



July 28, 2020

Mr. Peter Fink – Executive Vice President
Russ Bassett Corporation
Whittier, CA

Dear Mr. Fink,

On behalf of the Prince William County Office of Public Safety Communications, I would like to thank you and the Russ Bassett Corporation for the time and attention to detail put into our project. Working with Jeff Nelson was always pleasant because of his very positive attitude and knowledge of your products.

As our Office prepared for the renovation of our primary PSAP in 2019, I was tasked with designing and building a new backup site (24 seats) so that we could move into while our prime site (33 seats) was renovated. Prior to this project getting started, Prince William County did not have a dedicated and fulltime backup site and our prime site was outdated (17 years old), we had outgrown it and it was deteriorating fast.

As part of my planning and design of both of these sites, I implemented a furniture and design committee, which toured several PSAPs and met with multiple furniture vendors during demonstrations. The quality and appearance of Russ Bassett 9-1-1 furniture ascended to the top as the manufacturer and design that the majority of my staff wanted for both locations.

The design, change orders, delivery, installation and follow-up service we received from Jeff and the entire Russ Bassett team exceeded my expectations, having been involved with vendors for over 25 years. This was actually the second PSAP I was responsible for rebuilding from the ground up.

As you recall, during the middle of our renovation project, and before our furniture was completed, COVID-19 paralyzed the world in production, and your factory was not exempt, especially being in California, one of the hardest hit states with the pandemic. Yet, you took time out, along with Jeff, to ensure that our furniture would be delivered on time and intact, which it was. I will never forget this level of personal commitment from you and your team to ensure our project was completed on time when pretty much the rest of the world was on hold.

Our next project is a training classroom for our basic training academy and I hope we can count on you to help us design and deliver the same high-class furniture that we have at our primary and backup sites.

I feel honored and privileged to be a Russ Bassett customer because your quality, level of service, and commitment has made my staff and I felt like we really matter. Thank you!

Eddie Reyes