



# **BOURBON COUNTY LAW ENFORCEMENT CENTER**

293 E. 20<sup>th</sup> St. Fort Scott, KS 66701

Phone: (620) 223-1440

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William K. Martin, Sheriff

Benjamin E. Cole, Undersheriff

Major Bob Reed

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December 18, 2019

Dear Pauly Jail,

On Behalf of the Bourbon County Sheriff's Office, I, Major Bob Reed would like to extend to you this letter of appreciation.

Your company's attention to detail, customer service and compassion genuinely made the process of our county's new Law Enforcement Center construction a breeze. During the build process anytime we had a question about your product, placement of your products and how they worked it was answered immediately and onsite. There wasn't any, "I will find out and get back to you" answers.

Jeff Hensley was the Project Manager and he was and has been great to work with. We have had a few issues that we have contacted Mr. Hensley about and he has always been very helpful in getting us the answers that we need in a timely manner.

Travis Bush was the Superintendent on site during the build. He was vastly well versed about the products and how they worked. Several times during the build he would stop what he was doing and answer any questions that we had. Mr. Bush was exceedingly helpful to us, advising us with the right placement of the tables in the inmate pods. He also took the time to explain how they were secured to the walls and the floors.

After the build was complete Mr. Bush has answered several phone calls and emails on situations that we have encountered. Almost all these situations were handled over the phone or email explaining to our staff how to remedy the situation. If the situation could not be handled over the phone or email Mr. Bush would be onsite usually within two weeks to resolve the problem.

Furthermore, I would personally give Pauly Jail a full recommendation on their products as well as the two gentlemen that I have listed above. Please feel free to contact me at the number listed above if any questions or concerns arise.

Sincerely,

Major Bob Reed