



July 2003

**MISSION STATEMENT:**

**Quest Corporation of America, Inc. is a young and expanding business. Founded in 1995, our work includes controversial transportation projects that require extensive and careful communication, both internally and with the public. We are committed to honesty, loyalty, and a high standard of ethical conduct. We achieve performance excellence through hard work, innovation, creativity, and prudent risk taking. We value diversity, talent, and new ideas. We accomplish our goals by working together and relying on each other at all times. Our mission is to continue to successfully contribute our energy, passion, and knowledge to the communities we serve within.**

# QUARTERLY

## New FDOT Secretary Reflects on Excellence

FDOT District Secretary Jose Abreu took the helm in March 2003. In an article written for *Perspectives On Excellence* last November, Secretary Abreu talked about what excellence means to him and how he has worked to establish “a yardstick” for measuring excellence.

He stated that the English language defines excellence as “the state, quality or condition of excelling; a surpassing feature or virtue.” The very definition of the word implies a continuous process, a moving target.

As an organization, we must maintain this momentum, a comprehensive and ever more inclusive approach to our evaluation process. At Quest, we must also continue to make the same type of ongoing adjustments in our “quest” for excellence.

There are many areas deserving continued attention. He very clearly stated the importance of FDOT’s relationships with consultants, contractors, the media, and the public at large and how it will influence not only how their projects are perceived but also how they will be delivered.

Abreu says, “We must emphasize the way we can work with the community, seeking



*FDOT Secretary Jose Abreu*

their input at every possible step and engaging them fully in our efforts to address the transportation challenges of our state.”

**Marketing:** An important part of successful marketing is providing a service that meets the needs of our target audience. In order to achieve this, we must constantly be listening to our audience.

**Performance: Project** (How well do you handle your day to day project?)

**Client** (How is your client relationship?)

**Marketing** (How effective are you at marketing? What are your results?)

### QCA Staff Updates:

**ANNUAL PERFORMANCE**

**REVIEWS:** Annual reviews are scheduled for July 24 and 25.

**POLICY MANUAL:** Each employee should now have a copy of our new policy manual. Any questions regarding the manual should be directed to Audra Butler at audrabutler@hotmail.com.

**WEBSITE:** If you have not provided your bio and photo to Amanda Trim for our Quest website... *this is your last call.*

You can e-mail your information to Amanda at atrim@questpio.com.

**Make sure to check out the site at [www.questpio.com](http://www.questpio.com)!**



## PRESIDENT'S MESSAGE

Do you ever notice how we are always trying to find balance? Stand up for a moment. Slowly raise your right leg behind you (make sure no one is looking). Notice how your upper body leans forward to create a counterweight. Opposing muscle groups in your lower back and stomach flex to create the proper body tension necessary to maintain balance. What would it take for us to move what matters most forward (that counterweight) in a constantly changing world?

Effective leaders are constantly in balance. Often times, leaders see a need for stability within their group or team. Stability is necessary for day-to-day functioning, but too much stability creates stagnation.

Excessive change, on the other hand, fosters feelings of chaos and discontentment.

Over this past quarter, I have felt torn between creating unity and encouraging diversity of thought. I thrive to inspire success even when we have to address failure. Are we able to reinforce what is working, and still encourage new solutions? What are your thoughts?

No leader wants to be ineffective. Effective leaders are not born, but they can be made through desire, training, study, and experience. While we work to improve our skills in specific areas, we will increase and maintain a critical sense of balanced leadership, in an industry of constant change.

## Project Updates



### Project #0306: Continuous Pedestrian Facility (State Road 55/ US 19)

Starting August 4, 2003, Gilbert Southern Corporation will begin this Design / Build Project for the Continuous Pedestrian Facility along US 19 in Pinellas County. This is a \$15 million project that runs 31 miles. The project, which is scheduled to be completed January 2005, also includes median modifications, pedestrian bridge attachments and lengthening of turn lanes.

**Toni Horan**, Public Information Officer, has enjoyed working as part of this Design/Build team since July 1. She is scheduled to work with the team from their Tarpon Springs office at least three days per week. She has already developed flyers for the project, as well as supported

all progress meetings. The Pre-Construction meeting was held July 14 at the Clearwater Construction Office.



### Project #0305: East-West Expressway Widening (State Road 408)

This 14-mile, seven year widening of Central Florida's East-West Expressway (State Road 408) is about to kick off. Construction on the first of seven segments begins next month with the addition of one lane in both directions, six bridges, sound barrier walls and aesthetic treatments. **Kathy Putnam** is Quest Corporation's Public Information Officer on the project.

The first section, from Tampa Avenue to

the Interstate 4 interchange, runs through downtown Orlando. All of the work is being done within the Orlando-Orange County Expressway Authority's property; therefore, impact on local residents and businesses should be minimal.

However, when the project is completed, the community will benefit from the attractive roadway enhancements, which will include stepped sound barrier walls with decorative panels and post caps. Each bridge will feature decorative pylons, columns, panels, and planter walls. Landscaping will follow completion of road construction activities.

This four-lane stretch of roadway carries more than 73,000 vehicles on a typical workday, which is expected to increase to more than 121,000 by 2015 and 158,000 by 2025.

# Training Update

The State Construction Office administers 14 Construction Self Study Courses and exams. Quest encourages you to take advantage of this learning opportunity.

Congratulations goes to **Monica Hernandez**, who passed the Construction Plans Reading and the Construction Math self study tests, and to **Danielle Fitts**, who passed the Construction Plans Reading self study. **Monica** is now studying for the Final Estimates self study test, and **Toni Horan, Elizabeth McCormick** and **Maricelle Wernet** plan to take the Construction Plans Reading test before end of August.

The Construction Self Study Courses are:

1. Construction Math

2. Construction Plans Reading
3. Pipe Placement
4. Portland Cement Concrete Testing
5. Hot Mix Asphalt Paving Inspection
6. Hot Mix Asphalt Plant Inspection
7. Hot Mix Asphalt Testing Inspection
8. Structures I
9. Structures II
10. Structures III
11. Utility Relocation, Clearing and Grubbing
12. Final Estimates
13. Earthwork/Density
14. Subgrade and Base

For more information about the Self Study Courses, contact Staci Prescott, Office Manager, at 813-949-8568 or e-mail her at [qcainc@tampabay.rr.com](mailto:qcainc@tampabay.rr.com).

## QUEST BIRTHDAYS

### January

Toni Horan, 1/8  
Maricelle Wernet, 1/19

### March

Shannon Gauthier, 3/7  
Amanda Trim, 3/9  
Carlana Hoffman, 3/15  
Elizabeth McCormick, 3/27  
Audra Butler, 3/28

### April

Sharlene Francois, 4/8  
Mary Brooks, 4/14  
Ashlie Nalls, 4/28

### May

Lori Buck, 5/19  
Monica Hernandez, 5/29

### July

Joseph VanLeer, 7/22

### August

Barbara Agner, 8/14  
Danielle Fitts, 8/15

### September

Samantha Bishop, 9/12  
Karen Knapp, 9/20

### October

Marcel Napolitano, 10/4

### November

Kathy Putnam, 11/1  
Staci Prescott, 11/11

### December

Debra Bergeron, 12/31

# WELCOME ABOARD!

**Barbara Agner, Corporate Accounting** - Barbara joined Quest in the corporate office in May, and is in charge of corporate accounting. Barbara comes to our organization with a background in public as well as private accounting, having worked at Price Waterhouse/ PricewaterhouseCoopers, IMRglobal and Walter Industries before deciding to return to school to become a registered nurse. She accepted a position with Quest on a temporary basis while attending school.

**Audra Butler, Corporate Marketing** - Audra joined our firm in the corporate office in June, and is responsible for all corporate marketing. She comes to our organization with a background in public relations, publication/graphic design, and television production. Most recently, she worked at The Florida Channel in the state Capitol building, where, among other duties, she produced the channel's 24/7 satellite programming service.

**Karen Knapp, Public Information Officer** - Karen joined Quest's Miami office as a part-time Public Information Officer in March. Currently, she is working with Project Development Group (PDG) on the City of Miami's ABC building demolition project. She brings to the Quest team a strong background in customer relations and real estate, and has an extensive knowledge of South Florida.

**Elizabeth McCormick, Public Information Officer** - Elizabeth joined our firm recently and has been serving in an Administrative / Coordinator capacity for FDOT's Tampa construction office. She is also working on such projects as the Ringling Causeway Bridge in Sarasota and the Tampa-Hillsborough County Expressway. Elizabeth comes to Quest with a strong background in print journalism, having most recently worked as a newspaper reporter covering business and commercial construction.

**Staci Prescott, Office Manager** - Staci began working part-time in Quest's corporate office in June and became a full-time member of the team in July. She is an administrative assistant, dealing mainly with office management and personnel. Staci comes to Quest with a background in sales and customer service.

**Kathy Putnam, Public Information Officer** - Kathy Putnam joined Quest's Orlando office as a Public Information Officer in April. She is now working on the State Roads 408 and 417 for the Orlando/Orange County Expressway Authority. Kathy has extensive experience in community involvement and public information in both the private and public sectors. In addition to her decade of experience as a reporter, she has worked as the Public Affairs Manager for the Orlando Rural/Metro Ambulance service, as the Communications Director for the Florida House of Representatives, and as the Press Secretary for former Governor Lawton Chiles.



# Celebrate Labor Day with QCA!

On Monday, September 1, QCA will host a Labor Day Celebration, open to all staff, consultants, contractors, and their families. The party will be held at the Heritage Harbor Golf and Country Club in Lutz, Florida - located just north of Tampa. (For directions, please call the corporate office at 813-949-8586.)

The cost for golf is \$35 for staff /family members and \$55 for all others - there is no charge for the luncheon. Proceeds will go to a local charity.

If you would like to attend, please fill out the following registration form and submit it to Audra Butler by August 15 (fax: 813-949-8426). Payment for the golf scramble is due to the corporate office (3837 Northdale Blvd., Suite 242, Tampa, FL 33624) no later than August 25. Please make all checks payable to "Quest Corporation of America, Inc."

The festivities will begin with a golf scramble at 8:00 AM, and continue at a luncheon by the pool from 12:00 PM to 4:00 PM.

**Please RSVP for the Quest Summer Gathering 2003 by August 15.**

Payment for the **golf scramble only** must be mailed to the corporate office by August 25.

**Quest Employee/Family Member: \$35.00; Others: \$55.00**

*Please make checks payable to "Quest Corporation of America, Inc."*

## Registration Form

### QUEST SUMMER GATHERING 2003 (Labor Day Celebration)

Heritage Harbor Country Club; Tampa  
Monday, September 1, 2003

#### Poolside Cookout (12:00 PM - 4:00 PM)

#### Golf Scramble Entries Only (Tee-off: 8:00 AM)

Name:

Name:

Nickname for Badge:

Handicap:

Name of Spouse or Other Adult Guest:

Number of Children:

Name(s) / Age(s):

Mailing Address:

E-Mail Address:

Phone Number:

#### **Cost for Golf Entries:**

**Quest Employee/Family Member - \$35.00**

**Other - \$55.00**

*(Make checks payable to "Quest Corporation of America, Inc.")*

*Please return this form to QCA's corporate office by 5:00 PM on August 15 (Fax: 813-949-8426). Payment is due no later than August 25.*



#### **CENTRAL FLORIDA**

10151 University Blvd.  
Suite 222  
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Phone: (407) 709-9840  
Fax: (407) 823-7715

#### **NORTH FLORIDA**

1400 Village Square Blvd.  
Suite 3-122  
Tallahassee, Florida 32312  
Phone: (850) 508-4445  
Fax: (850) 386-6917

#### **SOUTH FLORIDA**

123 S.E. 3<sup>rd</sup> Ave.  
Suite 285  
Miami, Florida 33131  
Phone: (305) 345-3056  
Fax: (305) 374-6866

#### **WEST FLORIDA**

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