners. Again they set this up with Knox so that all orders under their system code are automatically sent to the fire department and not to the property owner. This allows

the department more control on where the product is installed. "We visit the site frequently for inspections during the building phase. So, we deliver the box during one of the inspections. We tell them where it's to be installed," said Fire Marshal Mike Smith.


A problem many jurisdictions have experienced is some property owners buy the smallest, least expensive box possible regardless of their actual need. This results in a box that is too small for the application. When the box is too small, property owners attempt to cram everything inside. When the box is over stuffed, the locking mechanism can jam making it nearly impossible to remove the lid without damaging the contents or the locking mechanism. Since Flower Mound has property owners purchase the product on-line, they are unable to review the actual product selected prior to placing the order. So, they have decided to limit the products available. "We decided to require 4400s because I had boxes I couldn't get

the lid on. The boxes were stuffed full of keys," said Harden. The 4400 Knox-Vault is large enough to easily store multiple keys and access cards.

Flower Mound requires locking FDC plugs on all new construction. For existing buildings, they only have to install the locking plugs if a problem is noted during the annual inspection (such as caps missing). Then the system is flushed prior to the plugs being installed. "It will save them money in the long run. If they have to take the system down to fix or remove debris, it becomes a life safety issue," explained Smith.

To help train their crews, Flower Mound received a few plugs and installed them at the fire stations. Firefighters are able to practice using these plugs. "We trained them on how the system works within our procedures and then let them practice at the firehouse," Harden said.

Flower Mound ordered enough keywrenches so that they were able to provide keywrenches to all mutual aid departments. Additionally every fire truck, ambulance and administrative vehicle has a keywrench. The wrenches are kept in a similar location within the cabs to make them easy to locate.

Flower Mound is a community with a population of approximately 70,000 located in the Dallas/Fort Worth Metroplex. 



# 2009 In Review



*During the course of 2009* we have had the opportunity to examine several issues. As we enter the Holiday season and reflect back over the past year, it is a good time to take another look at the general topics and consider ways to enhance our overall delivery of service. Here is a short recap:

## Passing a Local Key Box Ordinance

As communities grow in size and complexity new standards and procedures in code enforcement become necessary. Understanding how the legislative system works can be vitally important in adopting and implementing these new standards. Historically, there have been many occasions where code officials have taken major steps to enhance life safety by passing new building and fire codes, requiring substantial changes to existing occupancies. Unfortunately, many of these changes have come as a result of catastrophic fatality fires that prompted a public outcry. Historical events, coupled with the trend toward proactive fire prevention lead to the concept of passing local ordinances that address issues of particular concern, like key boxes and FDC protection. Because the process can become political and sometimes complex, some fire officials will attempt to make changes by instituting a Policy Statement

and making the desired change. While this may be acceptable when there are unique circumstances, it is not within the power of the executive branch (fire marshal) to both set and enforce standards as law without legislative (elected officials) review and consent. That is where an ordinance becomes a powerful tool. As the word implies, the ordinance is 'ordained' by the community and is recognized as the 'will of the people', making it easier to enforce and defend in court. It promotes consistency and uniformity in enforcement. Adopting a local ordinance that addresses the needs and clearly defines the solutions will make it easy for everyone to comply.

## Federal Grants

Federal grants have long been a part of the way money is passed through the various levels of government. What was initially devised as a way to supplement Civil War debt back to the states; grants have become a way to affect public policy. With a slowing of the economy, the dollars that are going to the states is dropping significantly. Conversely, the competition for these dollars is growing, with cities employing professional grant administrators to try to give them an edge. The federal government uses intergovernmental monetary transfers or 'grants' to entice states and local governments to adopt particular policies or practices. All grant programs will make certain requirements of the recipients, like implementing incident management and national reporting protocols. There will also be mandatory audits to ensure program continuity. Since 9/11 there has been over 10 billion dollars allocated to organizations and communities to upgrade equipment and enhance

Homeland Security. It will soon be time to prepare for the 2010 round of federal grants. For many years the FEMA grant programs have proven to be a powerful tool that local governments can utilize to upgrade equipment and fund new fire prevention programs. Some of the current grants administered by FEMA include USAI Regional Security, Emergency Management, Staffing and Port Security. In this age of Homeland Security and hazard mitigation the wise application of grant money can have a positive impact on any fire department.

## Getting Results

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. According to U.S. Fire Administration statistics fire and EMS units respond to about 50 million incidents each year. Day in and day out, at any point in time there are literally thousands of fire and rescue personnel responding to a call for help. This does not include police and city support services. In virtually every case, the first responders show up promptly and mitigate the situation. People are typically more demanding of public agencies than they are their private 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. 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 a dedication to practice and a willingness to make changes along the way. Recruits practice donning bunkers and air packs until it becomes second nature. Engine and Truck Companies practice drill field evolutions on a regular basis. Practical steps that get results:

- Promote Fire Prevention
- Pass a Local Ordinance
- Apply for a Federal Grant
- Establish a Protocol to Inspect/Service key boxes and FDCs

## Managing Risk


Risk assessment is broadly defined as the process of analyzing threats and vulnerabilities, the potential impacts, and identifying resources and capabilities. The resulting findings are used as a basis for identifying appropriate mitigation techniques, upgrading equipment and instituting training and procedures to meet the contingency. FEMA bases a significant portion of its grant award scoring on risk assessment. A current risk assessment is mandatory to be competitive in securing grant awards. Steps to conducting a meaningful risk assessment:

- **Identify the hazards.** This will include an analysis of potential scenarios and threats. Once you have identified the potential hazards, and the likely events, you can develop a threat matrix that focuses on your vulnerabilities and available resources.
- **Determine who is at the most risk.** Do you have retirement communities, hospitals or any other

special population groups that would be uniquely vulnerable? Before you can make any decisions on how to respond, you must first be able to identify what groups are at a particular disadvantage should an event occur.

- **Evaluate the Risks.** Risks are calculated by taking the events that pose the greatest danger and overlaying them on the expected or potential frequency. The intent is to focus on those scenarios that pose the greatest risk to the community.
- **Develop an Action Plan.** Review your current plans and modify them as needed. Once your vulnerabilities and assets have been identified, and the risks assessed, you can decide what action to take.

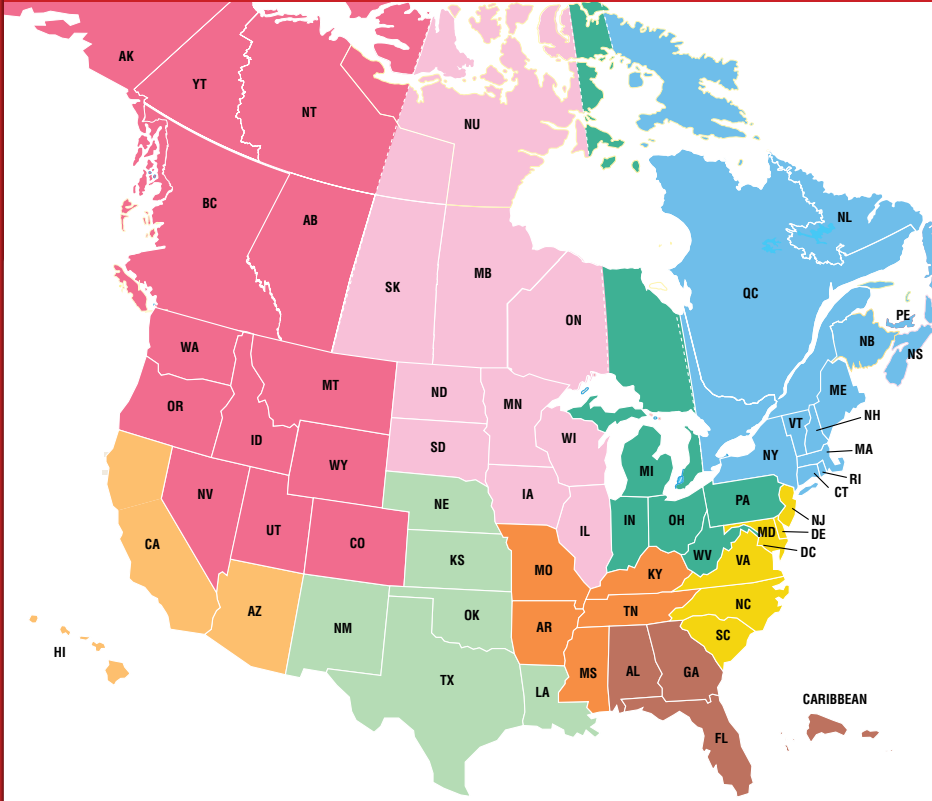
Proactive risk management is a vital part of the delivery of service for all public safety agencies in the twenty-first century. Mitigating these risks will take on many forms, and will take all of your available resources to meet the challenges.

As we enter a new year with anticipation and expectations, it is also good to reflect back on our goals for the past year and focus on ways to improve. In 2010 we will celebrate our 35th year in business at Knox. It is a great honor for us to serve our over 10,000 registered departments providing Rapid Entry, FDC and EMS drug control products. 

*Merry  
Christmas  
and  
Happy  
2010!*



# Knox Contacts



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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)**

# 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.**



# 2010 Authorization Order Forms

A small supply of the 2010 **Commercial** Authorization Order Forms is scheduled to begin arriving the week of December 14th. We ask that all orders submitted to the Knox Company in 2010 be on the new form otherwise orders may be delayed.



The 1650 Residential Knox-Box is **NOT** on the Commercial Authorization Order Form since Knox does not recommend this product for commercial applications. A small supply of the 2009-10 Residential Forms was mailed to each registered fire department in October. These forms are meant to assist departments who have a residential program or wish to start one.

**If you would like to order additional Commercial or Residential Authorization Order Forms, please call Knox at 800-552-5669.**

Thanks for your help and cooperation!

# KNOX NEWS

## 2010 Tradeshow Schedule

Show	Location	Dates
Fire Rescue East	Daytona Beach, FL	Jan 22-23
MidWest EMS	Milwaukee, WI	Jan 27-30
Missouri Winter Fire School & Expo	Columbia, MO	February 5,
NYS Towns	NY, NY	February 14-16
Southwest Fire Rescue	Galveston, TX	February 20-25
VA Fire Chiefs	Virginia Beach, VA	February 25-28
MABAS	Peoria, IL	February 25-29
Mega Show	Long Island, NY	February 27-28
Firehouse World	San Diego, CA	March 1-4
CO ICC	Denver, CO	March 1-3
EMS Today	Baltimore, MD	March 5-6
California Fire Prevention Institute (CFPI)	Santa Ynez Valley, CA	March 17
FDIC	Indianapolis, IN	April 21-24
Ontario National Fire & Emergency Expo	Toronto, ON	May 1-5

*Merry  
Christmas!*

## Arizona Departments Visit Knox Factory



*Recently fire officials from several Arizona departments visited the Knox Company. During their visit, they toured the Knox factory and had the opportunity to preview new products Knox is releasing in 2010.*



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## Coming in 2010 – NEW from Knox 4100 Knox-Vault®

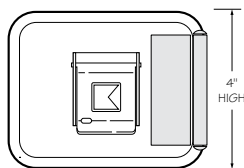
The 4100 Knox-Vault is the newest edition to the Knox Family of Rapid Entry Products. It was designed for those applications where a 3200 Series is too small yet the 4400 Series is too large. Available in both single and dual lock configurations as well as recess and surface mounted models; this vault also has an optional FDC Keywrench and access card holder allowing departments to keep a Knox keywrench on site. This new UL listed box joins our product line of long lasting durable products that fire departments can rely on. 



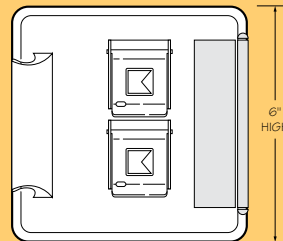
To learn more about the 4100 contact your local account manager or stop by the Knox booth at your next trade show.

Choose the right-sized  
**KNOX-BOX®** key vault.

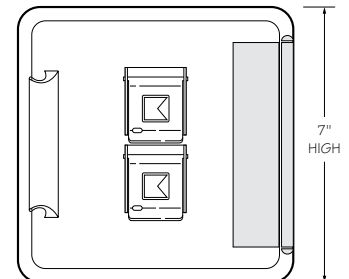
Introducing the  
**Knox-Vault® 4100 Series,**  
Now available for  
mid-sized applications



**Knox-Box®**  
**3200 Series**  
Holds up to 10 Keys



**Knox-Vault®**  
**4100 Series**  
Holds up to 24 Keys



**Knox-Vault®**  
**4400 Series**  
Holds up to 50 Keys

**NEW!**