



# RAPID ACCESS

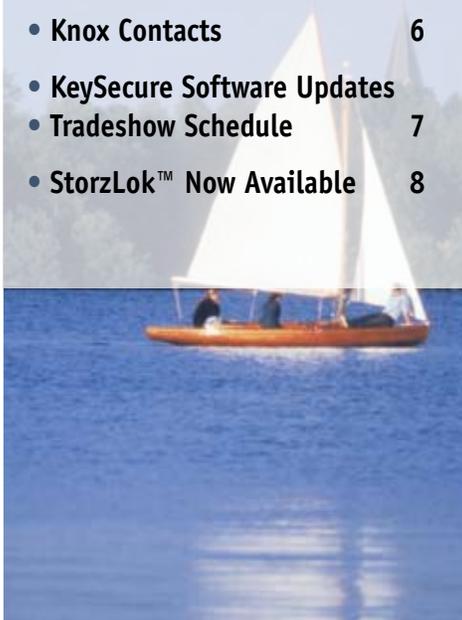
Volume IX  
Issue 4

Show 2007

Knox Company • 1601 W. Deer Valley Road, Phoenix, Arizona 85027 • 800-552-5669 • Fax 623-587-2299 • www.knoxbox.com • E-mail: info@knoxbox.com

## In This Issue:

- Editorial
- Online Services 2
- Condominium Program 3
- Response Times 4
- Knox Contacts 6
- KeySecure Software Updates
- Tradeshow Schedule 7
- StorzLok™ Now Available 8



### Route To:

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

MARION CITY FD, MARION, OH



## Maintaining Independence With Knox®

People are living longer than in previous generations. Most of these older individuals are choosing to remain in their own home rather than move in with relatives or to an assisted living center. Mrs. Audrey Hale, of Marion, Ohio, is one such individual. At 100 years old, Mrs. Hale still lives in her own home. Her two sons live close by; they do not live with her. Having a senior relative living alone at such an advanced age can cause concern and anxiety for a senior's extended family. Mrs. Hale's sons are no exception. Her sons have gone the distance to ensure their mother has all the help she needs while allowing her to continue live on her own.

The first thing her sons did was to make sure Mrs. Hale had a medical alert system – Lifeline®. Lifeline allows Mrs. Hale to press a button and know that help is on its way. On occasion, Mrs. Hale has had to use her Lifeline to call for help when she has fallen. In recent months, Lifeline alone has proven to not be enough. Mrs. Hale has fallen a few times and been unable to let the responders in the house. Responders would call one of her sons to come and let them in. Her sons were concerned that they might not be reachable. This delay in

getting their mother the help she needed caused a lot of concern.

One of Mrs. Hale's son's is Captain Scott Hale of the Pleasant Twp Fire Department. Captain Hale is the Fire Safety Inspector. For the past few years, Captain Hale has



Left to right: Captain Squires, Mrs. Audrey Hale, Captain Hale

been implementing the Knox System in his own community. He has witnessed first hand the benefits of the system. Due to his familiarity with the Knox System, he thought the Knox® Residential Box might be useful for his mother. While Mrs. Hale does live close to her son, she does not live in the same jurisdiction. So, Captain Hale contacted the fire inspector for his mother's jurisdiction, Captain Gary Squires of the Marion City Fire Dept.

Continued Page 7

# Editorial

*The response to the recent key retention mailer exceeded our expectations!*

*As a result, orders for KeySecure and Sentralok units have been delayed 2-4 weeks. We are diligently working to solve this problem and anticipate being back to our normal delivery schedule by September. Additional manpower and machinery have been added to increase our capacity. We ask for your patience as we work to get this increased capacity up to speed. If you have any questions regarding your particular order, please contact Fire Customer Support at (800) 566-9269 or your account manager.*

*Again, thank you for your continued support of the Knox Rapid Entry System. We look forward to serving your department for years to come.*

*Cynthia Jones*



**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. ©2007 Knox Company. All Rights Reserved.

## Knox Online Services @ [www.knoxbox.com](http://www.knoxbox.com)

The Knox web site provides a wide range of services to both fire departments and property owners that have traditionally been available only by contacting a Knox representative or the Knox customer service department. While Knox online is open to all fire departments and the general public, some features are reserved solely for Knox registered fire departments and require the security of a username and password.



A Knox Program Coordinator can log-on to [knoxbox.com](http://knoxbox.com) to:

- Register with the Knox® Rapid Entry System
- Download product literature
- Browse through the product line
- Order authorization order forms
- Contact a sales or customer service representative

Registered fire departments with a username and password can:

- View and update your department profile
- Request installation address reports
- Download FREE software updates for Sentralok® and KeySecure® units

In addition, property owners in the jurisdiction of those fire departments that have requested the “No Signature Required” option are able to conveniently purchase Knox products directly from [www.knoxbox.com](http://www.knoxbox.com) without having to obtain an order form and authorized signature from the responsible fire department. Knox sends a confirmation e-mail to each Knox Program Coordinator whenever a product is purchased within their jurisdiction. Additionally, departments can customize their product offering to meet their jurisdiction’s requirements. Each online order is made through a secured server, which is managed by Knox’s internal e-commerce department. Fire departments with the “No Signature Required” option continue to receive order forms to accommodate customers without Internet access.

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](mailto:support@knoxbox.com) and request an “Order Options Packet”.

If you choose to stay with the traditional order forms that require an authorized department signature on each order but would like the benefits of managing your account on line, please call 800.552.5669 ext 514 to request a username/password.

# A Knox® Condominium Program MOUNT PROSPECT, IL FD



Multi-story condominiums pose a unique challenge for responders. When a resident calls 911 saying their neighbor's smoke alarm is going off, the department responds. But what happens when the responders arrive and can hear the smoke alarm going off but no one answers the door? The Mount Prospect, Illinois Fire Department has faced this scenario on several occasions but with the added challenge of senior citizens being the condo's primary residents.

condos' board and residents. "First, I sent out letters to all condo's in our jurisdiction explaining the program. I included the spec sheet (for the cabinet) along with the approximate cost of the cabinet," Inspector Miller stated. "Next, I conducted a presentation during a normal monthly meeting of each condo's association. I take a sample Knox-Box – a 3200 – to show the ruggedness and security of the box. The residents are able to touch and hold this sample. I explain the program and answer any questions they might

meetings. At these meetings, he is able to take resident's keys and place them in the cabinet. Since this is a new program, the condo's had to budget for the purchase of the box. So, it has taken about a year for each of the condo's to find the money for the cabinets and have them installed.

While each key is individually tagged with the unit number, the keys are placed on a key ring by floor with each floor having its own key ring. "In a condo, we might receive a call from one unit – 305- but the problem is actually in 307. By having the

entire floor on one key ring, we do not have to take time to return to the cabinet to obtain any additional keys. If we change floors, we do have to return to the cabinet to get the new floor's key ring," Miller explained.

To help responders reduce the time spent searching for keys, a numeric list of units that have a key in the cabinet



*The Residences at Village Center (left) is a 204-unit condominium complex in Mount Prospect. Creekside Condominiums (right) is a 4-building, 210 unit complex. Both properties participate in the Knox Program.*

The Mount Prospect responders made the decision to force entry. In an effort to better serve the residents in these communities while also maintaining the department's goodwill within the community, the department began a voluntary condominium Knox Program.

At first, the department considered using the residential 1650 Knox-Box but after some consideration, decided to use the 1300 Cabinet for the condo program. Since most of the condos are multi-story with an average of 10 units per floor, it was determined that it would be more economical for the residents if the condo installed a 1300 Cabinet rather than each individual resident installing a residential box on their door.

To implement the condominium program, Fire Inspector Jim Miller has spent a lot of time working with each

have," Miller elaborated.

Originally, there was some hesitation from the condo boards regarding the security of the system. "There were issues with security and safety of the key, and the security of their property. To reinforce the security of the system, I give each resident a receipt for the keys I receive. Then, I immediately place the keys in the cabinet. I have both a tenant and a member of the condo board observe my placing the keys in the cabinet. It's done right in front of them," Miller explained.

"A lot of extra time and effort has been put towards this program. We believe, in the long run, it will be worth it. It will help the fire department to decrease response times and minimize any property damage," Miller said. Once a condo approves the purchase of the cabinet, Inspector Miller continues to attend board

is secured in the cabinet. If a unit is not found on the list, they do not have a key in the cabinet. As another reminder, a red fire alert decal is placed under the lock assembly on the resident's door if they have a key in the cabinet. The alert decals have actually helped increase the number of residents who participate in the program. A few residents have called the department complaining they didn't have a red decal and asking why not. This gives the department yet another chance to explain the program and possibly obtain another resident's key for the cabinet.

"The residential program is a voluntary program. Even though we have the cabinets installed, we do not have 100% participation," Miller said.

"Knox has been great to work with. When I have a 70 unit building, I go through a lot of stickers. My sales rep has

# How Important Are Response Times?



The date is August 2, 2005. The weather is extreme, with heavy thunderstorms, gusty winds, low visibility, and lightning in the immediate vicinity of the Toronto Pearson International Airport. As Air France Flight 358, a wide body Airbus with 309 passengers and crew, touches down something goes terribly wrong. The experienced flight crew was unable to stop the jumbo jet as it skidded in the torrential rain and slid off the end of the runway. With the tail section on fire, the fuselage split into pieces, stopping near a creek 600 feet from the runway. Four minutes later the plane burst into flames that engulfed the entire aircraft. The amazing part is that all 297 passengers and 12 crew members escaped the aircraft without major injury. Why? Just 52 seconds after the plane touched down the first emergency crews are on scene, rescuing the passengers and extinguishing the fire. The overriding explanation given for the survivability of the passengers and crew was both the extraordinary job of the flight attendants evacuating passengers and the quick response and tactical plan executed by the fire department.

It is one of the most sought after, yet elusive, aspects of any modern fire organization. Managing response times. How do we get there faster? How do we merge speed with safety? Over the years, countless studies have been commissioned to evaluate the issue and make meaningful recommendations. After decades of study, and the absolute knowledge of firefighters that a quick response is essential, research statistics published in a 2005 Boston Globe article suggest that nation-wide only 35% the fire departments in America meet the recommended standard of a five minute response 90% of the time. In the Air France incident, a five-minute response

time would have been too late for many of the passengers. Even if the fire station is only one minute away, the time it takes to receive the alarm, dispatch the equipment, respond, assess the situation and take even the first steps to address the emergency, puts most responses close or outside the standards. The insurance industry, which generally sets insurance premiums, does not factor response times into the equation. The Insurance Service Office (ISO) uses data like water supply, staffing, hydrant spacing and number of stations, but not the time it takes to get to the incident.

It is a difficult topic with many variables. How big is the district? Some densely populated urban centers may have a response district of a few blocks or a square mile, where a more rural department may have to cover an area of close to a hundred. Is it a career or volunteer department? While some full time departments can boast of a three or four-minute response, most of the country is covered by rural departments, where according to USDOT, statistics suggest that response time averages exceed 12 minutes.



*Flight 358 Disaster-turned-Triumph.*

## **In a 2006 Report titled *Structure Fire Response Times*, The U.S. Fire Administration published these findings:**

- Regardless of region or time of day, response times are less than five minutes half the time.
- The nationwide 90th percentile response time to structure fires is less than 11 minutes.
- Response times are higher as you move across the country from the East to the West.
- Any relationship between flame spread and extended response time occurs only after flames have spread beyond the room of origin.

## Some of the variables that impact response times are:

- Detection time
- Notification to alarm center
- Dispatch time
- Time to mount the equipment and leave the station
- Distance and time to response location (wheel start-wheel stop)
- Unpredictable variables, including weather, traffic congestion, gates
- Urban/ Rural incident location
- Set up time at incident
- Combat and extinguishment

Just checking out on scene does not mitigate the incident. After your initial size-up, you may have to enter the structure to evaluate the situation. Yes, you can use forcible entry to break the door down and get inside. Once you do, then what? You can't simply get back on the engine and head back to the station. You are essentially out of service waiting for the business owner to arrive. You may not be able to respond to another call in the district. Additional equipment, possibly from a station a much greater distance away, with an even longer response time, will have to cover your territory. Please read the feature article from Mount Prospect, Illinois in this Issue of Rapid Access. They have taken steps to secure access to every unit in several multi-story residential occupancies. This is a prime example of what a proactive, service oriented fire department is willing to do to gain a precious few extra seconds when responding to aid calls. A program like this can turn a five-minute response time into a three-minute one. Those extra two minutes, like the passengers of Air France 358 learned, can be the key to survival.

While managing response times is complex, with no one absolute

solution, there are some things you can do to have a meaningful impact. Some of these are basic fire code issues.

- Enforce the fire code. All of the model fire codes have provisions that allow the fire department to require emergency access to and within structures.
- Ensure that all buildings have proper address signage and that it is visible from the street. The inability for fire crews to locate poorly addressed structures had always been an issue related to slow response.
- Maintain fire lanes. Monitor existing buildings to maintain compliance and require fire lanes during the plan review process. Consider including fire lane easements on the recorded development plat.
- Keep FDCs visible, unobstructed, and maintain proper signage. FDCs should be visible from the street or fire lane and should have a clear working space around them (typically 36 inches).
- Promote fire sprinklers in commercial and residential occupancies. While it may not impact response times directly, fire sprinklers protect property and do save lives, sometimes firefighters.
- Pass a local ordinance or amend the model fire code to require that all target structures have a key box in close proximity to the building to help fire fighters gain access and save valuable response time. Do the same for emergency elevator override devices and perimeter access gates.
- Apply for a fire prevention grant. The AFG program is proving to be a valuable tool. When used to support a local

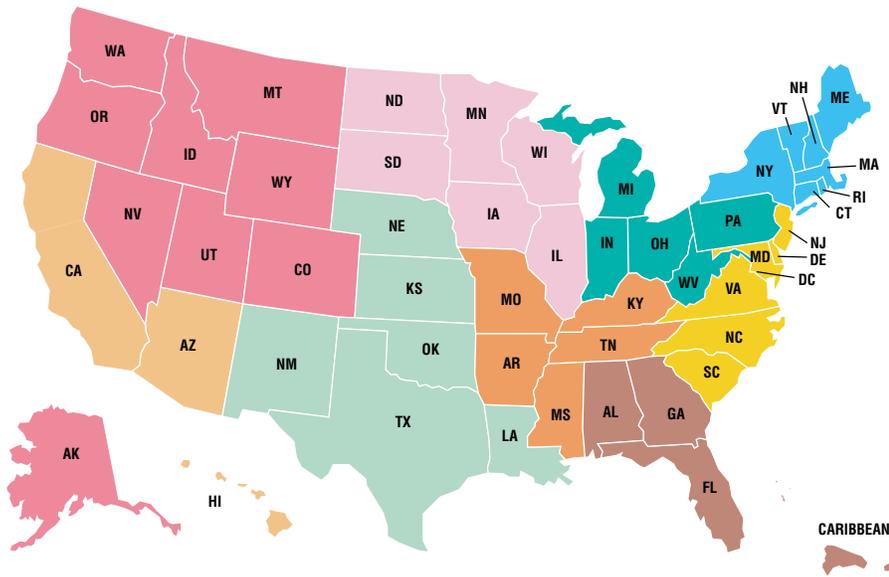
ordinance, these grants have been successful in funding significant retrofit projects. Some of these projects can help responders respond more efficiently and effectively.

- Install a secure cabinet to store critical incident information or tactical plans. These could include haz-mat facilities, designated staging areas adjacent to international airports, schools or any other occupancy that offer unique challenges for emergency responders.

So how important are response times? It appears that they can be critical. After all the research and independent study, it is obvious that it is not a simple issue with a single path to success. The issue of managing incident response times is one that will always be of concern to fire chiefs, city planners and emergency responders. With tightening city budgets, and fire station closures that are becoming commonplace, the situation will only become more critical. Response times are manageable. The conclusion of the 2006 USFA report was that in spite of the variables, seasonal and geographical differences have little impact on initial response times. Technological advancements in fire detection, notification and dispatching, coupled with strategic positioning of equipment and personnel are positively impacting how quickly and efficiently emergency crews can respond. The ability of communities and individual emergency organizations to consistently predict response times is essential to effective incident management. 



# 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)**

MOUNT PROSPECT, IL FD

*Continued from page 3*

## A Knox® Condominium Program

been great in providing the stickers for each resident," Miller offered.



Mount Prospect Police and Fire Station 13

Mount Prospect began using the Knox System in 1978. Over the years, their program has grown from commercial boxes to include key switches that shut off electrical systems and for gates. Now, they have cabinets for a condo program. The department covers a 10 square mile area with 72 sworn firefighters working out of three stations. Additionally, they have 10 administrative support personnel. Mount Prospect is located in the Chicago suburbs and has a population of 57,000. 

## 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.

## Maintaining Independence

The Marion City Fire Department also uses the Knox System. Captain Squires was able to get Captain Hale an authorization order form for a residential box. Once the box arrived, they installed the box on her front door with a door hanger. Captain Squires placed Mrs. Hale's front door key in the box. Now, when responders arrive at her home, they do not have to call one of her sons to let them in. They just unlock the residential box, remove the key and unlock her front door.

Today, Mrs. Hale continues to live in her own home. She has a medical alert system and a residential Knox-Box on her front door. She has the independence to live alone with some safety nets in place to ensure if she needs help; it is only a call away. 



### KeySecure® 3 Software Updates

Keeping your KeySecure® 3 system updated will help to maintain worry free operation. The Knox Company recommends you check the Knox website for updates quarterly. If you have not updated the KeySecure Software or Firmware in the past 3 months, Knox strongly encourages you to update your programs at this time. As a reminder, please conduct an audit trail collection prior to updating your programs. If you have any questions regarding this process, please call 1-866-566-9269 for technical assistance.

# KNOX NEWS

## 2007 Tradeshow Schedule

Fire Rescue International	Atlanta, GA	August 24-26
MT Fire Chiefs	Great Falls, MT	September 20-22
CITA - Kirkwood	Cedar Rapids, IA	September 22-23
CA Fire Chiefs	Riverside, CA	September 24-26
AK Fire Chiefs	Valdez, AK	September 25-28
AFSA	Phoenix, AZ	September 26-30,
EMS Expo	Orlando, FL	October 11-13
WA Fire Marshals	Ocean Shores, WA	October 16-19
Hotzone	Houston, TX	October 18-21
MN Fire Chiefs	Rochester, MN	October 19-21
NY State EMS	Syracuse, NY	October 19-21
Illinois Fire Chiefs	Peoria, IL	October 21-24
Association of Fire Districts NY	Ellenville, NY	November 1-4
Campus Fire Forum	Austin, TX	November 4-5
FL Fire Prevention Conference	Cocoa Beach, FL	November 5-8
Fire Rescue	Las Vegas	November 6-10
Illinois Fire Inspectors	Addison, IL	November 16-18
Hawaii Fire Chiefs	Oahu, HI	November 15-17
Colorado Fire Chiefs	Breckenridge, CO	Nov 28-Dec 1

## 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

# StorzLok™ Now Available

StorzLok™, a water-tight locking storz cap, is now available. The new Knox StorzLok protects storz connections on fire hydrants and water based fire protection systems such as sprinkler intakes. The easy-on, easy-off locking cap provides protection against connection lug damage, and prevents trash and debris from being stuffed into uncovered connections. Additionally, it protects against water theft – a growing concern for many communities. The new cap works on rubber gasket and non-gasket metal faced connections.

The Knox StorzLok is available in a 4" and 5" configuration. This new StorzLok replaces our current Knox Storz Cap. The same Knox® Keywrench used to lock the Knox FDC plug and SecureCap™ also operates the new StorzLok. The Knox Keywrench is controlled by the fire department.

The StorzLok joins the Knox FDC locking plug and SecureCap to provide both the intake and discharge sides of water based fire protection systems with the protection to prevent debris and vandalism that could compromise the system.

**To learn more about StorzLok, contact your account manager or visit [www.knoxbox.com](http://www.knoxbox.com).**



1601 W. Deer Valley Road  
Phoenix, AZ 85027

PRESORT  
STANDARD  
U.S. POSTAGE  
**PAID**  
PHOENIX, AZ  
PERMIT NO. 1662



© Copyright The Knox Company 2007.