

CITY OF CHARLOTTESVILLE

"A World Class City"

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May 28, 2010

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

Dear Mr. Mueller,

I would like to commend the Omega Group team for their extraordinary work in implementing CrimeView Desktop and CrimeView Community for the Charlottesville Police Department recently. The support they provided was professional, timely, and efficient throughout the entire process. Most importantly, however, was their remarkable availability to answer all of my questions and address any problems I encountered.

While everyone on your team that assisted me with this process was phenomenal, I would like to especially acclaim Marco Angeli for his knowledge of GIS and CrimeView, devotion, and patience! Not only did Marco work with me on a daily basis, he was heavily involved with getting the proper connections to the server to complete the process; therefore, working with our Emergency Communications Center staff. Marco was and continues to be an invaluable resource to me and our department; a team player who is always willing to help with any problem that arises.

Since the implementation of CrimeView Community, my citizen requests have decreased approximately 35%, allowing much more time for tactical crime analysis to assist patrol operations. CrimeView Desktop has assisted me greatly with this analysis; which has resulted in quick dissemination of much more meaningful information. I have recommended CrimeView to many of my crime analyst colleagues and will continue to do so in the future. Thank you for offering such a great tool to the law enforcement community!

Sincerely,
Kristin O'Connell
Crime Analyst
Charlottesville Police Department
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