



Mesa Regional Dispatch Center  
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[www.mesaaz.gov](http://www.mesaaz.gov)

August 20, 2020

Matt Gawin, Sales Executive  
Russ Bassett Corporation  
8189 Byron Road  
Whittier, CA 90607

RE: Russ Bassett Dispatch Consoles

Dear Matt,

I am very pleased to write a letter of referral for our experience with Russ Bassett when purchasing consoles for our regional dispatch center.

Our first experience with Russ Bassett was in 2011 at our old center when we purchased 6 new dispatcher positions. Shortly after that we purchased 2 additional positions. For this project, we remained in the center. Your team was outstanding to work with and very responsive to our needs. The consoles themselves were an enormous upgrade from what we were using prior. Your consoles are designed specifically for functionality that a high performing ECC needs. They are ergonomically correct and are flexible for various body types.

In 2017, we moved to a brand-new center. Your team worked to help offer several recommendations for potential floor plans. We purchased an additional 6 positions for that move. This move involved tearing down the consoles from the old center and moving them to the new center as well. Blending the consoles that had a span of several years was a concern, but you and your team worked to help match up perfectly to an untrained eye.

The level of customer service you and your team provide whenever we have needed you is above the bar! You work consistently with honesty and integrity and I highly recommend your company for anyone looking for the best equipment when working in a mission critical environment.

Thank you for all you do!  
Respectfully,

*Doreen M. Wasick*

Doreen M. Wasick

MRDC Administrator

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