

13 October 2016

To Whom It May Concern:

The City of Lafayette Parks Department has been using the CityReporter software for three years. The software was introduced to me in a Certified Playground Safety Inspector course. Initially we started using it only to do safety inspections of our city playgrounds. We were interested in being able to eliminate the stacks of paper inspections that were building up in our office. Often times, important documentation would become lost in those stacks of paper.

Since starting to use CityReporter three years ago we have been very impressed with what we are able to accomplish. Not only are we doing safety inspections of our playgrounds but also inspections of almost every aspect of our maintenance duties. CityReporter has helped us become more "pro-active" rather than "re-active". Being able to do inspections from my mobile device is extremely convenient and has eliminated unnecessary paperwork. The reports generated by CityReporter allow us to never forget or fall behind on any maintenance needs.

One of the things we are most impressed about with CityReporter is how customizable it is. We have been able to customize inspections to specific needs of a site as well as create inspections to suit our needs. We have been able to create things that have truly made CityReporter the software that will take the City of Lafayette Parks Department into the future.

The customer service we have received from Noratek Solutions has been second to none. From the initial start up to this very day we have had quick responses to questions and all the help we could possibly ask for.

I highly recommend considering CityReporter for any maintenance staff. CityReporter is an extremely useful tool that we are excited to keep working with in the future.

Questions regarding this recommendation can be directed to me personally in the City of Lafayette, Colorado, at zacharyj@cityoflafayette.com.

Sincerely,

Zack Juth
Parks Crew Supervisor
City of Lafayette, CO