



# RAPID ACCESS

Volume IX  
Issue 5

Holiday 2007

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*During this holiday season, we want to take the opportunity to thank you for believing in the value of the Knox Rapid Entry System and for your contribution to the Knox program in your community. We wish you the very best for the New Year.*

## Merry Christmas!

*Sincerely,  
The Knox Team*

ALLEGANY COUNTY, MD

## A County-Wide Knox® Program

In 2006, Jason Mowbray of the Maryland State Fire Marshal's Office was charged with researching and implementing a county wide key box program for Allegany County. The Maryland State Fire Prevention Code authorized the implementation of a key box program as deemed necessary by the responding department. Working with various agencies and all 28 fire and rescue departments in the county, he was able to have the Knox Program adopted and implemented.

Mowbray began his search for a key box system by working with the various departments and agencies in Allegany County and outlining the county's requirements. There were some specific requirements for the program that the county wanted to ensure were met by the program they adopted. First, they wanted a system that provided security for the business owners' keys. Then, they wanted to make sure they could secure the system's master key. Based upon their criteria, Knox was identified as the best fit. Knox products are UL listed and provide security for the property owners' keys.

For the security of the master key, the county liked the security and accountability

provided with the Sentralok® Master Key Retention Units. In particular, they liked that their current radios worked with the Sentralok units.

The county selected several system options that they felt best met the needs of their county wide program. The first decision made was to have the Knox System maintained and administered by the

Allegany County Department of Emergency Services to ensure the program was consistent county wide. This county organization is in charge of all master keys and maintains the PIN code overrides for the Sentralok units.

Next, they chose to sign a blanket order authorization form so that each individual department didn't have to sign the order forms. "It was felt that with volunteer departments, this requirement would have impeded the success of the program", shared Mowbray. By having a blanket order authorization on file with Knox, no signature is required on the individual order forms submitted by the property owners. Additionally, the county signed up to allow their property owners to purchase product on-line.



Continued Page 6

# CLOSED FOR THE HOLIDAYS

The Knox Company will be closed for the holidays beginning Wednesday, December 19, 2007 through Wednesday, January 2, 2008 and will be re-opening on Thursday, January 3, 2008.

Tuesday, December 18, 2007 will be the last full shipping day prior to the holiday shutdown.

## Happy New Year!



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Knox Company

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## Ordering FDC Product

We have noticed that some customers seem a little confused regarding which FDC product to order.

All 2.5-inch female threaded connections such as FDC inlets require a locking FDC plug (Knox part number 3011 or 3010 for NH threads, other threads available).



All 1.5-inch female threaded connections such as FDC inlets require a locking FDC plug (Knox part number 3050 NH threads).



All male threaded connections such as standpipes or hydrants require a SecureCap (Knox part number 4011 for NH threads, other threads available).



All Storz connections require a StorzLok (Knox part number 3095 for 5-inch Storz or 3085 for 4-inch Storz).



When you are signing the authorization order form, please check to verify that the correct FDC product has been ordered. This will help to reduce the frustration some property owners have experienced when ordering the wrong product. Thanks for helping to make the purchasing experience for your customers go a little more smoothly.

## Locking FDC Plug Maintenance Recommendations

Locking FDC plugs should be inspected by a qualified inspector on an annual basis to ensure that the connection and the locking plug are in operating order.

When a FDC system is back flushed for clean out, all of the Knox® FDC Plugs must be removed so that contaminated water and debris will not flood the caps and cause contamination problems. This is especially important if the sprinkler system has developed microbial infestation.

Knox FDC Plugs are not designed to function as pressure-seal plugs for wet systems. If the check valve upstream is defective and leaks water, the water will go through the plug to show leakage. The defective check valve must then be repaired.

## Clearing Incidents Quickly With Knox



In 1998, Schertz Fire/Rescue was experiencing an increase in false alarms that they attributed to the increase in sprinklered and alarmed commercial structures located within their jurisdiction. When a building's alarm is sounding, the department needs access to the sprinkler and pump rooms to determine the cause of the alarm. When access is restricted, it slows down the responders. To help with their response times, Schertz adopted the Knox Rapid Entry System in 1998. "False alarms were a problem for the department. The Knox-Box key box makes it easy for the fire department to access the building and is less costly to the business owner than a broken door or window," explained Fire Marshal Glen Outlaw.

"Whenever the department has to access a building, we always inform the building personnel afterwards, particularly, if it was a false alarm.

In many cases, the department can clear a call in less time than it would take to call a building owner to come down and let them in," shared Outlaw.

"It's a money saving option for the business owner. A Knox Box costs a lot less than a glass store front," Outlaw explained.

About 3 years ago, Schertz implemented the KeySecure® Master Key Retention units. As the department grew, they wanted to ensure the security of the master key. KeySecure allows every member of the department access to the master key with their own unique PIN code. Schertz selected the strobe light version of KeySecure. The strobe light serves as a reminder to return the master key to the unit. "With the blue flashing strobe, there isn't a problem of anyone forgetting to replace the key following an

incident," Outlaw stated.

Schertz received some help in purchasing their KeySecure units. "We were able to purchase the units with some funds left over from a grant we received to purchase SCBA. We received permission to use the extra funds for the KeySecure units," explained Outlaw.

Schertz recently expanded their Knox Program to include the locking FDC products. "When we inspect a property, we check the sprinkler connections. We

communities to provide help during an emergency. Minutes wasted at a gate trying to get in could be better spent actually providing assistance. In response to the gates, Schertz has starting requiring key switches be installed. "We've installed Knox key switches the open both the entry and exit gates. These gates stay open until we close the gates after the completion of the incident," explained Outlaw.

"The Knox System speeds up our ability to clear up an incident quickly and



*Deputy Fire Marshal Terry Aikman receiving the key for a new Lowes Home Improvement store from store manager Gilpatrick Suarez for placement inside the store's Knox-Box.*


*Deputy Fire Marshal Terry Aikman installing locking FDC plugs on a new Lowes Home Improvement store's standpipes.*



have found the connections being used as trash receptacles with beer cans and diapers in the connections. Firefighters hook up to these connections in an emergency. They don't have time to clean out the connections before hooking up," explained Deputy Fire Marshal Terry Aikman. The FDC locking products allow the department to have access to the connections without worrying about debris clogging the system. Aikman elaborated, "We gave all our mutual aid departments a Keywrench so they could access the locked connections." (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.)

The increase in gated communities is the latest hurdle Schertz is facing. Firefighters need access to these gated

puts the engine back into service more quickly," shared Outlaw.

Glen Outlaw is the Assistant Chief and Fire Marshal for Schertz Fire/Rescue, a suburb of San Antonio, Texas. Terry Aikman, the Deputy Fire Marshal, conducts most of the department's inspections. Schertz Fire/Rescue has 31 full-time career firefighters serving a community of 35,000 in a coverage area of 34 square miles. 

# 2007 In Review



During the course of this year we have had the opportunity to examine several important topics.

As we close out 2007, and look forward to the promise of a new year, it is important to reflect back and look at the issues one more time.

## Retrofitting: Keeping Pace in a Changing World-

The landscape of American cities is changing. Urban sprawl is still alive and well. People are relocating. Companies are relocating too. The result is that there are literally thousands of older buildings across America, that with a little remodeling and retrofitting, would make a great start up or relocation facility. Estimates from the construction industry suggest that the costs to retrofit and completely remodel an older building can cost up to 70% less than a new development project. The model fire and building codes have had a long tradition of requiring life and fire safety retrofits on all types of structures. The codes can effectively be enforced to bring all structures up to the same level of protection. Things to consider:

- Are you reviewing construction plans for major renovations? Major renovation projects may include new/ updated fire sprinklers or alarm systems that the fire department must review and approve.
- Do you require that all buildings meet the same standard? In some cities, older established occupancies are allowed to opt out of programs designed to enhance fire safety because they were built in compliance with the existing codes of that time. Statistically, the older buildings are more likely to have a fire because of older wiring and heating systems.
- Do your responding Engine companies have input as to unique needs? Virtually

everything related to fire prevention has the interests of the responding crews at its core. If prevention programs do not have the support of first responders and do not fully meet their requirements, they must be adjusted. The crews need to be part of both the program and the process.

The movement toward retrofitting existing buildings is on the rise. As the real estate economy recovers from the recent slow down, the concept of remodeling and retrofitting older existing structures will look even more economically attractive. As your community changes, so will your needs. Take a look at your jurisdiction and evaluate your current and potential needs and develop long-term meaningful strategies to meet emerging needs.

## Storz Connections-

The concept of a fast action unisex coupling was the brainchild of German inventor Carl Storz. A Storz coupling is essentially a variation of a hose connection. It is quick, reliable, and has seen service in American fire departments on large diameter fire hose for decades. It is also used as the FDC intake on fire sprinkler/standpipe systems. Designed in the late 19th century, Storz soon became a standard for fire hydrants throughout much of Europe. In 2007, all major U.S. hydrant and fire sprinkler equipment manufacturers offer Storz as an original equipment option.

It is interesting to note that the European standards require that any aluminum used in a Storz application must be 'forged' and not 'cast' material. The original German standard goes on to state that in the interest of firefighter safety, any cast aluminum connection components must be reserved for non-firefighting applications and suggest these products be used for agricultural purposes. This should be something local jurisdictions and contractors take into

account when setting acceptance criteria for their community. It is interesting to note that the top U.S. component suppliers including Knox Company's StorzLok™ use only forged and/or machined materials on all Storz products.

## Types of Storz Connections

NFPA 1963 gives the general requirements for Storz connections used by the fire service. Some types utilize a gasket, some do not. Both have particular applications, and may or may not be interchangeable. There are two types of gaskets utilized in some Storz connections. The difference is in the type and location of the gasket. Pressure gaskets (which are black) have a flap that is open on the inside facing the flow of the water. Water pressure will seat these gaskets from behind as they swell, making a waterproof seal. Suction gaskets (grey or white) have a ridge flap on the outside rim that forms an air tight seal when pressed against another suction gasket. Additionally, some Storz connections are made without a gasket and have a machined metal finish. Remember: Pressure and Suction gaskets are not necessarily intended to be connected together and could leak, that is why they are significantly different in color. Machined, metal-faced connections will mate with either a suction or pressure gasket connection. The new watertight Knox StorzLok™ is designed to work with all machined and gasket types in all discharge and intake configurations.

## Hazardous Materials Legislation-

Nothing has impacted the fire service in recent years as much as the proliferation and development of Hazardous Materials. Hazardous materials are substances and compounds, because of their chemical, biological, and physical nature pose a potential risk to life, health or property.

The effects can pose risks that linger for decades. Chemical plants are one source of hazardous materials, but there are many others. Your local service station stores thousands of gallons of gasoline and diesel fuel. Manufacturing facilities, hospitals, and even agricultural facilities store a range of hazardous and flammable materials. The U.S. Environmental Protection Agency estimates that there are between thirty and forty thousand hazardous materials waste sites in America alone. According to EPA, there are over 100 chemical facilities where even a small accident or chemical release would endanger numerous population centers of over a million people each. Most of these chemicals wind up in tanker-trucks or railcars that travel through our communities. Emergency planners now talk in terms of Acute Human-Toxicity, Bio-Terrorism, Pre-positioned WMD, and Incident Sustainability. Federal regulations have implemented stringent document storage and reporting systems. Some jurisdictions have gone so far to require that data sheets be kept on-site in a secure lockable "Repository Container". A Knox cabinet is perfect for these applications. These cabinets provide onsite access to MSDS, pre-incident, and specific Haz-Mat information. Not only do they meet the requirements of OSHA, EPA and model fire codes, Knox cabinets are UL listed against physical attack.

### Features of the Knox Cabinet:

- A high-security UL-listed storage cabinet for immediate access to vital documents
- Provides on-site/staging area storage of tactical response and pre incident plans
- Satisfies "repository container" size and storage requirements
- Secure on-site storage protects the proprietary nature of business-critical information
- Utilizing your existing Knox Master Key, it becomes part of your Knox System

The development, storage, and transport of toxic and hazardous materials are growing at a staggering rate. Substances, that when used on the family farm are considered tools of the trade, were used as WMD in 1993 in the first attack on the World Trade Center and again 1995 at the Murrah Federal Building in Oklahoma City. While most Haz-Mat operations are safe and offer a benefit to society, the need for emergency service professionals to focus on potentially dangerous scenarios is of utmost importance.

### Response Times-

It is one of the most sought after, yet elusive, aspects of any emergency service organization. Response times. How do we get there faster? How do we merge speed with safety? After decades of study and the knowledge that response times can be critical, a 2005 Boston Globe article stated that only 35% of the fire departments in America meet recommended response time standards. The time it takes to receive the alarm, dispatch equipment, respond, assess the situation, and take even the first mitigation steps, puts most responses outside the standards. The Insurance Service Office (ISO), which helps governments assess risk and set insurance premiums, does not factor response times into the equation. ISO, through its Public Protection Classification Program, uses data like water supply, staffing, hydrant spacing and number of stations, but not the time it takes crews to arrive on scene. It is an issue with many variables. While some full time departments can boast of a three or four minute response, most of the country is covered by rural departments where according to USDOT, the averages response time exceeds 12 minutes.

Just checking out on scene does not mitigate the incident. After your initial size-up, you may have to enter the structure to evaluate the situation. Yes, you can use forcible entry to break the door down and

get inside. Once you do, then what? You can't simply get on the engine and head back to the station. You are essentially out of service waiting on the business owner to arrive before you can respond to another call. Additional equipment, with a longer response time, will have to cover your district.

While managing response times is a daunting process, there are some things you can do that will have a meaningful impact. Some of these are basic fire code issues.

- Ensure that all buildings have proper address signage and that it is visible from the street.
- Enforce the fire code. The code has provisions that allow the fire department to require fast emergency access.
- Promote fire sprinklers. While sprinklers may not impact response times directly, fire sprinklers protect property and do save lives, sometimes firefighters.
- Pass a local ordinance to require that all target structures have a key box in close proximity to the building to help fire fighters gain access and save valuable time. ◀

*We at the  
Knox Company  
Wish You a  
Happy Holiday Season  
and a  
Wonderful  
2008.*



# Knox Contacts

ALLEGANY COUNTY, MD

Continued from page 1

## County-Wide Knox® Program

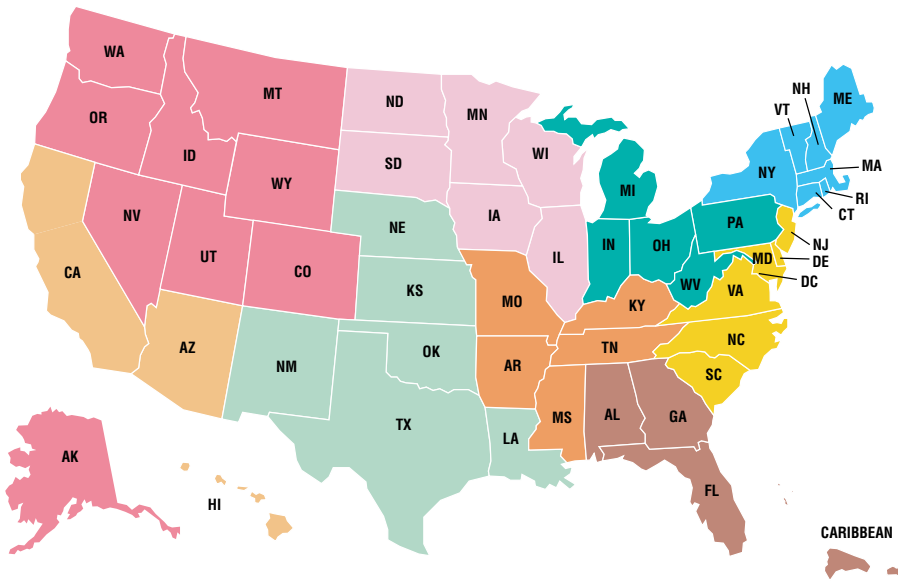
All building inspections in the county are conducted by the state fire marshal's office. For new construction, a locking key box is required. Existing buildings are encouraged to install the boxes but are not required until the building is remodeled or there is a change in occupancy. Businesses with a history of alarm problems are being contacted and strongly encouraged to implement the program to minimize the possibility of property damage when firefighters respond.

Access to the boxes is monitored over the radios and is reported by dispatch to the program administrator. Each individual department within the county was given the option of installing Sentralok in their own apparatus. While installing Sentralok was optional, receiving a master key was contingent upon it being stored in a Sentralok unit.

If a responder is unable to access Sentralok via the radio frequency release, they can call in on a secure phone line to obtain a PIN code override. When a unit is accessed using a PIN code override, the following day the county comes out and re-programs the PIN code to maintain the integrity of the unit.

"Several of the volunteer departments had help from some local businesses to purchase and install their Sentralok units. This was the level of support for the program. They felt very strongly about the program." Mowbray stated.

The biggest supporter of the Knox program was the Allegany County Public School District. To help offset the cost of purchasing the boxes, the district chose to spread their purchases over two fiscal years. The support of the school district provided an incentive for many of the local businesses to also adopt the program.



### FIRE SERVICE MANAGERS

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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® 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)**

# KNOX NEWS

## 2008 Tradeshow Schedule


Fire Rescue East	Jacksonville, FL	January 25-26
Mega Show	Long Island, NY	January 26-27
MidWest EMS	Milwaukee, WI	January 31- February 2
Firehouse World	San Diego, CA	February 5-7
Missouri Winter Fire School & Expo	Columbia, MO	February 8
Southwest Fire Rescue	Galveston, TX	February 11-14
VA Fire Chiefs	Virginia Beach, VA	February 20-24
Campus Fire Safety	Columbus, OH	March 3-4
EMS Today	Baltimore, MD	March 28-29

“One example of the success we have experienced with the program occurred recently. A department responded to an alarm but when they arrived the responders could not see anything amiss from the outside. Using the Knox Master Key, they were able to access the building. Once inside they found smoke that was not yet visible from the outside. Prior to the Knox Program, the department would have contacted the building owner to come and let them in since everything appeared to be normal from the outside. Valuable time would have been wasted waiting for the owner to arrive,” explained Mowbray.



Jason Mowbray of the Maryland State Fire Marshal's Office

“It took six months to research the available product lines, write the county policy and have the departments adopt the program. In addition to the fire departments, several independent ambulances were encouraged to join to assist with their senior housing and assisted living runs”, Mowbray said. “All 28 fire and rescue departments within the county have endorsed the program.”

Jason Mowbray oversees the Western region office for the Maryland State Fire Marshal's Office. He was responsible for setting up a Knox-Box Rapid Entry System for Allegany County. Chief Mowbray was recently named the Deputy State Fire Marshal of the year at the Maryland State Firemen's Association's annual convention. 

## 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.**



## KeySecure® 3 Software Updates

Keeping your KeySecure® 3 system updated will help to maintain worry free operation. The Knox Company recommends you check the Knox website for updates quarterly. If you have not updated the KeySecure Software or Firmware in the past 3 months, Knox strongly encourages you to update your programs at this time. As a reminder, please conduct an audit trail collection prior to updating your programs. If you have any questions regarding this process, please call 1-866-566-9269 for technical assistance.



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# 2008 Authorization Order Forms

Your supply of new authorization forms for 2008 are scheduled to begin arriving the week of December 17th.

**Please destroy all previous year's authorization order forms once the new forms are received.**

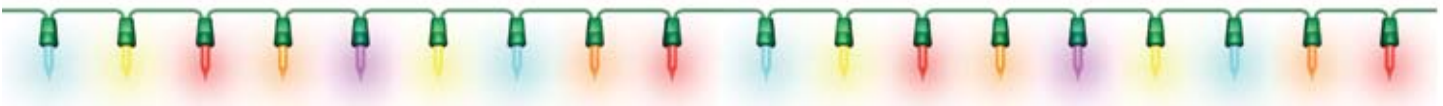


There are several changes to the 2008 form. First, the layout of the form has been expanded to make the form more user-friendly for property owners. Secondly, the new SecureCap and StorzLok products have been added. Finally, the 2008 forms have been imprinted with the new updated standardized system codes that were implemented earlier this year. For the majority of departments, the standardization of the system codes was barely noticeable. Previously, system codes ranged from a 2-3 alpha character code followed by two to four sets of numbers. Going forward, all system codes will begin with a 2-3 alpha character followed by four sets of numbers, each separated by a hyphen. For example, if a department's original system code was PS-52-001, it has been changed so the second set of numbers is four digits. Additionally, the department's original month and year of registration (March 1985) has been added to the end of the system code. The department's new system code is now PS-52-0001-03-85.

**Original System Code**  
PS-52-001

**New System Code**  
PS-52-0001-03-85

**Please help us to implement these new authorization order forms by throwing out all of your outdated authorization order forms and submit all orders in 2008 on the new authorization forms. Thanks for your help and cooperation!**



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STANDARD  
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