



December 18, 2008

To whom it may concern:

Tualatin Valley Fire and Rescue has utilized Sonitrol's keyless entry Access Control Systems since 2002. The original systems were installed at our Administration Complex which consists of three separate buildings, our North Division Fire Marshals Office and the District's Training Center. Some of our facilities also incorporate Sonitrol's audio intrusion protection system that works in conjunction with the access control system. Some of our facilities also utilize Sonitrol for the required monitoring of our Fire Alarm Systems.

Historically TVF&R utilized a combination of conventional keyed and push button keypad style entry systems before going to Sonitrol access control. As our organization continued to grow and after time consuming security events associated with these conventional security devices, lost District keys and other security concerns the decision was made to look into a more sophisticated system.

In 2007 as part of a Station Renovation Project we installed access control at our South Beaverton Station, Station 66. TVF&R's newest station, North Tigard Station 50 is being constructed with the same access control technology. Current plans call for Sonitrol systems to be added to all of our new stations as part of their construction. In addition the systems will be added to older existing stations as they go through planned upgrades and renovations.

The decision was made to go with Sonitrol based on a couple factors. First, Sonitrol served other public agencies and their facilities in our region that TVF&R partners with on a regular basis. By using Sonitrol we were able to simply program the access devices already used by employees of these various agencies into our system and this reduced the need for the District to issue a card or device allowing them access to our facilities. Secondly, Sonitrol offered a fully managed version of the access control, versus a system that would require internal management. Our choice to use Sonitrol's managed system was based on the discovery that as the number of facilities within the system continued to increase and the size of our database continued to grow in conjunction with the potential number of scheduling changes required to support District operations we would need a full time employee to manage the database and scheduling changes within our systems. Sonitrol's 24/7 data management is a cost savings in comparison to other self managed options.

### *Support Services*

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As part of our Sonitrol monthly investment, service and maintenance on our systems have been included. This has been convenient in the sense we can budget for our Sonitrol investment, and know there will be no charges throughout the year for parts, labor, service calls, etc. Sonitrol has maintained a commitment to have same day or next day service on site when needed, and also provides on call service techs at all hours for emergency situations. Sonitrol also provides a local customer service team we can rely on when there are challenges.

Please feel free to contact me with any specific questions.



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