

A NEW DAY

Quest Corporation of America, Inc.

DBE Certified

October/November 2004

1-866-ON-BOARD

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QCA's October Staff Meeting - A Safari to Success

QCA's October Quarterly Meeting in Lake Buena Vista on October 22 was a great success! Twenty-five QCA associates and guests from across the state attended the meeting.

Meeting highlights included guest speaker Steve Homan, Public Information Officer for FDOT District 5-Deland, roundtable discussions on business development, and presentations on QCA's new image and accounting system.



PIO Steve Homan makes his presentation to staff.



Roundtable discussions

President Sharlene Francois announced that QCA is on track to surpass our \$1.5 million income goal for 2005. She also reviewed the Leadership Report from the July meeting, focusing on QCA's top priorities and characteristics of a team member, and asked all staff to recommit for the next quarter. (See page 3 for the commitments)

We look forward to seeing you at the next Quarterly Staff Meeting, on January 28, 2005, with featured speaker Secretary Jose Abreu of the Florida Department of Transportation. (More details to come!)

MONKEYING AROUND AT ANIMAL KINGDOM



The Tree of Life at Animal Kingdom

After enjoying a delicious breakfast buffet at the Best Western, QCA staff, along with their family and friends, were on their way to enjoy a day spent at Disney's Animal Kingdom with two complimentary tickets from QCA in hand.

Staff soon experienced "A Bug's Life," the world of the dinosaurs, a journey to the African safari and much more. Thank you to everyone who helped to make this a great day for QCA!



A giraffe on the "Kilimanjaro Safari"

DATES TO REMEMBER

Tuesday, November 16

District 1 Quarterly Contractor's Meeting, Bartow

Friday, November 19

Regional Staff Meetings

(Agendas due to the Corporate Office on Nov. 16)

Tuesday, November 23, 6-8 PM

*PR/Marketing Meeting and Pre-Thanksgiving Social
Please RSVP to the Corporate Office by Nov.. 19!*

***Friday, January 28, Time TBA**

January Quarterly Meeting in Tallahassee, FL

*(*Please note date change)*

New Projects

Congratualtions to QCA for obtaining these new projects!



0418 - MacArthur Blvd. (Stuart, FL) - With Sarah Peacock Gohde leading the effort, QCA is now providing PIO services and a weekly newsletter for this project in Stuart, FL, as a subconsultant to Captec.

0419 - Bayou Chico Bridge Replacement Project (Escambia County, FL) - QCA is a member of the LPA Group's project team, tasked with providing public

involvement services. PIO Susan Emmanuel will facilitate a public meeting for the project, as well as create flyers, ads and other PR materials.

0420 - CR 30 A Traffic Study (Walton County, FL) - QCA is tasked by Genesis Group to conduct two thousand resident surveys in Destin, FL, as well as create a project website.

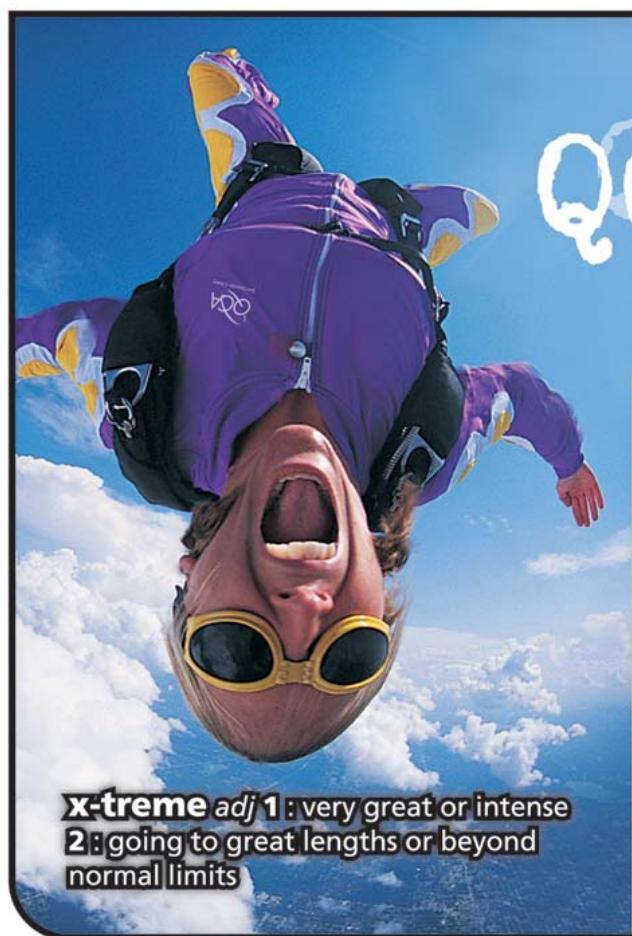
0305 - SR 408 Widening (Orlando, FL), PIO: Brian Hutchings and Kathy Putnam - Crews are currently building bridge structures along the project. The Orlando-Orange County Expressway Authority is widening SR 408 from Tampa Avenue to the I-4 interchange.

0310 - US 192 Widening (Kissimmee, FL), PIO: Mary Brooks - Middlesex Corporation begins demolishing the old outsides of the Shingle Creek Bridge in November, and also will begin installing sidewalk and light pole foundations. This 3.1 mile road widening project is scheduled to finish in summer of 2006.

Existing Project Updates (Central FL)

0215 - SR 436 Widening (Orlando FL), PIO: Maricelle Wernet - Hubbard Construction continues final paving operations at night from T.G. Lee Boulevard to Hoffner Avenue during November.

0310 - SR 434 Widening (Oviedo FL), PIO: Mary Brooks - Southland Construction continues to wrap up final work on SR 434 Alafaya Trail.



x-treme adj 1 : very great or intense
2 : going to great lengths or beyond normal limits

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STAFF COMMITMENTS FROM OCTOBER MEETING

- Ashlie:** I will show more initiative and be more adaptable to change.
- Audra:** I will delegate tasks better, take more time to train others, and try to better prioritize my tasks, so I don't get overwhelmed.
- Brian:** Same commitment to be more of a perfectionist, but to expand on this by building the foundation to help make it happen. To that end, I have been working to better organize filing system, reviewing old work and marketing/editing it up, establishing systems/processes to follow. Anyway, I still hold true to my original goal of being a perfectionist. Perhaps brevity should be my next goal!
- Carlana:** To help our company reach the vision of excellence. To listen with an open mind and focus on being a better communicator to all. To be diligent to all aspects of the learning process and to help my team members succeed.
- Diane:** Learn the contracts to help all get the most of each job, create infrastructure so the Corporate Office can be more productive, and help increase employee satisfaction.
- Elizabeth:** I will work to develop more community contacts and help market the company. I will coordinate EEO communication and keep in better contact with FDOT.
- Irma:** I will continue to improve my communication skills and be a valuable employee to QCA.
- Kathy:** I will make one contact a month or take at least one action to get new business for Quest.
- Laz:** I commit to learn more about QCA's transportation services side and to learn about the different districts and their needs.
- Lori:** I will strive to keep the Northwest team connected and maintain a high level of enthusiasm.
- Maricelle:** Market District 1 while continuing to work with the same passion that I have for this job.
- Mary:** I will try to improve my business sense, and continue to become a better listener and more flexible to change.
- Monica:** I will continue to be more patient when waiting for results and I will continue to put forth the absolute best I can towards all of my duties and tasks.
- Sarah:** I will continue to further create/define/develop strategies to support and communicate values/culture of our company.
- Susan:** Maintain and advance the momentum currently following in the D3 market, and work to build relationships in D3.
- Toni:** Continue to assert my passion toward growth on a personal and professional level, and continue to remain calm in the face of change – positive and negative – within the industry and company.
- Wayne:** I will develop web services and products that bring Quest to a higher level. I will take the initiative and push these products/services to completion.

QCA Supports Ronald McDonald House

On November 19, QCA is participating in the 16th Annual Charity Golf Classic to benefit pediatric families staying at the Ronald McDonald House of Tampa Bay.

Since inception 24 years ago, RMH of Tampa Bay has been a "home-away-from-home" for more than 26,000 families who needed temporary lodging while their seriously ill or injured children received treatment at local hospitals.



Last year, almost 2,300 families benefited from the shelter, love and support provided by the caring staff and 241 volunteers who donated more than 20,400 hours. Donations and contributions from fund-raising events such as this Golf Classic, along with volunteers, allow the House to continue its mission of good work.

FROM THE CORPORATE Office

To help smooth the flow of employee procedure, some minimal changes have been made around the corporate office:

- Out-of-pocket expenses, dailies, and mileage logs are to be turned in along with expense reports by the 5th of every month.
- Time sheets are to be turned in to Kim Nelson (knelson@qca-inc.com) and "cc" to Diane Hackney (dhackney@qca-inc.com).
- The timesheet codes have been updated with new jobs and job codes that can be found in the Public folders on Outlook Web Access.

THANK YOU for promptly helping us to complete the inventory equipment list! Everyone did a fantastic job! Please contact Kim or Diane at 813-926-2942 if you have any questions or concerns.

WELCOME ABOARD!

Candace Patterson,
Public Information Officer - Central Florida

Kim Nelson
Corporate Services

Unique Recipes for Thanksgiving

Here are some nontraditional holiday side dishes from QCA President Sharlene Francois' recipe file. We hope you try them and enjoy a great Thanksgiving meal!

Remember, we are also celebrating the season at Sharlene's house on November 23, 2004, from 6:00 to 8:00 PM. Please RSVP to the corporate office by Friday, November 19, if you plan to attend.

Cranberry Port Wine Relish



1 12-ounce pack of cranberries
1 cup port wine
1 1/2 cups granulated sugar
1 orange, zest and juice
1 tablespoon chopped parsley

Combine cranberries, port and sugar in an ovenproof casserole. Roast at 475 degrees to a heavy, thick bubble, 10-12 minutes. Remove from heat. Add orange and parsley. Chill and serve.

Savory Pumpkin Cheesecake

3 tablespoons bread crumbs
2 fresh eggs
1/4 cup milk
12 ounces cream cheese
3/4 ounce ranch dressing mix
Nutmeg to taste
2 ounces Jarlsberg cheese
12 1/2 ounces solid-pack pumpkin
1/2 cup green onions



Pan-spray tart forms. Line with bread crumbs. Cream eggs, milk and cream cheese. Add dressing mix, nutmeg and Jarlsberg. Fold in pumpkin and onions. Bake at 350 degrees until firm, 35-45 minutes.

**CHECK OUT QCA'S
NEW X-TREME AD
CAMPAIGN ON PAGE 2!**