

November 20, 2019

TO WHOM IT MAY CONCERN

The purpose of this letter is to provide an acknowledgement of the positive working experience and the high quality of results achieved when the South Florida Regional Transportation Authority (SFRTA) engaged Daruma Tech to develop an improved version of our passenger-facing mobile application. This effort involved the incorporation of dynamic content provided by SFRTA and a third-party vendor and the use of technology that was lightyears ahead of that employed in the application it replaced. As a public transit agency, SFRTA operates in an ever-changing environment in which new demands on technology and processes can emerge with little notice. Indeed, a number of such demands did materialize during our execution of this project. In every case, the staff at Daruma Tech reacted with flexibility and indeed alacrity.

SFRTA's principal stakeholders include its passengers, the counties it serves, and the partners that allow the agency to carry out daily operations. From the requirements gathering stage through many iterations of prototyping and testing, Daruma Tech worked hand in hand with our internal and external stakeholders to see that primary and emerging needs were met.

The result of the effort speaks for itself. Daruma Tech delivered a mobile application that fully met the requirements of SFRTA's specifications and the expectations of our many stakeholders. And they did so on schedule and within the allocated budget. In doing so, this company demonstrated both technical prowess and aptitude for excellence in project management. For these reasons, I can wholeheartedly recommend Daruma Tech as a proficient, professional provider of technical services and application development.

Sincerely yours,



Renee Matthews
Comptroller/Director of Information Technology