



U.S. Department
of Transportation
**Federal Aviation
Administration**

Robert E Russ III
Air Traffic Manager (former)

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To whom it may concern:

I am writing to express my gratitude toward Russ Bassett for the slat-wall console they completed at the Santa Monica Air Traffic Control Tower in 2016 and 2017. The facility benefitted immensely from the re-organization of equipment, increase in space and development of better sight lines. In a profession that constantly yearns for all of those things, it was very much needed and welcomed.

The flexibility and professionalism toward the project from Russ Bassett was apparent very early on in the project. During just the first few weeks of the project, Russ Bassett built a scale model of our operations area at their facility in Whittier, CA. Members from Santa Monica Tower were invited to view this model and were asked to give feedback and change requests that were ultimately incorporated into the final product. As the various stages of the project would be completed, our controller's "real time" input was considered. Changes would be made, seamlessly, on the fly. In short, Russ Bassett's flexibility was paramount to our satisfaction.

Russ Bassett's commitment to providing a great product to the Air Traffic Control community was cemented with the addition of Mitch Herrick. Mr. Herrick had several years of experience in our field as a former Air Traffic Controller. It cannot be overstated how his involvement made the project run so much more smoothly before, during and after the construction and installation at our facility. Mr. Herrick's ability to translate our "Air Traffic" input into the console designs allowed us to rest easy knowing we had been understood correctly.

Finally, I would like to say that I found the communication between Russ Bassett, Santa Monica Tower, the Federal Aviation Administration's engineers and project managers to be excellent. I cannot think of a time when we were wondering if our emails were read or phone calls were received. Russ Bassett was very responsive to all of our communications.

Overall, the outcome was better than I had expected. Thank you for providing this facility with such an upgraded working environment.

Respectfully,

A handwritten signature in black ink, appearing to read "Robert E Russ III", written over a horizontal line.

Robert E Russ III