



Clear Creek County Sheriff's Office

405 Argentine Street ★ Post Office Box 2000

Georgetown, Colorado 80444

SHERIFF

Don Krueger

UNDERSHERIFF

Stu Nay

01-10-2005

LIEUTENANT

Rick Albers

DETECTIVE SERGEANT

Ted Schaudt

This letter is just a brief note to those that are looking to invest in a dependable E911 system with a competent and reliable company that was interested in providing a good system and not just collecting money for a maintenance contract and never showing up to fix recurrent problems.

PATROL SERGEANT

Kimberly Douglas

In 2001 I was under-whelmed by the 911 provider we had. As I was shopping for a system that would meet our needs without devastating our budget, I was referred to Bill O'Neil, President of a new company that was building a E-911 system and would be marketing it very soon. I called Mr. O'Neil and met him that same week.

COMMUNICATIONS SERGEANT

Randy Long

As I detailed our issues with our current system and provider, he promised a solution to our woes. (How many times have we heard that?) As things progressed it became obvious that Mr. O'Neil really did know what he was talking about. As we got closer to entering into a purchase agreement we began wondering if we would be making a mistake going with a "New" company that might not be in business very long.

DETENTIONS SERGEANT

Jeff Smith

We were frustrated enough with our previous provider I was ready to use smoke signals if I could get away from the other provider. We agreed to be a Beta test site for Experient.

OFFICE ADMINISTRATION

Jacquelyn Crady

As time has proven Mr. O'Neil and the Experient system have exceeded any of our expectations from the system reliability to the customer service.

TRANSPORT DIV. CORPORAL

Greg Shireman

DETENTIONS ACCOUNTING

Randy Linville

RECORDS DIVISION

(303) 679-2452

As an example of the service we have received, last week as we were moving a dispatch work station (Due to expansion) one of our 911 cables was un-plugged and we plugged it back in immediately. In about twenty seconds our center received a call from Experient advising they had received an alarm and it looked like a cable had been un-plugged and then plugged back in. They were checking to make sure everything was working properly. The 20 seconds is accurate as to the time it took for them to establish contact with us. The system has not "Gone down" since we changed over.

I can without any reservation recommend and in fact urge you to seriously consider Experient for your 911 PSAP system. The only regret we have is that we did not move sooner to have Experient as our 911 provider.

If I can answer any questions pertaining to Mr. O'Neil or Experient please contact our Communications Div. Commander Randy Long or I at any time.

Sincerely,



Stu Nay

Undersheriff

(303) 679-2378

snay@sheriff.co.clear-creek.co.us

Sergeant Randy Long

(303) 679-2415

rlong@sheriff.co.clear-creek.co.us