

MEMORANDUM OF UNDERSTANDING

Between the Phoenix Fire Department (PFD) & Glendale Fire Department (GFD)

Purpose:

- This MOU reflects the mutual interest of PFD and GFD to maintain a close working relationship in our mutual aid system to continue to provide the highest level of emergency medical service and customer service to the citizens of the City of Phoenix and the City of Glendale by granting both fire departments Knox eKey access across City boundaries.
- This MOU will ensure both Cities have identical auditing and securement systems in place to protect the residents and business owners of the city they reside in.

Shared Knox Product Communications:

- The GFD must have KeySecure units to secure their Knox eKeys for response units with the exclusion of inspection and administrative staff.
- Every user must have a unique assigned pin to remove the Knox eKey from the Knox KeySecure Device.
- The GFD must have a requirement for a lock code to be put into the Knox eKey to render it active to unlock the desired eCore Knox box.
- The GFD, when requested by the PFD, must provide a copy of their KnoxConnect Event Log of a specific Knox eKey used on a City of Phoenix Knox box within 48 hours. This information should include the user, the time the Knox box was opened, the time the Knox box was closed, and any other relevant information relating to the access of the box at the time of question.
- The PFD, when requested by the GFD, must provide a copy of their KnoxConnect Event Log of a specific Knox eKey used on a City of Glendale Knox box within 48 hours. This information should include the user, the time the Knox box was opened, the time the Knox box was closed, and any other relevant information relating to the access of the box at the time of question.

Knox Product Manager Contact Information:

Glendale Fire Department

Contact Name: Chuck Jenkins / Eric Keppler
Position: Fire Marshal / Resource
Cell Phone Number: 623.695.6056 / 602.614.3402
Office Phone Number: 623-930-4421 / 623-930-4411
Email: cjenkins@glendaleaz.com / ekeppler@glendaleaz.com
Address: 11550 W. Glendale Ave. Glendale, AZ 85307

Phoenix Fire Department

Contact Name: Blake Trivison
Position: Fire Prevention Captain
Cell Phone Number: 602-705-5954
Office Phone Number: 602-262-6771
Email: PFD.KNOX@phoenix.gov
Address: 150 South 12th Street
Phoenix, Arizona 85034



City of Phoenix
FIRE DEPARTMENT
FIRE PREVENTION SECTION

The City of Phoenix Fire Prevention leadership has agreed upon 4 jurisdictional minimum-security standards that, if agreed upon by the Knox Program Manager, the Knox Program Manager Supervisor, and City Legal of both the City of Scottsdale and the City of Phoenix, will grant both fire departments Knox eKey access across City boundaries. These standards will ensure both Cities have identical auditing and securement systems in place to protect the residents and business owners of the City they resided in.

Please review the security standards below.

1. The jurisdiction must have KeySecure units to secure their E keys for response units with the exclusion of inspection and administrative staff.
2. Every user must have a unique assigned pin to remove the key from the Knox KeySecure Device.
3. The jurisdiction must have a requirement for a lock code to be put into the eKey to render it active to unlock.
4. The jurisdiction, when requested by the Phoenix Fire Department, must provide a copy of their KnoxConnect Event Log of a specific eKey used on a City of Phoenix Knox box within 48 hours. This information should include the user, the time the Knox box was opened, the time the Knox box was closed, and any other relevant information relating to the access of the box at the time of question.
5. The Phoenix Fire Department will provide the requesting City's Fire Department a copy of our KnoxConnect Event Log within 48 hours after the request is submitted.
6. The Phoenix Fire Department's Knox Product Manager is:

Contact Name: Blake Trivison
Position: Fire Prevention Captain
Cell Phone Number: 602-705-5954
Office Phone Number: 602-262-6771
Email: PFD.KNOX@phoenix.gov
Address: 150 South 12th Street
Phoenix, Arizona 85034



City of Phoenix
FIRE DEPARTMENT
FIRE PREVENTION SECTION

I, Chuck Jenkins, have received and reviewed the Knox equipment jurisdictional minimum-security standards. Our Knox Product Manager contact information is provided below for continuing communications between our respective agencies. At this time, I understand the requirements provide by the Phoenix Fire Department Fire Prevention Section and I will respond with additional inquires if I have questions about future challenges that arise.

Knox Product Manager Contact Information

Knox Product Manager Name: Chuck Jenkins

Knox Product Manager Email: CFJenkins@GLENDALEAZ.com

Knox Product Manager Phone: 623-930-4421

Department Address: Glendale Fire Department

11550 W. Glendale Ave., Glendale, AZ 85307

Please select the following items:

I have read and understand the jurisdictional minimum-security standards requirements provided by the Phoenix Fire Department Fire Prevention Section.

I have reviewed the jurisdictional minimum-security standards requirements with my Section Leader, and we agree to a partnership with the Phoenix Fire Department Fire Prevention Section regarding Knox services between our Departments.

Name: Chuck Jenkins

Title: Fire Marshal

Signature: 

Date: 1/15/26

Memorandum of Understanding

ATTEST:

Julie K. Bower, City Clerk (SEAL)

APPROVED AS TO FORM:

Michael D. Bailey, City Attorney