



Police Department
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October 22, 2008

Trip Albagdadi
The Omega Group
5160 Carroll Canyon Rd, First Floor
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Dear Trip,

The Surprise Police Department implemented Crime View a little over a year ago. Lee Anna Muniza was great to work with. She was patient with us while working out several issues that came up along the way and provided excellent training the week of installation. She has continued to be helpful in answering any of my questions. Everyone I have dealt with at The Omega Group has been very professional and enjoyable to work with.

One of the greatest benefits of using CrimeView is the amount of time it saves me. In a matter of a couple of clicks I have maps that use to take me several steps using multiple programs. Officers actually are requesting that I provide them with the "CrimeView thing", which means they want a map and report showing activity around a certain address or intersection. Before CrimeView I wasn't able to give this to them.

Our Community Relations unit requests maps and reports for neighborhoods on a regular basis. Another benefit to using CrimeView is I am able to save the queries and reports that are run on a regular basis in the cyclical reports and don't have to recreate them each time.

I include Hot Spot maps in my monthly Beat reports to our Field Operations Sergeants. I am able to show them the most active areas for crimes as well as quality of life issues. The hot spot maps are a valuable way to show active areas that fall in multiple Beats. Prior to CrimeView I could only provide them pin maps.

Our City Council frequently requests criminal activity information for their Districts. Before CrimeView this was extremely difficult because our Districts cut neighborhoods in half. With CrimeView I can provide information to our City Council easily and best of all the queries can be saved and rerun whenever needed.

On a regular basis I am asked by our Traffic Engineering Department to provide a report for accidents that have happened within so many feet of an intersection. With CrimeView I can select an intersection and the distance from the intersection and get them a report limiting the report to the type of accident and other conditions.



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When putting together a proposal for re-aligning our Beats I was able to pull the shape file with our new Beats and use CrimeView to calculate how many calls and addresses were in each Beat. I wasn't able to use the Analysis reports because our population has grown so fast that the population figures were inaccurate. Even without that, CrimeView was extremely helpful in putting together the proposal which was approved.

I am the only one in my Department's Crime Analysis Unit so any help I can get is appreciated. I can't look at every report every morning. CrimeView's threshold reports alert me when a problem may be starting.

I am extremely happy with CrimeView. I am able to provide a good quality product to my customers (Command Staff, Officers, City Council and the public), in reports and maps that are both timely and accurate. I suggest all Crime Analysts have CrimeView in the tool box.

Sincerely,

Cheryl Vendt
Surprise Police Department
Crime Analyst