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communications

LIKE YOU'VE NEVER

seen

BEFORE!

“Congratulations QCA Resident Compliance Officer Amanda Hopkins for your role on FDOT’s award winning Lafayette Street Pedestrian Tunnel project for the City of Tallahassee in Leon County, Florida.”

- QCA President Sharlene Lairscey



Dear friends,

We decided we wanted to know where we stand with our associates – what better way to do that then to put out a survey.

Our objectives were to gauge the overall satisfaction as an employer, and to highlight areas where we can improve. We ultimately want to determine if our associates are satisfied with our organization and determine where there may be issues so that we can fix them.

We decided that an online survey where the employee would remain anonymous would work best. The survey was not mandatory, yet encouraged as part of our overall process improvement initiatives.

The answers to the first question, *“How satisfied are you working for Quest Corporation of America,”* hit home immediately. I learned 66% of our associates are extremely satisfied, 21% are somewhat satisfied, 3% are somewhat dissatisfied and nearly 10% were dissatisfied. My first reaction was OMG, who’s not happy?

When asked *“What does the associate like best about working for QCA,”* the answers included: the benefits are good and the company works at making things better for the employees; the people and our clients; a friendly environment; the flexibility of management; the level of trust; a close knit group; the team spirit; a respectable company; the opportunities to prove yourself and let your attributes shine; the integrity of the workplace; the company culture; a strong support system; our clients and our industry; the work that I do; everyone’s genuine desire to help; our mission; every day is different; QCA is forgiving and is a company that cares; the trips, outings, company meetings and the overall

spirit of the company; QCA’s good energy; and the fact that QCA feels like family.

When asked *“What can QCA do to make it a better workplace,”* the answers included: a few more holidays; less frequent management changes; consider flex hours; better health insurance; more interaction between corporate and field employees; and a request to make an effort to fully understand all of the (often unique) challenges that each employee faces on their jobs, especially in the field.

Overall QCA employees shared their desire to spend more time getting together as a group, and stated that they continue to appreciate the fact that our management team takes an interest in each employee and their role in the company. It was expressed more than once that we provide our employees with all of the necessary tools and training to be successful, and I’m happy to see that 83% are satisfied with our benefits.

Our dedication to employee satisfaction will continue. For now, I took the data for what it is worth. I didn’t try to justify that possibly they didn’t understand the question or that the employee didn’t answer it correctly. The responses are real, and I realize it is how people really feel about our QCA brand, and because, as Company Owner and President, my “brand” is very personal to me...it sometimes can sting a little. The good news is that in most cases I have the ability to do something about it, to actually make improvements.

I want to thank my employees for participating. It made me realize that there are always new and better ways to connect with your employees, as well as to your customers, so that we can ultimately be better. I’m working on that now!

A MEETING OF THE MINDS

We are taking ownership of the obligations we have to meet the expectations of both our associates and our clients. As “Quality Managers” it means investing not only in this organization, but also in our managers to continue to bring them to a new level of management, as well as to provide oversight of their management activities.

– QCA President Sharlene Lairscey



Pictured L to R: Lauren Firtel, Nicole Colon, Megan Olivera, Beth Zsoka, Karen Kersey, Darren Alfonso and Ivette Ruiz-Paz.

QCA's Area Managers are way too valuable to be thrown in at the deep end. They need the best initial training possible, as they are the future of our organization. This is why on Saturday, May 5, in Tampa we kicked off the ideal 'covering the very basics' workshop.

The focus of *Part 1* of this five-part series was not only to discuss the Area Manager function, but was also to introduce them to some founding principles such as our accounting practices, auditing efforts, licensing requirements and certification processes. *Part 2* was held Saturday, June 23, once again in Tampa. This session focused more on thinking ahead, analyzing the current situation and formulating a written business development strategy to get started.

Part 3 is scheduled for Saturday, August 25. By the end of our series, participants will analyze the true role and function of a QCA Area Manager; identify the essential people skills required to complement existing technical expertise; identify the key skills required to succeed at the job; learn a number of techniques to use with respect to communication, assertiveness, problem-solving, performance management, and time management; develop their leadership understanding in order to motivate and develop a winning area team; and learn how to manage at a distance more effectively.

ONE NATION UNDER GOD

Based on Psalms 33:12 'Blessed is the nation whose God is the Lord,' ONE NATION UNDER GOD was chosen as the theme for this year's National Prayer Day, held May 3. The 61st annual event united millions in prayer at thousands of events from coast to coast.

Prayer has always been used in this country for guidance, protection and strength – even before we were a nation. The Pilgrims at Plymouth relied on prayer during their first and darkest winter. According to some, our founding fathers also called for prayer during the Constitutional Congress. In their eyes, our newly created nation and freedoms were a direct gift from God, and being a gift from God, there was only one way to ensure protection, and that was through prayer.

GETTING WORK LIFE EXPERIENCE



Elizabeth Smoak has joined QCA as a 2012 summer intern. She was born and raised in Tampa, Florida and attended Citrus Park Christian School where she graduated with honors May 2009. **Elizabeth stated** “I decided to apply for an internship with QCA to build my portfolio and to gain experience in the corporate world of communications.”

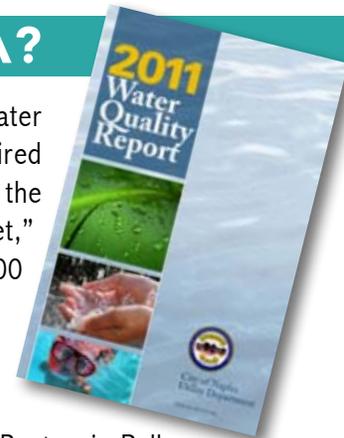


Also joining us this summer as an intern is fellow USF student **Kendall Cappadoro**. Kendall also is a Tampa native, and graduated from Chamberlain High School in the top 10 percent of her class. **“I am excited about the opportunity of working at QCA. Working with the creative team introduces me to something new each day,”** shared Kendall.

WHAT'S UP IN SOUTHWEST FLORIDA?



QCA recently directed the design, production and mailing of the 2011 Annual Water Quality Report for the City of Naples Utility Department. "A federally required document, QCA's team ensured the development of the publication met all of the stringent requirements, while also being visually appealing and easy to interpret," stated QCA Manager Darren Alfonso. The brochure was mailed out to over 17,000 Naples residents.



STATE ROAD 60 TIMES TWO

QCA is supporting Allied Engineering and RK&K on two SR 60 projects for the FDOT in District One. The projects are adjacent to each other and located within the City of Lake Wales and just west of Bartow in Polk County. Improvements being made as part of these projects include milling and resurfacing, widening, drainage improvements and the construction of concrete approaches for existing bridges and CSX / Florida Midland Railroad crossings. QCA Manager Darren Alfonso serves as Public Information Officer for both projects and is already conducting field reviews, setting up a stakeholder database and preparing project fact sheets.



ALLIED ENGINEERING & TESTING, INC.

STATE ROAD 84 WIDENING PROJECT

QCA is providing public information support to Stantec for the SR 84 widening project in Collier County. Stantec's Brian Kelley serves as the Project Administrator and Rick Ward as the Senior Project Engineer on this project located within the city limits of Naples, Florida. FDOT's Mary Wiley represents the department as the Project Manager. QCA Manager Darren Alfonso serves as the project's Public Information Officer and is working in conjunction with project staff and FDOT's District One Public Information Director Debbie Tower to ensure that the affected community is kept well apprised of all construction activities.



GIVING IS FORE EVERYONE!



QCA participated as a sponsor for the 17th annual ASCE / AWWA Charity Golf Tournament on May 19. The American Society of Civil Engineers (ASCE) and the American Water Works Association (AWWA) joined together for this charity event to raise money for scholarships that will be awarded to students who are pursuing higher education goals in the field of engineering. This year's event was held at the beautiful Stoneybrook Golf Club at Heritage Harbour located in Bradenton, Florida. QCA Manager Darren Alfonso represented QCA at the event, taking photos and helping where needed.

Pictured L to R: QCA's Darren Alfonso, Sarasota County's Amjid Hussain, P.E., ASCE President, HDR's Gary Downing, P.E., Chairman of the tournament and HDR's Steven Blount, P.E.



It was a great event and was well organized. I was able to witness first-hand how much fun everyone had. The tournament raised \$8,000 dollars which will be awarded to students who are pursuing higher education in the field of engineering and public works. - QCA Manager Darren Alfonso

QCA BRANDS AIRPORT FUNFEST

In October 2011, QCA worked with Tallahassee Regional Airport (TLH) to launch the inaugural TLH Airport Funfest. QCA was tasked with creating the logo and producing newspaper and radio ads to promote the Funfest. The event was a huge success and TLH decided to again turn to QCA to help them develop a logo for the 2012 event. One of the criteria this year was to create a logo and identity that could be used every year thus creating a familiar look the community would easily associate with the airport and event. QCA is excited to be working along side the Airport to help promote this special event. The event will take place on Saturday, October 6.



Contact Susan Emmanuel, pictured left, at Susan@QCAusa.com for more information.

PUBLIC MEETING FOR STATE ROAD 30A



QCA is supporting Jacobs Engineering on the SR 30A resurfacing project in Gulf County. The two-lane roadway provides vital access to the beautiful beaches of Cape San Blas for residents and visitors to the area. QCA Manager



Susan Emmanuel serves as Public Information Officer for the project. Recently, a public meeting was held at the St. Joseph Bay State Buffer Preserve and was very well attended. Local residents, elected officials, business operators, emergency services providers and representatives from several special interest groups were able to meet one-on-one with members of the design team, gather project information, ask questions and express their opinions and concerns.

I-10 MASTER PLAN PUBLIC MEETING



QCA has been working with Kimley-Horn and Associates to provide public outreach for the I-10 Master Plan Study for Gadsden, Leon and Jefferson counties. A second round of meetings was held recently, one meeting in each county. QCA's Carlana Hoffman and Amanda Hopkins helped at the sign-in area at the Gadsden County meeting while Susan Emmanuel worked with the project staff at the Jefferson and Leon county meetings. Attendees



listened as the project staff reviewed the current conditions along the corridor, what is predicted to be future conditions on the corridor and just how the corridor may change in the future. After the presentation, those in attendance were offered the opportunity to draw their suggestions for the facility directly onto the display maps of the project area. The project staff will work to incorporate the suggestions obtained from the three meetings into the Master Plan. The third and final set of meetings is scheduled for late summer 2012.



Kimley-Horn and Associates, Inc.

QCA EXPANDS NORTH TO PENSACOLA

QCA announces the opening of a new operation in Pensacola, Florida, and is currently seeking to hire a local Area Manager. Under the direction of District Manager Susan Emmanuel, this person will be responsible for Business Development and Client Relations throughout North Florida and parts of Georgia. If you are interested in this position, or know anyone who is, please send a resume to Corporate@QCAusa.com or contact Susan via email to Susan@QCAusa.com.

Corporate: 17220 Camelot Court | Land O' Lakes | Florida | 34638

QCA Florida Locations:

Fort Myers	Gainesville	Jacksonville	Miramar
Miami	Orlando	Pensacola	Sarasota
Stuart	Tallahassee	Tampa	

Located Nationally:

Atlanta, GA	Houston, TX	Tuscaloosa, AL
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PROJECT DEVELOPMENT

& Environment



OUR EXPERIENCE

- Blueprint 2000, Crawfordville Road to SR 20, Capital Circle Southwest PD&E Study, Leon County, FL
- Blueprint 2000, SR 371 / Orange Avenue to US 90, Capital Circle Northwest / Southwest PD&E Study, Leon County, FL
- Blueprint 2000, Capital Circle Northwest / Southwest PD&E Study, SR 371 Orange Avenue to US 90, Leon County, FL
- Blueprint 2000, Capital Circle Southwest PD&E Study, Crawfordville Road to SR 20, Leon County, FL
- Florida Department of Transportation, Pensacola Bay Bridge / SR 292, Escambia and Santa Rosa counties, FL
- Florida Department of Transportation, Monticello Bypass Corridor Study, Jefferson County, FL
- Florida Department of Transportation, SR 45 / US Highway 41 Widening and Rehabilitation PD&E Study, Marion County, FL
- Florida Department of Transportation, SR 8 / Interstate 10 at SR 95 / US 29, Escambia County, FL
- Florida's Turnpike Enterprise, Suncoast Parkway, Phase 2 – Design & PD&E Re-Evaluation Study, Citrus and Hernando counties, FL
- HART Alternatives Analysis for North / South and East / West corridors, Hillsborough County, FL
- HART MetroRapid East-West Corridor PD&E Study, Hillsborough County, FL
- HART MetroRapid North-South Corridor PD&E Study, Hillsborough County, FL
- Orlando - Orange County Expressway Authority, SR 429-Wekiva Parkway PD&E Study, Lake, Orange and Seminole counties, FL

It's no secret that QCA can provide you with a complete Public Involvement Program from planning to Project Development and Environment (PD&E) through final design, to right-of-way acquisition, through construction and beyond. Our firm has been providing excellent service and quality products to multi-modal transportation agencies and their service providers as a small, disadvantaged, woman-owned business enterprise since 1995.

QCA has executed several complete public involvement programs throughout the PD&E study process. Our programs are designed to make the community aware of the project and to solicit comments and input from the public during the development and evaluation of the alternatives and, ultimately the selection of an alternative to be advanced to the design phase.

What is a PD&E Study?

A Project Development and Environment (PD&E) study is an environmental and engineering process developed by the Florida Department of Transportation (FDOT) to determine social, economic, natural and physical environmental impacts associated with a proposed transportation improvement project. An important component of the process is public and agency involvement. That's where QCA comes in.

The study process follows all procedures set forth in the National Environmental Policy Act of 1969 and Federal and State laws and regulations. It requires the combined efforts of professional engineers, planners and scientists who collect and analyze project related information to develop the best solution for a community's transportation needs.

How can QCA help?

QCA can assist with data collection which involves gathering the information from existing reports such as traffic counts, crash records, existing roadway conditions, identification of wetlands, threatened / endangered species habitat, land use and property information, census data, planned developments, contamination sites, archeological / historical sites and more.

QCA can assist with and/or lead the public, local government and environmental agency comment process.

QCA can be responsible for all record keeping and documentation. Once the viable corridors are determined, several alternatives are developed by the project team which will meet future travel demand and minimize impacts to the community and the natural physical environment. Once again, public and agency comment and sentiment are considered during this alternatives analysis phase. Once again, QCA can assist.

In summary, QCA is perfectly suited to assist you with everything from data collection to public and agency involvement through formal record keeping and documentation. A representative list of our projects is presented. For questions about our PD&E support services, contact a QCA Manager in your area or call us toll free at 866-662-6273.

HART BEGINS PD&E FOR EAST-WEST METRORAPID

With construction of its MetroRapid Bus North-South Corridor service anticipated to break ground mid-summer 2012, Hillsborough Area Regional Transit (HART) has launched into its Project Development and Environment (PD&E) Study and design planning for the East-West Corridor. Working with HDR (and additional team members Kimley-Horn and Associates and Kittelson & Associates), QCA is coordinating the public involvement by facilitating HART's Agency Working Group, Staff Working Group and Community Open House meetings to ensure an inclusive process. Participating in this study are the Florida Department of Transportation (FDOT), Hillsborough County, the City of Tampa and the City of Temple Terrace, as well as other pertinent agencies. Additionally, HART is committed to ensuring the community is informed and has a voice in the design of the service and its amenities.

In May, QCA's Senior Manager Jill Cappadoro coordinated the second series of Working Group meetings where HDR and its team reported on its progress studying the corridors traveling between 56th Street in Temple Terrace and Tampa International Airport via Hillsborough Avenue and the Westshore area. Station locations are being evaluated, as well as feasibility for intersections that will have Transit Signal Priority features and queue jumps.



On June 27, HART hosted its second Open House with this event held in Temple Terrace at the Omar K. Lightfoot Recreation Center. QCA coordinated all aspects of the community meeting, including the design of public information collateral: a newsletter handout, a newsletter self-mailer and newspaper advertising.



LEADERSHIP FIELD TRIP

QCA's Leadership Team shook things up a bit and branched away from the 'traditional' meeting format by holding our April monthly meeting on a network of Hillsborough Area Regional Transit (HART) bus routes. This meeting was dedicated to our Quarterly Operating Reviews or more specifically, discussions about revenues and expenses by district. Senior Manager Jill Cappadoro embraced coordinating the experience. We began our afternoon by meeting at HART's Northwest Transit Center and Park-and-Ride lot where we hopped Route 30 – which just so happened to be one of QCA's two wrapped buses in our transit advertising campaign. Then we traveled to Tampa's Westshore business district and continued meeting over lunch at Westshore Plaza. Next we ventured eastward via bus to HART's beautiful Marion Transit Center where we were provided a tour of its Art in Public Places program as well as HART's customer service center. By early evening we traveled via Route 30 to Tampa International Airport for a recap and, with one last bus ride, returned to our vehicles at the park-and-ride. It was an outstanding experience, much more stimulating than a rectangular meeting space, and we're looking forward to our next meeting adventure. Pictured below L to R back: Diane Hackney, Sharlene Lairscey, Steve Nalls, Lori Buck. Pictured L to R front: Tish Burgher, Jill Cappadoro.



TEAMFL AMBASSADOR

QCA is an active member and frequent sponsor to the Transportation and Expressway Authority Membership of Florida (TEAMFL) association. At the 2012 Annual Joint Meeting held recently in Tampa, Sr. Vice President Steve Nalls, who is currently serving as an Ambassador for TEAMFL, had the privilege to introduce two new members, Luis Carrera and Lidia Regaiado of SICE, Inc. to the TEAMFL Board of Directors. With more than 25 years experience in the development of tolling systems, SICE will be a great addition to TEAMFL and QCA looks forward to partnering with them in the future. Steve along with several QCA associates joined the sessions over the course of the two-day meeting and had the opportunity to collaborate with several agency representatives from around the state to discuss the current and future projects.



FOCUS GROUPS FOR PALM BEACH AIRPORT



QCA was selected to serve Palm Beach International Airport (PBI) in partnership with Marketing Concepts, Inc. and Ricondo & Associates to develop its strategic marketing plan. To support this effort, Ricondo & Associates selected QCA due to our aviation marketing experience. Under the direction of QCA Senior Manager Jill Cappadoro together with Technology Manager Dylan Conway and QCA Associate Brian DeCoveny, our firm managed the qualitative research that informed the strategic planning effort. We facilitated participant recruitment from PBI's core service area of Palm Beach County, Martin County, St. Lucie County and Indian River County, developed the facilitation guidelines, as well as coordinated and implemented three online focus groups.



The focus groups were conducted utilizing WebEx, an online conferencing site that integrates audio and video. This online approach allowed respondents from a wide geographic area to participate, and ensured we heard them in their own voices. WebEx also allowed us to show slides that were viewed simultaneously by all community participants and client participants who were logged on for each session. Using the qualitative data gathered from the extensive dialogue facilitated during the online discussions, Jill Cappadoro developed the findings and analysis report, and produced an executive summary of strategic marketing recommendations. Findings from the research efforts will be used to develop a strategic marketing plan to reach out to potential passengers and to minimize potential loss of existing passengers.

QCA also was tasked with designing a logo for a recommended positioning statement for PBI Airport, 'Fly PBI'. Developed by Creative Director Chuck Thompson, the logo depicted motion and presented a contemporary, professional image of the airport.



TREASURE COAST WIN!

QCA is proud to be a part of the GBF team! GBF Engineering was recently awarded the new I-95 Widening Design-Build-Finance Project from the Florida Department of Transportation (FDOT) out of South Florida's Treasure Coast Operations Center. QCA will be serving this project with two QCA staff members as public information officer and inspector aide. QCA will prepare and disseminate information to the public, elected officials and the media regarding upcoming construction activities. Open houses, meetings, letters, fliers and brochures will be coordinated and produced by QCA as needed.



Join us at the 43rd Annual Florida Airports Council Conference July 22-25 in Naples. Visit us at **BOOTH #201**



WE STRIVE FOR PERFECTION!

QCA Area Manager Beth Zsoka received a perfect score from FDOT's Dale Walker for Public Information Officer coordination on the Indian Street Project. Beth has been supporting this project serving the FDOT and Cardno TBE for the past two years. The project is projected for completion in the summer of 2013.



SYSTEM IMPROVEMENTS TAKING PLACE



Continuing a long-term relationship with the Orange County Utilities Division QCA, teamed with GlobeTec Construction, recently won the South Service Area - East Service Area Water and Reclaimed Water Transmission System Improvement Project.

The project, just north of the Orange-Osceola County line, will start in late summer 2012. The water main and reclaimed water main pipes will run under the roadway from the west end of Town Center Boulevard to Colony Square Drive in the busy Hunter's Creek residential area. The pipes are being installed under the pavement to avoid damaging the landscaping and trees in the median. After

the lines are installed and pavement temporarily repaired, both the westbound and eastbound lanes of Town Center Boulevard will be repaved by the Orange County Public Works Department. QCA Area Manager Megan Olivera is serving as QCA's Public Information Officer for this contract.



QCA did a great job on the flier and meeting the HOA deadline! - Gary Morris, P.E., Orange County Utilities Engineering Division.

PUBLIC MEETING SUCCESS IN CENTRAL FLORIDA



QCA's Megan Olivera spearheads efforts to help the public understand the design of safety and traffic flow improvements at the SR 5 / US 1 and Reed Canal Road Intersection in South Daytona. Megan, a bilingual associate, supports Comprehensive Engineering Services Project Manager Matthew Gibbs for this Florida

Department of Transportation Northeast design project.



FIRST CCD SCHOLARSHIP AWARD

QCA's Nicole Colon serves as Construction Career Day (CCD) Co-Chairperson and each year the program awards a student in each county of Central Florida with a \$1,000 CCD Scholarship. These scholarships are made possible through the generosity of many sponsors who participated in the annual golf tournament. Recipients may use the funds for education, training, or conventional enrichment activities.



QCA has a long history of supporting the Florida Department of Transportation's Construction Career Days (CCD) events around the state. On Friday, June 29 QCA Associates Nicole Colon, Karen Kersey and Megan Olivera volunteered at the 4th Annual Construction Career Days Golf Tournament held at Stoneybrook West Golf Club in Orlando. Nicole, Central Florida CCD Co-Chairperson, was key in organizing the tournament and helping to make sure that everything ran smoothly on event day.



Pictured L to R: Senior Director Mid Fl Tech Adelina Brann, Winner Kevin Basila, Ms. Basila, QCA's Nicole Colon and Drafting Instructor Stephen Hoover.

2012 DESIGN TRAINING EXPO

The Florida Department of Transportation (FDOT) Office of Design recently hosted the 2012 Design Training Expo "Innovative Solutions for Tomorrow's Transportation Needs" at the Coronado Springs Hotel in Orlando. This comprehensive, free training event targeted an audience of FDOT and consultant staff involved in designing projects for the FDOT Work Program. Over 1,300 participants attended the Expo.

QCA Manager Karen Kersey attended the event. Speakers at the General Session included: Ananth Prasad (FDOT Secretary), Duane Brautigam (FDOT Director of Design), David Sadler (FDOT Director of Construction) and Chris Richter (FHWA Director of Engineering & Operations).



QCA's South Florida Team is proud to announce that we have been selected to serve the City of Miami Beach's Capital Improvement Projects (CIP) Office in their first-ever contract to provide public information services directly to the City on capital improvement and facilities projects.

the best when it comes to projects that benefit their community." And the City is dedicated to meeting this high standard of service. The City is committed to providing residents and businesses with "white glove" customer service – a philosophy that is shared by QCA.



QCA Area Manager Lauren Firtel led this effort and will serve as the project manager. Her project team includes Ivette Ruiz-Paz, serving as bilingual Public Information Officer; Megan Olivera, providing additional bilingual support; Chuck Thompson providing all graphic design and web support; and Tish Burgher acting as project principal.

Our goal is always to exceed our clients' expectations on all levels and, through our already in-depth experience in Miami Beach, we have first-hand knowledge of the City's customers to meet that challenge.

We have served as a sub-consultant to the contractor on Miami Beach, working with great project teams on very exciting projects. This contract allows us to work directly with and for the City, and we are all really looking forward to that. - QCA's Lauren Firtel

According to Lauren, "It can truly be said that Miami Beach is like nowhere else on earth. This international destination is one of the most exciting cities in the world. It is also home to residents who are passionate about their hometown and want nothing but

KICKOFF CEREMONY FOR NORTH ROOSEVELT

More than 60 people gathered on April 25 in Bayview Park in Key West to mark the official start of the highly anticipated SR 5 / North Roosevelt Boulevard Reconstruction project – one of Florida Department of Transportation's (FDOT) most significant projects in Monroe County. Organized by QCA's South Florida Team, the event was months in the planning. Finding the perfect location, identifying key speakers and attendees, event logistics and, of course, prayers that it won't rain are all part of coordinating an event. South Florida's DOT District Secretary, Gus Pego, kicked off the event and served as Master of Ceremonies, speaking to attendees on the benefits this project will bring to Key West and Monroe County. Guest speakers included Monroe County Commissioner Heather Carruthers and Key West Mayor Craig Cates. Local print and broadcast media were in attendance to record the ceremony and take photos of the ceremonial "groundbreaking" that followed. Attendees included Monroe County dignitaries and officials as well as project representatives including: South Florida's Construction Project Manager Charlie Phinzy; Public Information Officer Maribel Lena; and Construction Public Information Project Manager Kathy Yeomans; Senior Project Engineer David Romano of AMEC and Project Administrator Jacki Hart of AMEC. The \$41.5 million project will rebuild the boulevard completely and includes new lighting and pedestrian features as well as new drainage systems, water and sewer lines, a new seawall and landscaping.



IT CORNER WITH DYLAN CONWAY



Everyone is familiar with the Internet. It's a worldwide public network that is accessible to anyone with a computer and an Internet connection. An intranet on the other hand is a private network that is only accessible to people within an organization. Companies often use intranets to store information that is intended for company use only. Intranets can take different forms, but usually they are accessed via the internet. However, since they are private, the access is restricted and requires security credentials such as a name and password.

QCA has recently implemented an intranet that is accessed from a link on the QCAusa.com website. Employees can login and submit online requests for purchases, travel, leave and creative work by simply filling out a form. Additionally, the QCA intranet can be used to download various company documents such as the Employee Handbook, expense report form and organizational charts. We look forward to adding additional content to this resource in the future. If you have any suggestions for functions or information that could be added, please contact ITsupport@QCAusa.com.

EXPERT COMPLIANCE (RCS) ON BOARD



Providing the Construction Engineering and Inspection (CEI) services for an estimated \$30 million construction project is no small feat, and QCA is proud to be supporting this transportation improvement project. FDOT selected KCI Technologies, Inc. and efforts are underway to begin widening the bridges and shoulders of I-275 from south of Floribraska Avenue to north of Yukon Street in Hillsborough County. This project will widen shoulder areas to create a more consistent shoulder width for northbound and southbound I-275 which will allow vehicles to pull all the way out of travel lanes for breakdowns and accidents. The project is 4.1 miles in length and includes the median connection of 26 bridge pairs into 13 single bridges. Four of the existing bridges will also be widened to the outside. In general terms the median improvements involve the removal of the existing grass, guardrail, and the associated drainage system and the construction of a 21' inside shoulder on the northbound and southbound roadway with a concrete barrier wall.

KCI Technologies, Inc. will administer, monitor and inspect the Construction Contract to ensure the project is constructed in reasonable conformity with the plans and specifications. QCA's West Florida Resident Compliance Specialist (RCS) Margaret Ray is responsible for EEO compliance, payroll verification, meeting organization and minutes. In preparation for the start of the project, she is assisting with set up of the new field office, and will begin maintaining office documents, scanning project documents into the FDOT Hummingbird system, and providing all aspects of office support.



"QCA's pool of RCS / Administrative professionals add great value to construction project teams," according to Margaret Ray, citing her fellow associates' extensive knowledge of FDOT policies and procedures, experience with database developments, established writing abilities and professionalism. "We always strive to ensure the highest level of customer service."



SAVE THE DATE!

Join us
IN TAMPA
at our Holiday Open House
FRIDAY
December 7

2012



Pictured back L to R: Susan Emmanuel, Tish Burgher, Jill Cappadoro, Karen Kersey, Diane Hackney. Front L to R: Beth Zsoka and Ivette Ruiz-Paz.



The POWER to make a DIFFERENCE



QCA CONTRIBUTES TO MOFFITT RESEARCH

Moffitt Cancer Center & Research Institute began its research efforts in 1993 and by 1998 achieved National Cancer Institute (NCI) designation. Today, research at Moffitt includes more than 135 investigators organized around six scientific programs. QCA recently made a donation in support to help defeat cancer once and for all. With each donation Moffitt can offer a level of personalized care that meets the needs of each patient. QCA is proud to be a part of such an important cause!



STARTING RIGHT, NOW!



Welcome to Starting Right, Now. After successfully completing an application process, several interviews and a fingerprinting and criminal record background with Florida public schools, QCA's President and company owner Sharlene Lairscey was selected as a mentor to Starting Right, Now (SRN).

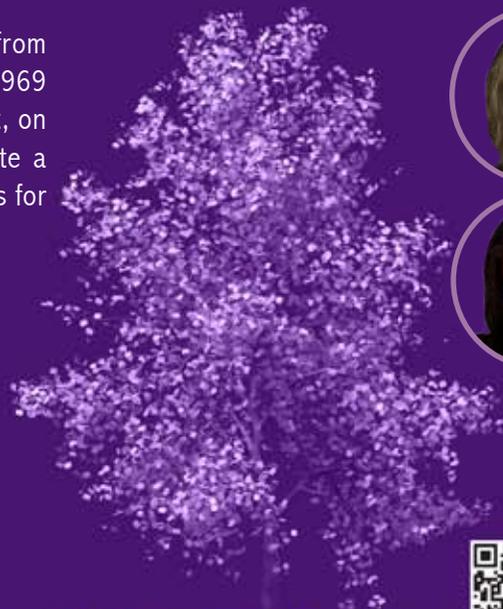
SRN is a program designed to end homelessness for a family or an unaccompanied youth by helping them to have a stable home, to obtain employment, teach financial literacy, life skills and to promote educational achievement.

In September, Sharlene will be assigned to one youth for an 18-month period where she hopes to contribute to their goal of ending homelessness, one child at a time. Stay tuned.



GIVING BACK TO MOTHER EARTH

In the 1970's Earth Day founder Gaylord Nelson, then U.S. Senator from Wisconsin created the thought of celebrating Earth as a result of the 1969 massive oil spill in Santa Barbara, California. With that same mind-set, on April 22, Sharlene Lairscey and Teena Cardozo decided to contribute a little something back to the earth themselves by planting several trees for the elderly in a local neighborhood.



Let's be friends! 
xoxo Serena Bugatti

QCAusa.com | 866.662.6273 | DBE / SBE / MBE / WBE CERTIFIED



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