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RAPID ACCESS



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WYLIE, TX



In the past year Wylie Fire Department started requiring businesses to install the Knox® 4500 Remote Shunt Trip Control Station in a building’s riser room for those buildings with a wet fire suppression system. Those buildings with wet systems generally have multiple hazards that could pose a problem during an emergency. Prior to requiring the Knox 4500, Wylie required a stop push-button disconnect switch to allow the department to shut-down power to the building during an emergency. Once Knox introduced the 4500 Control Station, they switched from the top push-button to the 4500. “We liked the security aspect of the box. We didn’t want just anyone coming into the building to have the ability to shut-down the power. We wanted to make sure it was only used by a firefighter in an emergency situation,” explained Fire Marshal Steve Seddig. The Remote Shunt Trip Control Station houses an electrical service disconnect switch that remotely operates a building’s shunt trip switch to disconnect all electrical power



Wylie firefighters at the mosaic dedication ceremony outside Wylie Fire Station 3, 7.19.2010

used with permission

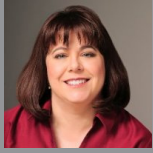
to the building. It can also be used to disconnect power to HVAC controls, industrial equipment or photovoltaic/solar powered systems. The Shunt Trip Control Station is keyed to Wylie’s current Knox System.

Wylie Texas Fire Department first began using the Knox System in 1996. They currently require a KNOX-BOX® on buildings that have fire alarms or fire sprinklers. These boxes are required on all new construction or those buildings going through a major renovation. Property owners are informed of the requirements during the plan review process.

Wylie Fire Department requires all KNOX-BOX key boxes to be mounted six feet above the ground on the same wall as the front door. The property owner decides which side of the door the box is to be placed. Basic mounting guidelines can be found on Wylie’s website.

continued on next page

EDITORIAL



At Knox we have many changes taking place in 2014. First we've spent a lot of time updating and expanding our website. We have found that more and more departments want the ability to perform many functions regarding their program on-line. We hope you'll check out our website to learn more about these features. The majority of the new features are only available to those departments that have authorized on-line ordering.

The next big change is our revamping our trade show schedule for 2014. While we will participate in fewer shows, our account managers are only a call away. If you have any questions or would like them to come present on how the Knox Products can help your department, please give them a call.

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

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



Cynthia Jones



RAPIDACCESS

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WYLIE, TX *continued*

To help maintain the integrity of their system, Wylie stores first line fire apparatus master keys in KeySecure® units. The KeySecure Master Key Retention units allow every authorized member of the department access to the master key with their own unique PIN code and provides an audit trail showing who gained access to the key and when.



KeySecure® Key Retention

Property owners are given two options for purchasing a box. The first option is for property owners to place their order via the internet on knoxbox.com. The department likes the convenience of having business owners and residents purchase products online. (For online orders, the department's Knox Coordinator receives an email for each order placed within their jurisdiction with the order details – who and what was purchased. If your department is interested in adopting online ordering for property owners in your jurisdiction, please contact your regional account manager or simply email us at support@knoxbox.com and request an "Order Options Packet".) The second option is to place an order using a signed Authorization Order Form that is available from the Fire Administration office.

Wylie Texas is located in northeast Dallas and has 47 employees (firefighters and support staff) that serve a sixty square mile area. They work out of three fire stations with four-person "quint" fire companies. 

LOCK IT UP!

On a cold night your crew responds to an alarm and finds a KNOX-BOX but the box's door is wide open. The box has never been locked so there is no key for the crew to access the building. What does the crew do? Do they break a window or door to gain access? Or, do they attempt to locate a key holder and wait for them to arrive hoping it's a false alarm. It's a tough call, but one more departments are starting to encounter.

Over the past few years departments have struggled with budget cuts. One of the first areas that seem to have been cut was having personnel dedicated to a department's Knox Program. While this may have saved some money, there are many unintended consequences of leaving a box unlocked. This seemingly




innocent step can cause serious negative ramifications if not completed in a timely manner.

Knox occasionally receives complaints from property owners regarding their KNOX-BOX not being locked. We direct them back to the department since we will not provide them a key to lock up the box. Many of these callers question why they had to purchase the box in the first place.

Leaving the box unlocked for an extended period of time is a public relations issue for departments. Property owners can't understand why the box was required but isn't being used. Additionally, it poses a security risk to your entire Knox System. While Knox takes pride in manufacturing vandal resistant products and has engineered the majority of security

components into the product's design, installation is not the last step. The final component to a proper installation is to lock the box. We strongly encourage all departments to have a procedure in place where the door is locked within a short period of time following the installation of the box.

Many departments have programs in place to make sure a box is locked in a timely manner. If your department doesn't, Knox would like to encourage you to develop a standard operating procedure that addresses this issue. If you have a unique **"lock it up"** program that you'd be willing to share with other departments, please contact us. We'd love to help you share it with other departments in a future Rapid Access. 

2014 PRODUCT ANNOUNCEMENT

Knox is taking its commitment to security to the next level. Beginning January 1, 2014, tamper switches have become standard on all commercial KNOX-BOX® and KNOX-VAULT® key boxes. This includes the 3200, 4100 and 4400 Series product lines.



We have always taken pride in manufacturing vandal resistant products. While the majority of the security components are engineered into the product design, the guarding of the box is contingent upon the correct installation of the product. Knox has always recommended that each box be installed with a tamper switch connected to the buildings burglar alarm system. Now we are going one step further by making the tamper switch a standard component.

The tamper switch will remain optional on all elevator key boxes and 1300 Series Cabinets since these were designed for interior application and not for exterior building key storage.

If you have any questions regarding this product change, please contact customer service or your local Knox account manager.



KNOX®





WHY WAIT TO RETROFIT?

Larry Pigg

It was a beautiful day in New York. Lower Manhattan was bustling. The fire department had the most modern equipment and well trained firefighters available. They had a quick response, with the first arriving engines getting on scene just minutes after the alarm. When they arrived it was already too late. They looked up at the top of the high rise building and could immediately see the enormity and hopelessness of the

devastated the city, rocked the nation, and changed our society. Does that description sound familiar? We have all read similar accounts of the horror of the attacks on the World Trade Center, but this is not September, 2001. This is not a description of those terrorist attacks. Though eerily similar, this incident happened nearly 100 years earlier and stood until September 11th 2001 as the most deadly workplace incident in American history. The fire that triggered the modern safety movement: **The Triangle Shirtwaist Factory Fire of 1911.** The fire caused the deaths of 146 workers. Most of the victims were recent immigrants in their teens, the youngest being just 14. The impact of the fire was heightened by the thousands of New Yorkers who witnessed the horror as it unfolded, one of them being Frances Perkins, the first woman cabinet member who served as Secretary of Labor in the FDR administration, who later said, “They couldn’t hold on any longer. There was no place to go. The fire was between them and any means of exit. It’s that awful choice people talk of — what kind of choice to make?” She went on to say: “I shall never forget the frozen horror that came across as we stood with our hands on our throats watching that horrible sight, knowing that there was no help.” After the fire, there was an outcry from the survivors and their families for working condition reform. Over 80,000 people marched on city hall. As a result of the fire, the investigation, and several hundred lawsuits, fire officials in New York passed sweeping building upgrades that required buildings be retrofitted with a new life saving device; **The Fire Escape.**

History is full of examples where fire and public officials have taken major steps to enhance the level of survivability of occupants in a fire scenario by requiring substantial changes to existing structures and occupancies. Unfortunately, most of these changes have come as a result of catastrophic high-fatality fires that prompted a public outcry. Some fire officials will say that they do not have the authority to require these changes to older, existing structures that

“I shall never forget the frozen horror that came across as we stood with our hands on our throats watching that horrible sight, knowing that there was no help.”

—Frances Perkins



1911 Triangle Factory Fire; Source: irl.cornell.edu situation. It was over a short time later. The tallest ladders in existence could only reach part way up the building, floors below the fire. The stairwells were full of panicked victims and the elevators had buckled and were stuck because of the extreme temperatures. The firefighters and terrified onlookers watched helplessly for 17 minutes as 58 people jumped from the top floors to their certain deaths to escape the impinging smoke, heat and flames. The bodies were piled on the fire hose to the point the crews could not move and advance attack lines. The carnage was beyond description. The incident



Triangle Shirtwaist Factory Fire; Source: jvoices.com



somehow they are grandfathered in, and known hazards go unchecked. History does not support this position. In many cases these officials are just one major incident away from being placed under intense scrutiny and forced to make major changes. There are countless examples of fire officials that have to answer questions as to why they failed to act to mitigate potential dangerous situations.

As communities change so do the requirements placed on emergency responders. The high costs of new construction coupled with governmental incentives to revitalize the community have made remodeling and retrofitting an attractive option. Buildings that have been vacant for years are now being remodeled and retrofit for use as residences and various other occupancies. A retrofit program is important because it gives building and fire officials, through the power of the codes, the ability to require that these remodel projects meet the same level of protection and safety as one that was built as a new construction project.

A proactive retrofit program can also be a valuable tool for implementing new technologies into existing systems already in use. The Knox FDC Program is a prime example. This product

“A retrofit program that requires that all sprinkler and standpipe connections retroactively install the Knox protective plugs will benefit the community far into the future.”

represents a technological advancement that was not available just a few years ago. A retrofit program that requires that all sprinkler and standpipe connections retroactively install the Knox protective plugs will benefit the community far into the future.


Are your engine and ladder companies actively involved in your Knox program? While most Knox programs are usually managed by prevention professionals, the reality is that virtually every aspect of Knox is geared towards the needs of emergency responders. If the system does not fully meet responder needs, make adjustments. Are engines rolling up on buildings where the FDC swivels are missing and their operational safety is at risk? These crews need to be part of both the program and the process. In almost every case, they are the ones that benefit the most from the Knox program and they are the only ones that

Benefits of a retrofit program

The benefits of a Knox retrofit program will be evident in several ways. Some are tactical for the responding crews and others will be realized in reduced operating costs to the public.

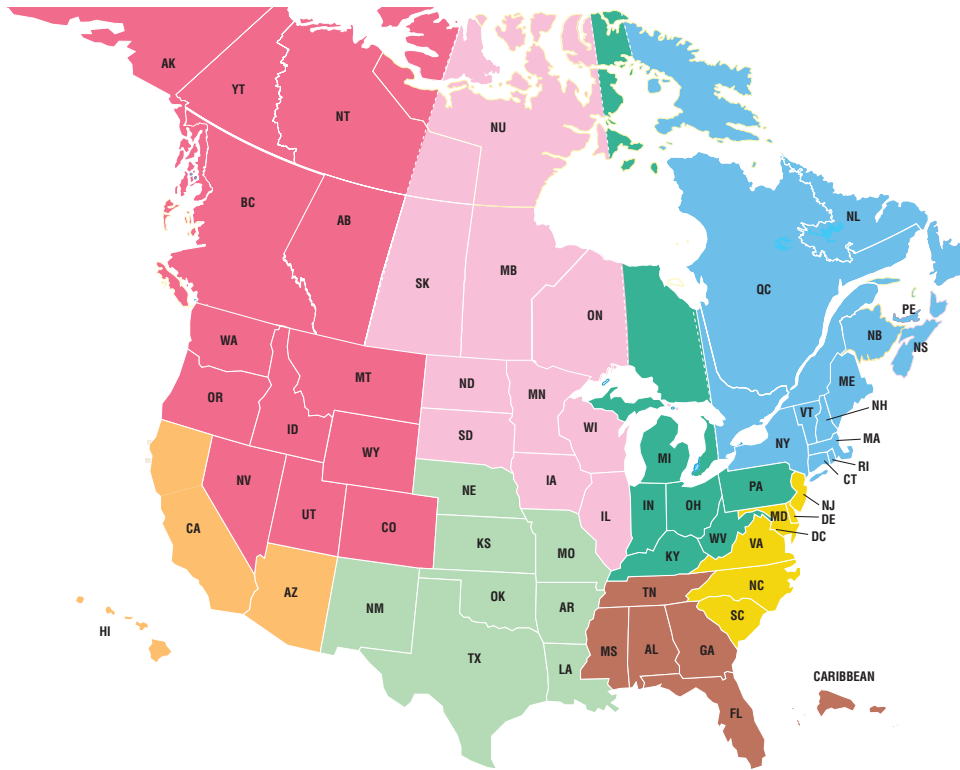
- All structures will be maintained at the same level of protection
- Older or abandoned buildings are readily accessible to emergency crews
- FDC retrofits protect the integrity of sprinkler and standpipe systems
- Retrofitting a rapid entry key switch into a gated apartment complex will lower response times.
- Retrofitting a Knox Elevator Box with an override key near passenger elevators will allow immediate control by firefighters and will comply with new fire code requirements.
- The addition of a KNOX-BOX can help lower injuries to firefighters by lessening the exposure to hazards during forcible entry operations. Research indicates a high number of firefighters injuries occur during forcible entry operations in non-fire incidents
- Minimize damage done to structure by firefighters during forcible entry
- Crews get back in service faster
- Lower insurance costs

really know the unique needs of their individual fire districts.

As your community changes, so will your Rapid Entry requirements. Take a look at your jurisdiction and evaluate current and potential needs. Contact your Knox representative to discuss solutions. The Knox Company is dedicated to assisting you and we are grateful for the confidence you have shown in us over the years. 



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Northeast

Jon Kemp



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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

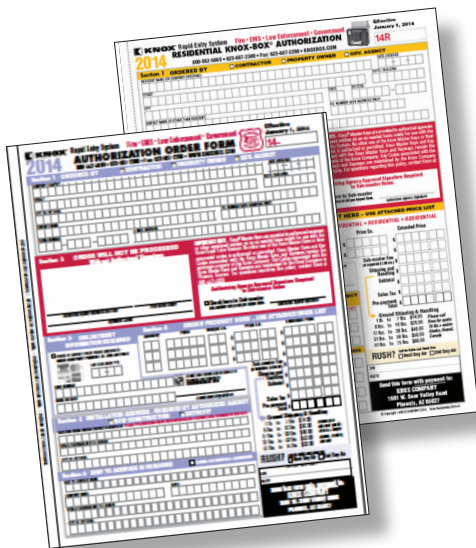
Trade Show Schedule

Show & Location	Dates
EMSToday Washington DC	February 6-8
Firehouse World San Diego	February 16-20
Mega Show Nassau, NY	February 22-23
Campus Fire Safety Columbus, OH	March 3-4
CFPI Buelton, CA	March 11
FDIC Indianapolis, IN	April 7-12
Ontario National Fire Toronto, ON	May 4-5
CFED Palm Springs, CA	May 19-22
Metro Chiefs Baltimore, MD	May 31- June 4
NFPA Las Vegas, NV	June 9-12
Firehouse Expo Baltimore, MD	July 15-19
Fire Rescue International Dallas, TX	August 12-16
Canadian Fire Chiefs Ottawa, ON	September 14-17
EMS World Nashville, TN	November 9-13

2014 AUTHORIZATION ORDER FORMS

A small supply of the 2014 Commercial Authorization Order Forms were sent to all registered departments the beginning of December 2013. We ask that all orders submitted to the Knox Company in 2014 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. The 2014 Residential Forms are now available. 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!

NEW AND “E-IMPROVED”

Go Paperless!



Knox has developed a NEW ordering option for departments called “eApproval.” This new eApproval method allows a property owner to place a “pre-authorization” request on our website, and Knox holds the request until approved by the authorizing department. Once approved, the purchaser receives a cart link via email and can then proceed with their department-authorized online order. Departments also have denial authority with the ability to send

further instructions or a message to the purchaser along with a denial. For those departments wanting to try a paperless approval method while still maintaining a per-order authorization process, eApproval may be for you. Special thanks to the three departments that beta-tested this new ordering method: Billings Fire Department, Montana; Fort Lauderdale Fire-Rescue, Florida and Cedar Park Fire Department, Texas.

We now have over 400 departments using this new ordering system!

To learn more, watch the YouTube Orientation video at:
<http://youtu.be/lu9IVIXomD4>



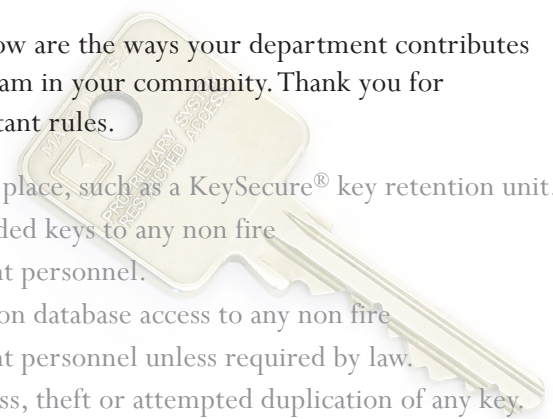
To change ordering options, download the form: knoxbox.com/options.htm
For questions or an orientation, please contact Cynthia Weiss cweiss@knoxbox.com

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, such as a KeySecure® key retention unit.
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.



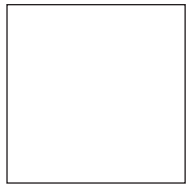
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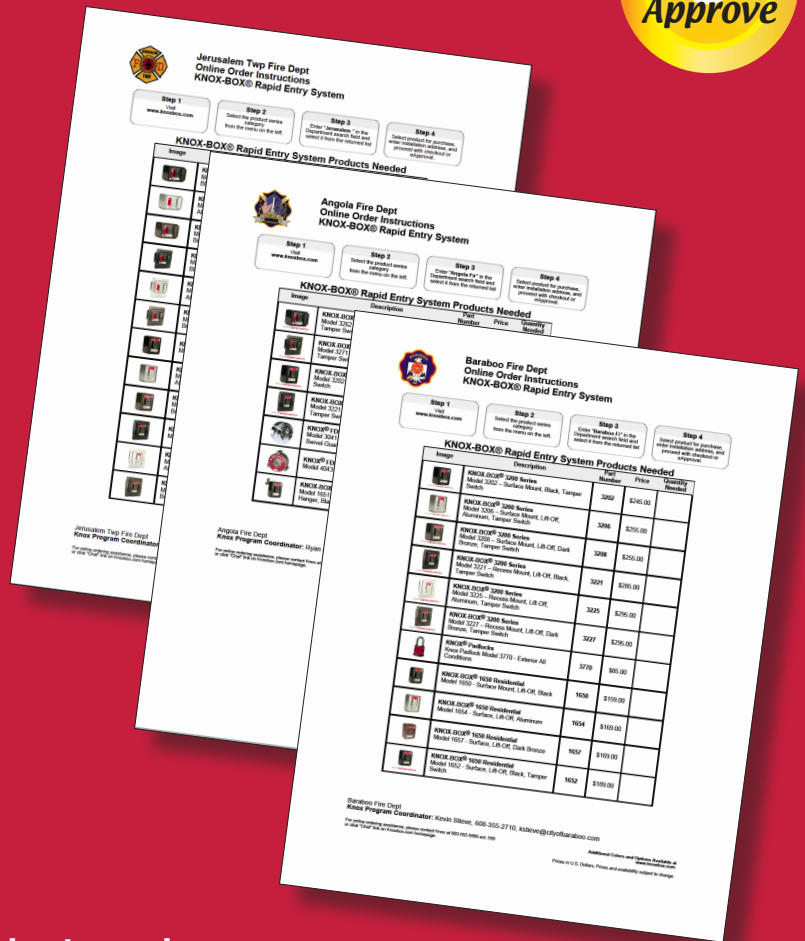


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NEW Knox "Click-n-Print" Order Guides



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



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

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

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