



Fort Collins 911
2221 South Timberline Road
PO Box 580
Fort Collins, CO 80522
970-221-6540

May 24, 2021

Matt Gawin, Sales Executive
Russ Bassett Corporation
8789 Bryon Rd
Whittier, CA 90606

Matt,

First off, we love our new furniture and I want to thank both you and Van Holster for your guidance, patience, and responsiveness during our dispatch furniture modernization project. Our previous dispatch workstations were the end of life and in desperate need of replacement. We were fortunate to secure funds towards the end of last year and we were excited to know that we would be able to see our new furniture beginning in March 2021. The project was on track, the work seamless and the outcome was new high-quality workstations that our dispatchers deserve.

I appreciate your communication and preparing our team and vendors on what to expect during the project. The two-phase replacement schedule was on target and worked perfectly as we still needed to remain in the center when the work was being completed. Having Van on site for the new console install was critical. He was organized, detail-oriented and helped guide and train our team on everything they needed to know about our new workstations. He did a fantastic job.

We selected Russ Bassett to outfit our center with 16 workstations and with your project management and design team, we also have a layout that works great. Russ Bassett provided us with ergonomic consoles outfitted with the latest technology to include the Slatwall array which provides multiple options for monitors, a dashboard with controls within reach of our dispatchers and, needed lighting for our staff. Your furniture is well made, and we know it will last us a very long time.

This letter is to say thank you and to let you know Fort Collins 911 would be a strong reference for Russ Bassett. I can be contacted to answer any questions or to schedule a visit. Thanks again for making our center look awesome!

Sincerely,

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

Carol Workman
Communications Manager
Fort Collins 911
970-221-6333