



City of Peoria

POLICE DEPARTMENT

8351 West Cinnabar Avenue
Peoria, Arizona 85345
T 623.773.8311

September 9, 2020

Matt Gawin, Sales Executive
Russ Bassett Corp.
8189 Byron Road
Whittier, CA 90606

Re: Russ Bassett PSAP Console/Center Modernization

Dear Matt:

I am very pleased to recommend Russ Bassett Corporation for all communication center console needs. The Peoria Police Department was extremely fortunate to be able to go through a console replacement and center modernization in early 2020. Through Russ Bassett's selection process, project management and design, we were able to purchase 14 new consoles. Since the decision was made to do a complete center modernization, we knew that we had to come up with a plan where we had zero downtime and Russ Bassett exceeded our expectations.

The consoles are ergonomic and outfitted with the latest technology to include backlit lighting, climate controls, adjustable monitor array and personal gadget plug-in capabilities. The personalized lit etched glass was the ultimate touch. I truly believe the new consoles have boosted morale and provided our employees a much better working environment.

I would like to personally thank you and Van for all your attention to detail, patience and responsiveness to all of our needs as we conducted this install in two phases. The work and service received was effective, efficient and extremely timely.

Without hesitation, I would highly recommend Russ Bassett and their team, not only for their products but also for their customer service. The Peoria Police Department would welcome potential customers to view our center and we would be more than happy to facilitate the visit.

Sincerely,

A handwritten signature in black ink that reads "Brittany Brunet". The signature is written in a cursive, flowing style.

Brittany Brunet, Communications Manager
Peoria Police Department