



KARA M. RILEY
CHIEF OF POLICE

November 16, 2021

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

Matt,

I want to formally thank you, Eddie, and the rest of your team for an amazing job done during our ECC modernization project this year. Replacing 20-year-old consoles and adding an additional position to limited space was no easy task. You and your hard-working team accomplished it in the projected time frame, even with scheduling setbacks due to COVID. Your attention to detail, communication, guidance, and expertise in project management and design were instrumental in the successful completion of this project.

Oro Valley Police Department selected Russ Bassett not only for having the latest in technology integration, ergonomic benefits, and user interfaces, but also because they met our specific agency design needs and maximized our space. Russ Bassett designed a plan for us including both linear and corner consoles. They fit six (6) consoles in a space previously occupied by five (5) and somehow made the room feel and look larger. We receive numerous comments about how big our center is now, yet the room size was not increased.

Public Safety Telecommunicators deserve the best equipment possible, and Russ Bassett provides that. I could not be happier with the experience I had with Russ Bassett from start to finish. I highly recommend Russ Bassett to any ECC. I can be contacted for any questions or to schedule a visit to view our center.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle DeVault".

Michelle DeVault, ECC Manager
Oro Valley Police Department