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| Fire Alarm Panel Project | | | | | |
| Company | Cost of Project | Cost of Monitoring/yr | Cost of Service/hr | Truck Charge | Cost of 3 hr service call |
| Johnson Controls | $7,850.00 | $676.00 | $243.00 | $125.00 | $854.00 |
| Koorsen | $19,865.45 | $660.00 | $145.00 | $95.00 | $530.00 |
| VFP | $26,176.00 | $480.00 | $95.00 | $25.00 | $310.00 |

Currently, our fire panel is not monitored. This means that in the event of a fire, the fire alarm will go off, but will not automatically call fire dispatch. This must be resolved as soon as possible. When we switched phone systems, the new system no longer requires the number “9” to be dialed to make outgoing calls. They need to reprogram the panel, but the panel is so old that they no longer have computers that can service it. The fire panel is 26 years old. In the past, the idea has been tossed around to switch monitoring companies, and a new fire panel is the perfect time to consider this switch.

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| Johnson Controls | |
| Pros | Cons |
| Cheaper Project Cost | Service Cost |
| Current Provider | Located in South Bend Area, more drive time |
|  | Proprietary - more costly long run |
|  | Not pleasant to work with |

Johnson Controls is our current provider. While they do offer a lower cost for the project as a whole, services over time will cost more. This is because all of their devices are proprietary. The other companies cannot work with these and must replace them. Johnson Controls also has spotty customer service. There are times I am waiting for 20 minutes before I can speak with someone just to put our system in test. The service dispatch for our area is out of the South Bend region. We have to pay for their drive time to get to the library every time they come. As you can see in the table above, the service cost per hour is $243. This last trip for them to figure out that we needed a new board was almost $1000. He drove into town, plugged his computer in, and then could not reprogram the panel. For about 30-60 minutes of work, we had to pay for 3 hours because of drive time. If we choose Johnson Controls for this project, we would probably be with them for the foreseeable future. About 15 years is the expected lifetime of a fire panel.

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| Koorsen | |
| Pros | Cons |
| Any company can monitor or service | More expensive to make the switch |
| Accessible options ex: Monitoring system from cell phone app | Paint and Ceiling touch-up may be required around some devices |
| Located in Fort Wayne, less drive time |  |
| Already manages all of our required system, device and extinguisher tests |  |
| Have not had anything but good experiences with them over the last 7 years |  |

Koorsen is our current annual, semi-annual sprinkler, and device testing company. They also maintain our fire extinguishers. I have not had any bad experiences with them in the last 7 years that I have worked with them. They are located out of Fort Wayne, and are always easy to get on the phone. Koorsen will be putting in a system that has more accessible options to put the system in test and monitor the system status. However, the project is pretty costly compared to Johnson Controls. There also may be some variation in the cost if there are any bad wires. We believe that the wiring is fine for the new system, but the possibility for some replacements is always there. We will have some paint touch-up around devices that we will be responsible for in-house, but it should not be a big issue. With their cheaper service costs, truck charges, and less drive time, it can be worth the switch in the long run. Again, their system is non-proprietary, so this means that other companies can service and monitor the equipment Koorsen installs. The representative I met with mentioned that he’s currently switching 3 locations in the Wells County area from Johnson Controls. They are all having the same issues with them that we are. All in all, I prefer to work with Koorsen. They are responsive, local, and professional. The people I have worked with there are great, and I always have a pleasant experience with them.

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| VFP | |
| Pros | Cons |
| Any company can monitor or service | More expensive to make the switch |
| Located in Fort Wayne | Paint and Ceiling Touch-up may be required around some devices |
| Low service cost |  |
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I have not worked with VFP, but they seem very helpful and nice. They are similar to Koorsen. Their system can be serviced or monitored by any company that is not proprietary. They will also have to replace all devices in the building. With that, there will be some paint touch-up again, but should not be a big deal. They are located in Fort Wayne, and have lower service costs. The cost for this company is much larger than expected. Unfortunately, I think it would take a lot of time and service calls to be able to break even with this much of a cost difference.