



## THE CITY OF SAN DIEGO

December 20, 2013

IN REPLYING  
PLEASE GIVE  
OUR REF. NO.

Gerardo Gurrola  
Program Manager  
SDPD, Communications Division  
1401 Broadway  
San Diego, CA 92101

To Whom It May Concern:

In 2012, the City of San Diego selected Russ Bassett to replace work space consoles in the San Diego Police Department's dispatch unit. As sometimes happens in large projects there were unforeseen complications. Russ Bassett was very patient and worked with us through these obstacles.

This project had a very aggressive schedule. The project had four phases and each phase was to begin right after the other phase was completed. Due to a problem, unrelated to Russ Bassett, we had to ask that a phase be delayed by two weeks. Russ Bassett was very understanding and accommodating and rescheduled to our needs. There was yet a second delay that needed accommodation and again Russ Bassett was able to work with us.

All of the work was completed according to the revised schedule, and the Russ Bassett installers were very professional during each phase of the project. All of the installers wore Russ Bassett polo shirts and khakis, so they were easy to identify, and the communication they had with each other and with our employees was polite and professional. The dispatchers were not distracted by the work of the installation crew and the work performed was done very well. It was obvious the staff knew what they were doing.

Russ Bassett installed 47 positions, including 32 call taking positions, 12 radio, and 3 lead positions. As in any project this size, we ran into unexpected problems. Some of the monitor arm types were changed due to user preference, and an under worksurface cable chase was replaced with a low profile design. As soon as each of these items was identified and Russ Bassett notified, they took immediate corrective action. The project was well planned by Ava Rabago; Russ Bassett's assigned Project Manager. I believe that our ability to stay within our budget was a direct result of the time they spent detailing each part of the project and anticipating any delays.

Russ Bassett did an outstanding job in the preparation and installation of the new furniture in our Communications Center. I believe we selected the best vendor for our needs and if we had to do the project again, I would select them again. It was a job well done.

Regards,



Gerardo Gurrola

Cc:  
Ava Rabago



**Office of the Chief of Police**

1401 Broadway • San Diego, CA 92101-5729

Tel (619) 531-2000

