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Mark V. Bozigan	City Manager

July 28, 2010

Milan Mueller, President  
The OMEGA Group  
5160 Carroll Canyon Road, Ste 100  
San Diego, California 92121

Dear Mr. Mueller:

The City of Lancaster recently began an effort to better understand its incident, call and arrest data through internal analysis. Prior to this project, the City primarily received city-wide and reporting district counts. While crime counts were sufficient to calculate crime rates, they did not offer strategic or tactical coordination of this information with other City services or data, nor did they identify patterns or trends.

The initial methods developed by the City to analyze and understand incident, call and arrest data were not efficient and the results could not be integrated to see relationships between datasets. While attending the 2009 OMEGA Conference in San Diego, I listened to other law enforcement professionals discuss their experiences with CrimeView. They discussed the ease with which their data could be queried, mapped, analyzed, reports generated and alerts emailed. These were all functions of interest to our city.

Once installed, CrimeView Desktop Application's ability to quickly query the three databases with adjustable event, location and time/date parameters was very impressive; this tactical function made quick work of a formerly labor intensive task. The ability to build buffers around addresses or features and query data within those buffers gave us the ability to focus on particular problem areas and to answer questions related to crime, zoning, and City licensing. Density, hot spot and repeat call maps assisted in developing a strategic view across the incident, call and arrest databases. These strategic and tactical views of the distribution of crime across the City allowed for more informed decisions on resource allocation in various City departments.

One of the favorite tools was the Spatial Trend Analysis. This tool allowed the measurement of relative increase and decrease of data queried between specific time increments. For example, this week's larcenies could be compared to last week's larcenies, and the areas of increase and decrease were mapped. This analysis gave the City the ability to identify where efforts were effective and where attention needed to be focused next.

The other CrimeView Desktop feature that was immediately implemented was the email threshold alerts for events that exceeded user determined thresholds. We have used the threshold alerts to notify law enforcement officers of events in their areas of responsibility, to notify Public Works of accidents around certain intersections of interest, and to our Parks and Recreation Department to monitor activity around City parks.

OMEGA also provided outstanding support for CrimeView. I have worked closely with our representatives Ms. Lee Anna Munizza and Mr. Bruce Silva from pre-deployment preparation, to installation and training, to fine tuning the final maps, tables and files. The response to any issue has been prompt, friendly and always very quickly resolved.

In summary, OMEGA's CrimeView has taken our City to the next level in analyzing incident, call and arrest data. CrimeView has allowed the City to quickly identify areas where scarce resources can be more effectively applied to resolve community problems. This is a win-win for the City of Lancaster and our citizens. Congratulations on an outstanding product and support!

Sincerely,

A handwritten signature in dark ink, appearing to read "J. Kobolt", written in a cursive style.

James R. Kobolt  
Senior Criminal Justice Analyst

JRK:kw