

UNITY *A New Day*

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● *Unity-A New Day* is published by QCA to communicate information, events and highlights to our employees. | December 2005

QCA Holiday Bash 2005!



CREATION



EXERTION



UNITY



MOMENTUM



IMAGINATION



DESTINY



WISDOM



EXCELLENCE

Jackson's Bistro

**601 S. Harbour Island Blvd.
Tampa, Florida 33602**

**Thursday, December 22, 2005
6:30 p.m**



QCA Welcomes Four New Team Members



Tish Burgher joined QCA in November as a south Florida Area Director, leading QCA staff in Miami-Dade and Monroe counties. Tish has more than 10 years experience working with a variety of public-sector clients

on a myriad of Community Outreach and Public Involvement projects. She has served as a Public Relations consultant to Florida agencies, such as the Florida Department of Transportation, Miami-Dade County Transit, Miami-Dade County Parks and Recreation Department and the Broward County Department of Environmental Services. Tish has been happily married to her husband Huntley for 15 years and has a son, Warren, and a step-daughter, Valerie. She enjoys spending time with her family, being a soccer mom, taking early morning walks, and bird watching.



Laura Tingo joins QCA to lead our Turnpike Services division. She brings a wealth of experience in media relations and community outreach to her position of Public Information Officer for south Florida projects.

Her career includes serving in a similar capacity for the City of West Palm Beach, the American Red Cross, and the Florida Department of Children and Families. She also worked for 11 years as a print and broadcast journalist at two network affiliates in Miami. Laura has enjoyed South Florida living since the early 1970s, where she lives with her three children, dog, cat and goldfish. Her hobbies include gardening, photography, and enjoying outdoor activities in the Florida sunshine.

CREATIVE SERVICES MEETING SCHEDULE - TAMPA, FL - WEDNESDAYS - 6-8 P.M.

January 11th & 25th

February 8th & 22nd




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Marilyn Bryant joins QCA as a Public Information Manager serving the Florida Keys. Marilyn's professional career has revolved around marketing, sales and customer relations in both the private and government sectors. She has a tremendous familiarity of Monroe County government and the Florida Keys, and will open new doors for Quest in South Florida. She has served as a Deputy Field Appraiser for Monroe County's Property Appraiser, and has also handled sales and service with the United States Postal Service in Key West. Marilyn is a fifth generation Key West native. The Niles Channel Bridge in the Keys is actually named after her great, great-grandfather, who was the local deputy sheriff. She has two grown children, two cats and enjoys boating, fishing, and "dabbling" in art.



Marlene Hagen joins QCA's North Florida team as an Area Director. Marlene is an experienced professional with more than 20 years of progressively responsible positions in sales, development, training, marketing, community relations and event management in non-profit and business sectors. Marlene has lived in North Florida for more than 30 years, and has been very much involved with the area's local agencies, to include the Departments of Transportation and Environmental Protection. She is also a community volunteer and chairperson of various fundraising events. Marlene is a die-hard Seminoles fan, and a mom to three kids: a fifteen-year-old son, a nineteen-year-old daughter, and a twenty-five-year-old daughter. Marlene enjoys mosaic tiling and FSU sports. 

Maryemma Bachelder is December's Employee of the Month



Maryemma Bachelder

Since joining Quest in 2004, Maryemma Bachelder has served in numerous capacities statewide leading quality teams for some of our top agency clients to include the Florida Department of Transportation; The Tampa and West Palm Beach International Airports; and the Jacksonville Transportation Authority (JTA).

With respect to JTA, Maryemma served as Project Manager as Quest played an integral part of JTA's 50th Anniversary year long celebration. Kudos go out to several staff members supporting Maryemma as we are all extremely impressed with absolutely every product QCA produced for them, to include signage, bus wraps, advertisements, brochures and more. QCA staff members supporting the contract have been Audra Butler, Diane Hackney, Paulette Miller, Frank Traina, and Chris Thornhill.

As part of their 50th Anniversary celebration, Maryemma spearheaded JTA's hosting of a Transportation Summit. With partners the Jacksonville Regional Chamber of Commerce

and the First Coast Metropolitan Planning Organization, the Summit was held on December 15th. Mary Brooks, new associate Marlene Hagen and company President Sharlene Lairscey were honored to support Maryemma at this event. The summit brought together experts from across the region and around the country to share their thoughts and ideas on the role of public transportation in communities today and in the future. In addition, there were interactive, panel discussions focused on economic development as it related to transportation infrastructure. Keynote speakers included Denver Stutler, Jr., Secretary of FDOT, bringing his vision of how public and private partnerships will impact the future of transportation and more. CEO and Executive Director, Michael Blaylock, closed the day with a summit summary discussion. Quest received recognition as a \$10,000 sponsor, signage, and a full page ad in the materials provided. We were seated at the head table with JTA staff, and other key government official representatives. This was truly a "mutual gains" contract experience, one that we hope to continue to serve and enjoy. Thank you Maryemma (and supporting staff) for a job well done! 

Project Highlight

QCA associate Wayne Espinola and Area Director Brenda Menendez are ramping up their efforts for the Rattlesnake Hammock Reconstruction Project in Naples, Florida. The roadway project involves three miles of reconstruction and widening of a two-lane highway in Collier County. The project also includes street lights, a traffic signal and a noise wall. Teamed with CEI WilsonMiller, Inc., QCA is tasked to serve Collier County with both Public Information and Web site services. Area Director Brenda Menendez will spearhead the Public Information efforts on the mostly residential project, with Wayne Espinola serving as both back-up PIO and Web site manager.



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Human Resources Corner

QCA's 2006 associate training schedule is based on the requests and suggestions made throughout the previous year. This upcoming year, courses will be scheduled for the last Friday of every month in various locations. Please remember that we encourage your suggestions and appreciate your feedback. We are here to serve you!

Stay tuned for more details, or contact Danielle Fitts at the Corporate Office to reserve your spot in the following courses:

- **Friday, January 27, 2006**
2006 Company Kick-Off Meeting
8:30 a.m. - 11:30 a.m.
Lunch 11:30 a.m. - 12:30 p.m.
Join us in kicking off the new year as we celebrate 2005's success and look to the promise of the upcoming year.
Location: Tampa
RSVP by Friday, January 13 to Danielle Fitts at QCA Corporate
- **Friday, January 27, 2006**
Training: Introduction to Government Agencies
12:30 p.m. - 4:30 p.m.
A QCA Panel will lead the discussion, introducing and re-introducing the Florida Department of Transportation as well as municipal agencies, their structures, organization, procurement policies and more.
Location: Tampa
RSVP by Friday, January 13 to Danielle Fitts at QCA Corporate

Friday, February 24, 2006

Training: Plans Reading

1:00 p.m. - 5:00 p.m.

Mr. Dick Howarth of TBE Group, Inc. will review the basics of roadway construction plans reading, resulting in a better understanding of the roadway items, erosion control, drainage, pavement, maintenance of traffic, traffic control, lighting, landscaping and right of way details of your project assignment(s).

Location: TBD

RSVP by Friday, February 10 to Danielle Fitts at QCA Corporate


Friday, March 31, 2006, 2:00 p.m. - 5:00 p.m.

Training: Business Problem Solving

Mr. Doug Martin of Business Consulting Group will educate associates on the basic problem-solving process and on effective methods of putting a plan in place that regularly addresses day-to-day problems in the workplace.

Location: Tampa

RSVP by Friday, March 17 to Danielle Fitts at QCA Corporate

Upcoming courses include: ACT!, MS Office Suite (Word, Excel, Publisher, Power Point), MOT, Contracts Management, Writing for the Media, and More! 

QCA has a limited number of tickets available for staff to attend The Get Motivated Seminar with Rudolph Giuliani, America's Success Strategist(tm), Peter Lowe, and a Dream Team of Expert Trainers, including General Colin Powell and FSU Coach Bobby Bowden. The seminar will be held on January 25, 2006, in Kissimmee, FL. If you are interested in a day of inspiration, motivation, celebration and business training, please contact Audra Butler.



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- Public Information
- Customer Surveys
- Graphic Design
- Web Development

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Got Your Magnet?

QCA is in the process of issuing new vehicle magnets to all employees. If you are a field employee, please be sure that these magnets are on your vehicle at all times during regular business working hours. If you have any questions regarding employee equipment, please contact Human Resources at QCA Corporate.

DON'T FORGET!!!

**QCA CHRISTMAS PARTY - DECEMBER 22, 2005
JACKSON'S BISTRO - HARBOUR ISLAND - 6:30 P.M.**



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Cleaning Out the "Junk" In Your Inbox

Unwanted unsolicited email has an annoying way of finding its way into all of our email boxes on a daily basis. From spam to obnoxious "chain" e-mails, junk e-mail is not only annoying, but it can also be dangerous. Often times this junk mail can be a virus, an illegal get-rich-quick scheme, pornography and other unwelcome information. Statistically, in today's email environment, the average person receives more spam than real mail. Frequently, there is so much spam that comes into your mailbox, that real email is accidentally lost or deleted.

Due to the rise in "spamming," many organizations are no longer listing their e-mail addresses on their Web pages, which unfortunately makes it harder to communicate feedback and opinion electronically. In this way, junk e-mail stifles communication.

One way that we can all try to prevent spam is by utilizing our junk e-mail filter in Microsoft Outlook.

To turn on your junk e-mail filter:

- On the Tools menu, click Organize.
- Click Junk E-mail.
- Select the options you want, and then click Turn on for each set of options that you choose. You can have Outlook automatically delete, move, or color-code all junk e-mail messages.

Note: The default setting of the Junk E-mail feature changes the color of suspected junk e-mail messages; it does not move the messages to a separate folder. If

you specify gray as your junk e-mail color, the questionable messages appear faded but still visible enough to read, ensuring that important messages are not accidentally overlooked.

To add someone to the junk senders list:

- In Inbox, find the messages from the junk sender and click on one of those messages.
- On the Actions menu, point to Junk E-mail, and then click Add to Junk Senders list.

To view your junk senders list:

- On the Tools menu, click Organize.
- Click Junk E-mail.
- At the bottom of the pane, click the link.
- Click the Edit Junk Senders link.
- In Inbox, click a message from the sender whose messages you want to automatically delete.
- On the Actions menu, point to Junk E-mail, and then click Add to Junk Senders list.

QCA associates are asked to clean out their inboxes daily by keeping files of printouts or archiving unnecessary or outdated e-mails. Please be sure to additionally notify QCA's IT Department of excessive spam and junk e-mail by contacting Gary McFarland at gmcfarland@qca-inc.com

TO SCHEDULE IT SERVICES OR FOR IT SUPPORT, CONTACT DANIELLE AT THE CORPORATE OFFICE. 

DECEMBER

QCA Anniversaries

DECEMBER

Toni Horan (12/1) - 4 Years
Ashlie Nalls (12/1) - 6 Years
Maricelle Venegas (12/2) - 3 Years

QCA Birthdays

Susan Emmanuel - 3rd
Addie Boettge - 4th



JANUARY

QCA Anniversaries

JANUARY

Lorraine Sinclair - 2 Years

QCA Birthdays

JANUARY

Toni Horan - 8th
Maricelle Venegas - 19th
Frank Traina - 19th



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UPCOMING HOLIDAYS
DECEMBER 26TH & JANUARY 16TH (MLK)

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