



City of Peoria

Fire Department

8401 West Monroe Street, Peoria, Arizona 85345
Phone: 623-773-7279 Fax: 623-773-7294

July 26, 2010

The Omega Group
Attn: Mr. Milan Mueller
5160 Carroll Canyon Road, First Floor
San Diego, CA 92121

Dear Mr. Mueller,

The Peoria Fire Department is located in the northwest region of the Greater Phoenix Metropolitan Area. The City of Peoria has evolved from a primarily agricultural base into widespread residential, commercial, and light industrial uses. In 1954, the City of Peoria incorporated just one square mile but currently extends from Maricopa County into Yavapai County and comprises a total of 178 square miles which includes Lake Pleasant Regional Park.

In 2007, the department decided to implement FireView as a resource to conduct various distribution, concentration and response time analyses. FireView was used to assist the department in not only gathering aggregate data used in the development of our self-assessment manual but also to conduct a comprehensive risk analysis and develop an effective standards of cover document for the department's accreditation project.

The Peoria Fire Department works with various vendors and developers on a regular basis and just wanted to take a minute to express our sincerest appreciation for the continued support that was received as we worked towards becoming a nationally accredited agency. This project could not have been completed without the use of FireView and the excellent support we received from Bruce Silva. Bruce provided exemplary customer service throughout the duration of the project. He was available to assist us with not only the initial integration of the software but also with the development of customized reports needed to ensure the integrity of the data as well as providing troubleshooting when applicable. Bruce Silva and the use of FireView have proven to be an integral asset to this project and other departmental needs.

The department is pleased with FireView's functionality and will continue to use it to gather real time data, run various reports and specialized analyses as we work towards continuous improvement for the benefit of the department and the citizens we serve.

Sincerely,

Thomas E. Solberg
Fire Chief