



Sacramento Metropolitan Fire District

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WILLIAM B. SPONABLE
Fire Chief

May 12, 2010

Mr. Milan Mueller, President
The Omega Group
5160 Carroll Canyon Road, First Floor
San Diego, CA 92121-1775

Dear Milan,

I wanted to thank your company for your guidance in the implementation of the FireView software. The training and phone support Lee Anna Munizza and the Omega Group have provided to Sacramento Metropolitan Fire District has been excellent and is unparalleled in my experience.

The information from FireView that we have received thus far will be very useful with future station and apparatus locations in the urban and rural areas of our District. With the help of the Omega FireView software, Sacramento Metropolitan Fire District has developed a Standards of Cover (SOC) plan with response performance goals for determining current and future staffing, fire station placement, and equipment placement or relocation.

The Geo-Mapping capabilities of FireView recently helped demonstrate the need to relocate several ambulances in the southern portion of the district. Even though the raw numbers have supported this ambulance realignment for several years, it was the ability to graphically represent call volume and coverage utilizing your software that provided management the confidence to realign the coverage matrix.

We started using FireView six months ago, and even though we have not utilized the full potential of your product, it has already exceeded our expectations. We look forward to your continuing support as we develop new indicators to help measure our service to the community.

Thank you,

Ric Maloney, RN
CQI Manager