



8-7-13

Mike,

The Victoria Police Department went through an RFP process last year and the Victory Police Commander I motorcycle was selected over bids for the Kawasaki Concours, BMW RTP1200, Harley Davidson FLTP, and the Honda ST1300. The RFP was an exhaustive process and examined almost every aspect of the various platforms including emergency lights, brakes, saddle bag capacity, engine performance, maintenance, warranty, and so on. At the end of the process the Victory Commander 1 was selected based on the tangible criteria that were set out in our RFP process. As they would have been mere guesses, our process didn't capture the intangibles such as safety, anticipated maintenance costs, overall rider satisfaction, and our level of customer satisfaction with both Victory and you at Victory Police Motorcycles.

I am sending you this email to let you know my impressions of the Victory Commander I now that we have had the opportunity to put it through its paces over the past year. I did not want to send you an email sooner as we had not yet used the bike in every capacity. Ken Fetherston and I flew down to Tucson where you and JP had us put the bikes through their paces and since getting our bikes in May we have attended the North American Motor Officer's Association Conference and competition, conducted dignitary escorts, escorted a bicycle race, conducted slow parade duties, responded code 3 to numerous general duty calls and accidents, put the bikes through a very rigorous 80 hour basic course, and pushed the bikes through rides and taken it places that were not possible on our former bikes. The Victory was able to handle everything we have thrown at it.

Ken Fetherston and I first rode the Victory motorcycles at the 2011 NAMOA conference in Portland. The bikes had a lot of nice features but it lacked ABS which we knew would be a must if our Department were to consider it as a new riding platform for us. When an ABS model became available you brought one to Victoria for us to test. We were suitably impressed with the bike but had only a limited opportunity to ride it. We flew to Tucson earlier in the year where you and JP had us put the bikes through their paces over three days of riding. On our first riding day there we rode the bikes from 0900 to 2100 hours. After a great dinner, you retired for the evening because you're getting old; Ken and I went riding out into the desert to test the bikes at night. I am pointing this out as I cannot imagine wanting to get back onto a Honda after 12 hours of riding. We rode Hondas at work and I personally owned an ST1300 and I don't find them anywhere near as comfortable as the Victory. I have conducted some long riding days on the Honda over the years and at the end of the day I want to get off the bike; not ride for a few more hours. Adding to the comfort of the bike was the backrest. I have a bad back and was somewhat leery about the prospect of spending long hours in the saddle of a bike that I wasn't familiar with. The backrest on the Victory is a must have for me as I didn't experience any back pain during the three days of riding that we did.

We did a modest 10 hour day on the second day and followed it up on our last day with an 18 hour ride. We were truly impressed with the capabilities of the bike as we tested it at speed (both straight line and cornering), braking (full ABS at 120 km/h), off road (I mentioned the desert right?), and slow speed maneuvering. Thank you again for the training opportunity as we learned a lot about the bikes and enjoyed our riding time with you and your staff.

We received our first six motorcycles in early May and after a two-day transition, attended the North America Motor Officer's Association conference in Washington State. We certainly created a lot of buzz at the conference with our bikes.

As our riders were still new to the Victory, the cone patterns at the conference were initially rather challenging as our set up points were different. The safety features of the Victory became apparent as the bikes were dropped in the patterns multiple times without any damage to the bikes and without any injury to the riders.

On our return to Victoria we put on a two week 80 hour basic motorcycle course for some new riders that were new to both the Traffic Section and to the Victory bike. During the two-week course one rider went off road and down into a 4 foot deep ditch and as they the bike was slammed hard against the opposite bank. Instructors ran over to the student rider fearing that their leg had likely been crushed against the far bank. To our surprise (and relief) the rider was completely uninjured having had their leg saved by the strength and durability of the front crash bar and rear crash bar rider protection system. You had told us about this safety system but this was our first real opportunity to truly see it in action.

It took four of us to manhandle the bike out of the ditch but we were successful in getting it out. After pulling away the weeds, branches, and clumps of grass from the bike we examined it and found that the bike was completely undamaged and the rider was able to continue riding it. By contrast, about 5 minutes later, a different rider on a Harley Davidson dumped their bike in a less dramatic style and the crash bar was destroyed. What a difference in outcomes! The Victory could ride away undamaged while the Harley had to go for a \$450 repair. I am certain that had the Victory gone down in the same fashion the only damage would have been to the rider's ego.

During an off-road portion of our course a rider stalled the bike while on a side grade and the bike began to fall. The bike may have crushed the rider but the top box struck hard against a tree and the top box was able to catch and support the full weight of the bike. Amazingly, the top box was not even damaged. It was hard to believe that the top box was able to catch the full weight of the falling bike without damage. Further inspection revealed that the entire bracket had been shifted about 1/2" by the impact but the top box was still fully functional and only a keen eye could pick up on the misaligned top box. This damage was later repaired at no cost.

The bike that was driven into the ditch and the bike that was slammed up against the tree are one and the same. This one particular bike was given to a rider that completed the initial transition course and then attended the NAMOA conference. This same bike was then given to a new rider for the two-week basic course. We have some very good riders in our Department but we push them to excel and are hard on our bikes. I led with this little preamble because it is somewhat embarrassing to have to admit that we estimate that this particular bike has conservatively been dropped over 600 times. The bike remains fully functional and no riders have been injured which is a testament to the durability and safety features of the bike.

Our former platform was the Honda ST 1300 motorcycle. We were the first department in North America to use this bike back in 2003. Based on our experience with this bike we estimate that had the Honda been put through the same rigors as this particular Victory that the bike

would have required about \$8000 in repairs and, more importantly, would have seen its rider injured and unable to work. By contrast, the Victory only sustained minor cosmetic damage and the rider wasn't injured (other than ego).

In the past year we have put our fleet of bikes through a transition course, a NAMOA riding competition, an 80 hour basic motorcycle course, numerous dignitary escorts and training exercises, general duty operations, and countless code 3 runs. The bikes have stood up to everything we have thrown at them. We have recognized the benefits of the dual battery system that allows us to shut the bike off but maintain emergency lighting for long durations and the bikes numerous safety features.

When we were conducting the RFP process there were two sides to the evaluation committee; those that rode and were keenly interested in the comfort and features of the bikes, and the other side that didn't ride and was more concerned about cost, maintenance, and warranty issues. The Victory turned out to be the favorite for both the riders and the administrators in large part because of the 5 year warranty that came with the bikes and any attached equipment.

One of the concerns expressed was in relation to the servicing of the bikes as, at the time, there were no local Victory dealerships in the region. Your solution to this was to offer to train any local mechanic on how to service our motorcycles. We made arrangements with a local company to do the servicing and we are very pleased with this arrangement. There is now a local Victory dealership that can also assist with our maintenance. I am pleased to report that our maintenance costs are only a fraction of what they have been in the past and this is true even when we compare our first year with the Victory motorcycles compared to our first year with the Hondas. Despite the abuse that our fleet has endured our largest single expenditure has been to replace tires that have caught screws or nails and we can't fault the bike for that. (Average \$158.00 per Motorcycle (10) for 14 months is outstanding)

There was also an expressed concern about turnaround time and how warranty issues would be resolved as Victory Police Motorcycles is based in Arizona and our Department is in Canada. You assured us that if there were any warranty issues you would deal with them immediately; even if you had to fly a mechanic here to deal with it. That was put to the test a few months after we had the bikes when we discovered a defect with the emergency lights that were installed on the bike that caused them to create interference with our radio system. We brought this matter to your attention and after we worked together to identify the problem and come up with a solution you sent someone to Victoria from Arizona with all new lights for our fleet. He replaced all the lights on our fleet over the weekend when the bikes were down and they were ready to go for the following week. Total cost to our Department - \$0. Other minor issues that arose during our shakeout period were also dealt with quickly and I appreciate the quality service your company has provided our Department.

I suppose the biggest compliment I can give the Victory motorcycle is to let you know that I traded in my 2010 Honda St1300 on a 2010 Victory Cross Country from the local dealership. I have already put on more kilometers since February on my Victory than I put on my Honda all of last year. I attribute this to the comfort of the bike, the ease of working on it (I've added a few things), and the smile it brings to my face. My wife enjoys riding with me much more than she did on the Honda because of the comfort of the seat and the back rest. My young boys rate the Victory ride as a 10 and the Honda about a 4. I'm just happy they are enjoying riding the bike as much as me.

Thanks for the service and support you've given us over the past year. I am looking forward to you coming to Victoria this year for NAMOA so we can show you how to ride a Victory.

Sergeant Glen Shiels

Traffic Section NCO

Victoria City Police Department