



## Westminster Police Department

Kevin Baker, Chief of Police

8200 Westminster Boulevard, Westminster, CA 92683 714.898.3315  
www.westminster-ca.gov

Date: August 27, 2013

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

Dear Mr. Fink,

When we started researching adjustable dispatch furniture, it quickly became evident that Russ Bassett was the premier company for supplying dispatch consoles. Your company came highly recommended by several Communications Managers for the quality of the product and outstanding customer service.

In 2011, Russ Bassett Corporation installed the Desience Dispatch Consoles and office furniture in the Emergency Communications Center located in our new police facility. Russ Bassett was very involved in the planning phase of the new building to help us optimize the layout of our center. Ava Rabago and Nathan Drake attended numerous meetings with contractors and key stakeholders, working very well with everyone involved. In the many years we have worked with Russ Bassett, your employees have consistently proven to be prompt, reliable, and responsive to our needs.

As the Desience Sales Executive, Ava Rabago has been our primary contact. She is knowledgeable, dedicated to providing excellent customer service, and truly a pleasure to work with. She takes a sincere interest in learning about the duties and responsibilities of dispatchers and how it affects their furniture needs so she can better service her customers. Even two years after our installation, she calls to see if the furniture still meets our satisfaction.

Every Russ Bassett employee we have had contact with has been friendly, helpful, and quick to respond to questions or requests. We have truly enjoyed working with your company and the dedicated employees you have employed.

I would highly recommend Russ Bassett to any law enforcement agency looking for Desience furniture. Please do not hesitate to use our agency as a reference in the future.

Sincerely,

Kevin Baker  
Chief of Police

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*Service with Integrity*