



Robert Kosin <rkosin@barringtonhills-il.gov>

Cook County 911 Vendor Reference

2 messages

Robert Kosin <rkosin@barringtonhills-il.gov>

Thu, Feb 20, 2014 at 7:59 PM

To: shereen.gamble@cookcountyil.gov

Cc: JoAnne Gumprecht <jgumprecht@vbhpd.net>

Thank you for the opportunity to share our experiences with a vendor AT&T that is under consideration by Cook County ETSB.

To understand the responses to the questions you have posed in the attached, you should be aware of the operating conditions of the Barrington Hills PSAP. First, regardless of the technology, it depends on the experiences of the users at either end of the call and for that purpose, JoAnne Gumprecht, Center Administrator was included in the responses. Please give serious consideration to her comments for they are grounded in years of practical and successful professional experiences. Second Barrington Hills is a municipality that is in four counties, covering five fire protection districts and served by five separate central offices. It has an area of 28.6 square miles, approximately one tenth the geographical size of the city of Chicago which complied it to move into the wireless delivery of 911. With the recent investment in 2013 by the Board of Trustees, the Village is in position to address the Next Generation of 911 with the same vendor who began the service.

All of which can best be see by a site visit to the Center, and by copy Joanne G. would be the best contact for such arrangements.

If further questions or explanations are required on this topic or other related issues of interest to your Center, please feel free to forward such to either JoAnne G. or myself.

Sincerely

Robert Kosin, ENP
Director of Administration

—

Robert Kosin
Village of Barrington Hills
112 Algonquin Rd, Barrington Hills, IL 60010-5199
[847.551.3000](tel:847.551.3000) | BarringtonHills-il.gov



ETSB.pdf

177K

JoAnne Gumprecht <jgumprecht@vbhpd.net>

Thu, Feb 20, 2014 at 8:23 PM

To: Robert Kosin <rkosin@barringtonhills-il.gov>

That was really a nice thing to say Bob!
Thank you.. JoAnne

Sent from my iPhone

1. Why did you choose your vender over other companies?

[RK] AT&T was the original provider of the first 911 system (1988) and demonstrated over the years management of the complexity of service and technology.

2. What was your overall experience with your chosen vender?

[RK] Excellent, there has been a change in personnel over the years and equipment (fourth generation) and each transition was transparent to the user.

3. Did the vender remain on budget and on schedule?

[RK] Yes to both.

4. Did your agency incur any unforeseen expenses before-during-after your install?

[RK] No.

5. Was there any surprises (positive or negative) during implementation of your system?

Positive lesson was learning that equipment and operational practices were usable or applicable in next version such that there was always a growth path.

6. Do you feel the vender provided proper training to your dispatchers and support team?

[JG] On the phone system itself, yes

[JG] Even with training there is always a learning curve with new equipment.

[JG] Are you planning on buying the Aurora reporting system? If yes, I think that they need to break the training into a 2 day session. My understanding is that they do that training after the system has been on line for awhile so you have actual data to work with. The trainer notice several errors when we were running reports so, we spent a considerable amount of time correcting those.

[JG] The trainer was very knowledgeable and professional.

7. How has the overall audio quality been?

[RK] No complaints, the Village transition from a copper based network in 1998 to a fiber direct to CO.

8. Do you feel the vender provided proper support during system cut-over?

[JG] Absolutely

9. Was the vender flexible and intuitive to the needs of your agency?

[JG] Yes, we have been a client of AT&T for many years.

Robert Kosin [RK] JoAnne Gumprecht [JG]

10. How long has the system been live and has there been any down time since live cut?

[JG] Cutover was mid June 2013.

11. If given the chance - what would you have changed during your experience?

[JG] I would have recommended replacement of the administrative side of the system. We only replaced the 911 side of the house. That meant some additional challenges for the technician when it came to figuring how to make it function correctly.

12. Please feel free to share any other additional comments or information you feel would be helpful.

[JG] Ask them about buying the larger Genovation keypads. The smaller keypads work but the larger one gives you more options (more keys).