



McLennan County 9-1-1 Emergency Assistance District

Proudly serving the citizens of McLennan County for over 30 years!

October 9, 2019

Mr. Matt Gawin, Sales Executive
Russ Bassett Corporation
8189 Byron Rd
Whittier, CA 90606

RE: Russ Bassett 9-1-1 PSAP Consoles

Dear Matt:

On behalf of the McLennan County 9-1-1 Emergency Assistance District, I would like to thank you and the Russ Bassett Corporation for the outstanding service during the design, procurement, and installation of the twelve (12) PSAP consoles at our new 9-1-1 back-up facility.

Throughout the entire process you were professional and treated us as if we were a much larger agency. You listened closely to our needs and presented a design that was exactly what we envisioned. Our Board of Managers as well as our PSAP supervisors are extremely pleased with the consoles.

We appreciate you and your team for working with our architect, general contractor, and various sub-contractors during delivery and installation of the consoles. The installation team, led by Scott Morsch, did a fantastic job and I was impressed at how quick and proficient they were.

The McLennan County 9-1-1 team is happy with the finished product and we would definitely recommend Russ Bassett Corporation to any entity looking for a professional company that specializes in high quality mission critical consoles.

Thanks again for the outstanding service!

Sincerely,

A handwritten signature in black ink that reads "Jesse A. Harrison".

Jesse A. Harrison, ENP
Executive Director