



RAPID ACCESS

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Knox Company • 1601 W. Deer Valley Road, Phoenix, Arizona 85027 • 800-552-5669 • Fax 623-687-2299 • www.knoxbox.com • E-mail: info@knoxbox.com



To Knox Program Coordinators,

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.

Sincerely,

The Knox Team

*Merry
Christmas!*

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Residential Knox-Box to the Rescue

GOSHEN, MA

In the late evening hours of June 10th, members of the Goshen, MA Fire Department (GFD) were dispatched to a call for an alarm sounding at a residence in town. Since the installation of monitored alarm systems has steadily risen over the years, these types of calls have become commonplace for the GFD with many of them being unfounded false alarms. Little did the responders know that this call would be anything but routine.

Goshen is a small town nestled in the foothills of the Berkshires in Western Massachusetts. Like many small towns, people who live here tend to know each other and look after one another as well. GFD members also have a habit of knowing addresses as a way to enhance response times during emergencies.

The address for this call was recognized by Fire Chief Susan Labrie. It belonged to a woman that the Chief had helped earlier in the year to arrange the installation of a Residential Knox-Box on her home. "Since it was after 11PM, I was confident she would be home," shared Chief Labrie.

The first firefighter to arrive on scene lived just down the street. Firefighter Monica Neveu called dispatch over her radio and informed them that she could hear an

audible alarm sounding inside the building and was investigating its source. Firefighter Neveu attempted to gain entry to the home but found locked doors. Moments later, as Chief Labrie and other firefighters were pulling into the driveway to the home, Firefighter Neveu called dispatch once again to request that an ambulance and police be sent to the scene. She reported that while looking through the living room window with her flashlight, she was able to



Goshen Fire Department members in front of Engine 2

make out the legs of an individual on the floor through a cloud of smoke that had filled the house.

The Knox Master Key is stored in KeySecure units on GFD apparatus and with the Fire Chief. Chief Labrie used her master key to access the Knox-Box and retrieve the key to the residence. Using that key, firefighters were able to enter the ground floor of the home. Once inside, they made their way up the stairs leading to the kitchen area on the main level. There,

Continued on back cover

CLOSED FOR THE HOLIDAYS



The Knox Company will be closed for the holidays beginning Monday, December 19, 2011 through Monday, January 2, 2012 and will re-open on Tuesday, January 3, 2012. Friday, December 16, 2011 will be the last full shipping day prior to the holiday shutdown.

Happy New Year!



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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 to Show the Third Item, "Installation Report"



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:

End Date:

Serial:

Part ID:

Business Name:

Street Number:

Pre Direction:

Street Name:

Post Direction:

Street Type:

State:

City:

Zip:

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

10 rows found
Displaying rows 1 through 10



Add an Installation

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

Community Outreach



Pryor Fire Department in Oklahoma started their Knox Program in 2002. At that time all commercial buildings with a fire alarm or fire sprinklers had to have a box installed. They have since updated their code to require all commercial buildings to install a box regardless of alarm or sprinklers. Additionally all public buildings and public schools must have boxes. Recently Pryor expanded their Knox Program to include the Knox Elevator Box.

Chief Tim Thompson.

When a tool isn't used often, it can easily become misplaced. Pryor Fire was no exception to this rule. Their elevator override keys weren't used often, and tended to get misplaced. They solved this problem with the installation of the elevator box. "Emergency keys to open the elevator doors are kept inside the (new) Elevator box. We used to keep the elevator keys on the



Firefighter/EMT Brandon Merritt accessing a Knox-Box® while Lieutenant/EMT Kenny Cooper looks on



Firefighter/EMT Brandon Merritt and Lieutenant/EMT Kenny Cooper opening a Knox® Elevator Box at Mayes County Court House

truck but they tended to get misplaced. We had tried shortening the key used to open the elevator door to fit a Knox-Box but it didn't work like it should have. Keeping them (override keys) on-site means we know exactly where to find the key when needed. Now we don't have to worry about the key," shared Chief Thompson.

Pryor Fire is requiring the elevator box for all buildings with an elevator. All city buildings, the county court house and a local recreation center installed the box. A box was even installed at the high school gymnasium.


Another key product in their program is the Knox Key Switch which is required on properties such as gated communities, mini storage businesses and other businesses that block access to certain perimeter areas. The key switch is used often in the industrial park located south of Pryor.

Pryor Fire conducts a yearly review of the Knox-Box key boxes in their jurisdiction. They do this during the annual inspection. They basically follow Knox's suggested annual maintenance guidelines (found at www.knoxbox.com). While performing the regular maintenance,

they verify the keys inside the box are still current.

While several businesses have offered to give the department their security code so that the department does not trip the burglar alarm when they enter, the department has chosen to not place these codes in the box. "I want to trip the alarm so they know when we've been inside. We only go inside during an emergency," explained Chief Thompson.

To ensure the security of the master keys, Pryor Fire locks their Knox Master Key into a KeySecure unit. To release the key, the 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. Each week all equipment is reviewed to make sure it is functioning correctly. The KeySecure unit's audit trail is downloaded during this review.

Pryor Fire Department is a combination department located approximately 40 miles northeast of Tulsa. They serve a population of approximately 10,000 residents and the MidAmerica Industrial Park located south of Pryor, the largest rural industrial park in Oklahoma. 



Pryor Fire was anxious to add the Knox Elevator Key Box to their program. They even tried to order an elevator box before it had been released for sale. Once the elevator box was released, the department had boxes installed at the county court house and several city buildings. "All emergency keys are kept right there in the elevator box," explained

Gated Residential Access



It is estimated that there are close to ½ million gated or access controlled communities in America. Some come in the form of gated condominiums and apartment complexes, while others are prestigious single-family residential/ golf communities. In *“Behind the Gates”* author Setha Low states that in America more than 16 million people live in developments that are behind walls, gates and fences. Most of these are in communities where access is controlled through gates by passive windshield mounted radio frequency (RF) devices, manual entry codes, key cards, and door openers or security guards. While the majority of growth of these gated communities is located in the traditional Sunbelt states, the movement towards privacy and exclusivity is seen all over the country. Many of these are retirement or seasonal residents that migrate north and south as the seasons change.

Issues for Emergency Responders

In the research paper *“Divided We Fall: Gated and Walled Communities in the United States”* Edward J. Blakely and Mary Gail Snyder divide gated residences into three distinct socio-economic categories.

- **Lifestyle communities;** where the gates provide security and separation for the leisure activities and amenities within. These include retirement communities and golf and country club leisure developments.
- **Elite communities;** where the gates symbolize distinction and prestige and both create and protect a secure place on the social ladder. These include the houses of the rich and famous; the very affluent; and executive middle class.
- **Security zones;** where the fear of crime and outsiders is the motivation for creating defensive barriers. Here existing neighborhoods are retrofitted with gates or barricades.

Gated residences do not only affect those living in enclosed areas. They can also have implications for the local authority in terms of their long-term planning strategies, urban development, traffic control, and the ability of emergency services to provide the best level of protection. In terms of the delivery of emergency services, these communities offer unique challenges to fire and EMS officials. Can the fire department maintain the same average response times to these communities and apartment complexes or does the gate become an obstacle that slows down the responding units? Public safety agencies that do not employ some type of reliable, fast access through the limited access gates including access inside the individual units cannot provide the same level of service as the ones who do.

Emergency Access to Complex

The access gates on most gated complexes are electronically controlled with either a card reader or radio transmitter that activates the gate for a predetermined period of time. While some fire departments rely on an override code, most require a backup means to gain access in an emergency. Some cities utilize a passive preemption device that allows the fire department to make faster access through the gate. There are some products on the market that utilize a strobe light or the siren on the apparatus to trigger the gate to open, while others use a traditional garage door opener to activate the gate. Those work fine until the fire department needs the gate to remain open for additional units, to lay fire hose across the threshold of the gate, or if there is a power outage and malfunction of a battery backup device. Regardless if the gates are the traditional rolling/sliding track



Captain Jerry Leonardo and Firefighter Jeff Martin of Branson, MO FD open the gate using a Knox Key Switch while Engineer Rick Palmer looks on.





gates, swinging estate gates, or non-powered static gates, emergency responders need to be able to gain fast reliable access in a worst-case scenario. Many of these gates are being retrofitted around existing residential complexes. This presents a good opportunity for the installation of Knox Padlocks and Key Switches. The Knox Company manufactures several products that will help with your emergency access needs. These products can stand alone as a safe reliable way to gain access. They can also be implemented along with a preemption system to enhance their effectiveness and minimize their limitations. Like all Knox products, both the key switch and the padlock use the same Knox key you now use for your Knox boxes and hazardous materials cabinets.



You are in, Now What?

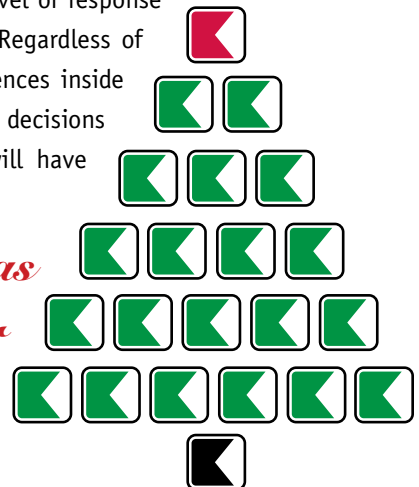
Just getting through the gate and into the complex does not mitigate the incident. After you get to the residence you may have to enter the structure to evaluate the situation. How do you get in? Are the residents away to their winter home? Are they elderly or have limited mobility and need additional consideration. Yes, you can use forcible entry to break the door down and get inside. Once you do, then what? You can't simply get back on the engine and head back to the station. You are essentially out of service waiting on a relative or maintenance department to arrive. You may not be able to respond to another call in the district. Additional equipment, possibly from a station a much greater distance away will have to cover the district. The addition of a Knox Residential Box can help. Your crews then can simply remove the front door key stored inside the Knox-Box, provide fire / medical assistance and re-lock the door when they leave.

Benefits of installing a Residential KNOX-BOX:

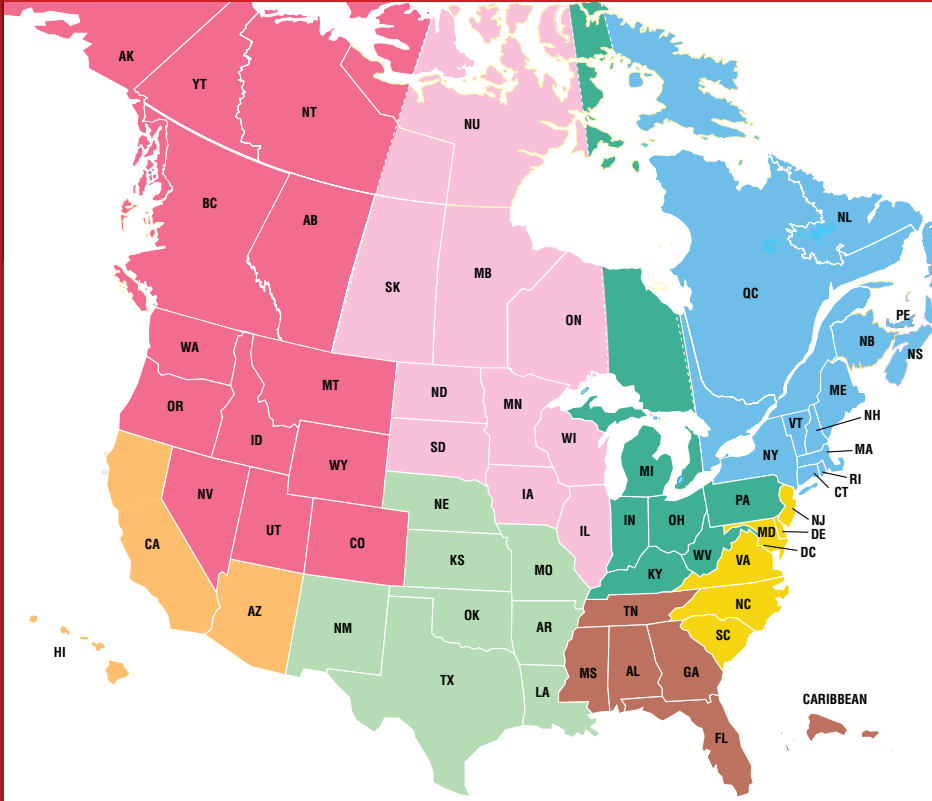
- One-time purchase, no monthly monitoring fee
- Key locked in KNOX-BOX; not hidden for burglar to find
- Key readily available to responders; no relying on neighbor to let responders inside
- No Forcible Entry Damage
- Security is a priority – Knox Box is UL 1037 Listed against physical attack

The growth trend of gated communities is on the rise. In today's marketplace, if an apartment or residential community is not gated, it will not appear as safe or prestigious as the ones that do. Regardless of the motivation of the residents, the requirements for emergency responders remain the same. Fast, dependable response is a minimum requirement. It is possible to maintain a high level of response capability at a minimum cost to the residents. Regardless of the application, gated complexes and the residences inside offer unique challenges to public safety. Your decisions insuring safe, dependable delivery of service will have lasting results. ❏

*Merry Christmas
and Happy New Year*



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



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®, 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
Fire Rescue East Daytona Beach, FL	January 20-21
MidWest EMS Milwaukee, WI	January 25-28
Missouri Winter Fire School & Expo Columbia, MO	February 10-12
Virginia Fire Chiefs Virginia Beach, VA	February 23-26
Mega Show Nassau, NY	February 25-26
Firehouse World San Diego, CA	February 21-23
EMS Today Baltimore, MD	March 1-3
CO ICC Denver, CO	March 5-7
Southwest Fire Rescue Frisco, TX	March 10-15
Cal Chiefs OPS Seaside, CA	March 11-14
FDIC Indianapolis, IN	April 18-21
Int'l Conference for Fire & Rescue Executives Vancouver, BC	April 29-May 1
Ontario National Fire & Emergency Expo Toronto, ON	May 5-9


4500 Series



The 4500 Series carries four distinct UL listings for powder coat, industrial control equipment, anti-theft alarms and central station alarms.




Now Available!!

The new UL listed Knox 4500 Remote Electrical Power Shutdown Station that can be used by first responders during an emergency. The shutdown station contains a listed switch housed in a NEMA container which may operate a shunt to disconnect electrical power to the building. The 4500 Series has a NEMA Type 2, 3R (indoor/outdoor) rating. With the new 4500 Station, this shutdown switch is protected against tampering or physical attack from unauthorized individuals. The device can also be wired to shutdown electrical equipment and systems such as generators, power distribution centers, photovoltaic/solar powered systems, HVAC controls and telecommunications equipment. Available in multiple finish colors and configurations. For more information, visit the Knox Company website at www.knoxbox.com or contact your local account manager. 



KNOX
WiFi



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

HAPPY NEW YEAR



The Key to a Secure System

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

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

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

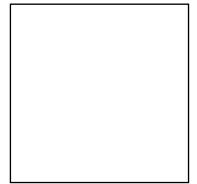


KNOX
Serving First Responders Since 1975

1601 W. Deer Valley Road
Phoenix, Arizona 85027

623-687-2300
800-552-5669

623-687-2299 Fax
www.knoxbox.com



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Residential Knox-Box to the Rescue

GOSHEN, MA

Continued from front cover

they were met by a wall of smoke that permeated the house. A light over the range illuminated the source of the smoke - an unattended frying pan on the stove. According to Chief Labrie, "Whatever she was cooking had become part of the pan but we couldn't tell what it was. There were no flames; just a lot of smoke."

At this point, firefighters split up into pairs. One group attended to the still simmering pan and unrecognizable food that was in it while the other headed into the living room where they found the unconscious resident. While attending to her needs, other department members set up fans to evacuate the smoke from the home to improve working conditions. Ultimately, the patient regained consciousness and was taken to the hospital as a precaution.

A few days later, the resident provided firefighters with details which led to a series of what turned out to be very fortunate events. She had returned home from grocery shopping around 5:30PM that evening. While unloading bags from her car, she decided to start making dinner

*Goshen FD Summer Picnic*

and placed a steak in a frying pan and set the stove on medium heat. As she walked into the living room she either tripped or fell to the floor causing her to hit her head on a table as she went down. There she lay, unconscious, for almost 6 hours until firefighters arrived and revived her.

Clearly, this resident was very fortunate. While she did sustain a minor injury, both she and her house were saved as a result of the prior planning she had in place combined with a monitored alarm system and working smoke detectors. Having a Knox-Box not only allowed firefighters to quickly gain access to her house, but they were also able to secure the house after her ordeal while she was on route to the hospital. When she returned home, the homeowner didn't

have to worry about repairing broken windows or doors since firefighters simply used the house key to get in.

The Goshen Fire Department also has a program in place where they loan a Knox-Box (Door Hang model) to residents who need them on a temporary basis. They strongly recommend all residents with a monitored alarm system to also install a Knox-Box on a permanent basis.

Goshen Fire is an all volunteer department located in the foothills of the Berkshire Mountains. Each member carries a pager and responds around the clock as needed. The department serves approximately 1,000 full time residents and more than 200 seasonal homes in addition to several private youth camps and a state forest campground. 