



YOU'LL BE GLAD TO CALL IT HOME.

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Frank Aggazio

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May 29, 2003

To Whom It May Concern:

This letter serves as a positive reference for the services provided by RDP Consulting Services, Inc. Under the leadership of President Ron Porter, the RDP Consulting team of consultants has been a partner in assisting the Allegheny County Housing Authority in being acknowledged nationally as a consistently high performing organization.

During the past five years, RDP has achieved the following:

- Twenty four of our employees have completed a comprehensive, six-month Leadership Development Program conducted by RDP. The Leadership Program has provided future leaders with the skills to better navigate in our rapidly changing environment. A new class is beginning for eight employees in June 2003.
- RDP has assisted the Authority in effectively addressing sensitive issues of diversity. Our organization strives to be fully inclusive and RDP has contributed to the development of a candid and healthy dialogue among all members of the organization.
- Our full management team has participated in training focused on a range of topics including Conflict Management, Building an effective Team, and Improving Communications. The RDP team has consistently won rave reviews from our management staff.

RDP Consulting Services has the full confidence of the senior management team. Ron Porter often transcends the role of a consultant. His personal integrity and concern for the success of our organization is evident in all of the work performed by the Authority.

Please feel free to call if I can provide additional information. I can be reached at 412 402-2450.

Sincerely,

A handwritten signature in blue ink that reads "Frank Aggazio". The signature is fluid and cursive, written over the printed name and title.

Frank Aggazio
Executive Director