



RAPID ACCESS



RAPID ACCESS NEWSLETTER

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Blackhawk Springs Forest Preserve, Illinois



ROCKFORD, IL

Rockford's Knox Display

Since beginning their Knox Program in 1988, the Rockford Illinois Fire Department has been attempting to help building owners select the correct box for their particular building. For many years, they would hand the property owner a brochure highlighting the different boxes. Many building owners had difficulty selecting the most appropriate box for their specific application by just looking at the brochure.

"We have a lot of people who come by and it's tough to just show them a brochure and have them make a decision on it," explained Division Chief Matt Knott. To help property owners select the best box for their building, the department decided to build a display showing the different

boxes as well as the FDC products available to property owners. "Most of our boxes are standard boxes and this shows the property owner the different boxes available and what each one does. It makes a world of difference when they can see the box", Knott said.

Rockford's display was built by one of the department's firefighters who is also a mechanic in his spare time. "The display helps show the security of the box." Since most individuals come to the department's

office before purchasing their box, the display is located in the department's office. The display was designed with wheels so that it could be transported to different public education and community events within the Rockford community.

Rockford, like many other jurisdictions, has experienced the theft of copper in their community. So they have devoted the bottom portion of the display for FDC and



From left to right Inspector Michael Schnaper, Division Chief Matthew Knott, Inspector Chad Moe and Chief Derek Bergsten.

hydrant items. This allows them to show businesses how they can help to protect their standpipe systems. Rockford also has experienced a lot of breakage of the plastic caps on the FDCs located in their jurisdiction due to weather conditions.

When Rockford first adopted the FDC's into their Knox Program, they incorporated some hands-on training on the usage of the FDCs into their normal training routine. After watching the video on the product (Knox offers this video at no charge to

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 7, 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



Publisher
Knox Company

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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)"

Manage McKinney Fire Dept

McKinney Fire Dept
2200 Taylor Burk Dr
McKinney, TX 75071

Choose Another Department
Back to My Account

Knox Program Coordinator
Fire Marshal

Sub-Users Account Summary/Set-Up (Show)
Department Order History (Show)
Installation Report (Show)
Software Download (Show)
Training Videos and Ordinance Support (Show)
Account Rules Summary - KNOX-BOX Catalog (Show)

Click Here

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: 11/16/2010

End Date: 11/16/2011

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

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 Post 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

Expanding a Knox Program with a Grant



Siloam Springs, Arkansas Fire Department recently was awarded an AFG grant for four 1300 Series Cabinets. These cabinets were installed on HUD housing complexes within their jurisdiction. "We wrote a grant so we could better serve these properties. We focused our grant on low income government housing properties whose residents are some of our more vulnerable citizens. The goal was to improve safety, reduce hazards and reduce possible building damage," shared Fire Marshal Todd Colvin.

Siloam Springs choose the dual lock version of the 1300 Series Cabinet with the top keyed to the fire department and the bottom keyed to HUD. Working with HUD, they determined what went inside the cabinets. By utilizing the dual lock cabinets, keeping the cabinets updated is a shared responsibility with the local HUD authority. HUD has the ability to access and update the contents which helps the fire department. There is ongoing communication between the fire department and local HUD officials to ensure the cabinets' contents are kept up to date. The department even occasionally spot checks the cabinets to make certain everything needed is inside.

Siloam Springs began their Knox Program back in 1987, but their program didn't take off until 2003 when they hired a full time fire marshal. In the beginning, they focused their program on populations with special needs, but as the program grew, they started including all sprinklered and alarmed buildings.

The department has spent time working with local businesses and the building community to get buy in to their Knox Program by focusing on the benefits to the property owner. "The key to having a successful program is get buy-in from building members and the building



community," explained Fire Chief Greg Neely.

They also work closely with property owners to find the most cost effective solution for their needs. One example is the local high school. Siloam Springs' local high school is comprised of multiple buildings located on a single campus that is accessed by a common driveway. It was less expensive for the school to put up one Knox-Vault that contained unique three ring binders for each individual building than to place a box on each individual building. This vault is located at the driveway that all buildings are accessed from. "The vault is located in a common area that is easily accessible so instead of the school district incurring the cost of placing a vault on each individual building, they only had to purchase one. They save money, and it serves us better," explained Colvin. This concept has been replicated at other industrial companies and apartment complexes within their community.

While every business is offered the boxes during permitting and planning, they are only required if the business has a fire protection system, if the building is 5000 sq ft or larger, or for particular occupancies. This requirement is valid for all building permits, whether a

remodeling or new construction project.

To ensure the security of the master keys, Siloam Springs Fire locks their Knox Master Key into a KeySecure unit. To release the key, a firefighter must enter a PIN code. The KeySecure unit tracks all access to the key based upon individual PIN codes allowing the department to see who and when the keys were released. "I'd suggest a department just starting out to start with KeySecure. It provides comfort to property owners and makes it easier to get buy-in from building and property owners," shared Neely.

Siloam Springs' Knox Program even covers their FDC's. They require a locking Storz cap on all storz connections. For Siamese connections, there is a little more flexibility. If the property owner is unable to maintain the traditional break-away caps, they are required to install the Knox locking plugs. A Knox Key Wrench used to access the locking FDC products is readily available on each apparatus and is stored next to an apparatus' KeySecure unit.

Siloam Springs Fire Department serves a population of 15,000 out of three stations with 42 line personnel, 3 staff and 2 civilians. They run about 3,000 calls a year with 80 percent of the calls being EMS. ◀

Understanding UL



World's Fair 1893, Harvard University, Baker Library, Harvard Business School



THE YEAR IS 1893. It is the Gilded Age in America. Henry Ford has not yet introduced us to the Tin Lizzie or the assembly line. John Rockefeller and J.P Morgan are the richest men in America. Our biggest industry is the railroad. Witnessing the grandeur of 'Pikes Peak' and the

Rocky Mountains, Katharine Lee Bates writes *"America the Beautiful"*. Factories are springing up in all 44 states. Grover Cleveland, a Democrat and staunch Conservative, a combination you no longer see, had just been sworn in as the 24th President.

In Chicago, the World's Fair enjoys a six month run that draws over 27 million attendees. Called The World's Columbian Exposition to celebrate the discovery of America by Christopher Columbus, it was where the world was introduced to Cracker Jacks and the Hamburger. The most significant achievement of this world's fair is that it was the first time where Alternating Current (AC) was successfully used to power an event of this magnitude. Lost in the midst of the rapidly expanding America was a young unknown Electrical Engineer, William Merrill. After his experience as an electrical inspector hired to inspect the exhibits at the World's Fair, Merrill saw the need to turn his skills into a business. One year later he formed a new company, one that has grown in importance to the point that it impacts every American, every day; Underwriters Laboratories. Last year alone, over 22 billion products manufactured by over 68,000 companies and used in every corner of the world, were shipped with the UL Mark. UL listed products run the spectrum, from vending machines to extension cords, electric trains to products with UL 1037, the physical attack listing covered by every key box and vault manufactured by Knox.

Knox is proud that all of our boxes, vaults and cabinets are UL listed. What does that really mean? Is it really important? Do fire officials really care? Knox products are UL listed against physical attack, but there is more. To get to the heart of what the UL mark means to a manufacturer like Knox, we are going to solicit the help of a Knox Senior Mechanical Engineer. Our Engineering department acts as liaison between Knox and UL and fully understands the impact UL has on our business and how it translates to you, the public safety and/or compliance officer.

How does a UL mark set a product apart?

Knox Senior Engineer: "The UL mark on a product means that the product has been tested by a third-party, non-profit, product safety testing and certification laboratory and has been found to meet their published standards. These standards are generally accepted industry-wide. The UL mark therefore gives our customers a high level of confidence that our product meets or exceeds the industry-accepted standards as described by the listing. Products without a UL mark may advertise certain levels of performance, but not having been proven against an objective standard by a third party the principle of caveat emptor or 'Let the Buyer Beware' must apply."



For a PDF summary of Knox Products and their associated UL Listngs, visit

knoxbox.com/ULguide.htm





by Larry Pigg

Here is a short description and analysis of each UL listing that has been certified for Knox Products*

UL 1037 - Antitheft Alarms and Devices

Under this listing, the Knox-Box is considered an “antitheft device” which is defined as a device “intended to protect property by significantly limiting the mobility or portability of the property.” The standard outlines specific requirements for the construction and operation of the product and outlines the testing required to prove the product meets those requirements. Testing includes a prolonged attack test after which the product must remain unopened.

UL 1610 - Central-Station Burglar-Alarm Units

Under this listing, Knox-Boxes with an installed tamper switch are considered to be “components of central-station burglar-alarm systems intended and specifically designated for burglary-protection use at mercantile and banking premises, on mercantile safes, and on bank safes and vaults.” The listing provides standards of construction, field wiring connections, internal wiring, and electrical/mechanical performance, and outlines 28 unique tests that can be performed on products under consideration for this listing.

UL 508 - Industrial Control Equipment

This listing is required for “industrial control devices, and devices accessory thereto, for starting, stopping, regulating, controlling, or protecting electric motors.” By this definition, the Knox 4500 Electrical Shutdown Station is considered an “accessory” device. The listing covers standards for construction and performance and outlines a wide spectrum of electrical tests to be conducted on components submitted for this listing.

UL 1332 - Organic Coatings for Steel Enclosures for Outdoor Use Electrical Equipment

This listing covers “coatings intended for application to exterior and interior surfaces of steel enclosures of outdoor-use electrical equipment for protection of the metal against atmospheric corrosion”. To comply with the standard, samples of the product must undergo several atmospheric tests including salt-spray (fog) testing, moist carbon dioxide-sulfur dioxide-air testing, and light and water testing.

UL 437 - Standard for Key Locks

This listing covers the locking cylinder used in the Knox-Box. Performance is tested with a battery of endurance and attack tests. Tests include Picking, Impression, Forcing, Drilling, Sawing, Prying, Pulling and Driving. Locks must endure these attacks for times ranging from 2 minutes to 20 hours depending on the type of lock and test being conducted. Additionally, locks must pass salt-spray tests, aging-stress distortion tests, and moisture absorption tests.

Model Fire Codes


In the 2012 editions of the IFC and NFPA 1 Fire Code language was approved that makes the use of UL listed key boxes mandatory. The IFC reads:

2012 IFC 506.1 When required.

“Where access to or within a structure or an area is restricted because of secured openings or where immediate access is necessary for life-saving of fire-fighting purposes, the fire code official is authorized to require a key box to be installed in an approved location.

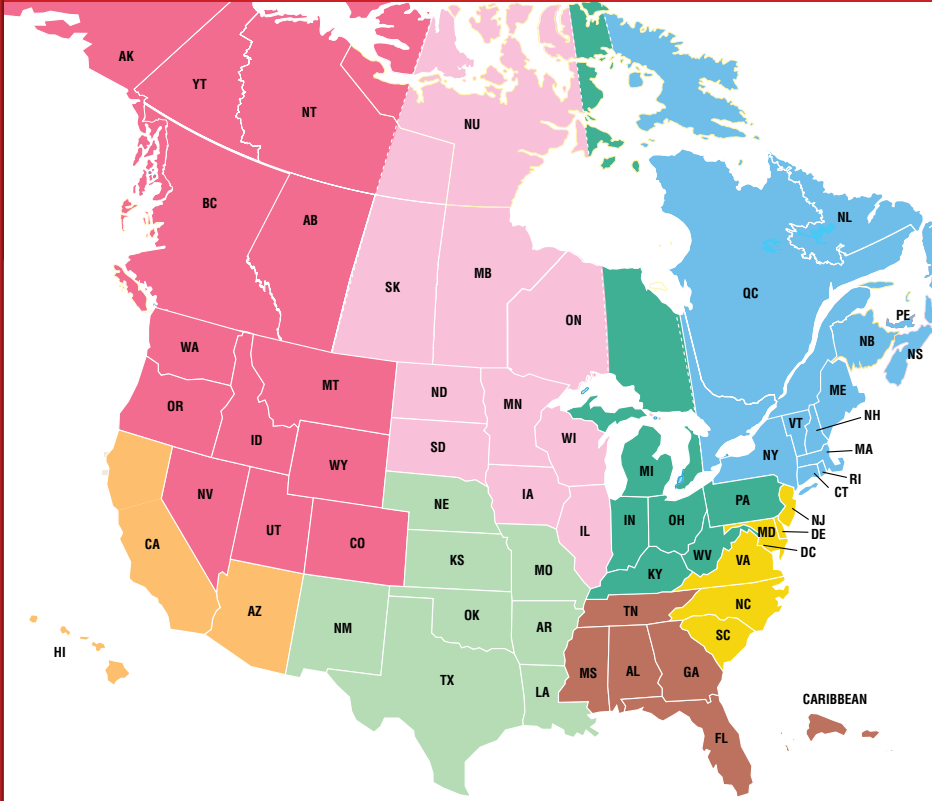
The key box shall be of an approved type listed in accordance with UL 1037, and shall contain keys to gain necessary access as required by the code official.” The NFPA 1 Fire Code has almost identical language.

If you look at a KNOX-BOX, you will see two other designations on the UL decal. The first is a number; “Listed 23G3” and the second are the letters “CE”. The 23G3 (as well as 4HB4 that refers to UL 508 on Knox 4500 shown at left) is a proprietary designation number that identifies the label as an approved Knox Company product to UL. Some companies simply affix a UL sticker on a product that has not been tested or in an attempt to mislead fire officials and hide behind the UL logo they place a listed third-party tamper switch inside the box. That is why the model fire codes adopted the UL 1037 requirement. The “CE” that is on the Knox UL label is a European mark that indicates the product conforms with applicable European laws in respect to safety, health, environment and consumer protection. This is for the military and US diplomatic installations we support throughout Europe.

A UL listing can be the most important validation a commercial product ever receives. Along with FM, UL is universally accepted by fire marshals, building officials, and corporate loss prevention experts. The Knox Company strives to develop products as the only 100% American made manufacturing company that has a UL rating on our entire line of Emergency Rapid Entry key boxes and vaults. 

*Please refer to PDF summary for each Knox products associated UL Listings

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
SC EMS, Myrtle Beach, SC	March 21-23
Metro Chiefs, Phoenix, AZ	April 5-12
Southeastern MI Fire Chiefs, Novi, MI	April 11, 2013
FDIC, Indianapolis, IN	April 22-27
EMS Care, Ocean City, MD	May 2-5
FireRescue Med, Las Vegas, NV	May 5-7
Ontario National Fire & Emergency Expo, Toronto, ON	May 5-6
Oregon Fire Chiefs, Redmond, OR	May 8-9
Fire Expo, Harrisburg, PA	May 17-19
Washington Fire Chiefs, Yakima, WA	May 20-24
EMSAAC, San Diego, CA	May 29-30
NFPA, Chicago, IL	June 10-13
SC Fire Rescue, Myrtle Beach, SC	June 10-16
NY Fire, Verona, NY	June 12-15
Wisconsin Fire Chiefs, Kalahari, WI	June 20-23
MO Valley Fire Chiefs, Colorado Springs, CO	July 10-12
TN Fire Chiefs, Nashville, TN	July 14-16
Florida Fire Chiefs, Key West, FL	July 19-23
Ohio Fire Chiefs, Sharonville, OH	July 20-21
Firehouse Expo, Baltimore, MD	July 25-27
FireRescue International, Chicago, IL	August 13-17
EMS World Expo, Las Vegas, NV	September 11-12
Fire-Rescue Canada, Regina, SK	September 22-25

Reminder:
Check for
Knox Software
Updates
Quarterly

Knox Software and Firmware Updates

Software and firmware is constantly evolving, and although most of the changes are 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 and follow the installation instructions provided on the website.

Feel free to contact Knox electronic support if you have any questions requiring 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.



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. 

“Knox eApproval not only provides the department with control over where the boxes are installed in the city, it also provides better customer service and ensures that the boxes are being shipped to the proper jurisdiction.”

- Captain Ray Cicero, CFI, CFEI – Ft. Lauderdale Fire-Rescue

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.**
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.**

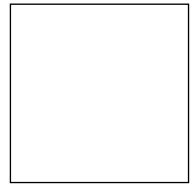


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Rockford's Knox Display *Continued*

departments) the firefighters had some hands-on training with the caps and a standpipe display. "Training wasn't a big deal. We gave them some hands-on experience with the wrench and cap," shared Knott. Each fire company has a wrench which is stored in a secure location in the apparatus but readily available to the firefighters.

"The security of the Knox cap allows us to know the security of the (sprinkler) system when we need it," Knott explained. While the locking plug is not a requirement, the department does suggest it for those areas that have experienced brass theft. The department explains to property owners that it might be more cost effective to make sure your system is secure. Most of the buildings within Rockford have 2-1/2" connections; and the federal building has 5" Storz connections that are outfitted with the Knox locking StorzGuard caps.

Recently Rockford began to allow on-line ordering for businesses located within their jurisdiction. On-line ordering allows property owners and contractors




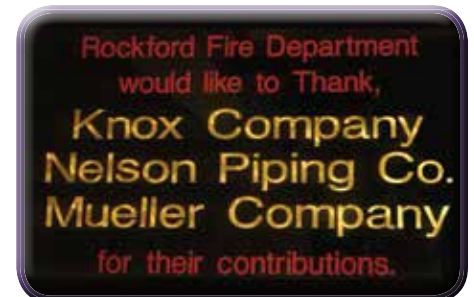
to login and order product over a secure internet connection rather than having to travel to the department's office to obtain an Authorization Order Form and department official's signature. The department is sent an email confirmation following the placement of an order. This email tells them who ordered and what they ordered. "Some of our customers had requested the ability to order online. It helps save us some time, and it is a better way to do business", shared Knott. Paper Authorization Order Forms are still available for those who request them.

All master keys are stored in KeySecure Master Key Retention Devices on the apparatus. KeySecure units allow the department to issue unique PIN codes

ROCKFORD, IL

to every member of the department who would need access to the master key. Members enter the PIN into the unit to release the master key. Once they're finished accessing the building, the master key is returned to the unit. Additionally the unit provides an audit trail showing who gained access to the key and when.

Rockford Fire Department is located in north central Illinois about 70 miles northwest of Chicago. It serves a population of 152,000 and cover 64 square miles. It has a staff of 333 members making it the second largest department in the state of Illinois. Since 2011, the department is accredited through the Center for Public Safety Excellence. 



"Our program would not be successful without Fire Prevention Coordinator Mark Marinaro who does all the KeySecure programming, Inspector Chad Moe who controls the logistics of the Knox-Box program, and the entire Fire Prevention Division at Rockford Fire." - Chief Knott