



# City of Downey

FUTURE UNLIMITED

August 11, 2010

Milan Mueller  
OMEGA Group  
5160 Carroll Canyon Road  
San Diego, CA 92121-1775

Dear Mr. Mueller:

During the past several years, your technical support staff has provided quality service to the Downey Fire Department, and the Fire View software has helped us to analyze data quickly and easily. I wanted to take a moment to commend OMEGA Group's professional service and to acknowledge the benefits of Fire View.

We've always received friendly and professional support and learned new Fire View techniques while working on projects with the OMEGA Group's technical support team. Also, Ms. Lee Anna Munizza is very supportive to our needs. She responds to our questions quickly and teaches new GIS tools remotely, which is greatly appreciated.


Fire View has helped our Department to easily map and analyze data promptly. There are a variety of tools to extrapolate data and to present the findings in a pictorial presentation. Thanks to Fire View's GUI platform, it is easy for Fire Administrative staff to generate reports, print out maps or create PowerPoint presentations.

We are currently using Fire View to examine incident patterns so that the Downey Fire Department can optimally deploy resources, redistribute response zones efficiently, and to enhance protection coverage response times to serve our community effectively.

In closing, I want to thank the OMEGA Group's unending quality support with our Fire View projects and the willingness to show us new tools to analyze GIS data.

Sincerely,

DOWNEY FIRE DEPARTMENT

  
Jeffrey Turner  
Fire Chief

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