PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

EMERGENCY ACCESS KEY SECURITY

MP 102.13 10/20-R

PURPOSE:

The purpose of this procedure is to establish a standardized protocol for securing Knox keys; this includes the eKey, High Security, Low Security, Supra, and FDC Keys on emergency response apparatus.

GENERAL:

With the presence of Emergency Access Keys that provide access to businesses and multi-residency communities throughout the City of Phoenix, it is necessary to maintain the security of these keys.

The Phoenix Fire Department Fire Prevention Division is the sole distributor of Emergency Access Business Keys. The Low Security Keys are managed by both the Phoenix Fire Department and the Phoenix Police Department. All keys must be secured while not in use.

EMERGENCY ACCESS KEYS:

1. eKey – Provide access to businesses and/residents. Can only be used on an Electronic Key Core.
2. High Security (Business) Keys – Provide access to businesses and/or residents.
3. Low Security (Gate) Keys – Are used to open and close gates.
4. Supra Keys – is an older key system that is used for gates and gaining access to businesses and/or residents. This key system is being phased out and is usually located on older buildings or gates.
5. Knox FDC Wrenches – Kept in location designated by the Company Officer. These keys are used to unlock standpipes connected to the businesses and/or residents.

Tethering – All Emergency Access Keys, with the exception of the FDC Wrenches, will be secured together with an Unit ID and Fire Prevention Contact Information tag via a cable tether with serial number.

KEY SECURITY ON APPARATUS:

Each emergency response apparatus has been equipped with a Knox KeySecure device used to secure the Emergency Access Keys. For the security of the customers who have an Emergency Access Box installed, it is necessary for the Key to be secured in this device at all times unless it is in use. A security access number (employee ID number) will be used to remove the KNOX Key from the KeySecure device. Once the Key is returned to the apparatus the Key will be

immediately placed into the KeySecure device and moved into the locked position. The Company Officer must account for the Emergency Access Keys at all times.

RESPONSIBILITES:

Accountability of Emergency Access Keys is responsibility of the Company Officer in charge of the assigned emergency response apparatus (Engine, Ladder, Ladder Tender, Rescue, BC). This individual may be a Command Officer, Captain, "Out-of-Class" or "Move-up" Captain. The station Captain will also be responsible for the accountability of any Emergency Access Keys assigned to a Full or Part-Time Rescue or other single assignment apparatus (Utilities, Water Tanker/Tender, Brush Truck, Support vehicle, etc.) housed at the station. Verification that the Emergency Access Keys are secured in the KeySecure or Supra Device must be done at shift change and any other time in which the Captain or crew is relieved, including Full and Part-Time Rescue Crews.

REPLACEMENT OF LOST, STOLEN, OR DAMAGED KEYS:

1. If a Key is noted to be missing at any point, (i.e. shift change) the BC must be notified immediately.
2. A police report must be filed with the Phoenix Police Department and the subsequent PD report number, Officer's name, and badge number must be submitted with on the PFD Equipment Replacement System Fulfillment Report (ERR).
3. An ERR must be submitted, ensuring all appropriate approvals have been obtained (First-Level Supervisory, Second-Level Supervisory, District Commander, Homeland Security, and Resource) prior to requesting a replacement key.
4. Once the ERR has been approved by the required personnel, Resource will notify Fire Prevention of the request. Fire Prevention must have a completed ERR prior to the distribution of a replacement key. Replacement keys will require notification of the Fire Prevention Deputy Chief.

If replacement keys are needed afterhours, please use the contact information on the Fire Prevention Contact Information tag located on the Knox Tether.