



April 27, 2020

Matt Gawin
Russ Bassett Corp.
8189 Byron Road
Whittier, CA 90606

Dear Matt:

I am happy to write a letter of referral concerning the Russ Bassett service and product our PSAP purchased.

McKinley County Metropolitan Dispatch Authority purchased 12 consoles. We replaced 10 old consoles and incorporated 2 new. Our purchase was not for a new center so the idea of pulling out the old consoles and installing the new consoles with all the technology that is integrated and imperative to our operation, was a not our idea of fun. Russ Bassett's project management planned a two phase install and completed the job with zero downtime.

I truly believe the new consoles have boosted morale. The consoles are equipped with a very pleasing ergonomic design and the dispatchers absolutely love the climate controls, monitor array movement, amount of work space, personal gadgets like extra USB ports and the famous keyboard taco holders. The personalized etched glass facing brought all agencies we dispatch for and the 911 Telecommunicators together under one symbol of "First Responders".

This purchase was vetted against other vendors. The sales presentation, planning, pricing and implementation were professional and straightforward. Effective and efficient service is everything in our line of work. Not only when we are delivering service but when we are receiving service also.

Matt was personally available throughout the project and even after completion to assist in a matter unrelated where his expertise was sought.

Sincerely,

Georgene Dimas
Director

