



Los Angeles Regional Criminal Information Clearinghouse

Peter Fink, President
Russ Bassett Corporation
8189 Bryon Road
Whittier, California 90606

October 30, 2020

Dear Mr. Fink,

Beginning in late 2018, the Los Angeles Regional Criminal Information Clearinghouse (LA CLEAR) began to explore the possibilities of upgrading and redesigning our Watch Center. The LA CLEAR Watch Center is a 24/7 deconfliction unit within the Los Angeles High Intensity Drug Trafficking Area (LA HIDTA) servicing all local, state, and federal law enforcement agencies in Los Angeles, Orange, San Bernardino and Riverside Counties. Our crime analysts were using furniture that was more than 20 years old and, as the busiest Watch Center in the United States, it was time for an upgrade. I reached out to Russ Bassett along with other companies who manufacture 24/7 sit-stand work consoles to begin our selection process. During the process, your staff invited me and a team of Watch Center employees to visit your showroom for a presentation and a tour of your factory. From the beginning, your staff was kind and professional, the furniture showroom was impressive, and the factory was amazing to see in operation. Additionally, we had the opportunity to speak with and tour several law enforcement agencies in Southern California who were using your furniture; all of whom had nothing but great things to say about the consoles and your company. We selected Russ Bassett and our LA CLEAR analysts put together a design and created a wish list of accessories.

Finally, in early 2020 we began to remodel our Watch Center and we placed our order. Throughout multiple construction postponements and Covid-19, your company accommodated our change orders, our delayed installation dates and even stored our furniture for us. Once the installation began, I found your installation team to be very skilled and proficient, finishing the job ahead of schedule.

I cannot thank Ava and Van enough for their professionalism and excellent customer service. Also, it was a pleasure to meet with you and to give you a tour of our facility after our 19 consoles were installed. Our analysts love their new workstations and you were right, the heaters are by far the most popular accessory that we added!

It is my pleasure to recommend Russ Bassett, its employees, and their products to anyone who is considering purchasing 24/7 sit-stand work consoles. We couldn't be any happier with the furniture. Please feel free to contact me should you have any questions.

Best regards,

Brian Rose, Executive Director
Special Agent in Charge
Los Angeles Regional Criminal Information Clearinghouse.