



# PHILADELPHIA POLICE DEPARTMENT

*Honor - Integrity - Service*

*Lieutenant W  
Operations Manager  
Philadelphia Police Department  
Information Systems Bureau  
F. Room  
Philadelphia, Pennsylvania  
\*\*\*\*\**

Dear Sir/ Madam

I am writing this letter to inform you of the excellent service delivered to the Philadelphia Police Department by the **Audio Video Repair (AVR)** company of Spring Garden street here in Philadelphia. **AVR** was contracted by the city to maintain and repair over 120 Wyse terminals for the fiscal year 1995. These terminals are on the go 24 hours a day, year round. They are utilized primarily in Police Radio to dispatch police cars to crimes in progress and other emergencies and they are absolutely critical in helping to maintain public safety.

The breakdown rate for these terminals is quite high given the fact that they are over seven years old and in use constantly.

**AVR** and its manager, M , provided maintenance service on these terminals that can only be described as outstanding! **AVR** employees were courteous and helpful, and they always came when they said they would. Terminals were repaired quickly and correctly the first time. When troubleshooting was necessary, Mr. C and his fellow technicians were always out in front of the problem. Their service rates were low considering the continuous volume of repairs that they did.

I believe that any agency or company that requires high quality, reliable, and affordable service on any of their computer related office equipment should seriously consider **AVR**. The only reason that we do not have **AVR** at the present time is because of the City's bidding procedures which enabled a less dependable vendor to get the contract. It is my hope that **AVR** is successful in re-obtaining the contract to service all of our computer equipment in the very near future. I certainly give **AVR** my highest recommendation. If you have any questions, feel free to contact me at #(215)

Sincerely,

A handwritten signature in cursive script, appearing to read "Lt. W".

Lt. W

Philadelphia Police Department  
Information Systems Bureau