



RAPID ACCESS

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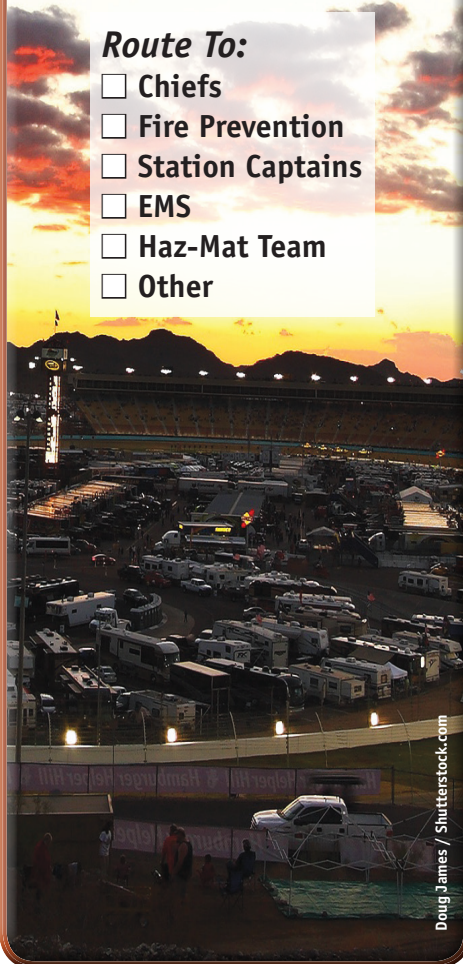
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Avondale Fire Department also protects a "temporary city" twice per year when Phoenix International Raceway hosts NASCAR® and over 75,000 race fans. The upcoming November race will be on a newly paved track.

Route To:

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



Doug James / Shutterstock.com



AVONDALE, AZ

Community Education is Key

Avondale Fire Department in Avondale, Arizona has been using the Knox System for commercial buildings within their jurisdiction for more than twenty years. Recently they expanded their Knox Program to include the Residential Knox-Box. "We started to see a demand for the residential box," shared Fire Marshal Roger Parker. Awhile back, the city had to replace a resident's door after firefighters broke it down to provide aid to the resident. The department wanted to give residents an option to allow responders in without having to break down any doors.

When a resident is unable to let responders in, valuable minutes can be lost attempting to locate a soft entry point. A Knox Residential Box allows responders quick access into a home without damaging a door or window. Responders are also able to re-secure the residence in the event they have to transport the resident.

When starting any new program, education is the key to getting the program off the ground. The department began by educating their firefighters on the benefits of the Residential Program. "We showed firefighters the residential box that they can offer as an option to those residents who have medical issues or who live alone," explained

Parker. If a responding crew comes across a resident that they feel would benefit from a box, they can suggest the resident get one.

The next step was to educate their community on the benefits of the residential program. They included the residential program in their community events and open houses as well as distributed residential literature. "We do a lot of one-on-one education," Parker said. While many residents have decided to purchase a box, one problem



Engineer Brian Lenke shows the demonstration board he created to help residents choose the best Knox-Box for their home.

the department repeatedly heard was that some residents had difficulty determining which box to purchase. With only a brochure to look at, they had difficulty knowing which one would work best in their situation. These residents needed to see and touch an actual box. One of Avondale's firefighters came up with a solution to this dilemma.

"One of our firefighters built a residential box demo board to display the three types of

Continued on page 7

EDITORIAL

As the economy continues to struggle, departments are looking for ways to continue providing the same quality service to their customers with fewer funds and personnel. We hope that by sharing what other departments are doing you'll find some ideas that may work with your department.

If you haven't checked out what is new at Knox, I'd suggest you stop by our booth at an upcoming tradeshow in your area. We have several exciting new products on the horizon. Since many of you may not be able to travel to the national shows due to the economic downturn, we have made a company decision to continue to exhibit at many of the state and regional shows. So even if you can't travel to one of the national shows, you should still be able to see Knox at a local show. On page 6, you will find a short listing of some of the upcoming shows where we will be exhibiting.

At Knox, we are very proud to say our products are made in the USA. As many companies move part or all of their operations overseas, Knox is committed to producing its products in the USA.

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



Cynthia Jones



Publisher
Knox Company

Editor Cynthia Jones **Art Director** Cynthia Weiss

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Upgrading an Access System



Within the last eighteen months a new City Administration building and high school were being built in Polk County Fire District No. 1's response area, which is located in Independence, Oregon. Both of these construction projects had specified a more secure key box system than the District was using at that time (Polk County was using another manufacturer's key box). The other key box manufacturer was not able to meet the specifications of the key boxes that were needed for

Marshal Jeff Donahue.

After starting the Knox Program, the District implemented a residential key box program. "We have several large elderly communities in our District and as a result the majority of our calls for service are EMS related. We looked at several ways we could increase our customer service levels to those residents who had multiple EMS calls," Fire Chief Jason Cane explained.

The District had some funds available in their fire prevention budget and used a portion of it to purchase several Knox Residential 1650 boxes. "Luckily, the District had funds available so we could immediately start the (residential) program with a loaner key box program," stated Donahue.

To qualify for a loaner box, a District resident must meet several criteria. First, they must have had multiple EMS calls or a recent hospital stay. Additionally they must live alone. There is also a time limit for how long they can keep the loaner box. If after 6 months they still need a box, they are encouraged to purchase their own box.

The District already had an existing loaner program for residents to sign out certain equipment (chairs, tables, chimney brushes, etc.). This program was modified to include the residential boxes. If a responding EMS crew identifies a resident in need of a box, they can complete the loaner program paperwork and install the box, or the resident can come to the main fire station and apply for a loaner box themselves.

Since starting the residential key box program, the District has been visiting the community's different service groups and giving presentations on the residential key box program and how it can be a benefit to them. They have also developed flyers



Firefighters Blocker and Emmons accessing the Knox-Vault at the new high school.

these two projects. The District explored several different options and decided to adopt a new key box for emergency access needs. They approved the Knox System since Knox offered a key box that met the specifications for these projects and also offered a full line of products that met many applications that the other manufacturer didn't address such as gate access and residential properties. "With Knox, there are so many options to meet both the property owners security needs and our access needs," explained Fire



Captain Barry Warden issuing a loaner Knox Residential Box to a citizen.

of the controlled drugs is automatically recorded by the MedVault by the PIN number used to access the vault itself.” While they still maintain a log book, they can now verify the information with the MedVault’s audit trail.

Polk County Fire District No. 1 is a special district that covers 180 square miles in southeast

and prominently displayed the program on the District’s website. As a result of these presentations, residents have been purchasing key boxes for themselves or family members. Several community groups such as Rotary and Lions Club are looking at providing boxes to citizens as well.

Whether the resident purchases a key box themselves or uses a loaner key box, the District will mount the box for the resident. This allows the District to know exactly where each key box is located and then have the location entered into their system so dispatch can highlight the location when the District is dispatched to a call. Regardless of who mounts the box, the District must come to lock the resident’s key inside.


The District recently expanded their Knox System to include the Knox MedVault Narcotics Drug Locker. The District was awarded a “special district safety grant” to purchase the MedVault lockers. “We wanted to improve the control of who accessed the narcotics we carry on our medic units,” explained Fire Chief Cane. “One feature we really liked was that we could assign a specific PIN number for each paramedic. With a large number of volunteer EMS personnel, this is very helpful. In the past, we had a specific access key installed in a manual lock box. Now, with the electronic keyless entry system, access that is made to any

Polk County and western Marion County, Oregon, including historic Western Oregon University. They serve a population of 25,500 and respond to 1,800 calls a year. Working out of four stations scattered throughout their district, they cover

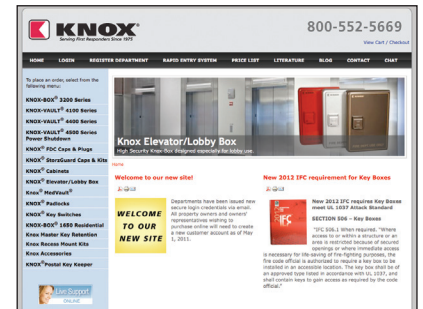


Paramedic Josh Darlymple entering his PIN into the MedVault Narcotics Drug Locker

both fire and EMS. They’re a combination district with 15 paid personnel and 70-80 volunteers.

They supplement their volunteer program with a student resident program. This program consists of students enrolled full time in an approved fire protection or EMS degree program. The students are provided a rent free dorm style room at a station, hands-on training, and tuition reimbursement among other things. Each student is also assigned to a specific shift. 

New and Improved Knoxbox.com



*Knox has a new, improved website. We’re still found at **knoxbox.com** but the site has been completely updated to be more user friendly.*

The Knox website provides a wide range of services for both property owners and fire departments. The general public can browse through our product line and download product literature and installation instructions.

Fire departments can register for the Knox Rapid Entry System or contact their sales representative directly from the website. The majority of the website’s features are reserved solely for Knox registered fire departments and requires the security of a username and password. A department’s Knox Coordinator can request a username and password by calling 866-566-9269.

*Special Feature for “No Signature Required” Departments
Property owners can conveniently purchase Knox products online without having to obtain an order form and authorized signature from the responsible fire department.*

All registered departments can also review and request customization of their online product offering to meet their jurisdiction’s requirements.

Is Security Important?



Security: The buzz word of the 21st Century.

Is your credit card secure? What about your credit score? Your home, your car, your financial future? Americans spend billions on security for their homes, cars, and personal finances. The Department of Homeland Security has a proposed budget of \$57 Billion for fiscal 2012 that supposedly will protect the aviation, transportation and cyber network of the country. We spend all of this money primarily for a level of peace of mind. How much is enough? How much is too much? Anyone who travels is inconvenienced by the heightened levels of security. Some of it is necessary. With the current threat matrix that we all face there is no higher value than those associated with system security and long-term sustainability.

System security and overall product reliability are the two most important goals of the Knox Company. It has been at the very heart of what we do for 36 years. With 12,000 public safety agencies using either Knox-Boxes, Knox-Vaults, Padlocks, Key Switches, and Locking FDC products, Knox has set the industry standard for reliability and commitment to excellence. The Knox® Rapid Entry System is the only complete high security system designed specifically for the fire service.

Certified Performance

Our Underwriters Laboratory (UL) listings substantiate the Knox commitment to security. To be listed by UL means that a product is constructed under the highest quality level and is certified to perform under the most stringent conditions. A UL listing can be the most important validation a product ever receives. UL is so vital that in the 2012 IFC Fire Code it is now a minimum requirement for all key boxes.

Knox-Box® & Knox-Vault® Product UL listings:

UL 437 Standard for Key Locks covers a generalized category of products. Included are door locks, cabinet locking cylinders, security container key locks, and two key locks.

UL 1037 Standard for Antitheft Alarms applies to the construction, performance, and operation of equipment intended to provide antitheft protection.

UL 1610 Standard for Central Station Alarms covers most devices used in monitoring and security in alarm systems. Any product that meets the requirements of UL 1610, complies with the stringent requirements of NFPA 70, the National Electrical Code.



2012 IFC Section 506 KEY BOXES

*"When access to or within a structure or an area is restricted because of secured openings or where immediate access is necessary for life-saving or fire-fighting purposes, the fire code official is authorized to require a key box to be installed in an approved location. The key box shall be of an approved type **listed in accordance with UL 1037** and shall contain keys to gain necessary access as required by the fire code official."*



Emerging Security Needs

Take a look at your community. Look for vulnerabilities and security risks. Use Knox products to help address these emerging needs. Examples might include:

- Examine the fire sprinkler connections in your community. Are FDC caps or the entire threaded swivel missing? The Knox FDC Program is an inexpensive and effective way to protect automatic sprinkler and standpipe systems in your community.



- Do you have high-rise buildings with passenger car elevators? A new Knox 1400 Elevator Box that houses the emergency override key can be an effective, secure way to get emergency crews to the fire floor and evacuate the occupants.



- How do you control the need for emergency power disconnect? The new Knox 4500 Remote Electrical Power Shutdown Station could be the answer. Using a standard UL listed Allen-Bradley switch, housed in a listed NEMA container, the 4500 is exactly what is needed to offer security and reliable emergency power shut down to generators, industrial machines, and even wind and photovoltaic installations.



Monitoring System Security


While the Knox Company stresses system security in every aspect of our production, it takes an effort on your part to make it work. Fire departments must safeguard the Knox Master Key. Its location should be known at all times. Never loan or send the Knox Master Key to anyone outside your chain of command. In most cases, the use of KeySecure® or SentraLok® Key Retention Systems provides the highest level of Knox Master Key security.

Helpful tips

Here are some helpful tips to keep your Knox System working at its best:

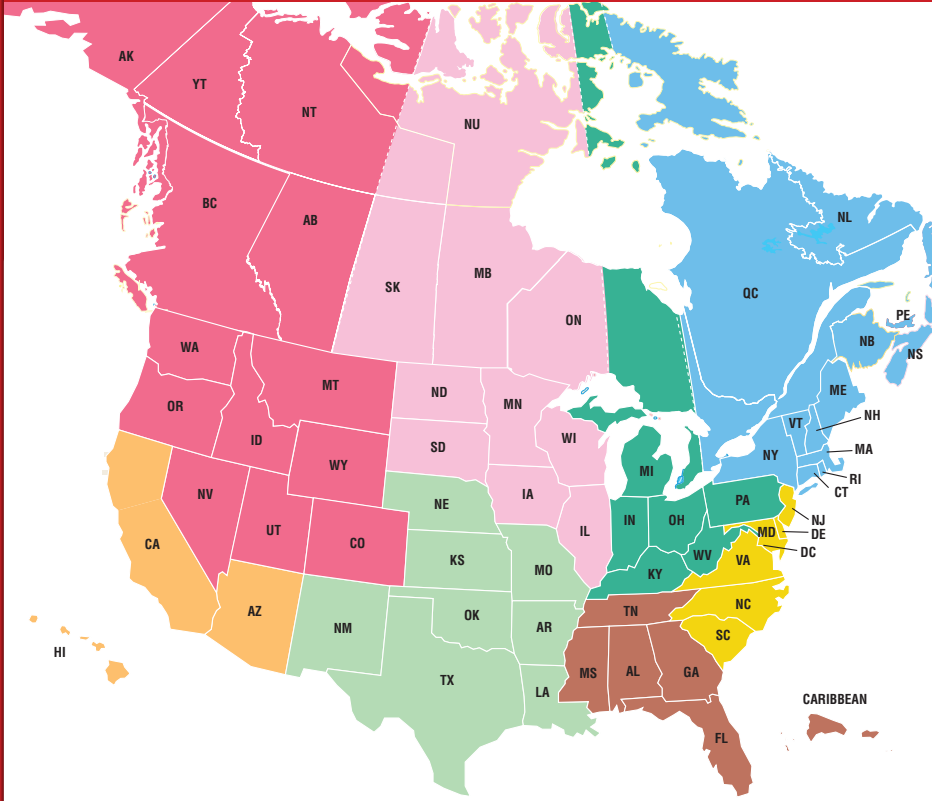
- Periodically check your Authorized Signature list with Knox. Some individuals may no longer be part of your organization or have moved to another division.
- Develop mounting standards for all Knox products. This includes requiring a monitored tamper switch that is tied into the building's burglar alarm, if possible. Make sure that every Knox product is mounted to factory recommendations. With the safeguards we put in during the manufacturing process, a properly mounted Knox-Box® is virtually impenetrable.
- Create a system Master Key Inventory. Does your inventory of master keys match our records? If not, adjustments are in order.
- Maintain an accurate installation report of where your Knox products are located. While we maintain a detailed installation address record, the integrity of our information depends on the accuracy of the installation address on the initial order form.
- Check Knox products in the field. Make sure that the building key that is in the Knox-Box provides access to the building. Ensure that the Knox metal decal with the serial number of that particular box is attached and has not been removed. That serial number will be the only way we can help you locate a Knox-Box if it is moved from its original location.
- Consider utilizing our No Signature Required Internet option. This high level, secure system can make purchases faster and easier for your customers while giving you accurate real-time order and shipping information.

Knox Commitment

With emerging security concerns it is vital that fire and emergency officials have confidence in the performance of products they rely on for their emergency response. Security is not cheap. It is not always convenient. It is at the core of what we at Knox strive to accomplish. Thank you for your continued confidence in the Knox System. We look forward to working with you to maintain a secure, reliable program. 



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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
NJ Fire Expo Wildwood, NJ	September 16-17
NAEFO Las Vegas, NV	September 19-20
Alaska Fire Chiefs Fairbanks, AK	September 21-24
California Fire Chiefs Riverside, CA	September 26
Canadian Fire Chiefs Calgary, AB	Sept 25-28
Southwest Division IAFC Norman, OK	October 9-10
Illinois Fire Chiefs Peoria, IL	October 9-12
Vital Signs Syracuse, NY	October 13-16
SW Police & Fire Expo Phoenix AZ	Oct 14-15
Iowa Hawkeye Inspectors Ankeny, IA	October 20-21
FireShowReno Reno, NV	October 24-26
TFSIA Conference Murfreesboro, TN	November 1-4
Colorado EMS Keystone, CO	November 3-5
NJ EMS Atlantic City, NJ	November 3-5
Virginia EMS Norfolk, VA	November 10-12
Colorado Fire Chiefs Keystone, CO	December 1-3
Hawaii Fire Chiefs Ko Olina, HI	December 8-10

Community Education is Key

Continued from Front Page

residential installations. (Surface, recessed and door hanger models),” Parker shared. This board was designed and constructed to be easily transported to the different community events and open houses. A key is attached with a chain next to each box on the board. This allows the residents to open and close the boxes. (The boxes on the demo board are keyed to the Knox Sample key and not the department’s master key, so there’s no threat of compromising their master key.) This board has helped residents determine which model would work best on their residence.

When a property owner or resident decides to purchase a box, they can order the box on-line. Several years back the department began allowing on-line purchases to make it easier for businesses and residents to purchase boxes. They found it saves people from having to drive to the fire office and locate an authorized signer who may or may not be in the office that day. “We wanted to make it as easy a possible for them,” explained Parker. The department is able to view the order history of their jurisdiction on-line or to receive shipping confirmations via email.

Once the box arrives, residents can call the department to mount the box. The department will help the resident select the best location to mount the box as well as actually mount the box. Or the resident can choose to mount the box themselves. Regardless of who mounts the box, the fire department does have to come out to lock the resident’s key inside. When the box is locked, the department records the address and the Knox-Box’s actual location in their computer system. Then when responders are dispatched to the address, the information on the box pops up on their program.

One unique feature to Avondale’s Knox Program is that the department only allows

hinged door product in their jurisdiction. Before switching to only hinged, “The (lift-off) door would get lost if not chained properly. It just became too big of a hassle.” So now Avondale only allows hinged door product. With a hinged product the door is always attached to the box and is never dropped or placed in a pocket. It’s one

less thing to worry about during a response. Avondale Fire Department is a full career department in the western suburbs of Phoenix, Arizona. It has approximately 75

members who serve a community of 80,000 out of 3 fire stations. Avondale is the home to the Phoenix International Raceway which hosts two NASCAR races annually. ◀



Avondale, AZ Fire Dept, shown from Left: Fire Marshal Roger Parker, FF Dave Bates, FF Ryan Tussing, Captain Justin Ernst, Engineer Brian Lenke



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.**



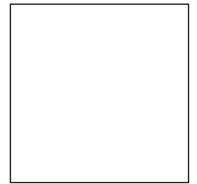
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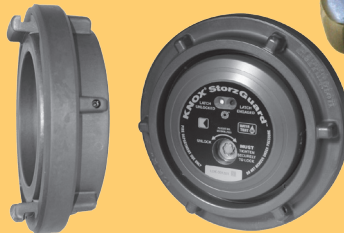


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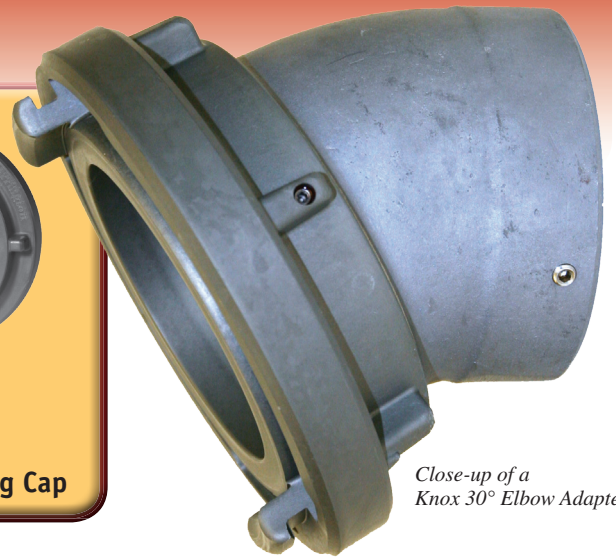
Knox® StorzGuard® Kits



**Knox StorzGuard Kit
with 30° Elbow Adapter
and 4" StorzGuard Locking Cap**




**Knox StorzGuard Kit
with Straight Adapter
and 5" StorzGuard Locking Cap**



*Close-up of a
Knox 30° Elbow Adapter*

The Knox Company now offers StorzGuard® kits comprised of a Storz mounting adapter to fit the building pipe and a locking Knox StorzGuard cap. The forged adapters have a hard anodized aluminum metal face and are available in both 4" and 5" configurations. The adapters are available in straight or 30 degree elbow configurations that connect to 4" and 6" National Pipe Thread (NPT). Each adapter includes 3 heavy duty stainless steel set screws. The adapters are compliant with the DIN Standard and NFPA 1963 Standard for Fire Hose Connections. Forged aluminum connections provide for

greater firefighter safety.

The water-tight locking StorzGuard prevents trash and debris from being stuffed into uncovered connections. The Knox StorzGuard protects Storz connections on fire hydrants and water-based fire protection systems such as sprinkler intakes. The easy-on, easy-off locking cap also provides protection against connection lug damage. Additionally, it protects against water theft – a growing concern for many communities. The new cap works on all gasket types and metal-faced finishes. The Knox StorzGuard is available in both 4" and 5" configuration. 

Storz Adapters and StorzGuard caps are available in turn key kits or individually.



Knox Straight Adapter