

# **Knox Box Operations**

## **CHAPTER 22.1**

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**Approved By: Chief of Fire Rescue**

### **PURPOSE**

The Knox box program was established in cooperation with businesses and organizations located within ACFR's jurisdiction. It was established to aid the Department with gaining access to a business or facility during times when the structure is not occupied. This will allow for a timely and non-destructive means of access to the property or structure by the responding units.

This guideline covers the use and operation of the Knox Box KeySecure3 Master Key Security Units installed on ACFR's fire apparatus as well as the operation of the wall mounted Knox Boxes. This guideline is to assure proper operation of the Key Secure3 Security Units and to maintain the highest security for the Knox Master Keys that are in the possession of the Department.

### **POLICY**

To assure the level of security needed for the success of this program, all Company officers and those that work out-of-class as Company Officers will learn and follow the following guidelines when utilizing the Knox Box system.

### **GENERAL GUIDELINES**

- The Knox Master Key shall be secured by utilizing the KeySecure3 Master Key Security unit at all times. If the KeySecure3 Key Security Unit is determined to be out-of-service, the Officer assigned to that apparatus will maintain possession of the Master Key until the KeySecure3 Key Security unit is repaired or the key is transferred to the officer reporting for duty to relieve the assigned Officer.
- Operation of the vehicle mounted KeySecure3 Master Key Security units :
  - a. The KeySecure3 unit is a vehicle mounted key retention unit that allows for the Knox Master Key to be safely secured, but easily accessible by the Company Officer. The unit also allows documentation of all operators accessing the Master Key, when the key is released and returned to the unit.
  - b. The KeySecure3 unit requires for the operator to enter the pre-assigned access code followed by the “#” symbol to release the key for use.
  - c. When the Knox Master Key has been released from the unit the blue strobe light located on the top of the unit will display a steady flash until the Master Key has been returned to the locked position.

- d. CCC shall be notified each time the Knox Master Key is removed from the unit
- e. There are two indicator lights located on the face of the unit which will indicate the following:
  - 1. If the left light(red/green status light) is solid green and the right light(yellow programming light) is off, that indicates that the Master Key is secure and operations are normal
  - 2. The left light blinking red indicates that the release code has activated the release of the Master key. The light remains blinking until the predetermined release time period expires. The right light is off.
  - 3. The left light is red and the strobe located at the top of the unit is flashing indicates that the Master Key is in the unlocked position. The right light is off.
  - 4. The left light is solid green and the right light blinks five times indicates that an error has occurred when entering the access code.
  - 5. Both right and left lights illuminated indicates that the unit is in the programming mode.
  - 6. The right light blinking in sets of three every few seconds indicates that the unit's internal battery is in need of replacement.
- f. Any problems with the operation of the unit should be reported to your District Chief. The District Chief will notify the appropriate personnel for repair or troubleshooting.
- Operation of the wall mounted Knox Box:
  - a. The wall mounted Knox Box will be installed on a participating facility's structure. The location of the Knox Box will be accessible to the Fire Department. For security reasons, the location of the Knox Box may be elevated and may require the use of a ladder to access it.
  - b. To gain access, the Company Officer inserts the Knox Master Key into the Knox Box cylinder and rotates it to release the locking pins. This releases the door on the face of the Knox Box to allow access to the facility's keys or access cards.
  - c. To re-secure the Knox Box, return the facility's keys or access cards to the Knox Box and place the door over the opening. Insert the Master Key into the cylinder and rotate it to return the cylinder to the locked position.

When the wall mounted Knox Box has been accessed to gain entry to a structure, all keys and/or access cards located within the Knox Box shall be secured by the Officer in charge until they can be returned and re-secured in the Knox Box. At no time shall the Knox Box Master Key be left inserted into the wall mounted box.