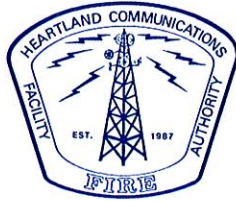


HEARTLAND COMMUNICATIONS FACILITY AUTHORITY

100 EAST LEXINGTON AVENUE • EL CAJON, CALIFORNIA 92020-4517
PHONE: (619) 441-1623 • FAX: (619) 444-5982

JPA MEMBERS BEING:

ALPINE FIRE PROTECTION DISTRICT
BONITA FIRE PROTECTION DISTRICT
CORONADO FIRE DEPARTMENT
EL CAJON FIRE DEPARTMENT
LA MESA FIRE DEPARTMENT
LAKESIDE FIRE PROTECTION DISTRICT



LEMON GROVE FIRE DEPARTMENT
SANTEE FIRE DEPARTMENT

ALSO SERVING:

BARONA FIRE PROTECTION DISTRICT
SANTA YSABEL FIRE DEPARTMENT
SYCUAN FIRE DEPARTMENT
VIEJAS FIRE DEPARTMENT

January 7, 2014

RE: Letter of Recommendation

To Whom It May Concern:

I would like to take this opportunity to acknowledge Russ Bassett Corporation for exceeding our expectations in the recent remodel of our 9-1-1 Communications Center.

Heartland Communications Facility Authority (HCFA) awarded the contract for the remodel to Russ Bassett Corporation, after an extensive bid process was completed, for purchase and installation of five new workstations in our communications center. Our sales executive from Russ Bassett, Ava Rabago, was extremely knowledgeable and helpful throughout the entire process. She was able to share ideas and suggestions to help extract information necessary to create what we felt to be a professional floor plan that stayed within our budget and met all our agency's needs.

I would also like to thank Ms. Rabago for the positive, patient attitude she portrayed in working with our staff throughout the entire process to ensure our complete satisfaction. The remodel of our 9-1-1 communication center was completed right on schedule on July 17, 2013. Russ Bassett's team of experts arrived on time *and* with all necessary equipment to complete the job. The quality of work performed by the Russ Bassett's team was exemplary. They were professional, efficient and courteous at all times.

I highly recommend Russ Bassett Corporation and their professional team to any business looking to purchase high quality, dependable, sturdy equipment that will serve you for many years.

Please do not hesitate to contact me if you would like to discuss in further detail.

Sincerely,

A handwritten signature in blue ink that reads "Diane L. McClarty". The signature is fluid and cursive.

Diane L. McClarty, ENP
Communications Director
Heartland Communications Facility Authority
100 E. Lexington Avenue
El Cajon, CA 92020
619-441-1624
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