



# City of Arcadia

## Police Department

Robert T. Guthrie  
*Chief of Police*

July 25, 2019

Peter Fink, President  
Russ Bassett Corporation  
8189 Byron Road  
Whittier, California 90606

Dear Mr. Fink,

I was tasked with upgrading our 9-1-1 system along with replacing the existing dispatch consoles. Ava Rabago was my representative who had walked me through the process. She, along with her support staff, was very accommodating and highly responsive to our needs. I cannot thank Ava and her team enough for their support since I had no prior experience related to dispatch consoles.

Based on my experience, I will not hesitate to recommend Russ Bassett and its products to the law enforcement community for outstanding customer service and quality. Should you have any questions, please feel free to contact me.

Sincerely,

Roy Nakamura, Lieutenant  
Arcadia Police Department  
Operations Division  
(626) 574-5156 (Office)  
(626) 698-8466 (Cell)  
Email: [rnakamura@arcadiaca.gov](mailto:rnakamura@arcadiaca.gov)