



JOHN McMAHON, SHERIFF-CORONER

November 26, 2013

RE: Russ Bassett Corporation

To Whom It May Concern:

Please consider this a letter of recommendation for Russ Bassett Corporation and their dispatch furniture consoles. In 2013, the San Bernardino County Sheriff's Department opened a state of the art Public Safety Operations Center (PSOC) in Hesperia. The Center included a total of 70 consoles; 35 Sheriff Radio, 18 Sheriff Call Intake, 1 Fire Supervisor, 12 Fire Radio and 4 Fire Call Intake positions. We reviewed many vendors to outfit this new facility.

Most communications centers have raised floors with all the wiring underneath. As we were remodeling an existing facility, we could not raise the floors due to the height of the ceiling. The "desience" consoles fit our needs perfectly by having multiple tiers and wider bases to fit required equipment and wiring; while allowing space for technicians to work on the equipment as needed.

Russ Bassett sales people, engineers and installers were a pleasure to work with. They were receptive to our needs and handled requests immediately. They provided the requested equipment at the original price quoted, even though we asked for (and received) a couple of modifications after the initial agreement. Their customer service is above reproach; we have had only one issue with the equipment since installation and they responded by sending a technician to our facility immediately.

Please feel free to contact me if you have any further questions or if I can be of assistance.

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