



EL PASO COUNTY 9-1-1 DISTRICT

January 19, 2018

Matt Gawin, Sales Executive
Russ Bassett Corporation
8189 Byron Road
Whittier, CA 90606

RE: Russ Bassett 911 PSAP Consoles

Dear Matt:

On behalf of the El Paso County 911 District, I would like to thank you and the Russ Bassett Corporation for your outstanding service during the purchase and implementation of 60 plus Mission Critical sit/stand consoles for our new Regional Communications Center in El Paso, Texas.

In considering our design, your attention to detail during our discussions and your ability to make changes and provide solutions was very impressive and expedited the process of reaching a final proposal. Your professional design team deserves recognition for their work; I was so excited to open the emails every time we received a new design option to see the amazing new layouts until we reached the final design for procurement.

Matt, thank you for taking the lead in coordinating with the construction company, architect, electrical and data cabling subcontractors throughout the process which ensured a smooth path for preparation, delivery and installation on a very limited timeline. You really took the stress off and made it so easy for me. It was a great pleasure working with Scott Morsch, Russ Bassett Installation Manager.

Russ Bassett helped us accomplish a vision that had been in the works for several years. Our PSAP is state of the art, amazing and truly beautiful. The 911 telecommunicators and The Watch are very pleased with their environment and are taking very good care of their new consoles. It was a pleasure doing business with you and Russ Bassett; and hope to continue to work together in future endeavors.

Sincerely,

A handwritten signature in blue ink that reads 'P. Caldera'.

Patricia Caldera
Fiscal Manager
El Paso County 911 District