



# RAPID ACCESS

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## In This Issue:

- Editorial 2
- E-mail News 3
- A Mission to Protect 4
- How Secure are We? 6
- Contacts 7
- Tradeshaw Schedule 8
- Swivel-Guard 8
- New Knox MedVault™ 8



### Route To:

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



## Community-Wide Senior Program

TWINSBURG, OH

A few years back, the Twinsburg Ohio Fire Department implemented a new community program – Fire and Fall Prevention for Senior Citizens. This program was inspired by a class Lynn Racine had recently taken at the National Fire Academy. The program’s goal is to educate seniors of the possible trip and fall hazards found in their homes and to help prevent tripping accidents so seniors can continue to lead active, independent lives. As part of the program fire safety tips are presented.

Twinsburg Fire Department first implemented the Knox Rapid Entry System back in 1989 requiring all new commercial structures to install a Knox-Box. With their new senior program, Twinsburg expanded their Knox Program to include residential boxes. “We were able to buy 15 residential boxes initially with money we received from a FEMA grant,” stated Racine. “The residential boxes allow responders to enter the house immediately rather than trying to find the best way inside.”

The residential boxes are available to any citizen within the Twinsburg jurisdiction 65 or older. Age and residency within jurisdiction are the only requirements. “We have individuals who sign a box out for a

few months. Generally, these individuals have recently had surgery, such as a hip replacement and want to be prepared in case they have a problem. Others have had a box since the program first began,” shared Racine.

Twinsburg chose to order the residential box with the door hanger version so that the boxes could easily be installed and removed as needed. Each box is identified with a unique ID number that is maintained



Dan Wagner, Lynn Racine and Captain Glenn Broska of the Twinsburg Fire Department.

in the department’s system. Additionally, the department maintains a grid map that shows where each box is located, and an alphabetical master list of the street addresses.

The Fire and Fall Prevention for Senior Citizens Program is promoted through different community events. Additionally,

Continued on Page 6

# EDITORIAL

This is an exciting time at Knox with the introduction of several new products. The new FDC plug with Swivel-Guard was released earlier this summer and has already helped departments to start combating the theft of FDC swivels from buildings.

Our latest new product is the Knox MedVault Narcotics Drug Locker. This new vault has been in development for more than a year with many departments providing input into the design.

If you haven't had a chance to see these two new products, take a moment to review our tradeshow schedule on page 7 to see when we'll be in your area. Or, contact your local account manager to arrange a time to review the products.

The Knox newsletter is the fire department's voice as well as ours. If you would like to share how your department has solved issues by instituting the Knox program, or if you have some valuable pointers for departments just implementing the system, let's spread the word in the newsletter. Please contact me at 800.552.5669 ext 505 or [cjones@knoxbox.com](mailto:cjones@knoxbox.com).

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



#### Publisher

Knox Company

#### Editor

Cynthia Jones

#### Art Director

Cynthia Weiss

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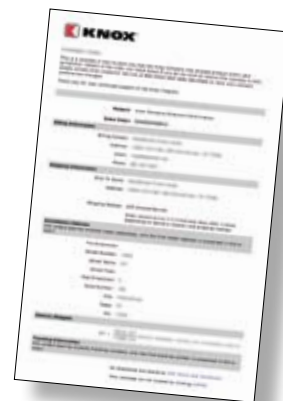
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# Knox E-mail Notifications

The Knox Company is dedicated to providing Fire Departments with the most accurate and current information available. With this in mind, Knox can now send e-mail notifications to departments for certain events: shipment confirmations for products purchased for use within their jurisdiction and electronic updates for both KeySecure and Sentralok units as soon as they become available.

## Shipment Confirmations

- Include: Package Tracking Information  
Installation Address  
Item(s) Shipped  
Name and address of Purchaser
- Sent to the Knox Coordinator only
- Purchaser of product will also receive a shipment confirmation if a valid e-mail address is provided on the original Knox Authorization Order Form or e-commerce order
- Sent daily



**NOTE to Departments who allow online ordering** - these new shipment confirmation e-mails are **IN ADDITION** to current e-commerce order confirmations and must be turned on/off separately.

## Electronic Updates

- Provides information on software updates or product enhancements and implementation instructions
- Sent to the Knox Coordinator
- Additional individuals can be designated to receive electronic updates
- Sent as updates become available

**To sign your department up to receive these e-mail notifications, please contact Knox Fire Support at 800-566-9269.**

Since these e-mail notifications are automated, they cannot be re-created once sent. Once your department is set-up for e-mail notifications, please add the "knoxbox.com" domain to your "trusted senders" list, to ensure e-mails are not sent to your junk folder or blocked by spam filters. Sending e-mail addresses are "orders@knoxbox.com" for shipment confirmations and "techsupport@knoxbox.com" for electronic updates.

# A Mission to Protect: Improving Service in West Palm Beach

WEST PALM BEACH, FL



West Palm Beach Florida began their Knox Program in 1983 on a voluntary basis. "Several years ago Fire Prevention and Fire Suppression talked with property owners and business managers about the importance of using a Knox-Box. Many property owners and business managers felt it was a beneficial program and agreed to install a box on their building. We had many businesses voluntarily install the boxes," shared Battalion Chief Mike Carsillo.

"While the requirement to install a box began as a purely voluntary program, it is now mandated on all our plan review documents if a building has an alarm or fire sprinkler system," elaborated Carsillo. For existing buildings, the department requires a box if the building has an automatic sprinkler or automatic alarm system. These existing buildings are located during the periodic inspection process.

All boxes are installed on the address side of the building, no higher than 6' off the ground. The only exception is when it isn't possible due to architectural or design features of the building.

"Any time we arrive at a location and there is a Knox-Box, it helps us to mitigate the situation. It just makes the job so much easier. There is no waiting for the key holder. We can go in and immediately assess the situation. The Knox-Box allows us to get in and out quickly," Carsillo explained.

Recently, West Palm Beach began using the locking FDC plugs for their Siamese fire connections. "We've had problems with some of our fire department connections in our downtown district. Now on new constructions, we notify the property owner at their plan review or pre-construction meeting that they will be required to install locking FDC

plugs on their Siamese fire connections," Carsillo stated. Open or unprotected FDC connections are prime targets for debris and thread damage. "We believe in the plugs. They keep problems from developing," Carsillo said.

Prior to installing the plugs, West Palm Beach trained all fire prevention staff at a facility that had the plugs. Information on the plugs was shared with all the crews from West Palm Beach's fire stations. Additionally, they made sure all apparatus had a keywrench to unlock and remove the plugs, if needed. "We recently ordered additional keywrenches for a neighboring department that provides some cross over



*West Palm Beach Fire at the turn of the century*

service," Carsillo said. (Knox will provide, at no charge, extra Keywrenches for a department to distribute to their mutual aid departments. To learn more, please contact your local account manager.)


"We believe it's important to utilize new products and services to help us in our mission to protect the public. One thing the plugs do for us is to improve the reliability of the connections since nothing is stored or crammed inside the pipe or connection. They definitely help," Carsillo stated. The operation of a fire sprinkler system is threatened when

debris blocks or seriously impedes the connection and puts a building at greater risk for fire damage.

Since implementing the locking FDC plugs, West Palm Beach has been able to explain the benefits of the plugs to business owners so that they have had no objections to installing the plugs. "It's just a normal part of the plan review," Carsillo explained.

West Palm Beach has many gated communities. When the gated communities first started appearing there was no standardization on how the department would gain access. Several different access systems were installed but there were issues with each one. Also, there was a lack of standardization since not all gated communities used the same system. "We moved to installing the Knox key switch because it standardized operations instead of having 10 different gate systems. Each gated community had a different access system. With the key switch the same key opens all the gates. This has helped to standardize our operations," explained Carsillo.

"The Knox System is a good program. It's helped the department and our citizens immensely. The Knox-Box program provides quicker access to protect properties and access the situation. It also helps reduce firefighter injury by not having to break doors and windows. Fewer firefighter injuries help the community keep its costs down and provide continuous service.

West Palm Beach Fire Department operates out of 8 stations with over 200 firefighters. The department is a full service department offering EMS and Suppression, Prevention and Special Operations. West Palm Beach has varied occupancies ranging from high rise residential to industrial to single family homes. 

# How Secure Are We?



Americans want security. This is evident in the enhanced security systems in our cities, our transportation systems and the programs in place to protect our communication and social infrastructure. We are all familiar with the color-coded Homeland Security Advisory System that alerts us to potential risk and reflects overall domestic security. While some people are uncomfortable with the lines and security measures at U.S. airports, it is obvious that the system is working and our minor individual inconveniences are worth what we are put through for the overall good to society. How much is enough? How much is too much? We may be inconvenienced at times by the heightened levels of security, but it is evident that with the current threat matrix that we all face there is no higher value than the ones organizations, both public and private, place on system security and long-term sustainability.

System security and overall system reliability is at the heart of the Knox Company. With 10,000 public safety agencies using either Knox-Box key boxes, 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.

## Knox 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.

## Emerging 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 Protection Program is a safe, inexpensive and effective way to protect automatic sprinkler and standpipe systems in your community.



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

- Do you have high-rise buildings with passenger car elevators? A Knox-Box unit, mounted near the Elevator corridor, that houses the emergency override key can be an effective, secure way to get emergency crews to the fire floor and evacuate the occupants.
- Do perimeter gates that can create barriers to fast emergency response surround apartment complexes or key commercial buildings? The installation of a Knox Key Switch or Knox Padlock can help lower response times and enhance the security for the residents.

## Monitoring System Security

While the Knox Company stresses system security in every aspect of our production, it takes a partnership with our customers 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.

- 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-Box units 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 option can make purchases faster and easier for your customers while giving you accurate real-time order and shipping information.
- Consult with your Regional Account Manager. Knox has nine Regional Account Managers strategically placed throughout the country. These professionals are your primary contact and have years of experience assisting fire departments to maximize their Knox Programs. Regardless of the issue you are dealing with, your Knox Account Manager has probably encountered it before and can help you with a solution.



**FDC connections are growing in popularity as targets of theft and vandalism. Visit [www.knoxbox.com](http://www.knoxbox.com) to download a 20-page White Paper to stay informed regarding this important life safety issue.**



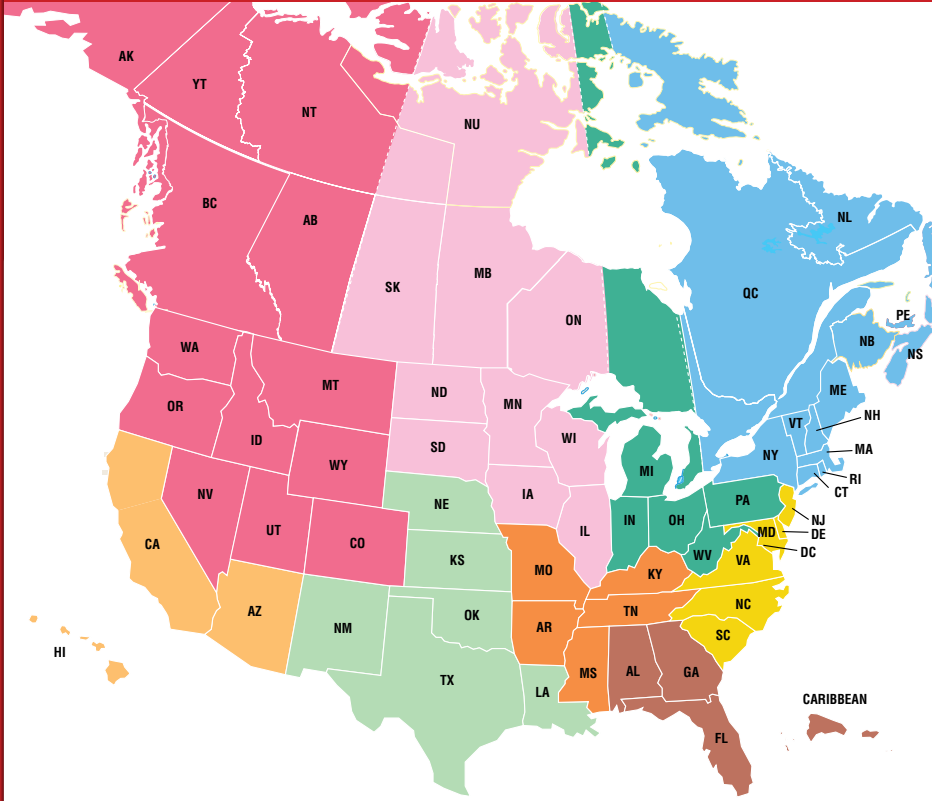
## Knox Commitment

With the emerging security concerns of the new century it is vital that fire and emergency officials have confidence in the performance of products they rely on for their emergency response. Communities must analyze the security risks and take proactive steps to manage the threat. Security 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 partnering with you to maintain a secure, reliable program. ◀

*Larry Pigg retired from the Garland, Texas Fire Department in 2000 to join the Knox Company as Director of Public Affairs. Larry's experience ranges from line firefighter, fire investigator, to fire inspector/plans examiner. Larry is certified by the State of Texas as a Master Firefighter, Investigator & Fire Inspector. Larry is a voting member of NFPA and serves as a Principal member on several committees. Larry is also a member of the ICC Standards Council (ICC) and a member of the ICC Disaster Response EDC, which develops testing criteria for post disaster incident inspector certification. Larry holds a Bachelor of Science degree in Emergency Administration and Planning, and a Master of Public Administration, both from the University of North Texas, Denton Texas.*



# Knox Contacts



## FIRE SERVICE MANAGERS

### Northwest

**Jeff Moser**  
866-361-5844  
Fax 866-361-5845  
jmoser@knoxbox.com



### Central

**Joe Shanley**  
866-223-2623  
Fax 866-223-2640  
jshanley@knoxbox.com



### Northeast

**Jon Kemp**  
866-436-0493  
Fax 866-436-0494  
jkemp@knoxbox.com



### West

**Marlene Briones**  
866-702-4406  
Fax 866-275-4039  
mbriones@knoxbox.com



### North Central

**Larry Lulich**  
866-889-4181  
Fax 866-613-9412  
llulich@knoxbox.com



### Atlantic

**Bryan McIntosh**  
877-707-5286  
Fax 877-773-4197  
bmcintosh@knoxbox.com



### Southwest

**Rebecca Heller**  
866-417-8458  
Fax 800-704-0889  
rheller@knoxbox.com



### South

**Virginia Cardwell**  
866-504-7230  
Fax 901-685-2125  
vcardwell@knoxbox.com



### Southeast

**Bill Brown**  
888-342-3530  
Fax 888-342-6655  
bbrown@knoxbox.com



## SUPPORT CONTACTS

### FIRE DEPARTMENT SUPPORT

This department provides customer service to fire departments.

**800-KNOX-BOX  
(800-566-9269)**

### ELECTRONIC SUPPORT

This department deals exclusively with technical questions regarding KeySecure® and Sentralok® units.

**866-KNOX-BOX  
(866-566-9269)**

### PROPERTY OWNER SUPPORT

Property Owners & General Inquiries to Knox should be directed to our main number.

**800-552-KNOX  
(800-552-5669)**

TWINSBURG, OH

# Senior Program


*Continued from Front Page*

letters promoting the program were sent to different organizations in the community. "To advertise the senior program, we sent letters to senior groups, church groups and other community organizations," explained Racine. The box program is one component of the Senior Citizens Program.

Once a senior signs up for a box, a member of the department comes out to the senior's residence to install the box and place the resident's key inside. "We encourage each residential box user to provide a list of the medications as well as an emergency contact name and number to be placed in the box along with their key. If the senior lives alone, we strongly encourage them to provide this information but they are not required to provide it," said Racine. The emergency contact and medication information is very useful to the department when the department has to transport an individual to a hospital.

Twinsburg has a strict guideline allowing the boxes to be accessed only during an emergency. "We don't open the box except during an emergency. If a senior locks himself or herself out of the house, we will not access the box to let them back inside. The box is for emergency use only, and we communicate this in our meetings," explained Racine.

The senior residential program has been so successful that the department recently purchased 16 additional boxes. "We put the boxes in our fire prevention budget this year," Racine stated.

Twinsburg Fire Department serves 22,000 residents covering a 22 square mile area. They are a combination department with 30 full time members and 18 part time members. The department provides both fire and EMS service to their community. 

# KNOX NEWS



## Knox FDC Plug with Swivel-Guard™

For those areas that have experienced theft of Siamese swivel connections, Knox Company has developed a new Knox FDC plug with Swivel-Guard™ that covers the entire swivel connection, minimizing the potential of the connection being stolen. With Swivel-Guard™, the set screw is no longer accessible making it more difficult to remove the brass connection. The new locking FDC plug with Swivel-Guard™ still provides protection against thread damage, and prevents trash and debris from being lodged into uncovered connections.

The Knox FDC plug with Swivel-Guard™ is designed for a 2-1/2" connection with NH threads; however, other thread sizes are available.

The Knox FDC plug with Swivel-Guard™ compliments the full line of locking FDC products helping ensure departments have access to the connections when they need them most. All locking FDC's are easily accessed with a Knox Keywrench controlled by the fire department.



2008 Tradeshow Schedule		
Show	Location	Dates
Vital Signs	October 2-5	Buffalo, NY
OR EMS	October 9-10	Bend, OR
Maine Municipal Expo	October 8-9	Augusta, ME
AFSA	October 15-17	Washington, DC
EMS Expo	October 15-27	Las Vegas, NV
NYSBOC - Colonie	October 19-22	Colonie, NY
WA Fire Marshals	October 21,	Spokane, WA
Campus Fire Forum	October 28-30	Providence, RI
FL Fire Prevention Conference	November 2-6	Fort Myers, FL
Wisconsin Fire Inspectors	November 3-7	Eau Claire, WI
TN Fire Chiefs	November 4-7	Murfreesboro, TN
Association of Fire Districts NY	November 6-9	Ellenville, NY
CO EMS	November 6-9	Keystone, CO
Hawaii Fire Chiefs	November 6-9	Kapalua, HI
Illinois Fire Inspectors	November 12-14	Addison, IL
TX EMS Conference	November 23-25	Ft Worth, TX
MS Fire Chiefs	December 3-5	Tupelo, MS
CO Challenge Conference	December 5-6	Breckenridge, CO

## The Key to a Secure System

Knox System security is always important. Protecting the Knox® Master Key and documents listing installation addresses helps ensure that the Knox System is solely for the benefit of your department.

The four security steps listed below are the ways your department contributes to the security of the Knox program in your community. Thank you for following these simple yet important rules.

- 1. Keep all Knox keys in a secure place.**
- 2. Do not release the Knox provided keys to any non fire department or law enforcement personnel.**
- 3. Do not provide Knox installation database access to any non fire department or law enforcement personnel unless required by law.**
- 4. Notify Knox immediately of loss, theft or attempted duplication of any key.**



**KNOX**  
Serving Fire Departments Since 1975

1601 W. Deer Valley Road  
Phoenix, Arizona 85027

623-687-2300  
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# Knox® MedVault™ Drug Locker

## SECURES NARCOTICS ON EMS VEHICLES

**NOW AVAILABLE!**



Emergency Medical Narcotic access can now be controlled and its access audited with the new Knox MedVault. With this drug locker, controlled substances are secured until authorized personnel access them with their unique PIN code. An audit trail showing the time, date and PIN code is recorded each time the vault is opened. With the patent pending Virtual Interlock Validator, the door of the unit must be closed and locked for the audit trail to record the box is secured. The unit is highly tamper resistant to ensure all audit trail records are accurate.

The MedVault unit stores 1 to 5,000 unique PIN codes and 25,000 events. The audit trail is collected by connecting the MedVault unit to a PC via a USB port. This special lightweight alloy constructed vault is ideally suited for mounting in a rescue vehicle. 

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



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Phoenix, AZ 85027

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