

# Public Facilities, Recreation & Special Events Department

## City of Glendale

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**Kimberly Larson**  
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June 28, 2018  
To Whom it May Concern,

I have been working with ROX Media Group for over one year on our [Glendale@PLAY](mailto:Glendale@PLAY) publication. During this time, I have had nothing but positive interactions with the company and am very pleased with the product and customer service they have delivered.

Our publication is designed for the residents and customers of Glendale to market our parks and recreation classes and activities, as well as special events and public education initiatives that are scheduled. When we published our RFP, we were changing the publication specifications and expectations. When ROX was awarded the contract, they spent a great deal of time with me, answering all the questions that I had on how things would work in our new model. They have continued to spend time answering my questions and helping me every issue along with way.

The staff is extremely helpful, very responsive and knowledgeable. I especially appreciate their creative solutions to budget cuts. Every time we ask to include something new, they don't bat an eye. The ROX Media team is on top of schedules and deadlines and always keep me on track. They respond to our needs in a timely manner and provide flexibility to our team when needed.

I would absolutely recommend ROX Media Group to other companies looking to do business with them and would be happy to answer questions via telephone with potential client, as well.

Sincerely,

**Kimberly Larson**

