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MAUREEN A. WILL  
Director  
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**TOWN OF NEWTOWN**  
EMERGENCY COMMUNICATIONS

December 11, 2020

Dear Peter,

As the Director of the Newtown Emergency Communications, I am pleased to write this letter of recommendation for Russ Bassett Public Safety Dispatch Consoles. The quality and pricing for their products was competitive and the customer service is outstanding.

I had contacted the company when the approval came through for a new police station where the Communications Center was to be located. We were authorized for new equipment and after conducting my research to replace our existing consoles, Russ Bassett was chosen. From your first email to the final install of the equipment, I was treated as if I were your only customer. From layout designs to selection of colors and monitor arrays, attention to details and what my specific needs entailed, were carefully considered.

On the day of install, Randy and his team arrived on time and ready and wearing appropriate personal protective equipment for the job. As with every aspect of this project, all work was completed as promised and to the specifications that were required. The equipment is not only beautiful but functional and the contractors for our PSAP needs such as IT – radio and recordings, were impressed with the cabling/wiring system – quality and durability of the equipment and asked for business cards to bring back to their employers as they wanted similar workstations!

I am proud of my choice of Russ Bassett for my employees. As Public Safety Telecommunicators, they deserve the best equipment possible to do the job that they are tasked with. I am happy to share my experience working with your company to others looking to upgrade their facilities.

Respectfully,

*Maureen A. Will*

Maureen A. Will, CPE, RPL  
Director – NECC  
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