

2010 Information Technology Survey

of Architecture,
Engineering, Planning &
Environmental Consulting Firms

Confidential Questionnaire: Must be completed and returned by April 16, 2010.

Stop! Are you a president, CEO, partner, IT director, IT manager, or other IT employee in one of the following types of firms: architecture, engineering, planning, environmental consulting, interior design, land surveying, landscape architecture, or design/build?

- Yes.** Please turn the page. Answer the questions that are relevant to your firm.
- No.** Please ask the appropriate person in your firm to complete this questionnaire.

You'll save \$350 off the regular price of the survey report by completing this questionnaire! See the order form at the end of the questionnaire for more information.



ZweigWhite
321 Commonwealth Road
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Please read before beginning

ZweigWhite is conducting a comprehensive and unique study of information systems and technology in A/E/P and environmental consulting firms. This is a confidential survey. Do not put your name on the questionnaire. **While the results will be published in summary form, no one will be able to identify your firm as a participant.**

The questions are not difficult; it should take you less than an hour to complete the questionnaire. If you need assistance with any of the questions, or would like more information, contact Margot Suydam at 800-466-6275 x262 or msuydam@zweigwhite.com.

To receive your survey report at a special discount, you must also return the enclosed order form. It is attached to the last page of your questionnaire— if you misplace it, please call.

Return your completed questionnaire by April 16, 2010, to:

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321 Commonwealth Road
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Wayland, MA 01778

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info@zweigwhite.com
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Firm Overview

- Which of the following best describes your firm overall? (check one)
 - Architecture or Interiors ^A
 - A/E (primarily architecture) ^B
 - Single-discipline Engineering ^C
 - Multidiscipline Engineering (two or more disciplines, but not full-service) ^D
 - Full-service Engineering or E/A (civil, structural, mechanical & electrical; other services may include architecture, etc.) ^E
 - Design/Build (more than 50% of revenue from design/build services) ^F
 - Environmental Consulting (engineering and/or science; enviro. focus) ^G
 - Other _____ ^H
- In what year was your firm founded? (check one)
 - Prior to 1945 ^A
 - 1945 - 1959 ^B
 - 1960 - 1969 ^C
 - 1970 - 1979 ^D
 - 1980 - 1989 ^E
 - 1990 - 1999 ^F
 - 2000 to present ^G
- In what state is your firm headquartered? _____
- How many people does your firm employ overall? (full-time equivalent in all offices; include owners who work in the firm) _____
- Which of the following categories of staff size does your firm fall into? (using the number from question #4)
 - 1 - 24 ^A
 - 25 - 49 ^B
 - 50 - 99 ^C
 - 100 - 249 ^D
 - 250 - 499 ^E
 - 500 + ^F
- How many offices does your firm have? _____
- Under what legal form of ownership is your firm organized? (check one)
 - Proprietorship ^A
 - Partnership ^B
 - Professional Corp. (PC) ^C
 - Private Corp. (C-Corp) ^D
 - Private Corp. (S-Corp) ^E
 - Public Corp. ^F
 - LLC ^G
 - Other _____ ^H
- If privately owned, how many owners does your firm have? (excluding ESOP, if any) _____
- Does your firm have an employee stock ownership plan (ESOP)? If so, how much of the firm's stock does it own?
 - Yes _____ % ^A
 - No ^B
- What was your firm's annual net service revenue for 2009? (gross revenue minus subconsultant fees and reimbursable expenses)
\$ _____
- Approximately what percentage of your firm's work is performed for public vs. private clients? (should total 100%)
_____% Public _____% Private
- Which of the following best describes your firm's growth or decline in revenue and staff over the past three years? (check one)
 - Fast growth (average annual growth of 20% or more) ^A
 - Slow growth (average annual growth of 1% - 19%) ^B
 - Stable (unchanged for three years) ^C
 - Slow decline (average annual decline of 1% - 9%) ^D
 - Fast decline (average annual decline of 10% or more) ^E

13. Which of the following best describes your firm's annual net pre-tax, pre-bonus profit over the past three years? (check one)
- Very high profit (15.0% or more) ^A
 - High profit (10.0% - 14.9%) ^B
 - Average profit (5.0% - 9.9%) ^C
 - Low profit/loss (4.9% or less) ^D

Systems and Platforms

14. Which of the following operating systems are currently used on servers in your firm? (check all that apply)
- Microsoft Windows 2000 ^A
 - Microsoft Windows NT Server ^B
 - Microsoft Windows Server 2003 ^C
 - Linux ^D
 - Novell NetWare ^E
 - Sun Solaris or Sun OS ^F
 - Apple Mac OS ^G
 - Other _____ ^H
15. Which of the following operating systems are currently used on workstations in your firm? (check all that apply)
- Microsoft Windows XP ^A
 - Microsoft Windows 2000 ^B
 - Microsoft Windows NT Workstation ^C
 - Microsoft Windows Vista ^D
 - Apple Mac OS ^E
 - Other _____ ^F
16. Approximately what percentage of employees in your firm are currently using...? (should total 100%, estimate the percentage for each choice and enter 0% for any machines that are not used in your firm, if employees use more than one type of machine include only the primary machine)
- | | |
|---------------------|--------------------------------------|
| _____ % PC desktops | _____ % Macintosh desktops |
| _____ % PC laptops | _____ % Macintosh laptops |
| _____ % Other | _____ % Employees without a computer |
17. What are your specifications for purchases of new machines? (typical of what you would currently buy)
- | | |
|-----------------------------------|--|
| Processor speed _____ghz | Network Interface Card: |
| HD storage _____gb | <input type="checkbox"/> 10/100 or 100baseT ^A |
| RAM _____gb | <input type="checkbox"/> 1000baseT ^B |
| Monitor size _____diagonal inches | <input type="checkbox"/> Wireless ^C |
| Flat panel monitor? ___Yes ___No | <input type="checkbox"/> Other _____ ^D |
| Dual monitors? ___Yes ___No | |
18. How often are machines typically replaced? _____ months

Networking and Internet Use

19. Approximately how much shared, online disk storage does your firm currently have available? (total on all servers; exclude end user workstations) _____ gb
20. What percentage of this would you estimate is currently empty? _____ %
21. Does your firm currently have any wireless networking capabilities? (in the firm's office(s))
- Yes ^A
 - No ^B
22. Is remote network access available to employees? (check one)
- All ^A
 - Some ^B
 - None (skip to #24) ^C
23. If so, how? (check all that apply)
- Virtual private network (VPN) ^A
 - Citrix or Windows Terminal Server ^B
 - Internal remote access servers running Windows (any version) ^C
 - Internal remote access hardware (3Com/Cisco) ^D
 - Other _____ ^E
24. What does the firm do when an employee is suspected of abusing Internet privileges? (check all that apply)
- Verbal warning to employee ^A
 - Written warning to employee ^B
 - Discussion with employee ^C
 - Discussion among mgmt. ^D
 - Investigation ^E
 - Suspended access ^F
 - Employee termination ^G
 - Other _____ ^H
 - Nothing/no policy ^I
25. How is your firm's web site hosted? (check one)
- On a server in our network ^A
 - By an Internet service provider ^B
 - N/A (no web site) ^C
26. Does your firm have an intranet?
- Yes ^A
 - No (skip to #30) ^B
27. Who set up your firm's intranet? (check one)
- Vice president/principal ^A
 - IT director/manager ^B
 - IT staffer (not IT director) ^C
 - Professional/technical employee ^D
 - Outside consultant ^E
 - Other _____ ^F
28. Who is responsible for maintaining your firm's intranet? (check one)
- Vice president/principal ^A
 - IT director/manager ^B
 - IT staffer (not IT director) ^C
 - Professional/technical employee ^D
 - Outside consultant ^E
 - Other _____ ^F

29. What information/resources does your firm's intranet contain? (check all that apply)

- Benefits information ^A Staff information/phone directory ^G
 Firm policies/procedures ^B CADD standards/IT support/FAQ ^H
 Proj. numbers/phone codes ^C Project budgeting reports ^I
 Marketing information ^D Firm financial information ^J
 Industry/reference links ^E Other _____ ^K
 Internal firm newsletters/publications ^F

30. Has your firm ever created/set up a project web site?

- Yes ^A No (skip to #36) ^B

31. How does your firm typically charge for creating and maintaining project web sites? (check one)

- At cost ^A Marked up, _____% ^C
 Included in project fee ^B

32. Which of the following project web site systems has your firm used? (check all that apply)

- ActiveProject (Centric) ^A ProjectTalk.com (Meridian) ^I
 Buzzsaw (Autodesk) ^B ProjectWise (Bentley) ^J
 Constructware.com ^C Proliance (Meridian Systems) ^K
 e-Builder.net ^D SharePoint (Microsoft) ^L
 eProject.com ^E Other _____ ^M
 Project Center (Newforma) ^F Custom/in-house ^N
 ProjectCenter (Bricsnet) ^G None of the above ^O
 ProjectNet (Citadon) ^H

33. Does your firm host its own project web sites?

- Yes ^A No ^B

34. Who can typically access your firm's project web sites? (check all that apply)

- All employees from your firm ^A
 Only employees from your firm on the project team ^B
 Other design firms working on the project ^C
 Contractor ^D
 Client(s)/owner(s) ^E
 General public ^F
 Other _____ ^G

35. What types of information do your firm's project web sites typically contain? (check all that apply)

- Meeting minutes ^A Photos ^G
 Working drawings ^B Illustrations ^H
 Legal documents ^C Blueprints ^I
 Budgets ^D Calendar/schedule ^J
 Contact information ^E Tasks/assignments ^K
 Correspondence ^F Other _____ ^L

Communications Applications

36. Does your firm cover some or all of the costs associated with mobile devices for any of the following employees? (check all that apply)

- Pres/CEO/managing partner ^A Professional/technical staff ^F
 Vice presidents/principals ^B Marketing/bus. development staff ^G
 Associates/sr. associates ^C IT staff ^H
 Department heads ^D Other _____ ^I
 Project managers ^E None of the above (skip to #38) ^J

37. How many employees in your firm currently have a company mobile device? _____

38. Does your firm use an application to block unwanted e-mails or spam? If so, which one(s)? (check all that apply)

- AppRiver ^A MX Logic ^N
 Barracuda Spam Firewall ^B Postini ^O
 GFI MailEssentials ^C SpamAssassin ^P
 GroupWise GEE Whiz ^D Symantec AntiVirus Gateway ^Q
 GroupWise Guinevere ^E Symantec Brightmail AntiSpam ^R
 GroupWise GWAVA ^F Symantec Mail Security ^S
 iHateSpam ^G Trend Micro ^T
 IntelliReach ^H WatchGuard SpamScreen ^U
 MailWise ^I Other _____ ^V
 McAfee SpamKiller ^J ISP-provided filtering system ^W
 McAfee WebShield ^K Custom/in-house filtering system ^X
 MessageLabs ^L None of the above ^Y
 Microsoft Exchange Intelligent Message Filter ^M

39. Do employees in your firm have voice mail?

- All ^A Some ^B None ^C

40. Do employees in your firm have direct-dial phone numbers?

- All ^A Some ^B None ^C

41. Do employees in your firm have direct-dial fax numbers?

- All ^A Some ^B None ^C

42. Does your firm have in-house videoconferencing capabilities?

- All offices ^A Some offices ^B No offices ^C

Technical/Production/CADD Applications

43. Does your firm use any CADD applications?

- Yes ^A No (skip to #52) ^B

44. If so, which CADD applications are currently in use in your firm? (check all that apply)

- Autodesk AutoCAD ^A Bentley MicroStation ^F
 Autodesk Revit ^B DataCAD ^G
 Autodesk Building Systems ^C Graphisoft ArchiCAD ^H
 Autodesk Land Desktop ^D Other _____ ^I
 Autodesk Architectural Desktop ^E

45. What is considered an appropriate workstation for a production CADD/BIM worker? (typical of what you would currently buy)

- Processor speed _____ghz Network Interface Card:
 HD storage _____gb 10/100 or 100baseT ^A
 RAM _____gb 1000baseT ^B
 Monitor size _____diagonal inches Wireless ^C
 Flat panel monitor? ___Yes ___No Other _____ ^D
 Dual monitors? ___Yes ___No

46. Does your firm have written CADD standards? (check one)

- Yes, same standards for all employees and offices ^A
 Yes, different standards for different offices or divisions ^B
 Yes, different standards for different clients or projects ^C
 Other _____ ^D
 No standards (skip to #50) ^E

47. If so, how are they shared? (check all that apply)

- Via hard copies ^A Online through CADD application ^D
 Online through firm's intranet ^B Other _____ ^E
 Online through firm's network ^C

48. Are employees trained in the use of firm CADD standards?

- Yes ^A No ^B

49. Does your firm maintain an electronic set of standard details drawn in CADD?

- Yes ^A No ^B

50. Does your firm have a pool of CADD specialists?

- Yes ^A No ^B

51. Does your firm use 3D CADD?

- Yes ^A No ^B

For the purposes of the next four questions, *Building Information Modeling* is defined as creating a computer model of a building that links a three-dimensional, geometric description of the architectural and engineering elements to information about their properties and behavior.

52. In approximately what percentage of its work does your firm currently use BIM? (write 0 if none, 100 if all) _____%

53. How many of your firm's employees currently use BIM?

54. Does your firm plan to increase its use of BIM in 2010?

- Yes ^A No ^B

55. In your firm's experience, what are the *advantages* of using BIM? _____

56. In your firm's experience, what are the *disadvantages* of using BIM? _____

57. Does your firm archive closed projects? If so, how long after the project is closed?

- Yes, after _____ months ^A No (skip to #59) ^B

58. How does your firm archive closed projects? (check all that apply)

- Tape ^A Archive server ^D
 CD-ROM ^B Hard copy ^E
 DVD-ROM ^C Other _____ ^F

59. Does your firm use any GIS technology?

- Yes ^A No (skip to #61) ^B

60. What GIS software does your firm use? (check all that apply)

- ESRI ^A MapInfo ^D
 Autodesk ^B Other _____ ^E
 Bentley ^C

IT Management & Training

61. Does your firm have any user committees that provide input into IT?

- Yes ^A No (skip to #65) ^B

62. If so, which of the following do these user committees provide input on? (check all that apply)

- IT budget ^A Hardware purchases ^E
 IT goals/strategies ^B Software purchases ^F
 IT consultants ^C Software licensing ^G
 CADD standards ^D Other _____ ^H

63. Who sits on these user committees? (check all that apply)

- Pres/CEO/managing partner ^A Branch office managers ^E
 Vice presidents/principals ^B IT director/manager ^F
 Department heads ^C Other IT staff ^G
 Professional/technical staff ^D Other _____ ^H

64. On average, how often do these user committees meet?
 _____ times per year
65. Does your firm have a disaster recovery plan? If so, which of the following elements does it contain? (check all that apply)
- Fault-tolerant storage systems (e.g., RAID, data mirroring, etc.) A
 - UPS power protection B
 - Dynamic data replication between servers C
 - Virus scanning D
 - Off-site backup storage (e.g., tape storage off-site) E
 - Off-site spare facilities ("Cold" or "Hot" sites) F
 - "Fire drill" tests G
 - A formalized, written disaster recovery plan H
 - Other _____ I
 - No disaster recovery plan J
66. Has your firm ever suffered any data destruction as a result of any of the following? (check all that apply)
- Computer virus infection A
 - Hardware malfunction or failure B
 - Malicious damage by employee or former employee C
 - Unauthorized access by outsider or "hacker" D
 - Accident by employee E
 - Other _____ F
 - No G
67. Is your firm completely up to date on software licensing? If not, what percentage would you estimate is not "legal"?
- Yes A
 - No, _____% not "legal" B
68. Are end users prohibited by policy from installing software on their workstations?
- Yes, any/all software A
 - Yes, certain software (for example: _____) B
 - No C
69. Does your firm provide IT training to end users? (check one)
- Yes, mandatory A
 - Yes, voluntary B
 - No (skip to #72) C
70. What sort(s) of IT training does the firm provide to end users for the following types of applications? (check all that apply)
- | | On-the-job training | Self-paced training | In-house training | Off-site training |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| CADD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BIM | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Finance & accounting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Office productivity (e.g., Word) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communications (e.g., Outlook) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Marketing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Project management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Presentation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

71. Has your firm used any of the following applications to conduct training sessions? (check all that apply)
- NetMeeting A
 - WebEx B
 - pcAnywhere C
 - GoToMeeting D
 - RealVNC E
 - Microsoft Office Live Meeting F
 - Other _____ G
 - None of the above H
72. What are your firm's biggest IT training needs? (check all that apply)
- CADD/technical applications A
 - Commitment from management to training B
 - Finance & accounting applications C
 - Marketing applications D
 - Need more money for training E
 - Need more time for training F
 - Network applications G
 - Office productivity/communications applications H
 - Project management applications I
 - Other _____ J

IT Staff & Consultants

73. Does your firm have an information technology/systems (IT) department or any full-time, dedicated IT staff?
- Yes A
 - No (skip to #95) B
74. How many staff are assigned to network administration, information systems, etc.? (firm-wide, full-time equivalent; write 0 if your firm does not have anyone in that position; please do not leave any blanks)
- | | |
|--|-------|
| CIO or IT director/manager | _____ |
| Network manager(s)/administrator(s) | _____ |
| CADD manager(s) | _____ |
| Programmers/analysts/developers | _____ |
| General technicians/helpdesk/support | _____ |
| Administrative/clerical staff (assigned to IT) | _____ |
| Other IT staff | _____ |
| Total IT staff | _____ |
75. Has your firm used IT staff as a revenue generator by providing IT consulting to any of the following? (check all that apply)
- Clients A
 - Other design/environmental consulting firms B
 - Other _____ C
 - No (skip to #78) D

76. If so, what type(s) of services has your firm's IT staff provided? (check all that apply)

- CADD systems support ^A Network design/install./mgmt. ^E
 Database develop./mgmt. ^B Project web site setup/support ^F
 Firm web site design ^C Training ^G
 GIS systems support ^D Other _____ ^H

77. How much net service revenue was generated by your firm's IT staff in 2009? \$ _____

The following questions refer to IT Directors as defined here:

Information Technology Director: the person in your firm who has the highest title within the IT department, oversees the information systems overall, and manages IT staff, if any. If your firm has a CIO, CTO, Vice President of IT, IT Director, or IT Manager, these questions should be answered based on this person. (There should only be one person who fulfills this role in your firm— it should not be the president, CEO, or managing partner.)

78. Does your firm have a CIO, CTO, vice president of IT, IT director, or other IT manager?

- Yes (answer the following questions based on the person who has the highest title within the IT department) ^A
 No (skip to #95) ^B

79. Is this person a...? (check one)

- Full-time employee ^A Part-time employee ^B

80. Is this assignment...? (check one)

- Full-time ^A Part-time ^B

81. What is the title of the person he/she reports to? (check one)

- Pres/CEO/managing partner ^A CFO ^D
 Vice president/principal ^B Office/business manager ^E
 COO ^C Other _____ ^F

82. How old is he/she? _____ years

83. Is the current person in this role...?

- Male ^A Female ^B

84. How long has he/she been with your firm? _____ years

85. How long has he/she had this role in the firm? _____ years

86. Has he/she attained any network or IS-related certification?

- Yes ^A No ^B

87. Is the IT director a registered technical professional in a field other than IT? (engineer, architect, planner, land surveyor, etc.)

- Yes ^A No ^B

88. What is his/her standard hourly billing rate? \$ _____

89. What percentage of his/her time is job-chargeable to clients? _____%

90. Is the IT director an owner in your firm? If so, what percentage of the firm's stock does he or she own? (not including ESOP ownership)

- Yes _____ % (skip to #92) ^A No ^B

91. If not an owner, how likely is it that he/she will become one?

- Highly likely ^A Possible, but unlikely ^C
 Reasonably likely ^B Highly unlikely ^D

92. What is the IT director's current annual base salary? \$ _____

93. Did he/she receive a bonus in 2009? If so, how much?

- Yes \$ _____ ^A No ^B

94. Is he or she entitled to overtime pay for hours worked over 40? If so, how much overtime pay did he or she receive in 2009?

- Yes \$ _____ ^A No ^B

95. Did your firm use any outside IT consultants or systems integrators in 2009?

- Yes ^A No (skip to #97) ^B

96. If so, for which of the following type(s) of services? (check all that apply)

- CADD systems ^A
 Custom software development ^B
 Internetworking/network access ^C
 Miscellaneous network design/installation ^D
 Miscellaneous PC support/troubleshooting ^E
 Web site development ^F
 Other _____ ^G

IT Spending

97. Does your firm prepare an annual budget for IT expenses? If so, what is the firm-wide budget for 2010? (including hardware, software, networks, and all other subcategories as broken out in the next section; please estimate if necessary)

- Yes, have a set budget of \$ _____ for IT expenses in 2010 ^A
 No, do not have a set budget for IT expenses ^B

98. How much did your firm spend on each of the following IT-related expenses in 2009? *For capital purchases, report the total value of goods during year. For salaries, consultants, training, and other operating costs, report actual expenditures during year. Include CADD software and staff as part of overall IT spending. Please estimate if necessary.*

Physical plant (voice/data wiring, etc.)	\$ _____
Hardware (new desktops/laptops/printers, etc.)	\$ _____
Hardware repairs/service/maintenance	\$ _____
Pre-packaged software (new and upgrades)	\$ _____
Custom software (new and upgrades)	\$ _____
Data telecom. and Internet access (including voice systems)	\$ _____
Intranet site setup and maintenance	\$ _____
Training (on information systems, firm-wide)	\$ _____
IT staff labor (wages for both full-time and part-time staff)	\$ _____
Consulting/support (support contracts, outside consultants)	\$ _____
Other _____	\$ _____
Total IT spending	\$ _____

99. Do you expect your firm's overall spending on IT to increase or decrease in 2010? By how much? (check one and fill in percentage amount)

- Increase ___% ^A Decrease ___% ^B No change ^C

100. Do you expect your firm's spending to increase or decrease in 2010 for each of the following? By how much? (estimate the percentage change in spending or check "no change" for each)

	Increase	Decrease	No change
Storage	_____%	_____%	<input type="checkbox"/>
New software/upgrades	_____%	_____%	<input type="checkbox"/>
PCs/laptops/servers	_____%	_____%	<input type="checkbox"/>
Network design/installation	_____%	_____%	<input type="checkbox"/>
CADD systems	_____%	_____%	<input type="checkbox"/>
Web site/application development	_____%	_____%	<input type="checkbox"/>
PDA's	_____%	_____%	<input type="checkbox"/>

101. Over the past three years, has your firm overinvested, underinvested, or invested just the right amount in information systems? (check one)

- Overinvested ^A Underinvested ^B Just right ^C

102. Where do you purchase hardware and software? (estimate the percentage of time you use each option; should total 100%)

Hardware	Software	
_____%	_____%	Direct from manufacturer
_____%	_____%	Direct from publisher
_____%	_____%	System integrator, consultant, or value-added reseller
_____%	_____%	Online from reseller
_____%	_____%	Mail order
_____%	_____%	Retail store
_____%	_____%	Other _____

Opinions


103. What's been the biggest success in IT for your firm? What's really worked and been a good investment? _____

104. What's been the biggest failure in IT for your firm? What's really disappointed people, or been a bad investment? _____

105. What is your firm's biggest information technology challenge? _____

106. What are your firm's top IT priorities for 2010? (check all that apply)

- CADD/BIM/technical applications ^A
- Data storage or organization ^B
- Increase IT consulting opportunities ^C
- Hardware upgrades ^D
- Manage costs/profitability ^E
- Marketing/CRM applications ^F
- Network/intranet/remote access ^G
- Office productivity & communications applications ^H
- Operating systems ^I
- Project management applications ^J
- Security/disaster planning ^K
- Software integration/licensing/compliance ^L
- Standardize/integrate systems or applications ^M
- Training ^N
- Other _____ ^O

 **THANK YOU!** Please return your completed questionnaire and optional order form by April 16, 2010, to ZweigWhite, 321 Commonwealth Road, Suite 101, Wayland, MA 01778.

Do you have any comments or suggestions that would help us improve the questionnaire? _____

