



New Westminster Fire & Rescue Services

City of New Westminster Fire and Rescue Services Lockbox Program

1. Why do I need to upgrade my Lockbox?
 - a. The City of New Westminster's Fire Protection Bylaw requires all premises with a fire alarm system or an automatic fire sprinkler system must have an external lockbox.
 - b. If a building does not have a lockbox or the existing lockbox is not a City-approved lockbox (TRAC-Vault BT Smart), the building owner is required to obtain the City's approved lockbox from New Westminster Fire & Rescue Services.
2. What are the acceptable Lockbox specifications?
 - a. Under the City of New Westminster Fire Protection Bylaw, Section 39, **only the TRAC-Vault BT Smart** is considered acceptable to the **Authority Having Jurisdiction.**
3. What is the benefit of upgrading my building's lockbox to the TRAC-Vault?
 - a. The wireless TRAC-Vault is the City of New Westminster approved lockbox system. The NWFRS lockbox program will significantly lessen the City of New Westminster's risk and liability, while at the same time increase security for building owners.
 - b. Fire fighters will have better emergency access to buildings through enhanced key accountability and lockbox control.
4. What are the responsibilities of the Building/Property Owner?
 - a. The building owner arranges with a Province of British Columbia authorized lockbox installer to install the lockbox.
 - b. The property owner or their representative will contact NWFRS to place the buildings life safety system key inside the device.
 - c. Each lockbox must contain all of the building's required keys, keyfobs and access cards.
5. Where do I get my TRAC-Vault BT Smart Lockbox?
 - a. The lockbox installer is responsible for contacting NWFRS and arranging for the pick-up of the lockbox from Glenbrook Fire Hall.



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6. What are the lockbox location requirements?
 - a. The lockbox must be flush mounted into the wall.
 - b. The lockbox must be installed in close proximity to the main entrance of the building (within 10 ft. on either side of the door)
 - c. Not less than 4.0 ft, and not more than 6.0ft. in height from the ground.

7. What keys are the property owners required to provide?
 - a. Main Entrance
 - b. Fire Alarm Cabinet
 - c. Sprinkler Room Shut-off
 - d. Elevator recall
 - e. Stairwells/Roof
 - f. Electrical Room
 - g. Service Room
 - h. Master

8. How does the TRAC-Vault operate?
 - a. The TRAC-vault communicates through Bluetooth and infrared technologies. Authorized key holders enter a PIN-code on the EKey APP to activate the lock which minimizes the risk of theft through unauthorized use PIN-protected eKeys.
 - b. The City can deactivate eKeys that are lost, or misplaced.

9. How do you open the TRAC-Vault BT Smart?
 - Keyholders press the button on the TRAC-Vault lid to turn on reception from signals from the wireless eKey app.
 - The keyholder selects **OPEN DEVICE** on the eKey app, enters the valid **PIN**-code and selects **BEGIN**.
 - The lid acknowledges the signal with a flashing green LED and releases its lever.
 - The keyholder turns the lever to its open position and removes the lid from the vault.
 - An activity record is stored in the lid and in the eKey App and is transmitted by the eKey to the TRACcess Management System.