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To Whom It May Concern:

The Town of Arnprior has been using CityReporter's Building & Construction solutions for our permitting processes since 2013. Over the years we have been extremely happy with the software and the service provided by their team.

When they released the citizen self-service Permit Portal, we were excited about the opportunity and flexibility it offered. In 2022, we implemented the portal and were able to provide a more convenient permit process right from our website.

The portal not only saved us time in the office filing and managing applications, but our citizens have commented on how much they liked it too. As a permit moves through its stages, we can provide transparent communication and ensure we have all the necessary information easily accessible.

We have been so pleased every time we have worked with the CityReporter team through training, implementation, or support. They are an exceptional team who know what is needed in the Planning and Development industry.

Sincerely,

Jacques Benoit, CBCO
Chief Building Official