



June 12th, 2023

To Whom It May Concern:

The District of Vanderhoof has been using CityReporter as a city-wide solution across multiple departments including our Fire Department, Building Inspection & Zoning Bylaw, Public Works, and more. Since 2012, we have worked with the CityReporter software and staff to modernize our asset management and maintenance processes to provide better service to our community.

We have found that the software has saved our administrators and field crews time by providing clear documentation and communication to ensure that every deficiency, fault, or work order is noted and completed.

The Citizen Concern Portal has given our public the ability to submit concerns without having to speak with staff, which has been advantageous to both the public and our staff. The public does not have to wait on hold or go through multiple transfers to feel heard. We were amazed that a citizen could report an issue with photos and pinpoint the exact GPS location in a couple of minutes. Then the software immediately notified the appropriate crew by email, and they know exactly where to go, the history of that asset or location, and what to look for when they arrive. Inspections and follow-up maintenance are consistent and more efficient, in fact we have saved over 50% of our time spent on maintenance inspections.

Not only has the portal features helped eliminate inefficiencies, but CityReporter's GIS mapping functionality creates easy visual management for our team. We have thousands of mobile, point, and linear assets in the software that we can view and manage from the map. Asset management and GIS have never been so simple and effective!

Our District and its visitors have noticed better service and management because of CityReporter.

Sincerely,

Margaret Stewart
Chief Financial Officer
District of Vanderhoof, BC