

QCA October Meeting Set for Orlando Area

QCA's next Quarterly Meeting will take place on **Friday, October 22, 2004**. All QCA associates should plan to attend.

LOCATION: Best Western Resort, Lake Buena Vista, Florida – just southwest of Orlando (*Please contact the Corporate Office for driving directions*). The meeting will be held in the resort's Key Largo / Islamorada meeting rooms – just follow the signs from the hotel's reception area.

TIME: 11:00 AM – 5:00 PM (All Staff)
5:00 PM – 6:00 PM (Directors Only)

On Saturday, October 23, QCA will host a breakfast buffet at Topper's Lounge on the 18th floor of the Best Western Resort from 8:00 AM to 9:00 AM. After breakfast, all QCA associates and their guests are invited for a day of fun at Disney's Animal Kingdom theme park (Operating hours: 9:00 AM to 5:00 PM). **QCA will provide each staff member with two (2) complimentary tickets to the theme park.**

For Friday night accommodations or assistance with travel arrangements, please contact Audra Butler at 813-926-2942 or abutler@qca-inc.com by Monday, September 20.



Please remember to complete your comment card and return it to the Corporate Office no later than Friday, October 15. This is your opportunity to add items to the meeting agenda or to express your concerns – **your comments are very important to us!**

If you have any questions about the meeting arrangements, please contact the Corporate Office at 813-926-2942. We're looking forward to seeing you in Lake Buena Vista!

2004 FDOT QUARTERLY CONTRACTOR'S MEETING DATES

DISTRICT	DATE	TIME	PLACE
District 1	Tuesday, October 12, 2004	9AM-12PM	Ft. Myers
District 2	Wednesday, October 6, 2004	9AM-12PM	Jacksonville Training Facility
District 3	Thursday, October 7, 2004	8AM-5PM	Midway Operations Complex
District 4,6, & Turnpike	Tuesday, October 5, 2004	TBA	Ft. Lauderdale
District 5	Thursday, September 30, 2004	9AM-12:30PM	Orlando Urban Office
District 7	Wednesday, October 13, 2004	9:00AM- TBA	Auditorium at D7 District Office

Please contact the Corporate Office for updated meeting dates and times.

COMMENTS OR
QUESTIONS?

1-866-ON BOARD
(toll-free)

www.qca-inc.com



It's About Time - or Timesheet, That Is!

On September 1, QCA employees received an e-mail with a new Excel Time and Expense sheet. The new forms are designed to help us better account for employee time and expense items. Please make sure that you are recording your hours on the new timesheet, due to the Corporate Office every Monday at 9:00 AM.

The new timesheet consists of eight (8) columns: Job Description, Client Job Code, Service Item, Payroll Item Code, Home Office, Field Office, Managing Office, and Territory. Along with this updated timesheet is a code worksheet to help you fill out your timesheet. These codes also apply to the new expense report.

"Client Job Code" has been broken down into three groups: Job, Task, and Client. All of QCA's existing jobs, tasks, and client codes are listed on the code worksheet on the Excel form. The "Service Item Codes" have been revised; please review them and code your time sheets accordingly.

The "Home Office" and "Field Office" codes have been simplified. For a job billed to the Home Office, just type "H" in the Home Office column, and for a Field Office job, type "F" in the Field Office column.

In addition, the new columns for "Managing Office" and "Territory" were included. "Managing Office Codes" designate your managers per job, and are included on the code

worksheet. Territory Codes are listed by county, and are organized by FDOT Districts.

"Service Item" is now more detailed, and "Payroll Item Code" has been made simpler. Please note that some of the old Service Item Codes no longer exist, so be sure that you are using updated codes. For "Chargeable and Billable" or "Chargeable and Not Billable," the Payroll Item Code will always be "DL". For indirect time, you will see six (6) different codes listed.

Please call Office Manager Diane Hackney at 813-926-2942 or e-mail her at dhackney@qca-inc.com with any questions about these new forms.

QCA ASSOCIATES WEATHER THE STORM

There isn't much that can slow down a QCA employee ... but back-to-back hurricanes have stopped us in our tracks. Hurricanes Charley and Frances roared through the state leaving much damage in their paths. QCA employees had no choice but to weather the storms and watch as their properties and schedules were flooded.

Thankfully, the corporate office was spared any serious damages, even though we were twice forced to shut down the e-mail server. However, not all QCA divisions were as fortunate.

"We got some roof damage with Charley, and Frances took more than 70 of our roofing tiles," said Mary Brooks, QCA Central Florida Director, of her Orlando home. "Nothing too critical, but we have a little water seeping through the ceiling, and we also lost our fence with Charley." Although she has a few reparations to tend to around the house, Mary is grateful that there were no serious problems at her job sites.

QCA South Florida Director Sarah Peacock Gohde, on the other hand, was trying to deal with the aftermath of Frances in West Palm Beach. On Tuesday, September 7, just days after Frances ravaged the east coast, she was without power and communication, and had no idea how to get in touch with the DOT to check on any possible damage to her Palm Beach County projects. Even though a section of I-95 collapsed, Sarah said she felt very fortunate because she was able to stay in touch with her friends and maintain her safety.

Unfortunately, we're not "out of the storm" yet. With predictions of Category 5 hurricanes and other tropical storms on their way, QCA continues to put forth 100% whether rain, shine, Charley, Frances, or Ivan.





Tampa International Airport at sunrise

Project Updates

- **Ricondo and Associates** added four (4) additional tasks to Quest's Tampa International Airport Master Plan contract for public information services (0401). The new tasks involve compiling an extensive database of contacts, organizing a series of public meetings, and preparing more reports for the Master Plan Update. QCA's Project Manager for this contract is Maryemma Bachelder.
- **Parsons Brinckerhoff** extended the Nova Road contract (0107). PIO Debra Bergeron will continue to serve the contract until its completion.
- Construction on Group 71 projects, which have been managed by **Kisinger Campo Construction Services (KCCS)**, is due to be completed by late October 2004, pending weather. The PIO on the Group 71 projects (0110) is Mary Brooks.
- The **Orlando-Orange County Expressway Authority** has added an additional PIO position to their contract (0305). Mary Brooks has moved from FDOT D5 construction projects to serve as their PIO.

LESSONS LEARNED FROM JULY TEAMBUILDING

- Ashlie:** I will show more initiative by working more hours per week.
- Audra:** I will learn to better prioritize my tasks, which will help me be more effective and less stressed.
- Brian:** I will be more of a perfectionist.
- Danielle:** I will hold myself responsible for setting a positive example, generating enthusiasm and respect for my colleagues and company.
- Debra:** I will become more capable with the computer, and learn how to make the computer work for me.
- Diane:** I will be a pace setter.
- Kathy:** I will generate more business in new lines for Quest. I will go after work in the non-profit arenas while performing my daily tasks at a high standard.
- Laszlo:** I will be aware of others' feelings / needs / stay on track and not be distracted; learn about my team members and improve my management skills.
- Lori:** I will maintain a high level of enthusiasm.
- Maricelle:** I will continue to work with passion without losing focus of the company's vision.
- Maryemma:** I will focus on building new business by actively marketing the company, specifically for additional airport work through Ricondo.
- Mary:** I will be a better listener and communicator. I will lighten up on the perfection model. I will be more flexible and adaptable to change.
- Monica:** I will be more patient for results.
- Sarah:** I will find ways to create, define and develop strategies for the values / culture I feel strongly about.
- Sharlene:** I will have an open mind to others' contributions and will work towards improving my leadership skills.
- Susan:** There will be better communication from me to the others. I will take more initiative.
- Toni:** I will be more settled / less stressed which will make me appear less aggressive in the eyes of newcomers and new clients without losing my passion and assertiveness.
- Traci:** I will not let my personal schedule drown out any opportunities to help Quest.
- Wayne:** I will take more initiative in pushing projects to completion.

WELCOME ABOARD!

Addie Stover Boettge,
Public Information Officer - Northwest Florida

Lorelei Anderson-Francis,
Public Information Officer - Central Florida

Diane Hackney,
Office Manager - Corporate Services

Robin Smith-Moravek,
RCS / Accounts Payable - Corporate Services

Kim Nelson,
Administrative Assistant - Corporate Services

The spammer also can intercept your information as it travels through the Internet. They also can send out random messages and hope they hit a valid email address.

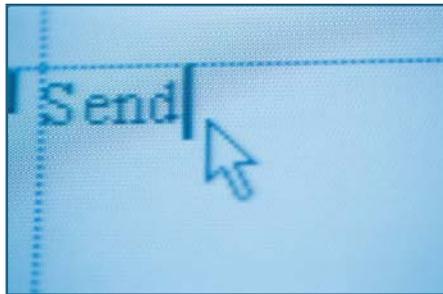


Rules to Follow:

1. **DO NOT** submit your information to sites if they do not have a privacy agreement. Also, if there is a checkbox near where you submit your email address that says "Check here to receive updates, sales promotions, newsletters, etc.," **UNCHECK** it.
2. If you are submitting private information to a Website, make sure there is a lock symbol in the bottom right corner of the browser. This ensures that your information is encrypted when sent across the Internet. This is most important when ordering products online (credit card information).
3. **DO NOT** click on any of the links inside the SPAM email. Clicking a link can introduce spyware, adware (annoying pop-ups), and possibly viruses to your system. Therefore, when you receive SPAM, just **DELETE** it.

What is SPAM?

Not just another meat product, SPAM is unsolicited email used to market products or services to the public. Most of all, it's annoying. I'm sure all of you



have gotten tons of messages on your personal email about low percentage financing, ordering prescription drugs, etc. That is all SPAM. Most are disguised as a normal message, but the contents could be otherwise.

How do they get my email address?

They can get your email address in a variety of ways. Usually a third party collects information you enter (name, email address, street address, phone #, etc.) from their Website. You could have been purchasing something or signing up for a newsletter. The spammer then purchases your information from the third party.

How do we eliminate SPAM?

There are many SPAM filters on the market that will filter most of the content you are receiving. However, they are not 100% effective; you will get SPAM messages that slip through. Also, there is a potential it could filter a legitimate email.

If you have any questions about SPAM - and how to avoid it - please contact Wayne Espinola, IT Manager, at (813) 926-2942 or at wespinola@qca-inc.com.

IN BRIEF

South Florida Director Sarah Peacock married Terry Gohde on Saturday, August 21, 2004.
Congrats to the new Mrs. Gohde!

DATES TO REMEMBER

Friday, September 24 - 6:00 PM
Creative Services meeting at Corporate Office

Friday, October 22 - Saturday, October 23
QCA October Quarterly Meeting

Boynton Beach

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