



Upper Gunnison River Water Conservancy District

Dear Adam Zatorski, Josh Andrews and the Team at King Systems LLC:

It is with great enthusiasm that I am writing this letter of recommendation for Adam, Josh and the whole team at King Systems LLC. Here at the Upper Gunnison River Water Conservancy District (UGRWCD), we were fortunate to have a nice Board Conference Room with an audio/visual (A/V) system that we could use to meet our public meeting requirements as a special tax district during the Covid 19 pandemic. However, during the first several months of Covid, we found that our existing system was not providing high quality audio, nor all of the video capabilities that we were needing to be able to hold remote meetings with our 11-person Board of Directors. We also had some complaints from our constituents who were trying to follow the meetings online, particularly with respect to the sound quality. In September 2020, during one of the peaks of Covid 19, we reached out to three potential A/V providers in the region and had them come into the Board room, observe and review the system we were using then and make recommendations on integrating new equipment into the existing system to improve the sound and video quality. After several meetings with each of the potential providers, our staff and Board elected to move forward with King Systems, primarily because they seemed to be the most willing of the three companies to use as much of our existing equipment and infrastructure as possible and also because they were the most responsive in answering all of our questions in layman's terms and following up with details of the contract and the installation process. In January 2021, King Systems completed the installation and conversion process in just over a week and were very conscientious about causing minimal disruption to our normal business operations, as well as following all Covid protocols.

We have been using the system for over a year now for Board meetings, committee meetings and meetings hosted by other organizations with similar missions. In all of that time, there have been only a couple of minor issues where we needed to involve King Systems to correct the issues and I am pleased to report that they got back with us immediately and were able to troubleshoot the problems remotely with us. One of the best things about the new system is that King Systems recommended and installed a touch panel control pad at the entrance of the Board Conference Room that allows users to easily turn on the system, control the video output and easily interface with laptop computers brought in by outside presenters for our meetings. None of our staff felt highly competent in using a complicated control panel and the touch pad screen solves this issue with simple, easy to follow instructions right on the touch pad. In addition, the touch pad interfaces with the microphones/sound system in the ceiling where all of the microphones display a green light when they are on or a red light when they are off for easy troubleshooting of sound quality. This has made it much easier for the staff to get set-up for a Zoom meeting or conference call with just a few simple steps.

I would also like to commend King Systems on working with us to utilize as much of the older equipment that the UGRWCD already owned or was already installed in the Board Room. I felt they were very diligent about staying within our budget and not trying to "upsell" us on new equipment, when they could make some of the older equipment, including wiring, speakers, a projector and screen, microphones, etc. work for us. They also took time to explain to us how the newly installed/converted system could be upgraded in the future if we find our needs have grown.

This entire A/V conversion process was a pleasure with King Systems. The UGRWCD ended up with a system that provides easy functionality, much better quality, expert installation and design, and our timelines were met with respect and diligence. We are very happy with the outcome of our A/V upgrade and truly appreciate how Adam, Josh and the King Systems team handled the project very knowledgeably, professionally, courteously, and within our budget. I would highly recommend them for consideration for any A/V systems in the region.

Sincerely,

A handwritten signature in blue ink that reads "Sonja Chavez".

Sonja Chavez, General Manager