

MICHAEL HINOJOSA, ED.D.
SUPERINTENDENT OF SCHOOLS



March 4, 2019

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

Dear Matt,

On, Friday, February 23, 2018, we started the process of looking for ergonomic dispatch workstations for our new Communications Center. During the process of trying to decide on which vendor to use and how we would come up with a good concept, you and your team were extremely instrumental in our decision-making process. As a result of many conversations and researching of companies as well as other police departments, your team designed a more suitable plan for the Dallas Police Department.

We are a small agency as it pertains to Dispatch consoles, and I requested a setup of 5 workstations and we pleasingly ended up with 6. Also, close to the end of the process we added 12 lockers to be placed within the center for each of the operators to have within reach. The workmanship of the consoles as well as the way Russ Bassett was able to give a variety of choices and designs were top notch! You and your team were instrumental in assisting with the pricing of the entire project. I asked for the cream of the crop quote with all of the bells and whistles as well as the scaled back quote with a few bells and whistles. I was fortunate enough to get everything I asked for. As I was very indecisive during this process you continued to exude extreme patience throughout the entire progression and development of our center. After we had a chance to meet face-to-face, my experience and assurance of making the right decisions was very evident. Thank you!

Those who installed the consoles from the project managers to the actual installers were all very professional as they worked hard every step of the way.

Our Dispatchers are happy and excited with the new consoles, as the old center had been in place since the late 90's with very little updating. Our official move in date was February 22nd, 2019. Coming from another agency and two new dispatch center installs, I got the pleasure of watching this team enjoy their new consoles and center. The attitude change is definitely noticeable as well. To say that we are very pleased including our command staff with Russ Bassett is an understatement. Therefore, to you and your team, we say thank you and we would highly recommend Russ Bassett to any agency!

Thank you again, for a job well done!

Sincerely,

Wilford F. Davis,
Dallas ISD Communications Manager 214-932-5613