



CITY OF MURRIETA

September 3, 2020

Ava Rabago, Sales Executive
Russ Bassett Corporation
8189 Byron Road
Whittier, CA 90607

RE: Russ Bassett Dispatch Consoles

Dear Ava,

It is my privilege to write this letter of recommendation and referral regarding our experience with Russ Bassett during the transformation of our dispatch center.

As we received direction to take on public safety responsibilities for the newly created Menifee Police Department, we knew we had to increase the size of our communications center. Although we were limited to using the same floor space, we had to add additional positions to accommodate doubling our staff minimums. Our center originally had 5 workstations. For this project we decided to remove all of the old equipment and purchase 9 new consoles.

Our project team visited the Russ Bassett warehouse in Whittier prior to our final decision on a vendor. Your entire staff from sales to frontline workers were professional and inviting as they explained the build process and showed us the care involved in creating each individual workstation to accommodate the needs of the client. Without effort, we selected Russ Bassett based on the high functionality, quality construction, selection of accessories, and professionalism of the entire staff.

During the week of tear down and install, your team rose to the top when surrounded by other service workers from phone, radio and network vendors. The Russ Bassett employees were most respectful of our center and our employees and they worked with competence and efficiency. When we realized we wanted to add some additional plug-ins at the last moment, not only did the finance department facilitate our on-the-spot purchase, but your representative drove 75 miles to the warehouse to pick up the additional items needed. That is Outstanding Customer Service!

Our newly designed center exceeded our expectations and we highly recommend your company for anyone looking to furnish a comfortable, state of the art, exceptional center for the needs of public safety or mission critical environments.



Julie Shannon

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