

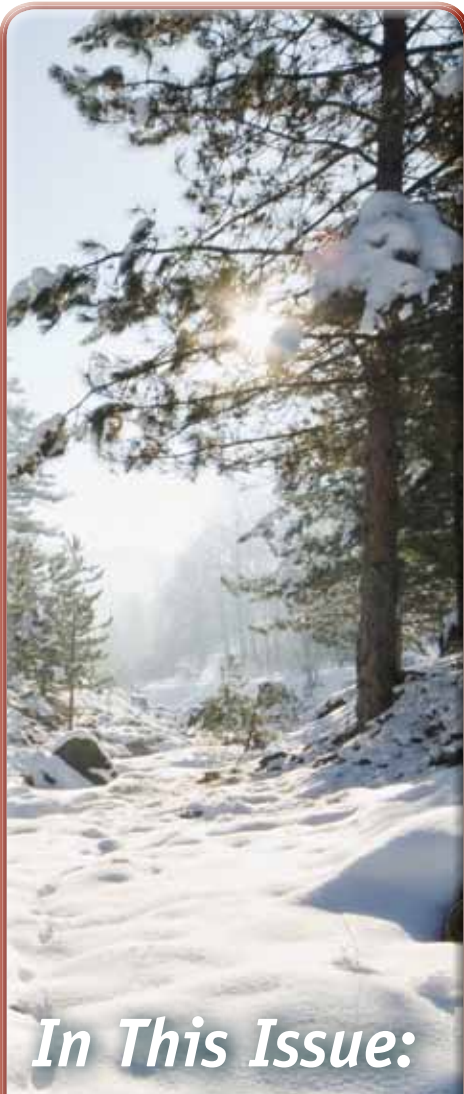


# RAPID ACCESS

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## Well-rounded Knox Program

GAINESVILLE, GA

Around 10 years ago, Gainesville, Georgia adopted the International Fire Code for their community. This code grants the department the authority to require businesses to have a key box for emergency access. After adopting the code, Gainesville decided to implement the key box provision in their jurisdiction. After exploring their different options, they settled on the Knox System as the key box for their community.

Once the code was adopted, Gainesville began implementing the requirement for a key box. They started by incorporating the requirement into their current procedures for both new construction and existing buildings.

When a building is being built or remodeled, the project must go through the plan review process. The requirement for a key box was added to the review process and is treated no differently than any other requirement. Existing buildings were brought up to code during their annual inspection. Businesses were made aware of the requirement and the time frame to bring their building up to code. The key box requirement is just one of many checklist items that are reviewed and/or inspected during the annual inspection.

All businesses with a fire alarm or sprinkler system located in Gainesville's jurisdiction are required to have a key box.

Smaller stores in strip malls are handled on a case by case basis and in many instances can share one box with the other businesses in the strip mall.

Gainesville has experienced many benefits from implementing the Knox System. They've been able to "eliminate waiting for a business owner" and been able to access minor problems much earlier. In the past, "if we couldn't see the smoke after doing the preliminary walk around,



*Knox® KeySecure® unit installed in apparatus*

we couldn't tell they had a problem," said Fire Marshal Jerome Yarbrough. Now with a Knox-Box they're able to gain access without having to wait and resolve these smaller incidents before they grow.

Having a Knox-Box also helps the business owner save money. "If we have to pop a door open, the building owner is responsible for fixing or replacing the door," shared Yarbrough.

When a business needs a Knox-Box,

*Continued on back cover*

# EDITORIAL

*Happy New Year! While the New Year brought signs that the economy is starting to rebound, most departments are still looking for ways to continue to provide quality service with reduced budgets. We hope that by hearing what other departments have done, you'll gather some new ideas for your jurisdiction.*

*On page 6, you will find a short listing of some of the upcoming shows where you can find Knox. We hope you can visit us at one of these upcoming shows so we can show you several new product innovations we have recently released.*

*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*



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# Knox Install Reports Now Online

Designated Knox Program Coordinators and their assigned subusers can now access installation reports online. This new system allows you to produce reports based on date range, serial number, part number and also has edit capabilities so you can ensure your installations in the field match our records. Login today and check it out! Here is the procedure for accessing your reports:

## 1. Login at www.knoxbox.com

In the "Manage Departments" area, click on the department name you would like to view. Many Knox Program Coordinators manage more than one department.

## 2. Select the third item: "Installation Report (Show)"

## 3. Enter Search Criteria - Default search is one year

**Search Installation Addresses**

INSTALLATION REPORT INSTRUCTIONS: This installation report creator has been provided for your convenience. Screen results are limited to 1,000 records, however, once you have performed your search, Excel and PDF export options will match your original search, even if results returned over 1,000 records. Results are deemed accurate but are not guaranteed.

Serial ID:

Start Date:

End Date:

Serial:

Part ID:

Business Name:

Street Number:

Pre Direction:

Street Name:

Post Direction:

Street Type:

State:

City:

Zip:

## 4. View Report and Export to Excel or PDF (Map It Feature Coming Soon)

10 rows found  
Displaying rows 1 through 10

Add an Installation

Date	Part Number	Serial Number	Business Name	Address	City	State	Zip	Edit / Delete
09/26/2011	3201	32-308246	Stonegate Apartments	2521 Wolford Street	MCKINNEY	TX	75071	Edit Delete
09/13/2011	3201	32-315305	Summit Fairways HOA	9001 Garden Grove	MCKINNEY	TX	75070	Edit Delete
08/25/2011	3201	32-316707	Community Options	1406 Summercrest Drive	MCKINNEY	TX	75069	Edit Delete
06/07/2011	3201	32-293933	residence	1801 Meadow Ranch Road	MCKINNEY	TX	75071	Edit Delete
04/29/2011	3201	32-291694	Tucker Hill Pool House	2100 STATE Boulevard	MCKINNEY	TX	75071	Edit Delete
04/22/2011	3201	32-259908	Collin Co Courthouse	2100 BLOOMDALE Road	MCKINNEY	TX	75071	Edit Delete
04/22/2011	3201	32-257771	Collin Co Courthouse	2100 BLOOMDALE Road	MCKINNEY	TX	75071	Edit Delete

# A Volunteer-Driven Knox Senior Program



A couple of years ago, a retired certified public accountant volunteering with the local Meals on Wheels program paid a visit to Owasso Fire Marshal Dan Salts office. The volunteer had just delivered a meal and was concerned about the recipient of the meal. While he was delivering her meal, she slipped and fell.

The volunteer was able to help her up but was concerned about what would have happened to her if he had not been there. "He wanted to know how the department would get inside to help her if she had fallen while home alone," Salts stated. As they were talking, Fire Marshal Salts said that he knew of a solution another department had implemented. "I had just finished reading an article regarding Twinsburg, Ohio's residential program in Knox's *Rapid Access Newsletter*," explained Salts.

Salts had found an advocate for a senior residential program in this one community volunteer. The two began to outline an Owasso Senior Citizen Knox-Box Program. Some of the details they addressed in their planning included who would purchase the boxes, how the program would be administered, how the boxes would be distributed and if the department purchased the boxes, where would the money come from? Once they had an outline of the program, they worked with Fire Chief Bradd Clark and other city leaders to formally establish a program.

The program that was eventually adopted by the Owasso Fire Department is very comprehensive. Its goal is to provide support to all qualifying residents at no cost to the resident.

## Features of Owasso's program include:



- Boxes are provided at no cost to qualifying residents
- Boxes are loaned to residents for both short and long term periods
- Boxes are installed by the department
- Boxes remain the property of the department & can't be relocated without department approval
- Boxes are only accessed in an emergency situation


The Senior Citizen Knox-Box Program is funded through the Owasso Fire Prevention Association (OFPA). This organization is a non-profit organization formed to raise money and solicit donations for fire prevention and fire prevention education needs for the City of Owasso. The Senior Citizen Knox-Box Program is just one program of the OFPA. Their primary focus includes programs geared towards local school children, but they also support programs that promote life safety education for all citizens.

If a resident would like a Residential Knox-Box, they contact the fire department and complete an application for the loaner box. Once the request is processed, the department works with the resident to set up a time to install the box which allows for rapid entry access in case of an emergency. The department installs all residential boxes. When the

department installs the box, they also place the red alert sticker on the resident's door. Finally they include a note on the department's GIS to show where the box is located. When dispatch receives a call, a note pops up alerting the responders that the residence has a box and its location. While the department does have a few door hanger models the majority of boxes are mounted to the house.

This one volunteer has taken a very active role in helping to generate funds for the Owasso Senior Program. In fact, he has helped to raise more than 95% of all funds used to purchase the boxes currently in the program. He personally approached several different community groups to solicit donations. While he has been very active in helping raise funds for the program, he has requested that he receives no public recognition for his efforts. His desire is to remain anonymous, and Fire Marshal Salts and those implementing the program have honored his request. So far the Owasso Fire Prevention Association has been able to purchase 100 boxes, and everyone who has applied for a box has received one.



Owasso, Oklahoma is located just north of Tulsa, Owasso serves a population of 29,000 inside the city limits and another 18,000 living outside city limits. The department covers 42 square miles for fire protection and 76 square miles for EMS. They have three stations with approximately 60 personnel. The Owasso community has used Knox products for more than 10 years. 

# Special Populations



The headlines are unbelievable, and the numbers, at times, are staggering. Each year, close to 4,000 Americans die and another 20,000 are injured in fires. In a 2011 report by the National Fire Protection Association, titled “Fire Loss in the United States During 2010”, author Michael J. Karter, Jr. puts these numbers into perspective; “U.S. fire departments responded to an estimated 1,331,500 fires. These fires resulted in 3,120 civilian fire fatalities, 17,720 civilian fire injuries and an estimated \$11,593,000,000 in direct property loss. There was a civilian fire death every 169 minutes and a civilian fire injury every 30 minutes in 2010.” These statistics are in spite of the concerted efforts of fire educators, prevention bureaus, NFPA, and strategic advocacy groups like Vision 20/20.

Are there particular groups of people that, because of physical limitation or age, are at greater risk, and can we do more to target prevention, technology and survivability programs to them? It seems that there are. The elderly, children, and people with particular physical limitations are at a significantly greater risk. These individuals are collectively called Special Population groups.



## What are Special Populations? Why Are They at Increased Risk?

The term Special Population can have a number of definitions depending on the social or technical context of the discussion. For this discussion we are talking about the 60 million Americans living with some level of physical or age related impairment that impede them in performing normal daily activities which could make survivability more difficult.

## Examples of Special Population groups in America are:

- School Age Children (72 Million)
- Senior Adults (40 Million)
- Hearing Impaired (10 Million)
- Visually Impaired (21 Million)
- Limited or No Mobility (31million, 7 Million permanently dependant on wheelchair and/or cane)
- Assisted Living/Institutionalized Individuals (Patients/Inmates/Staff)

Special populations are at risk for a number of reasons. The U.S. Fire Administration states that decreased mobility, health, sight, and hearing may limit a person’s ability to take the quick action necessary to escape during a fire emergency. Fires can escalate very rapidly. Victims may have as little as two minutes to evacuate. Depending on physical limitations, life-saving action will require help from a caretaker, neighbor, medical staff, detention officer or willing passerby.

## Managing the Risks

While personal responsibility is the key to individual fire safety, local public safety organizations must make every effort to minimize the risks and maximize survivability. What have you done to identify the potential risks? Some special population groups will not be those you normally associate with individuals with special needs like the blind or hearing impaired. Every community has people that are living in situations that might put them at additional risk. Are there warning systems for the rural population in your jurisdiction? Do you have a large number of people living in manufactured housing in the middle of tornado alley? It is interesting that many people would never think of living in a mobile home in a region prone to tornadoes, but because of school overcrowding, are perfectly willing to let their children spend each day attending class in an equally vulnerable “portable building” away from the main school building with no warning or communication link.

Regardless of any other ‘at risk’ groups that someone may be part of, one that eventually impacts most Americans is age. Statistics from the U.S. Census Bureau



*Every community has people that are living in situations that might put them at additional risk.*

*What can you do?*

suggests that America is getting older at a rapidly growing rate. 2010 census data indicate that there are over 40 million people in America over 65 years old. That represents 13% of the population. That statistic is expected to rise to over 20% in just a few decades. With decreased cognitive and reactive abilities, older Americans are at a greater risk of injury due to fire.

What can you do? It is a fact that fire sprinklers, smoke alarms and proactive public education have had an impact. This is evidenced by the statistics that show that while the US population is growing and cities are more densely populated, injury and fatality statistics are flat if not slightly lower.



• **Install and Maintain Smoke Alarms.** This includes Carbon Monoxide (CO) Detectors. Working smoke alarms installed on every level of a residence will dramatically increase a person’s chance of survival. People with physical limitations should be aware of special fire safety devices that are available, such as smoke alarms with a vibrating pad or flashing light for the deaf or hard of hearing. In addition, smoke alarms with a strobe light outside the house can catch the attention of neighbors or others who might pass by.

• **Promote Home Fire Safety.** As USFA public safety literature states: “It is vitally important to make and practice escape plans. In the event of a fire, remember, time is the biggest enemy and every second counts!” People with limited mobility should be encouraged to have their bedroom on the ground floor and as close as possible to an exit.



• **Install a Residential Key Box.** If a residential lock box would help emergency crews gain faster access, encourage individuals to purchase one.

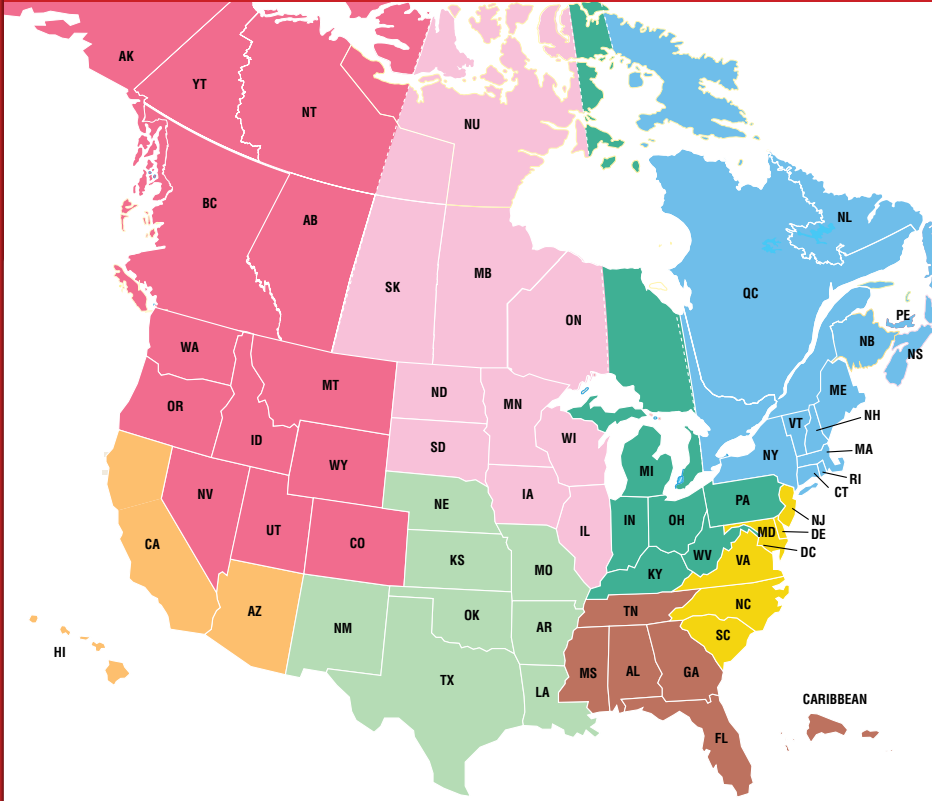
• **Implement New Code Changes.** The increased numbers of high-rise apartment/condo/office developments have made the utilization of emergency elevators for evacuation and tactical suppression evolutions by firefighters a necessity. Both the 2012 IFC and 2012 NFPA 1 have new provisions for the storage of high security, non-standardized emergency elevator keys in UL listed key boxes that are stored in close proximity to individual elevator banks/cars. The new Knox 1400 Series Elevator/ Lobby box was designed specifically for this new application.



In some respects, we are all members of some special group. Some of us are over fifty; others are veterans, retired firefighters, or a combination of all three. In the context of public safety and survivability, special populations are those people that may require additional consideration when planning for emergencies. It has been said that by the time you consider all of the different groups that may be considered vulnerable during an emergency; it becomes hard to find any individual that fits into none of the risk categories. Eventually all of us will fall into a category of individuals that will need some additional assistance. Seniors, people with disabilities, and young children: our legacy and our future. It is our responsibility to do everything possible to protect them from fire or any other catastrophic event. ❏



# 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)**

# KNOX NEWS

## Trade Show Schedule

Show & Location	Dates
EMS Today Baltimore, MD	March 1-3
CO ICC Denver, CO	March 5-7
Southwest Fire Rescue Frisco, TX	March 10-15
Cal Chiefs OPS Seaside, CA	March 11-14
FDIC Indianapolis, IN	April 18-21
Intl conference for Fire & Rescue Executives Vancouver, BC	April 29-May 1
Fire-Rescue Med, Las Vegas, NV	May 5-8
Ontario National Fire & Emergency Expo, Toronto, ON	May 5-9
Northwest Fire & Rescue Expo, Portland, OR	May 18-19
Fire Expo, Harrisburg, PA	May 18-20
CFED, Palm Springs, CA	May 21-24
SC Fire Rescue, Myrtle Beach, SC	June 6-9
NFPA, Las Vegas, NV	June 11-14
EMSCC, Vancouver, BC	June 13-15
NY Fire 2012, Verona, NY	June 14-16
Wisconsin Fire Chiefs, Wisconsin Dells, WI	June 21-24
New England Fire Rescue, Springfield, MA	June 22-24
Firehouse Expo, Baltimore, MD	July 19-21
Fire Rescue International, Denver, CO	July 31-August 4

Reminder:  
Check for  
Knox Software  
Updates  
Quarterly

## Knox Software and Firmware Updates

Software and firmware is constantly evolving with most of the changes rather minor. Knox encourages all Knox administrators to check for software and firmware updates on a quarterly basis and before adding any new units to your existing program. These updates are available at no charge.

To check for updates, please log on to the Knox Fire Department Login area at [www.knoxbox.com](http://www.knoxbox.com) and follow the installation instructions provided on the website.


Feel free to contact Knox electronic support if you have any questions, require technical assistance or need a login ID. 866-KNOX-BOX (866-566-9269)

**IMPORTANT:** Prior to performing ANY software or firmware updates, be sure to conduct an audit trail download from the unit, as audit trail records may be overwritten during the upgrade.



## Knox WiFi Now Available



A WiFi option is now available for both the MedVault 2 and KeySecure 4 units allowing departments to perform managerial functions from the convenience of their office. Utilizing the WiFi option, the Knox administrator can update firmware, download the audit trail or update PIN Codes without having to physically connect to each unit. To learn more about the new WiFi option, contact your local account manager. 



## 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 First Responders Since 1975

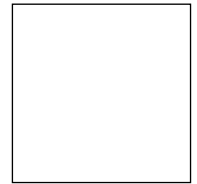
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## Well-rounded Knox Program

*Continued from front cover*

GAINESVILLE, GA

they go through the Gainesville Fire Prevention Office. “We require all Knox purchases to be reviewed and signed off by the prevention office so we can track the orders.” While the prevention office approves all orders, they do not have access to the actual boxes. “Only suppression can access the boxes,” Yarbrough explained.

When a property owner receives their box from Knox, they contact the fire station that would normally respond to their location and not the fire prevention office. The station helps them determine where to install the box. Once the box is installed, the property owner arranges a time for the local fire crew to come out and lock up the box. This allows those who would normally respond to a call at that location to see where the box is located, verify the keys work and add the box location to the building’s preplan. During a building’s annual inspection, the engine company checks the Knox-Box. (Knox recommends that all Knox-Box units be inspected annually so that grit and debris

can be prevented from making the box difficult to open.)

Gated communities have grown throughout the US in recent years, and Gainesville is no exception. While gates provide a sense of security by limiting access, during an emergency, responders need immediate access. Waiting for someone to open the gate wastes valuable time. While going through a locked gate results in property damage and can cause injury to responders. Most of the gates in Gainesville are equipped with a signal control activated device to access the gates, a Knox Key Switch is required as a manual backup in case the signal doesn’t work or power is out. “It helps with response times,” shared Yarbrough.

Gainesville recently took the step to install KeySecure units in all the apparatus to control their master key. These units collect an audit trail of when and who released the key, providing accountability for the master key. Additionally, they can tell if the key is missing just by looking at



*Deputy Chief Jerome Yarbrough and Fire Marshal Chad Payne*

the KeySecure unit. “We haven’t lost any keys. But to minimize the liability of a lost key, we decided to install KeySecure,” shared Yarbrough.

Located 55 miles NE of Atlanta, the Gainesville Fire Department was established in 1876. A paid department since the early 1900s, the department covers 30 square miles with 4 stations and a staff of 103. They serve a daytime population of more than 150,000 due to the large number of businesses within their community – approximately 2,200 businesses. The population drops to 36,000 during the evening. 