

BE INFORMED

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QCA
on the
hunt
2011 FIRST QUARTER REVIEW



PRESIDENT'S PERSPECTIVE



Imagine you are on a camping trip. You didn't pack enough food. You're tired, and you're HUNGRY. You are not looking for adventure or sport. You just want to eat. According to small business advice by Clate Mask, CEO and co-founder of a fast-growing software company, you've got two choices. 1) You can either find fruit dangling from a nearby tree, or 2) You can hunt your next meal down.

QCA is always on a quest for new business. And when it comes to new customers, it's easy when we can pick the dangling fruit from the tree.

Mask reports that most small business owners don't make that choice. He states that most small business owners choose to GO HUNTING instead. And, hunting for new customers is tough work that can cause small businesses to go hungry.

According to Mask, many of them end up starving to death. But QCA's 2011 Division Managers aren't afraid. They aren't running. They actually enjoy making a living at it.

According to Steve Nalls, Sr. Vice President, "When you're in a 'hunting' mode, you are dialing for dollars; you fear resistance; you're often rejected; and you get price shopped against competitors. You can waste a lot of time working with prospects that simply aren't ready to buy. If you are working smart, however, you are probably scooping up the sales. Your prospects are now starting to come to you."

"When you're a new division, and you work for a small business, you don't have a lead generation department like the larger companies, and you don't have a lead closing department. It's all up to you," states Teena Cardozo. Cardozo serves our Creative Services Department, but is also charged with working side by side with me in ramping up our Entertainment & Sports Marketing Division. One of her first questions to senior management when taking this position was, "So, how do I get there?"

It's all about warming things up. It's about communicating with your prospects from the moment they express interest. If they don't hire you right away, that's okay. Just don't let them slip away. Instead, leave breadcrumbs of valuable information about your company and the products and/or services you provide. As part of your campaign, send them messages over email, voicemail or direct mail. "The biggest mistake you could make when someone is only mildly interested in what you have to offer is to forget about them and move on," says Sr. Manager Mary Brooks.

Steve oversees QCA's Transportation Services sales initiatives. He often tells his team, "Don't let them slip through the cracks. When they are ready to buy, whether it's in one week or one year, they will buy from you, and not your competitors. But, if you want to make your hunt just a little bit easier, find a way to attract them; always send them relevant information, communicate efficiently, be sincere and don't waste their time."

So, don't spend your time trudging through the wilderness, hunting for your next meal. Instead, be passionate about what you do. A passionate approach, an individual expression and an adventurous spirit are all part of what makes QCA thrive and represents the essence of the services we provide.

And remember... **A passionate employee makes customers want to do business with us. A passionate employee makes the workplace exciting. A passionate employee promotes innovation and teamwork. A passionate employee doesn't leave for more money. A passionate employee inspires loyalty, and watches your back (for Tigers).**

I love my job! Many Blessings!

Sharlene Lairscey
Owner, CEO and President of
Quest Corporation of America, Inc.

QCA DIVISION MANAGERS



Maricelle Venegas
Southwest Florida



Chuck Thompson
Northeast Florida



Susan Emmanuel
North Florida



Tish Burgher
South Florida



Karen Kersey
Central / East Florida



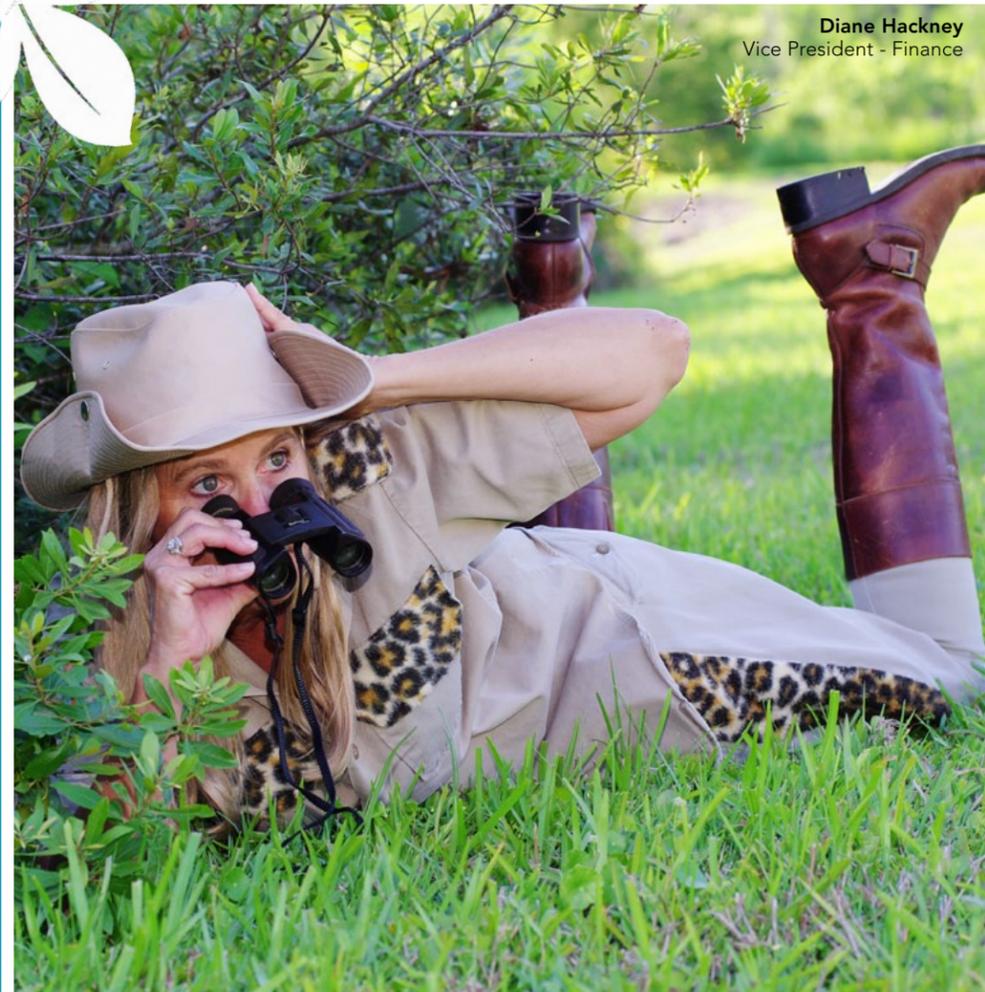
Lori Buck
West Florida



Mary Brooks - National
Rail / Aviation Services



Brian DeCoveny - National
Sports Marketing /
Transit Services



Diane Hackney
Vice President - Finance



SHARLENE

Well known for leading quality teams, Sharlene is a degreed Communications professional with 25 years of experience. With a passion, dedication and commitment to serve, she founded Quest Corporation of America, Inc. (QCA) in 1995. Celebrating nearly 16 years as a woman-owned/disadvantaged business enterprise (WBE/DBE), QCA was first introduced to provide Transportation and Urban Development Support in the areas of Community Awareness, Economic Development, Construction Administration and EEO Compliance. Today the company stands strong as a full service communications firm serving both private and public agency clients and specializing in market research, public relations, strategic communications, and creative design.



Teena Cardozo
Graphic Designer &
Production Artist

INTRODUCING QCA's Newest ADDITION

brandMunki
ENTERTAINMENT & SPORTS MARKETING

A PASSIONATE EMPLOYEE makes customers WANT to do BUSINESS with US.

When we celebrated our 15th year anniversary, it was to celebrate our relationships with our clients. A number of people called to ask us what our secret was. How do we overcome the inevitable mistakes and conflicts that mark every long-term relationship? How did our partnerships survive the various economic downturns of the last several years, including the current, lingering recession?

According to Sr. Vice President, Steve Nalls, "It's definitely about consistently providing strong product and quality service. But it's also more than that. People continuity, meaningful results and certainly shared values rank top on the list. But more often than not, our clients stated that what they like most about dealing with QCA is our obvious passion for the project, the program, the client, the owner, the community, the purpose, and every individual on the team."

2011, SO FAR A WINNING GAME...

WE THINK WE ARE AMAZING, BUT IF YOU DON'T BELIEVE US, just ask our clients...

AIM Engineering & Surveying * Airport Cooperative Research Program (ACRP) * Alachua County * Alliance Systems * Apex Engineering * ARCADIS US * ASC Geosciences * Atkins * Balfour Beatty Construction * Barnes, Ferland & Associates * Baskerville-Donovan, Inc. * Bay County * Boca Raton Airport * Bowyer Singleton & Associates * Brevard County * BSA * C3TS * CAPTEC Engineering * Cardno TBE * CH2M Hill * Charlotte County * Choices Healthcare * City of Doral * City of Gainesville * City of Kissimmee * City of Orlando * City of North Miami Beach * City of Panama City Beach * City of Tallahassee * City of Tampa * Clearwater Housing Authority * Clough Harbour & Associates * Collier County * Comprehensive Engineering Services * ConsulTech Enterprises * Cone & Graham * DRMP, Inc * Eisman & Russo * Florida Department of Transportation * GAI Consultants * GBF Engineering * Genesis Group * Gilbert Southern * GLE Associates * Graef-USA Inc. * Greenhorne & O'Mara * Hardee County * HDR * Health Integrated Inc. * Hillsborough County Transit Authority (HART) * Hillsborough County * Hollow Tree Images * Horizon Contractors * HNTB * Imperium Group * Jacksonville Transportation Authority * Jacobs Civil, Inc. * Kiewit International * Kisinger Campo & Associates / KCCS * Kimley-Horn and Associates * Koslow Marketing Insights * Kraft * Lake County * Leon County * Lochrane Engineering Inc. * LPA Group * MACTEC * Malcolm Pirnie * Manatee County * Metric Engineering * Metz Associates, Ltd. * Miami International Airport * Mulkey Engineers * Naltron * New Millennium Design * Orange County * Orlando-Orange County Expressway Authority * Osceola County * Palm Beach County * Palm Beach International Airport * Palmer Engineering Company Inc * PB Americas * PBSJ * PCL Civil Constructors * Pinellas County Housing Authority * Plenary Group * Product Development Group * Progressive Vision Group * Ranger Construction * RS&H * Ricondo & Associates * Sarasota County * Steller Partners * Tallahassee Regional Airport * Tampa International Airport * Target Engineering Group * Tetra Tech * Tindale-Oliver & Associates * THEA * Tohopekaliga Water Authority * TransFL * Transportation Research Board (TRB) * T.Y. Lin International * URS Corporation * WBQ * Volkert & Associates * Walton County * Westwind Contracting * Wilbur Smith * WilsonMiller * Westwind Contracting * World Fiber Technologies



Jill Cappadoro
Sr. Manager

I REP

THE IMPERIUM COMPANIES

QCA is proud to become part of the largest alternative energy park in the Southeast. In January, QCA joined The Imperium Companies (Fort Lauderdale based Imperium Development in conjunction with Imperium Energy) as their Marketing/Communications Agency Consultant for Hillsborough County's Infinitus Renewable Energy Park (IREP). IREP is located in eastern Hillsborough County, just east of the Brandon community limits in Florida. The Park will provide economically sound and environmentally responsible energy production; permanent green jobs; and foster the research and development of new energy technology that will advance our nation's energy independence. QCA developed IREP's Brand Identity, as well as created and is maintaining an interactive website. QCA's Project Principal Steve Nalls and Project Manager Brian DeCoveny will be working closely with the IREP development team to handle business development, community outreach, media relations, and social media.

Visit www.irepflorida.com for more information.



Photoshop World Conference Hall



Chuck Thompson Ventures to the Photoshop World Conference

The creative world is a BIG world – one that is ever evolving with new technologies and unique ways to express creativity for ourselves, and for our clients. This became even more evident for our own Chuck Thompson when he attended the Photoshop World Conference, hosted in Orlando this year.

"Don't let the name fool you," shared Chuck soon after his return from the conference. "This conference was about much more than Photoshop." After carefully mapping out his agenda for the three-day event, Chuck managed to accomplish 26 work sessions. For him, it was an opportunity to sharpen his creative talents, elevate his awareness and understanding of the most current technologies available to the creative design industry, and learn more about the resources available to him.

Chuck focused on heightening his skills in areas that will best benefit QCA's clients. He expanded his knowledge of digital photography, learning more about capturing unique photo opportunities with large, moving subjects, such as buses, shuttles and streetcars. Also, he studied extensively about new options provided by Photoshop and other graphic design software for developing illustrated video and animation. These approaches will lend stand-out communications efforts for use in websites, holiday greeting cards, and many social media initiatives.

"My objective really was to learn as much as possible to bring innovative ideas and exciting marketing options to our clients. Ideas immediately sprang to mind that I can put into use for JTA, FDOT and others," Chuck stated of the workshop. "It expanded my knowledge, and my thirst to learn more!"

LUNCH N' LEARN

QUEST CORPORATION OF AMERICA INC.

LEADERSHIP LUNCH N' LEARN
QCA 2011
Getting Better Every Day



WHAT IT TAKES TO BE A DIVISION LEADER

PRESENTED BY NICHOLAS ZEMBILLAS, SR. VICE PRESIDENT CARDNO TBE

As Senior Vice President and Principal of Cardno TBE, Nicholas Zembillas oversees International Business Units and Global Operations Support services. Under his leadership, his team of professionals provides fleet management, as well as field operation and safety & risk management standards for Cardno TBE. Mr. Zembillas also manages business units in Canada, the United Kingdom, Australia / New Zealand, Latin America and Guam providing Subsurface Utility Engineering (SUE) services.

Additionally, he is actively involved in Cardno TBE's international SUE strategic growth initiatives. Mr. Zembillas joined Cardno TBE in 1993. Prior to that, he spent 17 years with the Florida Department of Transportation.

Nick started his division with nothing and grew it from the ground up. He will share his journey and present his secrets to his success.

WHO: QCA MANAGERS ONLY
WHAT: QCA LUNCH N LEARN
WHERE: QCA CORPORATE OFFICE
WHEN: FRIDAY, JANUARY 28TH
11 A.M. - 2 P.M.

RSVP VIA EMAIL BY
MONDAY, JANUARY 24

-LUNCH WILL BE PROVIDED-

ISSUE 1 / 12

QUEST CORPORATION OF AMERICA INC.

LEADERSHIP LUNCH N' LEARN
QCA 2011
Getting Better Every Day

Florida 2060 Transportation Plan

PRESENTED BY LINDA STACHEWICZ, INTERGOVERNMENTAL LIAISON - DISTRICT SEVEN

The 2060 Florida Transportation Plan was updated by the department this year with extensive public input. This is the state's long range transportation plan and serves as the transportation plan for all of Florida, not just the Florida Department of Transportation. The plan establishes the policy framework for the allocation and use of state and federal transportation funds.

Joining us to tell us more about the opportunities that lie ahead for QCA is Ms. Linda Stachewicz. As an intergovernmental liaison for Florida Department of Transportation's District Seven, Linda provides technical assistance to area MPOs to carry out their transportation planning responsibilities under federal and state laws or regulation. Among her primary responsibilities, Linda assists MPOs and local governments in the development of projects under the federal Transportation Enhancement Program, an effort that results in such projects as sidewalks, bike lanes, pedestrian trails and landscaping throughout the Tampa Bay area.

Before joining the Department in 2006, Linda was a grants specialist for Hillsborough Area Regional Transit for five years.

WHO: QCA MANAGERS ONLY
WHAT: QCA LUNCH N LEARN
WHERE: QCA CORPORATE OFFICE
WHEN: FRIDAY, FEBRUARY 25TH
11 A.M. - 2 P.M.

RSVP VIA EMAIL BY
MONDAY, FEBRUARY 21ST

-LUNCH WILL BE PROVIDED-

ISSUE 2 / 12



A PASSIONATE EMPLOYEE makes the workplace EXCITING.

If you want to experience a workplace of learning, communication and collaboration, then come have lunch with QCA. As part of QCA's management development series which kicked off in January, QCA has found a way to get together during lunch for some fun, information, and a little education. Our interactive training program is held in Tampa on the last Friday of each month. According to Sr. Manager, Jill Cappadoro, "It's proven to be an opportunity to present information to our group in an information setting during a lunch hour. The speakers have been fabulous."

QUEST CORPORATION OF AMERICA INC.

LEADERSHIP LUNCH N' LEARN
QCA 2011
Getting Better Every Day



Professional IMAGE

PRESENTED BY LILIANE AGEE-FINKE, PRESIDENT OF EXECU COACH 360

Based in Florida, Lili is a professional presenter, coach, trainer and leadership development consultant who has designed and delivered education and training programs for an array of clients. Working within the transportation industry, she will share her more than 15 years experience in the public information and marketing profession. Lili has earned a Masters in Organizational Leadership with concentrations in human resources, management and communications. She has obtained her executive and career / life coaching certificate, served as an adjunct professor, and is a Rutgers University Fellow. Lili is currently pursuing her Ph.D. in Organizational Leadership.

"Finding your direction is only the beginning according to Lili. Be prepared for a high-energy Lunch N' Learn session!"

WHO: QCA MANAGERS ONLY
WHAT: QCA LUNCH N LEARN
WHERE: QCA CORPORATE OFFICE
WHEN: FRIDAY, APRIL 29TH
11 A.M. - 2 P.M.

RSVP VIA EMAIL BY
MONDAY, APRIL 25TH

-LUNCH WILL BE PROVIDED-

ISSUE 4 / 1

QUEST CORPORATION OF AMERICA INC.

LEADERSHIP LUNCH N' LEARN
QCA 2011
Getting Better Every Day



GREET YOUR DAY WITH ENTHUSIASM

PRESENTED BY KAYE KENDRICK, PRESIDENT OF KK & ASSOCIATES

Kaye enjoys helping organizations and individuals get the results they want through her coaching and consulting programs. She recently published "Building a Sustainable Performance Framework, A Case Study for Development of a Framework to Support Strategic and Operational Planning, Performance Measurement, and Technology Implementation." For the past 15 years, Kaye has been an entrepreneur, establishing an accounting franchise, LedgerPlus. She was recognized as Franchise of the Year, and established two consulting firms. Kaye graduated cum laude from Florida State University in 1981 with a B.S. in Accounting, and in 1994 was named Florida Certified Public Manager of the Year.

WHO: QCA MANAGERS ONLY
WHAT: QCA LUNCH N LEARN
WHERE: QCA CORPORATE OFFICE
WHEN: FRIDAY, MARCH 25TH
11 A.M. - 2 P.M.

RSVP VIA EMAIL BY
MONDAY, MARCH 21

-LUNCH WILL BE PROVIDED-

ISSUE 3 / 12

Benefits Include

- Improving Communication Skills
- Creating Awareness
- Introducing New Initiatives
- Building and Increasing Teamwork
- Emphasizing a Collaborative Working Environment

A PASSIONATE EMPLOYEE promotes innovation & teamwork.

Recently, QCA associates were challenged with a writing assignment. It was all part of an internal contest. The TOPIC: Social Media versus Networking in Person. Peter Dobens, Public Information Officer for QCA's I-95 HOV contract with Engineering CEI Consultant Cardno TBE was our \$1,000 winner for the QCA team.

Peter Dobens was chosen as the winner of our QCA's Social Media Essay Challenge. He gathered information on the debate of social media vs. face-to-face communication. Here are a few compelling arguments from his submission.

Face-to-face communication has evolved from sitting in an office or at a restaurant to include the iPhone 4®, Skype® and video conferencing. Now, you can sit in your office and see the person you called, or who contacted you.

Is this efficient? It takes time to travel to meet the client. Face-to-face you will always stray from the immediate reason of the meeting and chat. With the iPhone 4®, Skype® and video conferencing, you can see the client; chat with the client, assess the peripheral needs. But does it meet the immediate needs of the client?

When it comes to servicing the needs of the client, I'll take a face-to-face meeting every time. Am I old fashioned? No, I'm thorough. I believe a face-to-face meeting tells the client he or she is important to me, to QCA.

In a face-to-face meeting, you reinforce the needs of the client through human contact. Humans are a social species. Humans as a group hate to be alone. Humans live in communities, not solitary lives. Face-to-face communications creates a bond. It establishes a line of communication. It allows you to read the body language of the client and gauge his emotions, and needs. You can't do that with a "tweet."

Independent of each other, face-to-face communication has a drawback in the time it takes to plan a meeting, and travel to the client. The alternate time-saving method is a telephone call; it gives immediate reinforcement. Social media is speed. It gets the message out in seconds to countless individuals. However, you have no client feedback or guarantee your message was delivered or read by the masses.

As a result of winning the Social Media Contest Peter won \$1,000 for his team. CONGRATS PETER!



OPERATION LIFESAVER

As part of QCA efforts to be on the forefront of future rail initiatives in Florida, some staff members have become certified Operation Lifesaver presenters. Operation Lifesaver is an international public rail safety program that endeavors to prevent injuries and deaths at railroad crossings and along railroad right of way. The organization is supported by national, state and local governments, and by railroad companies.



QCA Rail Division Sr. Manager Mary Brooks, Central Florida Division Manager Karen Kersey and Area Manager Megan Olivera have all been certified, and already have been helping to educate agency and community groups about the need to take extra caution at highway-railroad crossings. The public safety outreach is particularly important with major rail projects planned for Central Florida and the rest of the state.

From Florida Department of Transportation safety and public information meetings, to Community Traffic Safety Team meetings in Brevard and Lake Counties, QCA staff have helped people to realize that : 64 percent of collisions occur during the day, and most occur when the train is traveling less than 30 mph. With Florida already ranking 7th in the country in rail vs. vehicle or pedestrian fatalities, and the 13th in collisions, and with new rail initiatives planned statewide, QCA staff recognizes that it is critical to get the public on board with these vital safety messages.

"So many of us drive through railroad crossings each day without giving it a second thought," said Sr. Manager Mary Brooks. QCA wants everyone to remember to "Look, Listen and Live" at crossings, because the new rail systems will have more frequent trains and they will be quieter."

Mary Brooks Sr. Manager



Welcome to QCA's IT CORNER

I'm inspired to provide you with a dynamic and rapidly growing support system to help make your life easier. In this issue, I'd like to cover **Disk Defragmentation**.

One of the most frequent questions that I am asked is, "My computer seems slower than it used to. How can I get it to run faster?"

While there are many things that can cause a Windows PC to run slower over time, one of the most common and easily corrected causes is disk fragmentation. As information is stored and deleted on the hard drive over time, the data tends to become scattered all over the disk and this reduces the computer's efficiency to read and write data. Correcting

this problem is easily accomplished by defragmenting the disk which reorders all of the data on the drive so it can be accessed more efficiently. Here is a step by step guide on how to perform a defragmentation on a Windows XP PC:

1. Start by rebooting the computer.
2. Once the computer is running, Click on the Start button and select All Programs – Accessories – System Tools – Disk Defragmenter.
3. When the program comes up, click on the Defragment button.
4. Depending on how fragmented the disk is, the process may take anywhere from a few minutes to several hours.

It is okay to use the computer while the process is running but it works best when no other applications are open.

So for optimum results I recommend starting it in the evening and then letting it run over night. I can't promise that this will make your PC run like new again but you should notice some improvement.

At any point, don't hesitate to contact me via itsupport@qcausa.com

**Dylan Conway
IT / Equipment Manager**



A **PASSIONATE** EMPLOYEE refuses to leave when they are **offered more money.**



It's not just about the money!

QCA definitely invests in QCA associates' professional development, but we also sincerely care about their well-being and ultimately we want them to be at their personal best. Our overall theme throughout the company in 2011 focuses on Health & Wellness. QCA is offering a variety of programs and publications for associates that support our workforce with regular reinforcement. QCA is playing a positive role in encouraging our employees to make positive changes, and succeeding in those lifestyle improvements. After all, many employees spend as much time at work as at home.

Lifestyle changes come from replacing bad choices with good ones. Eating healthier, exercising more

and practicing good safety habits are QCA messages being communicated throughout the company. If you're in management you know that all of these behaviors impact the well-being of your employees.

Positive steps in these areas surely improve the bottom line. But you also may know that convincing employees to make a lifestyle change can be challenging. Here are a few things we've done to help our associates succeed with their health and wellness goals. As a result, we've already seen reduced absenteeism, and increased productivity.

See for yourself how easy it can be! Here are just a few of the things we've put in place...

TRAIL WALKING



QCA is a strong supporter of trails and greenways. They not only make our communities more livable; improve the economy through tourism and civic improvement; preserve and restore open space; but also provide opportunities for physical activity to improve fitness and mental health.

QCA's corporate office is located less than ¼ mile from the Suncoast Parkway Trail (at SR54) in Pasco County, Florida. Corporate office employees meet up on Tuesday's at 5:30 p.m. (weather permitting) to walk four to five miles before heading home. At times, friends and family members join in. QCA's office also accommodates those employees who desire to exercise during their lunch hour with showers and lockers. QCA's Creative Director Chuck Thompson lives nearby and, since our new initiatives kicked off in 2011, has been riding his bike to work.

HEALTH Note

As part of our monthly management training series offered to QCA Area and Division Managers, menu choices have been only healthy choices. Mayonnaise has been replaced with "lighter" choices as green tea and/or water has replaced sodas.

Paycheck Inserts

Bi-weekly health and wellness communication that's eye-catching and easy to read is distributed with QCA paychecks to all QCA associates. Included are topical assessments and questionnaires, polling questions, healthy recipes and an employee success story and/or feature.

HEALTH & WELLNESS

QCA BOOT CAMP

WITH NICK SCHUYLER

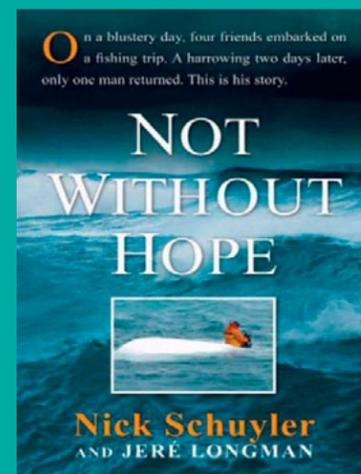
We mean business!



Designed to educate, inspire and change lives, QCA committed to a 12-week boot camp series which began at the end of January. Nick Schuyler, the only man rescued after a fishing-party that included NFL players went missing in February 2009, leads the camp.

Schuyler, owner and operator of "Sky's" The Limit Professional Training is both a personal friend and professional trainer to QCA. He designed QCA's team building program to motivate the beginner as well as the everyday athlete. QCA's boot camp meets weekly on Friday afternoons and has proven to be a fast way to motivate employees to get in shape for any event, or simply to get rid of some unwanted pounds. Men and women of every shape, size and fitness level are participating at their own pace in a non-intimidating, yet intense fitness program. Due to the program's success, associates requested that the program extend for a second 12-week series.

Join us on July 1 for our BOOT CAMP GRADUATION and a special book signing event. Details about the event will be posted on our website at www.QCAusa.com.



NICK SCHUYLER FOUNDATION - FLAG FOOTBALL TOURNAMENT

JOIN US on May 14 -15 as QCA's all female team, the End Zone Divas, goes head-to-head against the BIG BOYS! Come cheer us on at Oscar Cooler Sports Complex located at 770 W. Lutz Lake Fern Road Lutz, Florida 33548. This is a charity event to benefit the Will Bleakley Memorial Scholarship Fund and the United States Coast Guard Foundation.

For more information on this event visit www.NickSchuylerFoundation.com



NEW, NEW, NEW.

QCA Announces Opening of our New South Florida Office

The South Florida Team is thrilled to announce their new office in Miami Lakes, Florida! The office is a central hub for our clients in Miami-Dade, Monroe and Broward Counties. Last year QCA began opening regional, full-service offices to better serve our clients.

6625 Miami Lakes Drive Suite 320
Miami Lakes, Florida 33014
[p] 305.825.5158
[f] 305.825.5116

NEW faces to QCA

ALL ROADS CAN LEAD TO HAPPINESS, but two new associates uncover QCA as one of the best places to work in Florida.

The best places to work in the marketing and media industry share a commitment to employees and their work. They're inspiring workplaces that cultivate camaraderie, reward creativity and spur innovation. And they're winning accounts, customers and talent eager to contribute to organizations they believe in. It's our pleasure to introduce QCA's Alicia Arroyo and Margaret Ray.

Alicia is a bilingual communications professional who is experienced as a public information officer serving QCA in our Central Florida division. She has proven experience in customer service, coordinating and planning events as well as dealing with the public.

Margaret joins QCA with more than 20 years of experience working in administration, marketing and customer service for the insurance, manufacturing and construction industry. Margaret serves as QCA's teaming coordinator where she works closely with field personnel and clients to provide required documentation for teaming pursuits and maintains teaming files while tracking their progress on Excel spreadsheets.



Alicia Arroyo



Margaret Ray

Welcome to the QCA FAMILY.

STEVE'S CORNER with news on the FTBA Conference

QCA has long valued and supported the work of the Florida Transportation Builders Association (FTBA), a nonprofit organization that promotes the importance of a strong, effective and integrated transportation system statewide. The FTBA has steadily remained as the voice of the road and bridge building industry in Florida, and it encourages honesty and integrity within our vital industry.

At the February FTBA meeting in Orlando, the general session offered a current overview of the industry including news from Florida's Department of Transportation, Florida's Turnpike Enterprise, expressway authorities and rail initiatives. The discussions were frank about the economic, environmental, political and safety challenges the

industry is facing today. Yet the overall sentiment from the speakers was positive. Each speaker emphasized that the Florida work programs, though smaller than in past years, are solid -- moreso than in most states across the country. QCA believes there are still plenty of opportunities to pursue, even in this time of economic and political transition.

The breakout sessions covered the latest developments in topics ranging from construction management at risk and Disadvantaged Business Enterprise participation, to public information and new technologies for open road tolling. The bottom line is, the FTBA is a driving force behind identifying current and future industry needs, championing strategic solutions and providing a forum where industry leaders can come together to network and collaborate on the future of Florida's transportation infrastructure.



A PASSIONATE EMPLOYEE increases the likelihood of Great Teamwork.

QCA participated in the inaugural Myasthenia Gravis MG Walk on March 20 in Tallahassee, Florida. QCA's Carlana Hoffman is passionate about this organization and spearheaded teams throughout the state to walk. Carlana's daughter Nicolette was diagnosed with MG at the age of 15. MG is a neuromuscular disorder which involves the muscles and the nerves that control them.

"As a parent, nothing is as frightening as finding out that your child is ill with a little-known disease that is treatable, but has no cure. It was our goal to spread awareness of MG and help raise money for research. Over \$25,000 was raised in the Tallahassee area alone."

QCA supported the walk in Tallahassee, as well as in Jacksonville, the Tampa Bay area, Orlando and South Florida.

Indian Street Bridge



The long awaited, controversial Indian Street Bridge Project in Martin County started construction on March 28, 2011. The project involves providing a new bridge crossing of the South Fork of the St. Lucie River, to connect Palm City and the City of Stuart. The bridge will serve as an alternate route to State Road 714 and the Palm City Bridge as well as help with hurricane evacuation and traffic in the area.

QCA's Beth Zsoka, Public Information Officer and Linda Devecki, Resident Compliance Specialist serve the \$72 million stimulus funded project as part of Cardno TBE's CEI team. With the start of construction, Beth and Linda have been very busy hosting a job fair and hosting a public information meeting for the project. More than 800 people attended the job fair at the Martin County Fair Grounds to apply for a position on the project. Megan Olivera of QCA's Central Florida team provided additional support to our Treasure Coast team by assisting Spanish speaking applicants with their paperwork and by answering questions and concerns. Approximately 200 people attended the public information meeting at the Palm City Community Center to learn more about the schedule and impacts of construction.

To learn more about the Indian Street Bridge project, please visit the project website at www.indianstreetbridge.com



"QCA is PROUD to support this organization."



Special thanks to Dylan Conway
for his role as the QCA tiger.

QCA

Quest Corporation of America



WE
listen
create
deliver



www.QCAusa.com - 866.662.6273

DBE / WBE CERTIFIED * OFFICES NATIONWIDE