CITY OF RICHMOND
RICHMOND FIRE-RESCUE

COMMUNITY REFERENCE GUIDE

VOLUNTARY BUILDING ACCESS PROGRAM (Lockboxes)

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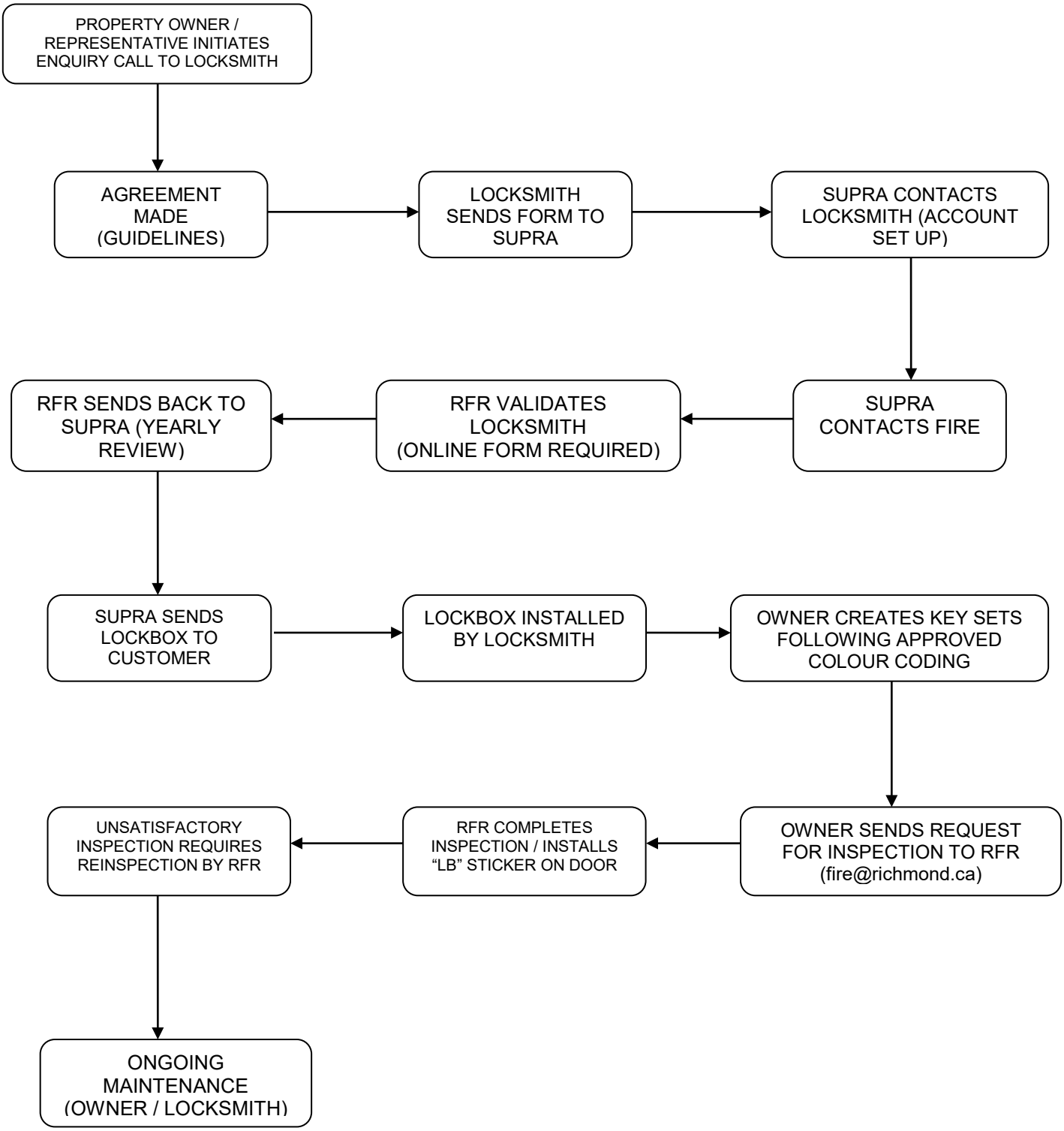
External Flow Chart



CITY OF RICHMOND
RICHMOND FIRE-RESCUE
LOCKBOX, BUILDING ACCESS PROGRAM

Purpose:

The purpose of this Community Reference Guide is to describe the City of Richmond – Richmond Fire-Rescue / RCMP Lockbox Program (Program). Lockboxes are hardened steel vaults, (UL Listed anti-theft devices) that are mounted on the exterior and / or interior of buildings that hold keys to the building so that the first responders may efficiently access unattended buildings after hours, while greatly diminishing the necessity to cause damage to buildings from forcible entry.

Richmond Fire-Rescue Recommendations for a Building Lockbox:

A lockbox should be installed on a building with any of the following:

1. A fire alarm system where:

    a. its control features, including emergency voice communication systems, are located behind a locked pane,
    b. manually operated devices require a key or device to be reset, and
    c. electrical circuit breakers are located within a locked panel or room.

2. An automatic sprinkler system where:

    a. the main control valve is locked in the open position, or
    b. it is located within a locked room or enclosure.

3. Standpipe and water supply connections are in a locked room or area such as a roof.

4. A key operated elevator control feature that:

    a. permits exclusive use of elevators to firefighting personnel, or
    b. will switch selected elevators to operate on emergency power.

5. Stairway doors that have been locked on the stairway side.

6. Roof access doors that are locked.

For more information about Richmond Fire-Rescue's lockbox program, please call 604-278-5131 or inquire at fire@richmond.ca.

Recommended Structures for a Building Lockbox:

Examples of structures for which a TRAC-Vault[1] lockbox may be beneficial include:

1. Warehouse, industrial, commercial and other buildings where 24 hour staffing / security is not available.

2. Buildings constructed in a manner such that Fire Department forced entry, if required, would be unduly difficult or result in significant property damage.

3. Buildings with a high frequency of emergency response incidents and where occupants may be endangered due to delays gaining access.

4. Hospitals, nursing homes and high-rise buildings.

5. Buildings with monitored fire alarm and fire suppression systems.

Approved Products:

In an effort to address security issues and improve first responder emergency access, the Program has implemented a lockbox device that provides access for first responders into the common areas of a building. Richmond Fire-Rescue has conducted extensive research on the various lockboxes that are available; the TRACcess® products by Supra, a unit of United Technologies Corp, are the most appropriate solution for Richmond, providing increased security, accountability, transparency and risk reduction. (For residential use, the TRAC-Padlock[2] is used.) The TRAC-Vault is UL listed to resist attack and vandalism, be tamper resistant and provides an audit trail that tracks access (lockbox door opening) to the lockbox. All devices are programmed with a system code which is accessible by the installation "Locksmith Company," Richmond Fire-Rescue and Richmond RCMP.

In the event the property has more keys than can be reasonably accommodated within the TRACcess® System lockbox, the approved product option is the addition of the Knox® 1400 Elevator Key Box. This key box would be mounted in the lobby of the building with its key secured in the TRACcess® System lockbox mounted on the exterior of the building, (allowing first responders to access all keys from within the lobby). Please email fire@richmond.ca for information on ordering a Knox® Key Box.

[1] TRAC-Vault is a UL-listed, intelligent storage device for multiple keys; may be surface-mounted or recessed.
[2] TRAC-Padlock is an electronic access control device that looks and acts like a padlock, combining access control with activity tracking.

Scope:

As described in City of Richmond Fire Protection and Life Safety Bylaw No. 8306, the building owner or property representative shall provide access within 30 minutes – the installation of a lockbox allows expedited access into the building for faster customer service for all types of emergency incidents, including medical and fire alarm events.

How the Program Works:

The Program requires a maintenance contract between the owner or property representative and the selected locksmith (approved and participating in the Program). This will ensure the building keys and lockbox are in working order on an annual basis.

An owner or property representative arranges for installation of a TRAC-Vault with their selected locksmith. Installation will be on the exterior of the building at the main entrance. Entry to the TRAC-Vault requires Richmond Fire-Rescue to issue an electronic key (eKEY®) to a smartphone device. eKEYS® are only issued to Richmond Fire-Rescue, Richmond RCMP (first responders) and the locksmith. Only first responders and the selected property locksmith will have access to the TRAC-Vault lockbox device on the property.

When a lockbox device is required to be opened by first responders, the arriving first responder in charge uses their eKEY® and opens the TRAC-Vault to remove the building keys. After use, the first responder returns the building keys to the TRAC-Vault and locks it.

How to Obtain a Lockbox:

The TRACcess® System lockboxes, (TRAC-Vault) must be purchased directly from Supra through a participating Registered Locksmith. When the lockbox is received, the locksmith will make the appropriate arrangements with the property representative or owner for installation.

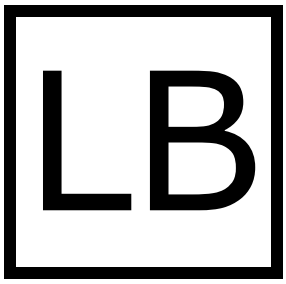
Further information on obtaining the Knox® 1400 Elevator Key Box (purchased when the TRAC-Vault is not large enough to hold all required keys) may be obtained by emailing fire@richmond.ca.

Lockbox Installation:

The lockbox device shall be installed ***in accordance with the manufacturer's installation instructions*** in close proximity to the main entrance to the building (within 3 metres on either side of the door). Alternate locations must be approved in writing by Richmond Fire-Rescue's Chief Fire Prevention Officer prior to installation. The lockbox device shall be installed at a height between 1.5 metres to 1.9 metres above the ground or floor. Recess mounted TRAC-Vault installations are strongly recommended.

After installing the TRAC-Vault, a sticker shall be applied on the upper right or left side of the main entrance door, signifying which side of the entrance the lockbox is installed.

Note: This sticker will be supplied and applied by the Fire Prevention Inspector during the initial lockbox inspection.



Required Keys:

The only keys that may be present in the lockbox are:

1. Key to the main entrance door. (As a security precaution, this should not be a master key to all doors in the building.)

2. Fire Alarm Cabinet or room (where a fire alarm exists in the building), or the Building Control Station (Fire Control room) in a high-rise building.

3. Sprinkler Shutoff room (where a sprinkler system exists in the building).

4. Elevator recall keys (where the building has an elevator with elevator recall function).

Note: Elevator door keys are to be kept in the Fire Safety Plan Box in the lobby or in the Sprinkler Maintenance room and not in the lockbox.

Electronic eKey:

The lockbox device selected for the City of Richmond Program uses an electronic key (eKey) that allows the system administrator full control of accessibility to all lockbox devices in the program.

Electronic eKey: (Continued…)

eKEYS provide access to the TRAC-Vault lock box and are only issued to Richmond Fire-Rescue (first responder), Richmond RCMP and the selected locksmith. The system administrator's full control ability permits first responders to have access to all lockboxes in the City of Richmond and grants access to specific sites for the locksmith. The locksmith's access is based on the contracts they have in place with building owners.

The property owner or representative shall arrange with their lockbox installation company to perform key or device maintenance once per year which will include:

1. Opening the lockbox door.

2. Validating that all keys or devices in the lockbox are identified (refer to table on following page).

3. Validating that all keys or devices in the lockbox operate as identified.

The property owner or representative shall advise Richmond Fire-Rescue at fire@richmond.ca of the locksmith company performing the device maintenance on the lockbox device for system code accessibility.

Key Organisation within Lockbox:

The property owner or representative is responsible for generating two key sets (minimum) for the building; **these key sets must be prepared prior to calling Richmond Fire-Rescue for a "lockbox inspection."** The first inspection is free of charge; however, if the key sets are not prepared as required and the inspector returns, the second inspection will be charged as per City of Richmond policy. The second key set is for fire fighters' use to aid in their post-incident investigations. This is particularly important when multiple floors may be impacted by an alarm.

The property owner or representative is also responsible for the on-going maintenance of the key sets, i.e., ensuring any rekeying within the building results in replacing old keys with new keys within the lockbox.

The primary keys needed by Richmond Fire-Rescue are listed below. These keys require identification that enables fire fighters to quickly identify what the keys are used for. The colours noted are for the key tags and assist in quick identification by first responders. Richmond Fire-Rescue suggests the use of a 1 inch stainless steel split key ring for each key, with a key cap or key identifier in the corresponding colour.

Key Organisation within Lockbox: (continued…)

To assist property owners or representatives in being able to create key sets for the fire fighters the following guidelines will apply:

Master Key	Master Key * (Green)
Front Entrance / Main Door	Main Door (No key cap)
Stairwell / Roof	Stairwell / Roof (Magenta)
Mechanical / Sprinkler Room	Mech / Sprinkler Room (Purple)
Electrical Room	Electrical Room (Blue)
Fire Alarm Panel	Fire Alarm (Red)
Emergency Generator	Emergency Generator (Yellow)
Fire Safety Plan	Fire Safety Plan (Orange)
Elevator	Elevator** (Black)

*In some cases one (master) key can provide access to many doors. This helps keep the total number of keys on a key set down to a manageable level for the first responders to use. Where this is the case the label for the keys should indicate "Master" and should be labeled with a green key cap or green key identifier.

**As the fire fighters will likely need to leave the elevator key in the elevator cab, it is recommended that this key be on a detachable key ring that allows the fire fighters to unclip it and leave it in the elevator. Consideration should also be given for having additional fire fighter elevator keys attached to the key sets as during an emergency all elevators, if equipped with the fire fighter elevator function, could potentially be used to transport equipment.

Access Cards and / or Fobs:

In many cases access cards or fobs can be used by the fire fighters to quickly access areas in place of the corresponding key. Access cards or fobs containing the required access can be attached to the key sets.

Access cards or fobs should be labelled identical to the keys to ensure that the fire fighters know what access is on the cards / fobs.

Final Steps in Initial Process:

After the installation of the lockbox is complete and the keys have been properly labeled, they are ready to go into the lockbox. As soon as possible after installation of the TRAC-Vault, the owner or property representative should email fire@richmond.ca to request a TRAC-Vault activation.

After receipt of the request Richmond Fire-Rescue will contact the owner or property representative to schedule an inspection to verify proper installation of the TRAC-Vault and to complete a building Fire and Life Safety Inspection as per City Bylaw 8306 and the BC Fire Services Act.

Notification Requirements:

When the owner or property representative re-keys or replaces any of the locks for the keys in the lockbox, it is the building owner's responsibility to make arrangements with their locksmith to ensure appropriate keys are replaced or changed out.

Questions:

Questions about the lockbox program may be addressed by contacting the Richmond Fire-Rescue lockbox program at

fire@richmond.ca

OR

Fire Prevention Office
Richmond Fire-Rescue
6960 Gilbert Road
Richmond BC V7C 3V4
604-278-5131