



KILLEEN POLICE DEPARTMENT

402 North Second Street
Killeen, Texas 76541-5298



February 5, 2004

Mr. Wayne Brown
Bodyguard Armoring
102 Herrera Street
Austin, TX 78742

In February of 1998, the Killeen Police Department's Tactical Response Unit obtained a military armored vehicle called a "Peacekeeper." This vehicle was placed into service and designated as a Hostage Rescue Vehicle. It was apparent that the vehicle suffered a wide range of mechanical problems related to all of the major components. Maintenance and reliability became problematic each time the vehicle was placed into service. An effort began at that time to replace, convert or overhaul the vehicle in order to make the Hostage Rescue Vehicle mission a success and allow it to remain in our TRU.

On June 20, 2003, after much collaboration, the City Of Killeen, the Killeen Police Department and Wayne Brown of Bodyguard Armoring, entered into an agreement. Mr. Brown accepted the challenge of a major conversion job that would involve changing out the chassis with a 2003 vehicle. To the best of our knowledge, this type of conversion has never been attempted or done by any other police department or private contractor. Many obstacles existed between old and new technology while trying to match components from body to chassis. It was clearly evident that this conversion at the onset presented problems on a daily basis to Mr. Brown as he worked through issues and made adjustments to correct them.

Mr. Brown stayed in constant contact with the police department project leader of this mission. He always kept us, his customer, at the forefront of the decisions needed during the change over. His customer service commitment in delivering a product we required, guided his work on the vehicle so that the product was promised as delivered.

On September 18, 2003, the vehicle was accepted by the Killeen Police Department from Bodyguard Armoring. It was easily apparent that Mr. Brown went the extra mile in his final product; the vehicle was completed on time and within budget.

The Killeen Police Department would like to recognize Wayne Brown, owner of Bodyguard Armoring, for the Department's Meritorious Service Award. He was our last hope in keeping this project alive when no other vendor would consider or commit to the requirements of the bid. He was in our opinion the best suited for this conversion and his commitment to workmanship, customer service and staying within his bid was the key factors that made this project a success.

A handwritten signature in cursive script, reading "Larry Longwell".

Larry Longwell, Assistant Chief of Police
Killeen Police Department