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Message From George Carlin

Isn't it amazing that George Carlin, mouthy comedian of the 70's and 80's, could write something so very elegant and so very appropriate post 9-11.

The paradox of our time in history is that we have taller buildings but shorter tempers, wider freeways but narrower viewpoints. We spend more but have less, we buy more but enjoy less. We have bigger houses and smaller families, more conveniences but less time. We have more degrees but less sense, more knowledge but less judgement, more experts yet more problems, more medicine but less wellness.

We drink too much, smoke too much, spend too recklessly, laugh too little, drive too fast, get too angry, stay up too late, get up too tired, read too little, watch TV too much, and pray too seldom. We have multiplied our possessions, but reduced our values. We talk too much, love to seldom, and hate too often.

We've learned how to make a living, but not a life. We've added years to life, not life to years. We've been all the way to the moon and back, but have trouble crossing the street to meet a new neighbor. We conquered outer space, but not inner space. We've done larger things, but not better things.

We've cleaned up the air, but polluted the soul. We've conquered the atom, but not our prejudice. We write more, but learn less. We plan more, but accomplish less. We've learned to rush, but not to wait. We build more computers to hold more information, to produce more copies than ever, but we communicate less and less.

These are the times of fast foods and slow digestion, big men and small character, steep profits and shallow relationships. These are the days of two incomes but more divorce, fancier houses but broken homes. These are the days of quick trips, disposable diapers,

throwaway morality, one night stands, overweight bodies, and pills that do everything from cheer, to quiet, to kill. It is a time when there is much in the showroom window and nothing in the stockroom. A time when technology can bring this letter to you, and a time when you can choose to either share this insight or to just hit delete.

Remember, spend some time with your loved ones, because they are not going to be around forever. Remember, say a kind word to someone who looks up to you in awe, because that little person soon will grow up and leave your side. Remember to give a warm hug to the one next to you, because that is the only treasure you can give with your heart, and it doesn't cost a cent.

Remember to say "I love you" to your partner and your loved ones, but most of all, mean it. A kiss and an embrace will mend hurt when it comes from deep inside you. Remember to hold hands and cherish the moment for someday that person will not be there again. Give time to love, give time to speak, and give time to share the precious thoughts in your mind.

Life is not measured by the number of breaths we take, but by the moments that take our breaths.

QCA MISSION STATEMENT:

Achieving performance excellence through hard work, innovation, creativity and prudent risk taking, our mission is to continue to successfully contribute our energy, passion, and knowledge to the communities we serve within...

Quest Corporation of America, Inc.

QUEST BIRTHDAYS

January

Toni Horan, 1/8
Maricelle Wernet, 1/19
Sarah Peacock, 1/29

February

Arlene Evans, 2/17

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

Danielle Fitts, 8/15

September

Karen Knapp, 9/20

October

Marcel Napolitano, 10/4

November

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

December

Debra Bergeron, 12/31



PRESIDENT'S MESSAGE

One of life's happiest circumstances is working in a place that suits us, as individuals and as part of an employed TEAM. We strive to contribute to our workforce and what we all do reflects in our success. At Quest, I recognize and appreciate that everyone is working hard for all of us. I love my job, but lately I've asked myself (and others), why I spend more time at work than in my living room? The answer... Because when it comes to living, I wasn't made to sit back and observe. I was made to get up and do something with my life. To accomplish. And to have an impact. At Quest, I'd like you to understand that we

are committed to helping people get more out of work than just a paycheck. It all comes back to balance, hence my recent *Women of Joy* retreat. I believe balance is spiritual as well as physical. But it hasn't always been easy to think this way. I appreciate nature as a way to retreat and replenish, and I encourage all of you to do the same. The balance it offers will help you become more accepting of yourself. Manage to live big lives yet keep the details in perspective; to seek out challenges but know when you need to retreat and recharge. I view improving employees' lives as a core part of their jobs. We have an excellent management team in place. We only hope we can inspire you to accomplish great things!

Training Update

FDOT Public Involvement training is available on the Internet at www11.myflorida.com/planning/training/pi_training.htm. Cost is \$15.00. The training takes 3 hours to complete. **Sharlene Francois, Mary Brooks, Monica Hernandez and Elizabeth McCormick** have completed the training to date. *All PIOs are required to complete this training!*

Also, Pendaflex Learning Center provides free Internet-based training on a number of office software programs, such as Excel and Powerpoint. If you're interested in learning more, check out their web site at www.pendaflexlearningcenter.com or contact Audra Butler at (813) 949-8586.

Minority Update

The current state of women's business ownership in the United States is very strong. The number of women-owned businesses continues to grow at twice the rate of all U.S. firms, and these firms are increasing in economic clout. One in eighteen women in the U.S. is a business owner. Women-owned firms are becoming increasingly diverse in terms of race, industry and size. Women of color now own one in five women-owned firms and women of all colors are expanding into nontraditional industries, such as construction, manufacturing, agriculture and transportation.

Despite this impressive growth, we still know that women in business continue to face challenges. Primary among them are: access to capital, access to markets, access to training and technical assistance, access to networks and the need for legitimacy—to be taken seriously as business owners,

employers, and contributors to economic growth. Some facts to consider:

- An estimated 6.2 million majority-owned, privately-held women-owned firms in the U.S. account for 28% of all businesses, employing 9.2 million workers, and generating nearly \$1.2 trillion in revenues.
- Women-owned businesses continue to drive our nation's economy.

SAVE THE DATE!

Strategic Planning

Fri., Feb. 20: 12:00 noon, Directors only
Sat., Feb. 21: Time TBA, All Staff

Spotlight on... *Kathy Putnam*

Kathy Putnam leads a double life. She's not just Quest's PIO for the Orlando Orange County Expressway Authority, but she is an instructor and black-belt in Kantetsu Ryu Karate at Central Florida YMCA.

Kathy started martial arts when she was just 12 years old. Kathy says that her mother enrolled her in tae kwon do to help her with "anger management." For three years, she went to class three times a week and was six months away from getting her black belt when her family moved. She didn't step into a "dojo" (martial arts classroom) again until after college. For the next 13 years, Kathy attended four different tae kwon do schools, earning her first degree black belt along the way.

COMING SOON . . .
QCA's new web site will be online within the next month!

Celebrating Labor Day with a Splash!

On Monday, September 1, Quest held its first annual Labor Day pool party! Approximately 30 staff members, clients, family and friends attended the bash at Heritage Harbor.

A handful of folks also golfed 18-holes at Heritage Harbor's golf course before joining the party by the pool for lunch. A DJ played reggae hits while everyone enjoyed a buffet of barbecue chicken, ribs, hot dogs, and more. After lunch, everyone lounged by the pool—a few staff members even went down the slide!

We hope that those of you who were able to attend had a great time, and we'll see the next of you pool-side next year!

When Kathy moved back to Orlando in 1997, she joined the YMCA where they offered both tae kwon do and karate classes. She decided to take the karate class because of the differences in fighting style, which seemed more aggressive and geared toward real self-defense.

Kathy earned her first degree black belt in Kantetsu Ryu Karate in 2000 and her second degree in January of this year. Along the way, she shredded (and healed) the ACL in her left knee, became a part-time YMCA employee, and now teaches karate classes three times a week at two YMCA locations.

Kathy says that the physical activity keeps her in shape and keeps her stress in check, but teaching classes



gives her great pleasure. She enjoys the thrill of seeing someone in their first few lessons say, "I'll never get this" and then seeing them successfully complete a drill of blocking and punching. Kathy especially likes coaching the little girls to beat the tar out of boys in sparring! The look of surprise on the little boy's face when a girl knocks him over is priceless. Don't worry – nobody gets hurt.

Check out the web site for Kathy's school at www.kantetsuryukarate.com.

FAQ

From the Corporate Office

This new installment in the quarterly newsletter will provide answers to questions frequently posed to the corporate office staff. Please call us at (813) 949-8586 if you have a question that we haven't covered!

Q. If it's not a pay week, why do I have to turn in my timesheet by 9:00 AM on Monday?

A. Every week (whether it's a pay week or not) invoices are produced for our clients using your timesheets. We process your timesheets early on Monday, making sure your time is recorded correctly in our system, so we can invoice your hours accurately. Also, if you get in the habit of turning your timesheets in on time every week, then we won't have to call and harass you for them every Monday morning!

Q. How much personal time have I accrued?

A. Every full-time employee accrues 3.69 hours of EPT time each two-week pay period. Staci calculates staff EPT hours monthly, but it would be great if you could keep a running tab of your hours too. Remember, if you take time off of work, but don't have enough EPT time saved to cover that time off, you will not be paid for those hours!

Welcome Aboard!

Sarah Peacock, Director - South Florida

Sarah joined the Quest team in September as a Director for South Florida. She is an experienced Public Information Officer accustomed to managing multiple major construction projects, multi-million dollar budgets, and educational advertising campaigns. Sarah is skilled at working with the public and is knowledgeable in interstate reconstruction. In fact, Sarah has spent the last 3.5 years managing public information activities for the I-95 corridor construction projects including the I-95/PBIA Connector. Her experience also includes working as the Public Affairs Director for the Mississippi Department of Transportation and as Communications Director for the Miami Dade Expressway Authority.

Sarah lead the Quest team that was recently award the District 4 districtwide public information contract that is currently in negotiations.

Quest Corporation of America, Inc. is an equal opportunity employer committed to career opportunities for all people without regard to race, color, religion, gender, age, national origin, or disability. For more information on opportunities with Quest, visit our website at www.questpio.com, e-mail qcainc@tampabay.rr.com, or write to Quest Corporation Career Opportunities in Construction, 3837 Northdale Blvd., Suite 242, Tampa, FL 33624.



QUEST Wins DISTRICT 4 CONTRACT

In September, Quest was awarded the FDOT contract for Public Information Services in Palm Beach County (District 4). QCA's primary contact for this contract is Sarah Peacock, and she will be supported by Monica Hernandez and corporate staff.

At the presentation in Palm Beach, Sarah and Monica were joined by Sharlene Francois, Kathy Putnam and Maricelle Wernet. **Congratulations to the team for landing this contract!**

Quest also has a new Boynton Beach office to serve District 4. (You can find the address for the new office on the front of this newsletter.)

QUEST CORPORATION OF AMERICA, INC.

Organizational Chart and District Map

