



SHELBYVILLE POLICE DEPARTMENT

105 W. TAYLOR ST. SHELBYVILLE, INDIANA 46176

PHONE 317-392-5106

FAX 317-392-3645

12/19/11

Dear Mr. Brown:

I wanted to say thanks for your assistance in our Peacekeeper project. We have a 50 man department and a 13 man SWAT team. Over the last few years we developed a real need for armor for our team. I researched several options for our team including grants and just asking the city for money. I found that the project was going to be an expensive venture and convincing our city Government that we needed a \$250,000 armored "tank" served to be futile.

I was able to make several contacts within the SWAT community during my research and was able to obtain a 1981 Peacekeeper at no cost. Thanks to the overwhelming support of our Chief I was able to refurbish this piece of equipment on a very limited budget.

During the process, we determined that the ballistic glass needed to be replaced on the Peacekeeper. I made several calls about replacement glass, but most vendors needed exact measurements and an alarming amount of money for this special request.

I came across your website and read about the work you do with the Peacekeeper. I decided to contact you and your company to see if you could assist me in obtaining a new set of glass. I sent you an email and received word back the same day. After a few conversations on the phone, we had our order in for glass. I was told we would receive the glass in about one month.

After receiving the glass, I noticed that three of the pieces were the wrong size. I sent Wayne an email letting him know that I would contact him the following day and what the problem was. We had a callout that night, and I slept in late the next day. When I got up around noon that day, I had three voice mails and two emails from Wayne.

The problem was that when he ordered the glass for us, the factory made glass in the dimensions he normally orders when he refurbishes the Peacekeeper. In the short few hours, he had the order corrected and new glass promised to us within a week.

We received the glass as promised, and had it installed with no problems. I wanted to say thanks for your excellent business practices and your help in general on this project. With the limited amount of money I was allowed for this project and the time frame I had for it, I would not have been able to complete it without your help.

As a side note, the very day we finished the Peacekeeper and put it into service, we received a callout for a barricaded person. The home was in a rural setting with no cover for 500 yards in any direction of the target. The suspect was inside the home with a hunting rifle and was wanted for choking his girlfriend and seven year old daughter to unconsciousness. When I pulled the



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Peacekeeper into the driveway with my entry team inside, the suspect walked out of the front door with his hands over his head before the driver could get the armor into park. He was taken into custody by the arrest team without incident and told me later that when he saw a "tank" pull into his drive, he knew we meant business.

Thanks again for your help.

Sincerely,

J.A. Kolls

Jamie A. Kolls
SWAT Commander
Shelbyville Police Department