



Newport Beach Police Department

John Klein Chief of Police

870 Santa Barbara Drive · P.O. Box 7000 · Newport Beach, CA 92658-7000

November 13, 2007

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

Dear Mr. Fink:

Now that our Dispatch Center remodel is complete, we wanted to let you know what a pleasure it was to work with your staff. Ava Rabago was the Project Manager and performed in an outstanding manner. She took care of the quotes, layouts, and modifications, as well as coordinating all the details from start to finish. We appreciated her assistance and patience with the variety of changes we made. The engineers and your factory staff were very helpful in demonstrating the product, as well as providing tours and access to products to assist us in making our decisions. We were very pleased with the installation crew, and they worked well with the other vendors involved in this remodel. Everything ran very smoothly, and the project was completed in the timeframe promised.

Russ Bassett was the preferred vendor for our Dispatch furniture remodel for several reasons. All of the furniture manufacturers offered adjustable workstations, but your furniture provided additional features, functionality, and design. The heavy-duty lifts are superior in construction, durability, and stability. You also were able to offer added peripheral storage options and customization. The engineered personal environment air circulation and heating system for each console is unique and effective.

The customer service has been outstanding. We have had a very positive experience working with the various members of your staff and would be pleased to have any of your potential customers visit our facility or answer any questions they might have. Please have them contact Communications Supervisor, Shelley Santy, at (949) 644-3726 or via email at ssanty@nbpd.org.

Sincerely,


John Klein
CHIEF OF POLICE