



The Omega Group
5160 Carroll Canyon Road, 1st Floor
San Diego, CA 92121-1775

Dear President, Project Leaders, and other Staff of The Omega Group:

I'm writing in regards to the excellent job your staff has done in assisting the Rock Hill Police Department with implementing your product, the CrimeView Desktop application.

The Project Leader your company assigned to implement the software at our agency, Mr. Robert Serrano, was very knowledgeable, courteous, and professional. Mr. Serrano worked with me and our IT supervisor, to fulfill all software implementations, and to answer any questions, as well as find answers to any questions he did not know personally, in a timely manner. Mr. Serrano was easy to work with, and was open to suggestions and discussions we as a department had, in making the CrimeView application work to fulfill our needs.

In the short time the Rock Hill Police Department has used CrimeView, the department as a whole, but primarily I, as the department's analyst, have been able to use CrimeView in numerous ways to track crime trends and prevention crime in Rock Hill, SC. We have used CrimeView to track crimes by neighborhood, police zone, buffer/radius area, street, individual address, to address crime problems, thru are Compstat meetings, crime prevention activities, directed patrol and weekly analysis information reports. We have been able to use email alerts to alert staff on domestic violence, drug, and assault-type calls at particular addresses in our Weed and Seed Grant areas. CrimeView has also been important in many time-saving ways for me, the crime analyst, in assisting with geocoding, standardized monthly/weekly reports, and other analysis routines, to free up more time for in-depth crime analysis, using GIS.

Again, thank you to your employees, especially Mr. Robert Serrano, for their work on making the CrimeView product a success for the Rock Hill Police Department, as well as other departments around the country and world. We look forward to continuing our partnership with The Omega Group.

Sincerely,

Damien Williams, Crime Analyst

**Rock Hill Law Center
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