



RAPID ACCESS

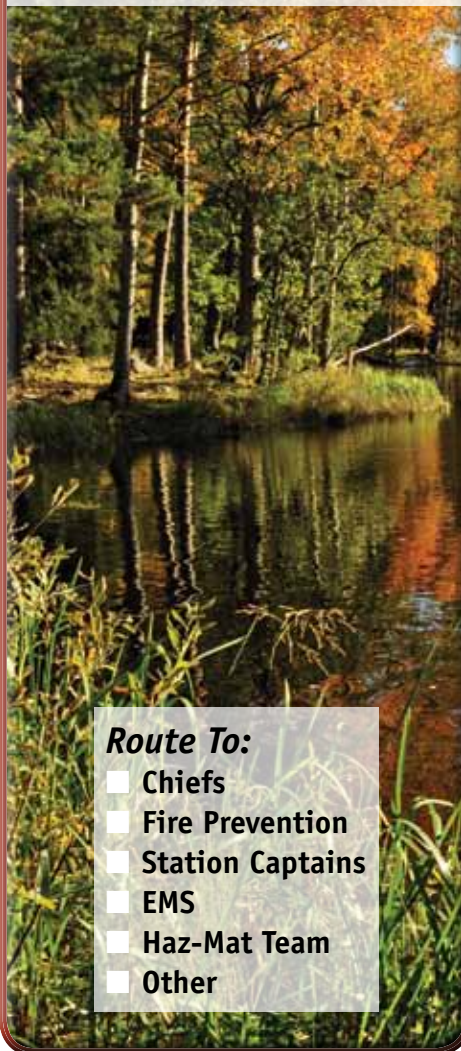
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Route To:

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



Addressing Open FDC Connections

DALLAS, TX

Dallas Fire and Rescue recently expanded their Knox Program to include the locking FDC plug. As with any large city, Dallas has experienced a problem with open FDC connections. "Some parts of Dallas just can't keep the plastic covers on," shared Section Chief Sandy Marsh. Over time the plastic covers are broken or removed. The brass caps are a prime target for thieves due to their scrap value. An open connection is susceptible to debris ranging from trash to a bird's nest. This debris compromises the integrity of the system and may even make the system unusable.

"When caps are found to be missing, a notice is issued to the property owner requesting the caps be replaced. We do not require the locking plugs. But for certain areas that continually lose the caps, they make sense," explained Section Chief Cynthia Michaels.

When first rolling out the FDC Program, fire prevention wrote a directive to the entire department outlining the program. "With any program, communication between prevention and operations is key to the program's success. Operations needs to know what's being used and how it functions," Michaels said.

Next, the prevention department met with the deputy chiefs to explain the program. Finally, they worked with

operations on the logistics of the plugs. "While prevention is the one requesting the caps, operations has to make sure they work once in place," explained Michaels.

Dallas requires an authorized signature for all box orders to ensure the product ordered will work for the application. They have taken a different approach with the locking FDC products. They have chosen to make the locking caps available without a signature. (All other products still require a signed Authorization Order Form.) This



Section Chief Sandra Marsh, Deputy Chief Kevin Sipes and Section Chief Cynthia Michaels of Dallas Fire Rescue.

allowed the caps to be purchased on-line. (On-line ordering is only available to those departments who have signed a blanket order authorization form. If you're interested in possibly offering on-line ordering for boxes and/or FDC products, please contact Knox for an Order Options Packet.) The prevention office receives a confirmation email for each on-line order.

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EDITORIAL

We'd like to say thank you to those who took the time to complete the survey we sent earlier this year to all Knox Coordinators via email. Overall, the response to the survey has been outstanding. Your positive comments and report has been very encouraging to our staff. For those who did have a concern or suggestion, we are reviewing your comments and are working to address them. Again, thank you for taking the time to complete the survey. Your feedback is very important to us.

If you haven't checked out what is new at Knox, I'd suggest you stop by our booth at an upcoming tradeshow in your area. Since many of you may not be able to travel to the national shows due to the economic downturn, we have made a company decision to continue to exhibit at many of the state and regional shows. So even if you can't travel to one of the national shows, you should still be able to see Knox at a local show. On page 7, you will find a short listing of some of the upcoming shows where we will be exhibiting.

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

Cynthia Jones



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Knox Company

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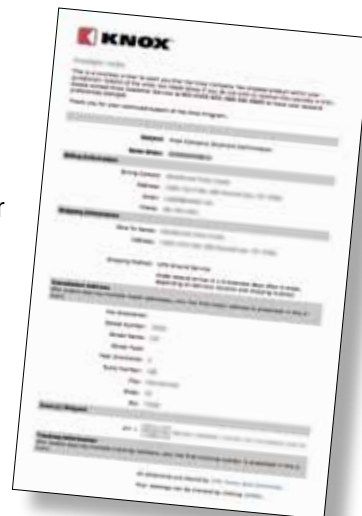
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Knox E-Mail Notifications

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 receive a shipment confirmation if an e-mail address is provided on the Knox Authorization Order Form
- Generated daily



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
- Generated 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 auto-generated, they can not be re-generated once sent. Once your department is set-up for e-mail notification, 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.



Working to Improve Campus Safety

UNIVERSITY OF IOWA



Several years back, The University of Iowa's Fire Prevention Department began working with the

Iowa City Fire Department to implement the Knox Program within their campus. While Iowa City had been using the Knox System for years, the program had never been implemented at the university. "When you put the numbers to paper, if the fire department has to force a \$500 door to investigate why an alarm is going off in a specific area, you have essentially paid for two Knox-Boxes. The facility department likes the concept of paying a little to put in a Knox-Box than to pay for a new door that didn't need to be destroyed," shared Bruce McAvoy, Fire Safety Coordinator for the University of Iowa.

The university has traditionally relied on the public safety officers on campus to let the fire department into buildings. The public safety department keeps rings of keys to campus buildings in their office. When an alarm sounds, a public safety officer grabs the key rings and runs to the building to meet the fire department. "While they've done an excellent job doing this over the years, we think they can improve the process by installing a Knox-Box with specific keys inside," stated Bruce McAvoy. If the building has a Knox-Box, there is no need to grab the key rings. Eventually all buildings on campus will have a box eliminating the need for the key rings. "This will improve safety on campus," said McAvoy.

In addition to the boxes, the university is also installing FDC locking plugs on all new construction. The plugs are mandated for new construction and any building that is being renovated. "The city started using them (locking plugs) and we followed suit. While we haven't experienced a lot of theft, the plugs improve the survivability

of our brass products. You figure a couple hundred dollars into the initial cost of the building, it's a small drop in the bucket," explained McAvoy.

In June 2008, the main campus experienced a 500 year flood of the Iowa River. (A flood described as having a chance of occurring once every 500 years or 0.2% chance in any given year.) Many buildings on campus became submerged and experienced extensive damage. "We installed boxes and plugs on all the buildings that were flooded last year. While most of the buildings are now occupied some are still vacant. Even if the building is vacant, the alarm and fire protection systems are still operable.



Bruce McAvoy installing Knox® Locking FDC plugs at Kinnick Stadium


(Fire protection systems were put back into service between the response and stabilization phases.) Additionally, the fire protection contractors were required to flush the FDCs on the flooded buildings to make sure debris didn't get into the system. Once a system is flushed, locking plugs are being installed.

The surface mounted 3200 hinged box is the standard product installed on campus. A hinged box allows for single hand operation and the lid cannot be

misplaced. Additionally, all boxes on campus are sub-mastered. This allows the campus' public safety officers to open the boxes in addition to the fire department. The public safety officer's keys only work on the sub-mastered product located on campus. They do not work on the boxes located within Iowa City since those boxes are not sub-mastered.

Currently only about half of all the buildings on campus with monitored fire alarms have a Knox-Box key box. The university has been adding boxes and plugs as buildings are built and older buildings are renovated or a fire protection system is installed or updated. As a result of the flooding, many buildings on campus have recently been renovated.

Finding funds for the boxes can be an issue for schools since they must purchase their own boxes. "I'm working on a fire protection grant application for the next grant period – needs assessment, risk report, etc. In the mean time, our facility manager is able to fund some of the boxes out of their budget. Our department has a good working relationship with the facility management department. If they have funds left at the end of the fiscal year, they use some of the left over money to purchase boxes. It's cheaper than having the replace a door that's been forced open," shared McAvoy.

The University of Iowa, in Iowa City, has more than 30,000 students. Its campus has more than 120 buildings of which 112 have monitored fire protection systems. Fire protection for the main campus in Iowa City is provided by the Iowa City Fire Department. The university has its own Department of Public Safety which is charged with oversight of fire safety within the campus. 

Minimizing Risks



Uncertainty. Not a word that describes how most people want to live their lives. This is especially true when it involves our professions and lifestyle. It is however, exactly how virtually everyone goes about their day to day activities. In simple terms, we live our lives with the uncertainty of the outcome of most of the choices we make each day. Will that car stop? Is the gauge on this air pack accurate? Will this rope hold me and a victim? All individuals, especially those in public safety take on these challenges every day of the year. Every time the tone goes off and the crew pulls out of the station, they are assuming the risks. Every time an officer walks up to talk to the driver of a car they have just stopped, they are taking a huge risk. Professional Risk and Emergency Managers deal with these issues every day. They deal with them on a global level. Natural disasters are on the rise. Instances of civil unrest and terrorism are also increasing in frequency. It seems like the FBI is breaking up a plot every few days. Terms like Threat Evaluation, Consequence Management, and Continuity of Government are becoming part of the language of the Fire Service. The real measure of how effective any public safety organization functions will be measured by how they recognize and prepare for current threats and their ability to react to emerging needs.

Risk in the 21st Century

Risk management utilizes the notion that if we use a consistent logical approach to identifying potential threats and employ a disciplined approach to mitigating the threat, we can face life's uncertainties with some level of peace and security. For the government, it is essential that every reasonable step be taken to protect the lives and property of the citizens they are sworn to serve. One of the leaders in the current trends of modern risk management is Peter Bernstein.

In his book *Against the Gods: The Remarkable Story of Risk*, Bernstein states that for most of American history we have relied on the concepts of "Faith and Luck" as the cornerstones of our efforts to manage risk. As Bernstein puts it, "If everything is a matter of luck, risk management is a meaningless exercise." It is clear today that we must all take a hard look at risk and vulnerability in our community. We should assess our strengths and weakness and look for tools that can help us protect our community and resources.

Federal mandate

Identifying risk and formulating an action plan based on those risks is so valuable that it is one of the cornerstones of FEMA's Aid to Fire Grant program. The FEMA Program Guidance for the 2009 FP&S states: "*The assessment of fire risk is essential in the development of an effective project goal, as well as meeting FEMA's goal of the conduct of risk analysis as a basis for action.*" This is so fundamental to FEMA that the Vulnerability Assessment coupled with the Implementation Plan constitutes 40% of the evaluation/scoring criteria used by of the Technical Evaluation Panels (TEP). Failure to articulate these requirements can eliminate a project from consideration.

Steps to Risk Assessment/ Hazard Mitigation

Risk assessment is the process of analyzing threats and vulnerabilities, the potential impact, and identifying resources and capabilities. The resulting findings are used as a basis for identifying appropriate mitigation techniques, upgrading equipment and instituting training and procedures to meet the contingency. Here are some practical steps to conducting a risk assessment.

1. Identify the hazards.

This will include an analysis of potential scenarios and threats. Is there an identified Haz-Mat route through your jurisdiction? Do you have a major sporting complex? After you identify the potential risks, focus on the likely threats. Once you have identified the potential hazards, and the likely events, you can develop a threat matrix that focuses on your vulnerabilities and resources you can rely on to meet the threat.

2. Determine who is at Risk.

Do you have retirement communities, state institutions, hospitals or any other special population groups that would be uniquely vulnerable? Do you have a community evacuation plan in case of a Haz-Mat or weather related event? Before you can make any decisions on how to respond, you must first be able to identify what groups are at a particular disadvantage should a catastrophic event occur.

3. Evaluate the Risks.

Now it's time to take your data and correlate the vulnerabilities and the available assets. Risks are calculated by taking the events that pose the greatest danger and overlaying them on the expected or potential frequency. Experts suggest that the intent is not to cover every vulnerability, only those that pose the greatest risk to the community. *"Vulnerability management is a matter of risk assessment as well as the ability to take a slice across an entire organization,"* advises Mitchell Ashley, chief technology officer of StillSecure, a network security company.

4. Develop an Action Plan.

Review your current plans and modify them as needed. Once your vulnerabilities and assets have been identified, and the

risks assessed, you have to decide what action you can take. What can be done to mitigate or completely block the risks? Is the leadership team, including elected officials prepared to function at a high level under extreme circumstances? Do you have multiple layers of trained personnel that can function for long periods of time? Do you need additional training? Can the most vulnerable systems be fixed immediately, or do you need modifications to both the infrastructure and the organization?

Solutions

Once you have done your assessment and made the appropriate modifications to the system, document your findings and set up a program to regularly test the system and evaluate your progress. Once your system is completely ready, your people trained and your plans fully implemented, it is time to start the process over again. The following are Knox solutions to common community risks:

- Promote fire prevention and enforce the fire code. All of the model fire codes have provisions that allow the fire department to require emergency access.
- Protect vulnerable FDC connections with Knox locking caps/ plugs. Fire sprinklers protect property and do save lives, sometimes those of firefighters.
- Pass a local ordinance to require that all target structures have a key box in close proximity. Do the same for emergency elevator operation and power perimeter access gates.
- Apply for a grant. The AFG program is proving to be a valuable tool. When used to support a local ordinance these

grants can have a long-term positive impact on your community.

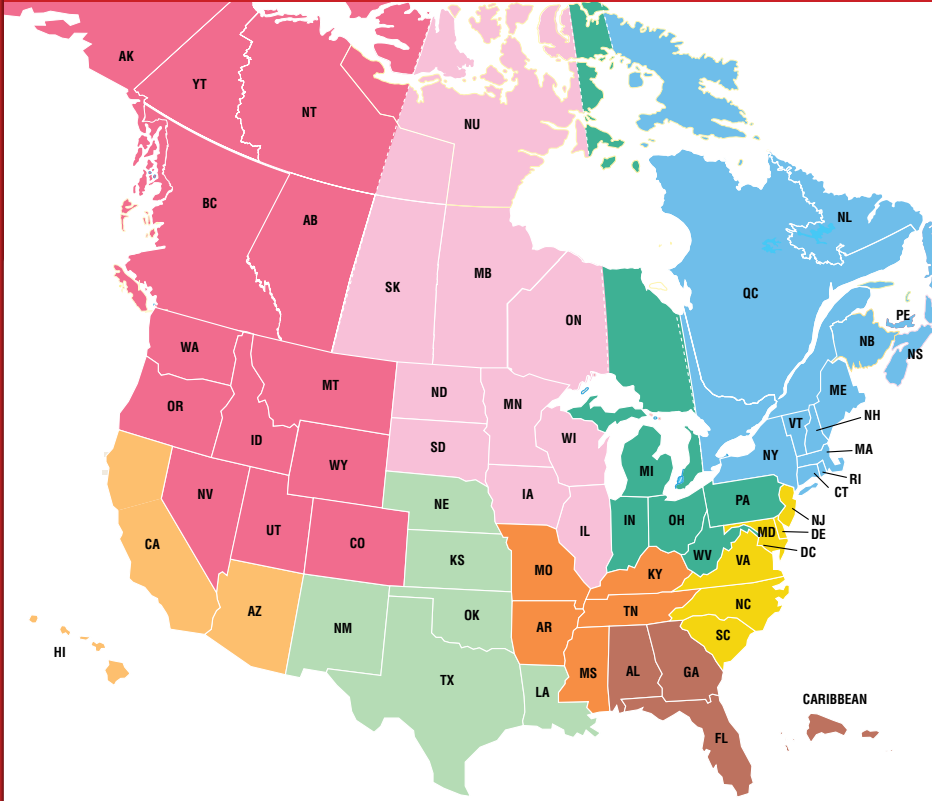
- Install a secure cabinet to store critical incident information or tactical plans. These could include Haz-Mat facilities, staging areas, schools or any other target occupancy that offer unique challenges and risks for emergency responders.

Conclusion

Proactive risk management is a vital part of the delivery of service for fire and police departments in the twenty-first century. Minimizing these risks will take on many forms. It will take a total effort of all of your available resources to meet the challenges. One of the lessons that we have learned over the past few years is that no fire department in America, no matter how big, can manage all the aspects of a major catastrophe by themselves. Use unconventional methods to meet emerging threats. Utilize volunteer groups like Citizen Corps and other community based citizen groups. Strengthen and update your mutual aid agreements. Look for areas of vulnerability and implement programs or legislative changes to meet current needs. The days of relying on the concepts of "faith and luck" alone are over. Individuals and communities must analyze their surroundings, identify potential threats, and take positive proactive steps to lessen the damaging impact. ◀



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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)**

DALLAS, TX


Open FDC connections

Continued from Front Page

This allows them to know which buildings have ordered the FDC plugs. To help facilitate property owners in ordering the plugs, Dallas has a customized handout with the on-line ordering instructions.

Additionally, the fire department has chosen to have sprinkler contractors install the plugs rather than the fire marshal's office. This reduces the time requirements of the fire marshals office in installing and maintaining the FDC Program. (Knox requires a completed contractor registration form for each sprinkler contracting company to receive a Knox Keywrench.)

As with any new program, there were a few concerns when the locking plugs were first introduced into the department. One concern dealt with corrosion of the metal connection and plug. Would it be difficult to get the plug off after it had been on the connection for a while? Knox actually considered this issue when designing the plug and selected the material of the locking plug so that this wouldn't be an issue. The locking plug is made of stainless steel making it highly resistant to galvanic corrosion.

Dallas Fire and Rescue is a full service department providing service to a population of 1.3 million. 



*Knox® FDC Plug
with Swivel-Guard™*

**Congratulations
to our Fire Rescue
International
Weathervane Winner!**

Division Chief
Dennis Vickers
Tallahassee Fire Department



**FREE
Literature**

As a reminder, colorful brochures explaining the benefits of the Knox Rapid Entry System are available to your department for distribution to property owners. This literature is available at no charge to all departments. Contact Fire Department Support or log on to www.knoxbox.com and click on support/request literature.



KNOX NEWS

2009 Tradeshow Schedule

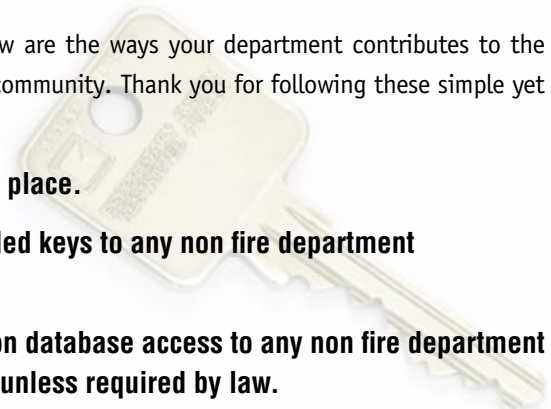
Show	Location	Dates
EMS Expo	Atlanta, GA	Oct 28-30
FL Fire Prevention Conference	Maitland, FL	Nov 2-5
Wisconsin Fire Inspectors	Wausau, WI	Nov 3-7
Association of Fire Districts NY	Ellenville, NY	Nov 5-7
CO EMS	Keystone, CO	Nov 6-7
Caribbean Fire Chiefs	Montego Bay, Jamaica	Nov 16-18
Illinois Fire Inspectors	Addison, IL	Nov 18-19
Hawaii Fire Chiefs	Waikoloa, HI	Nov 19-21
CO Challenge Conference	Keystone, CO	Dec 3-5

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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Serving Fire Departments Since 1975

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Introducing the NEW 2009-10 Residential Authorization Order Forms

Over the past few years as our product offering increased and the Authorization Order Form has grown in size, we have received requests for an order form targeted specifically to residents that did not contain any commercial products. Many departments had residential customers who found the Authorization Order Form a little overwhelming or confusing. Therefore, we made the decision to produce two Authorization Order Forms – a commercial version containing only commercial grade products and a residential form with only the 1650 Series product.

A small supply of the 2009-10 Residential Forms was mailed to each registered fire department in September. If you currently do not have a Residential Knox Program and would like to learn more about starting one, please contact Knox or your local account manager. 



**The 2010 Commercial Authorization Order Form
will be sent in December as usual.**

Thanks for your help and cooperation!

