



# City of Arcadia

## Police Department

Robert P. Sanderson  
*Chief of Police*

September 22, 2009

Mr. Milan Mueller, President  
The Omega Group  
5160 Carroll Canyon Road  
San Diego, CA 92121

Dear Mr. Mueller,

I am writing this to say thank you for the continued support over the past 12 years.

The Arcadia Police Department was one of the first to install CrimeView in 1997. At that time, there were only a few companies that offered similar services. We selected The Omega Group over the others because of their superior product and after-market support. Even after all these years, whenever I call with a problem, which I usually cause, someone is always available to assist and immediately solve the issue.

We recently upgraded our CrimeView product and experienced the same level of support during the entire upgrade installation. Mr. Bob Henry was our contact and was very professional and very patient with us during the cutover.

We continue to use CrimeView to keep our patrol officers and detective bureau abreast of trends, patterns, registrants, parolees and probationers. One key to our success is that we can now extract data from both RMS and CAD so that we can query specific crimes to include suspect, MO, weapon and vehicle information. In addition, we are using CrimeView to compare crime in redevelopment areas to other areas of the City as a marketing tool.

The Omega Group's commitment to their products, along with their support, is certainly key to their success.

Sincerely,

Robert P. Sanderson, Chief of Police

By: Mike Daleo, Crime Analyst