



City of Roseville
POLICE DEPARTMENT

Michael Pachla
Chief of Police

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January 26, 2011

Daryl Jackson
Com Source Incorporated
2130 Austin Drive
Rochester Hills Mi. 48309

Dear Sir:

I wish to bring to your attention the outstanding work of that several of your staff members did for us over the past several months. You may know that the Cities of Eastpointe, Roseville and St. Clair Shores recently consolidated the Police, Fire and E.M.S. dispatch functions of the three cities into one single entity, now known as South East Regional Emergency Services Authority (SERESA) it goes without saying that a project such as this is extremely complex with the merging of all the different technologies radio, CAD, 911 phone services etc. There was also the added burden of dealing with the political considerations of three different cities and six different agencies. It was my task to bring this project to fruition with a finite budget, while placating all of the stake holders involved.

Being a Police Officer and techlogically challenged I needed help in furthering the planning, selection, budget and installation requirements of the radio system portion of the consolidation project. This is were your staff first provided an immeasurable service to our communities and to me in particular. Not knowing where to begin I contacted Ozzie Mayer for help, he arranged for a meeting between Ed Horvath and myself to discuss the parameters of the project and what equipment we would need to buy and what we could use from our current in use systems. Once knowing what we envisioned Ed and Ozzie went to work compiling all of the data required. This was a long and arduous task, requiring multiple site visits to 9 different locations to compile equipment lists, installation requirements etc. with this complete, Ed and Ozzie put together a complete project document detailing what equipment could be moved and reused, what needed to be purchased, all of the installation requirements and a complete cost accounting. This document was thorough, complete and an invaluable tool in moving this project along. I would also like to add all of the considerable help and work Ed and Ozzie preformed was done with no guarantee the project would take place or that Com Source would get the work in the end.

Ultimately the final approval was given for this project to proceed and for Com Source to provide all of the radio system requirements. A large share of the credit for this final approval and for Com Source receiving the contract for the radio system work has to go to Ed and Ozzie for the exemplary work they did in detailing the radio requirements that would be needed to complete this project.

Once the project was finally under way, two of your installers/technicians again did your company proud, Andy and Chuck performed a unbelievable amount of work at all nine locations, often times having to deal with hostility from officers, firefighters and citizens opposed to the consolidation project. But the professionalism and dedication they showed was evident in the quality of there work and the dealings they had with the various factions they encountered. This is a credit not only to them but also to your company.

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You should be proud of your staff and the exemplary work they performed in furthering this project from the very beginning to the day we turned on the switch and went live. Your people were there every step of the way with what I felt became a sense of ownership to the entire project. I felt they not only wanted to complete the project but with the all adversity that was encountered along they wanted this project to succeed as much as I did. The dedication, professionalism and the quality work exhibited by your staff was extraordinary; today it seems these traits are to often lacking by various service providers, you should be proud of a job well done and the staff that did it. On behalf of the all of the men and women, of the Eastpointe, Roseville and St. Clair Shores Police and Fire Departments please thank everyone at your company that had part in successfully completing this project.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Berlin', with a stylized flourish at the end.

James P. Berlin
Deputy Chief of Police
Roseville Police Department