

I currently work for NASA at the Kennedy Space Center as a program manager in the Center Operations Directorate. I was fortunate enough to be the program manager when ZHA Incorporated provided NASA invaluable services to our center. I am writing you today to strongly express my complete satisfaction with the consulting services ZHA provided over a seven-year period.

I believe of particular interest to an organization would be the work they provided on our area development plans and capital improvement plan programming. This included needs assessments, facility assessments, land and facility planning, and project budgeting for approximately 600+ assets located throughout our campus, including facilities, utilities, and transportation nodes. In addition, ZHA provided building condition assessments following the 2004 hurricanes that damaged many structures within the campus, recommending a replacement strategy that was flexible for the future, as well as cost effective and timely considering the extensive damage and quick turn-around required.

This project exemplifies the work ethic found throughout the staff at ZHA. While they are a small firm, their knowledge base allows them to call in the best of external resources while giving the client the needed one-on-one, tailored services at an extremely reasonable fee. In fact, unlike most consultants, as their project manager, I never got a surprise bill or cost adjustment. ZHA worked diligently to provide a fair and equitable price and provide products that were easily transferable to the client or another contractor. I find this a rare trait in our industry. ZHA has always been readily available to help us in any capacity, honest and ready to perform their work with the highest integrity. ZHA lists itself as an Owner's Representative firm and I have found that they really do represent their clients and the clients' interests.

I highly recommend ZHA to any organization that wants a capable and comprehensive A/E/C firm that always strives to go above and beyond the standard services.

B. Renée Ponik
NASA KSC

The ZHA logo consists of the letters 'ZHA' in a bold, white, sans-serif font. The letters are positioned above a thick, white horizontal line that extends to the right of the text. The logo is set against a dark purple background.