



CCUG

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December 6, 2010

Mr. Tim Owens
TimOwens.com
2629 Manhattan Ave., #293
Hermosa Beach, California 90254

Dear Tim:

I'm writing to thank you for the training presentations you did for the California CLETS Users Group in October and November. Not knowing you or your company I was hesitant to invite you to provide your Microsoft Word, Excel, Outlook and PowerPoint Tips and Tricks presentation. Based on the response from our members following the first presentation you did in Santa Barbara, I was eager to have you provide another demonstration at our Northern Chapter training meeting in Napa.

The California CLETS Users Group (CCUG), is a non-profit volunteer organization representing law enforcement agencies throughout California. Our members are comprised primarily of dispatchers, records personnel, and trainers, all of whom use various computer programs on a regular basis. Our goal is to provide valuable and relevant training to our members and your presentation proved to be both.

I very much appreciate that you traveled to both Santa Barbara and Napa (over 1000 miles total travel) and provided the training at no cost to our organization. Following both training sessions I heard from many in attendance that they wanted more and most were going to work on getting their departments to look into purchasing your product and/or having you do training at their locations.

Our members (me included) as well as the others in attendance at your presentations were, rightly so, very impressed. This, of course, is what has prompted us to invite you to speak at our annual statewide seminar in September. Hopefully you are able to accommodate us. Again, thank-you for your time and the invaluable training you provided us.

Sincerely,

Keith LeBrun, Executive Director
California CLETS Users Group
(562) 345-1022