



Ottawa County Central Dispatch Authority

Peter Fink, President
Russ Bassett Corporation
8189 Byron Rd
Whittier, CA 90606

Dear Mr. Fink,

I would like to take this opportunity to express my thanks for the craftsmanship and service provided by your company. Your desienceDispatch Furniture met all of our high standards as we looked for technical dispatch furniture to outfit our newly constructed facility. Details such as the bull nose edge on your work surface, personal climate control system, safety switches at pinch points, robust lifting mechanism, and powder-coated steel construction were unmatched by your competitors. Your product alone placed you above your competitors; but what was truly amazing and unexpected was the service provided after you were awarded the contract. Your attention to detail and willingness to develop a design that worked uniquely for us was outstanding. It was as if we were your only customer. When we had ideas for furniture orientation and even for functionality that you hadn't previously fabricated, your group performed and made those ideas a reality – an amazingly successful reality.

I know that you promote your product line as one that is of the highest quality, modularity, and versatility. After having worked with your staff, I must say that you should begin to promote them in the very same way. They made all of our requests a reality and went out of their way to make sure that we were pleased. They compliment the desienceDispatch brand and present Russ Bassett as a company I am eager to recommend to others.

Please feel free to use me as a reference and to direct anyone with questions about your brand or company to contact me.

Sincerely,

Michael T. Muskovin
Data/Radio Systems Manager
Ottawa County Central Dispatch Authority