

**INDIAN TRAIL IMPROVEMENT DISTRICT
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Established 1957

www.indiantrail.com

March 11, 2014

Ms. Matula
General Manager
ER Assist
1080 SE 14th St.
Bentonville, AR 72758

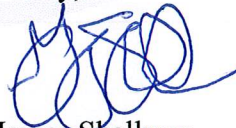
On behalf of Indian Trail Improvement District (ITID) and the residents we serve, we would like to thank you for your team's professional disaster data solutions.

As a Community, we have experienced the heavy flooding and related damage as caused by Tropical Storm Isaac. Over the years we have found the key to FEMA funding is clear and well organized record keeping. When introduced to the ER Assist's project tracker module we were impressed with the structure and purpose of the product. In fact, we were impressed enough to bring the product in-house.

We now use a time, material, and equipment tracker developed by ER Assist for our daily job tracking. We opted for some customization that minimized the perceived change by our staff. The end result: instantaneous reporting of employee time, equipment used, and work completed. In addition to allowing our main office an instant picture of what is going on in the field during regular operations, this real time reporting will greatly reduce the time needed to find and verify documentation for any future disaster grants.

In addition to the effectiveness of the software and consultants; we have been more than pleased with your client relations, responsiveness, and professionalism. Should you ever need to use us as reference, Layle Knox, Administrative Coordinator, (561) 793-0874 or I will be happy to discuss our satisfaction with the ER Assist team.

Sincerely,



G. James Shallman
District Manager