



SAN JOSE/EVERGREEN COMMUNITY COLLEGE DISTRICT POLICE DEPARTMENT

Thomas Morales, Chief of Police

July 12, 2021

Ms. Ellie Bittourna – Cappy
West Coast Territory Manager
Xybix Systems

Dear Ellie,

I wanted to take time to thank you for the wonderful customer service and expertise you've provided during the design, planning and installation phase of our redesigned dispatcher center. To provide a little background, our pre-Xybix dispatch center was never really designed for its proper purpose. It featured fixed desks and computers strewn across the floor. The dispatchers would constantly kick the computers and feel the heat that they radiate. Nothing in the dispatch area was ergonomically correct and whenever I walked into the area, I personally felt anxiety due to the clumsiness of the space.

I made the decision that this area needed to be upgraded, not only to avoid any potential workman's compensation claims but as a practical purpose to give our personnel a sense of belonging and to show that we cared about them. That said, I interviewed several companies to design our area but Xybix, from the moment I first made contact with you and your team, stood out above the rest. The phone calls and communication were always prompt, to the point where I made it a standing joke with you, Ellie, that you always returned emails within five minutes.

When we agreed to go with Xybix, you presented us with several designs and upon selecting the design, you then provided us with several finishes and textures. All of this was shared with the dispatchers, so we could collectively come to a consensus on what would work in our situation and what was most aesthetically pleasing.

Once we finally agreed on the designs and finish, you provided us with a delivery date that stood several months, without delay. On the day you promised to deliver and install, you delivered. The furniture is beautiful, sturdy, functional and most of all, makes our dispatch center look like a dispatch center. I can't say enough great things about you as a person and your team. I would recommend your company to anyone looking to upgrade their current dispatch center and would advise them to not look any further than Xybix. Doing so would be a waste of time. Keep up the great work and thank you for making our upgrade such a wonderful experience.

Regards,

A handwritten signature in black ink, appearing to read "Tom Morales". The signature is written in a cursive style with a large, sweeping flourish at the end.

Tom Morales, Chief of Police