

VERDUGO FIRE COMMUNICATIONS CENTER

Thursday, July 05, 2007

Ava Rabago
Russ-Bassett Corporation
8189 Byron Road
Whittier, CA 90606



Subject: Verdugo Fire Communications – Desience Dispatch Console Project

Hi Ava,

I just wanted to send you a quick note on the outcome of our project. The dispatch consoles installed by your company are really taking shape. Everyone coming into the center has been very impressed with the quality, build, modularity, and functionality of our new dispatch consoles. Many are asking who the vendor is and of course how they can get one for their home. Cute!

Although our project was small in size, only three (3) large sit-stand consoles, your company was the only one that truly listened to our needs, even after several vendors had performed CAD/CAM drawings and site visit/walkthroughs. I want to commend you and your folks for working with us in that area. And I was especially pleased that we were able to get this project through on such short notice and within our fiscal year.

We started this task in February of this year and had the installation completed on June 1st. I think that was fairly quick and having your company locally based here in Whittier certainly helped. Knowing that your factory is so close by, eased some concerns about shipping and any future apprehension about repair/maintenance – not that we have any with your furniture!

Ava, should you need me as a reference for any future needs/projects, please don't hesitate to use my name or Verdugo as a point of reference or tour site. Thanks again for all your help!

Regards,

Don C. Wise
Fire Communications Administrative Supervisor
Verdugo Fire Communications Center
(818) 548-3313
dwise@ci.glendale.ca.us
<http://www.verdugo.ci.glendale.ca.us>
<http://www.verdugo.org/>

421 Oak Street | Glendale, CA | 91204-1298
(818) 548-3330 | (818) 240-5895 Fax