



THE CITY OF
CALGARY
FIRE



July 19, 2010

Milan Mueller, President
The Omega Group
5160 Carroll Canyon Rd, Suite 100
San Diego, CA, 92121
USA

Dear Mr. Mueller,

For 125 years, the Calgary Fire Department has provided world-class emergency services. We currently utilize more than 1,350 firefighters and staff, 36 fire stations, 90 heavy frontline apparatus and over 1,200 firefighters deployed across the city to ensure appropriate community service. Calgary covers a land area of 848 square kilometres with a population of over one million residents, which continues to grow by 2.2 to 3.8 percent each year.

Since 2004, FireView has allowed us to bring our analysis activities in-house while integrating with our corporate enterprise GIS data structure. It allows us to quickly and confidently analyze both our spatial and non-spatial data in support of the Department's ongoing operations around accreditation and performance benchmarking activities, investigations support, and strategic deployment analysis. The intelligently designed maps and reports add a higher level of visual understanding when making and communicating decisions. FireView also plays an integral role in modeling future performance scenarios and assessing response capabilities for future developments within the city. Currently, FireView is successfully integrated with a Zoll RescueNet RMS.

In 2009, the Calgary Fire Department's record of measuring professionalism and delivery of fire and emergency services was put to the test by way of its submission for re-accreditation by the Commission of Fire Accreditation International. The Fire Department was not only successful in achieving this recognition but was the first department in the world to successfully secure accreditation for the third consecutive time, and received high praise for its strategic business processes that align every day practices to the commissions high performance standards. We would like to recognize FireView as part of this success.

The benefits that FireView brings to The Calgary Fire Department are multiplied by the professionalism and high level of knowledge that the staff at The Omega Group bring to this specialty field. Lee Anna Munizza recently helped us through a product upgrade and redesign of the FireView application and associated reports to accommodate changes to the benchmarking process that we follow. Lee Anna continues to provide knowledgeable support upon request and was an excellent on-site trainer for our users.

Sincerely,

Kevin Milos, B.A., ADP (GIS)
GIS Mapping & Analysis Supervisor
Calgary Fire Department, Strategic Services Division