



## Mesilla Valley Regional Dispatch Authority

June 10, 2016

Matt Gawin  
Russ Bassett, Inc.  
8189 Byron Road  
Whittier, California 90606

Dear Matt,

About 18 months ago we began the process of looking for ergonomic dispatch workstation and training workstation furniture for our new PSAP building that was under construction. In the process our staff worked with three separate vendors, including Russ Bassett, and conducted countless interviews and site visits to determine the proper fit for our needs.

As you know, we chose Russ Bassett, Inc., to be our provider for twenty (20) dispatch workstations and ten (10) training workstations. The criteria we used required durability, craftsmanship, customization, ergonomics, accessibility to IT components and customer service. We've found that Russ Bassett, Inc., scored highest and has been able to deliver on all those requirements.

I want to give kudos to you and your team. From the original design and planning phase, through the funding and billing and down to the construction and installation, the Russ Bassett team was professional, efficient, and a pleasure to work with. Your team was able to integrate seamlessly with our telephone, radio, computer, and recorder vendors to make the furniture and technology installation go smoothly and stay on schedule. I heard from many of our other vendors that they enjoyed working with the Russ Bassett staff.

Our Call Takers, Dispatchers, and new trainees absolutely love the workstations, their ergonomic design, climate controls, and even the small touches like the retractable cup holders. The furniture has been a great morale booster.

We are very pleased with our decision to choose Russ Bassett, Inc. for our 911 PSAP furniture needs. Please pass along our thanks to all your staff. It was a pleasure to be able to work with such a fine company and group of individuals. You all helped make the transition into our new facility an easy one.

Sincerely,

Hugo Costa Jr., ENP  
Executive Director