28 October 2013

To Whom It May Concern:

I have been using the ParkReporter software here in the City of Colton for just under one year. I use it to assist with inspection of our City playgrounds, providing checklists, documenting compliance, noting repair & maintenance concerns, and keeping files for each of our facilities.

The software has been wonderful for this use! Being able to have access from my mobile device makes on-site inspections easy to conduct, eliminating unnecessary paperwork and bulky binders. The checklists are easy to access and read, and we are able to customize them to suit our needs at each site. The reports generated by the system are simple to read and allow us to continuously monitor the status of any playground, including progress on maintenance needs.

The staff at Noratek Solutions have provided excellent customer service, from first contact, through the tutorial process, and currently with continuing software updates and questions moving forward. Our experience has been first-rate at every step.

I whole-heartedly recommend considering ParkReporter for your maintenance reporting needs. Although we are only a little less than a year into our partnership, I have only good things to say!

Questions regarding this recommendation may be directed to me personally in the City of Colton, California, at bsmith@ci.colton.ca.us or (909) 370-6152.

Sincerely,

Bill Smith, MPA/CPRP/CPSI
Director of Community Services
City of Colton, CA