



• Community Outreach •

2017 » QUARTER 1

QCA
Quest Corporation of America



Construction Careers Consulting • Construction Support •

Clerical • Creative Solutions • Communications •

One Life. One Love. One Company.

BE INFORMED

A LOOK FORWARD

EACH YEAR SEEMS to end with a whirlwind of amazing activities, and for just a few days things settle. But as we finally begin the new year, it's like I'm a stone in a sling shot getting launched into space. It's like a gravitational pull from one year into the next. The transition to 2017 was no different, especially in how quickly time flew by. But, it's simply because we are enjoying every minute of it, especially with all of the fascinating happenings in our schedules.

Putting together this first issue has been an incredible journey after reacquainting myself with the terrific bounty of talent we have within our industry. In 2016, I was truly impressed as I spoke with dozens of industry leaders all over the United States. As I picked their brains about US Infrastructure, and with no absence of excitement or adrenaline, I made new discoveries of what's to come.

There's an abundance of creative energy within our organization at the moment. I believe we are going to be very difficult to keep up with. Although change is always occurring, we are an organization you can trust. You will see us behaving consistently and more disciplined than most. You will see us making decisions quickly, and you will trust the person making these decisions. From a corporate branding perspective, Quest

Corporation of America (Quest) is one company, solely owned and operated by me. Most of you are aware by now that my daughter, Jessica Francois, is well positioned to lead this company into the future. Together, our desire is to have a positive influence on all generations whom come in contact with Quest.

To our employees we simply want to provide each of them with an amazing professional and personal experience. We offer an honest, transparent environment with opportunities for fruitful dialog for new ideas. Expect to see greatness.

I feel as if we are all defying gravity at the moment, which happens to be our theme for this year. At Quest, we want to achieve great things. We believe in ourselves and feel nothing is impossible. We believe that, with love and grace, all things are attainable.

I'd like to say thank you to all of our clients and industry partners for all of their support. Throughout all of our offices, we rarely experience a dull moment.

Freshly inspired from all of our wonderful experiences, we gave our Corporate Home Office a new look – THE LOOK OF LOVE. It's a look that reflects our love for each other and for our customers. I am inspired by my desire to simplify, and I believe love is simple. So in the spirit of keeping things simple, I have a short list of goals for this year: Stay calm; move forward; love often and above all, have fun while you're doing it!

This coming year will continue to reflect our commitment, highlighted by the introduction of our next generation. This issue showcases not just our achievements, but our clients' achievements as well. As you turn the pages, I hope you find your own inspiration.

Please enjoy!



ABOUT QUEST

Quest Corporation of America (Quest) has maintained a reputation for providing high-quality, professional creative products and communications services to various state departments, federal and municipal agencies, and to some of the largest engineering and construction companies throughout the United States. Solely owned and operated by Sharlene Francois Lairscey, Quest is licensed and minority certified (DBE/MBE/SBE/WBE) to serve nationally.

A HEALTHY ORGANIZATION

Truly a healthy organization, Quest is one which strategically integrates employee well-being into our business objectives and reinforces it through our established practices on leadership support, a learning culture, healthy job quality, and people friendly practices.

OUR CULTURE OF LOVE

Our culture is driven by one thing – LOVE. Of course, we have revenue targets, and our goals are financially driven. Our purpose, however, is about making our employees and clients happy. We view our employees as our number one asset, and at its core is a belief that work/life balance is always a priority. We share a positive climate with motivation among workers. We are transparent, and there is open communication and trust. And, we believe no matter what, at the end of the day we should always have fun.

A WORLD CLASS ORGANIZATION

Quest has a customer-based focus similar to a Total Quality Management (TQM) organization. Quality and Customer Care are always at the top of our list. Our organizational structure, processes and jobs are all designed to serve our customers. Our desire is to be a world class organization.

Let us know how we can better serve you by calling our Quality Customer Assurance Hotline, 24 hours a day, 7 days a week, 365 days a year. 1-844-QCA4LUV (722-4588).

Please visit our website at QCAusa.com or contact us toll free at 866-662-6273.



CHECK OUT OUR NEW LOOK



ALOHA

RIGHT WHEN I thought my Transformation for Transportation trip was over, I was given the opportunity to travel to Honolulu, Hawaii, to the south shore of the island of O’ahu. With Leahi (Diamond Head) as the backdrop, I enjoyed hiking, a little body surfing, walking the beach and more. When it came to work, I checked out the Honolulu Rail Transit Project, a 20 mile elevated rail line on the island that will connect west O’ahu with downtown Honolulu and the



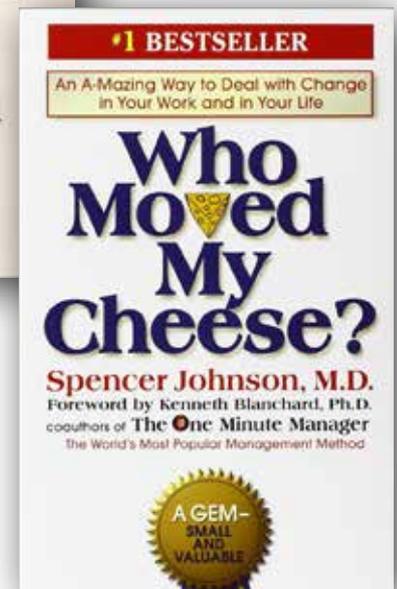
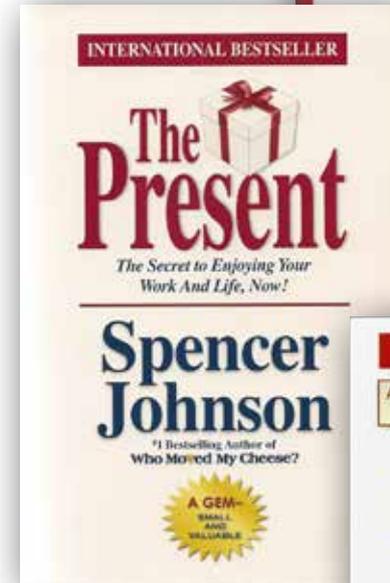
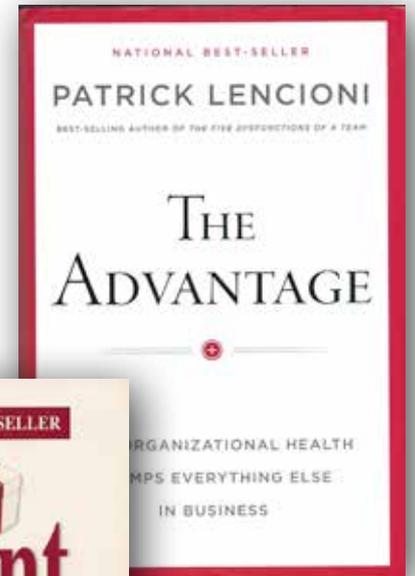
Ala Moana Center via the Honolulu International Airport. The Honolulu Authority for Rapid Transportation (HART) developed the project to improve mobility, enhance reliability and address the island’s increasing congestion. By 2030, the rail system will handle approximately 120,000 trips per weekday, reducing traffic by about 40,000 vehicles. The Bridge Design Engineers are Segmental Superstructure, FIGG Bridge Engineers and HNTB. The system features state of the art, electric, steel-wheel trains that will travel the entire route through 21 stations in 42 minutes. It’s a \$5.16 billion project providing approximately 10,000 direct and indirect jobs per year. The entire system is slated to be completed in 2020.



I also checked out the Hawaii DOT (HDOT) local office. As part of their goal of improving their state’s highway infrastructure, HDOT is partnering with the Federal Highway Administration’s (FHWA) Central Federal Lands Highway Division (CFLHD) to deliver 11 bridge projects. When I asked about some of their challenges, I was told that it’s advantageous for the consultants to bring as much expertise in house as possible, because workers on the island are high priced and hard to find. Something unique is that they deal with all of the seismic zones and volcanoes, along with the fact that there is a chain of islands.

On behalf of Quest Corporation of America, I want to personally send my new friends in Honolulu, Hawaii, a sincere “Mahalo” (thank you) for giving me the opportunity to unwind, relax and explore your amazing island.

I WAS PRIVILEGED recently to HAVE had an opportunity to travel to Hawaii to sit in on one of our client’s strategic management meetings. They shared their belief on management by stating, “It is a blend of other people’s ideas, reflections, observations and good practice.” I find this statement to be wise and most useful as I continue to fine tune my own message to my management team. While on the island, I also had the opportunity to read – in one case reread – three books. Two of them, *Who Moved My Cheese?* and *The Present* (*The Gift for Changing Times*) were written by Spencer Johnson, one of the most beloved and respected authors in the world. He has helped millions of readers discover how they can enjoy better lives by using simple truths that lead to fulfillment and success at work and at home. The third book, *The Advantage*, was written by Patrick Lencioni, an American writer of business books, particularly in relation to team management. All three inspired me with stories of the challenges we face daily in these times of unprecedented change.



WHAT’S BEST FOR YOUR BRAIN?

ACCORDING TO SCIENCE, did you know that going to the beach actually changes your brain for the better? Research actually points to the many benefits of being near water. Namely, that exposure to the ocean, a lake, a river, or the like reduces depression. According to reports, blue space also boosts creativity because it relaxes the brain. You probably won’t be surprised to learn that a trip to the beach instantly de-stresses us due to naturally occurring negative ions in the water. Finally, it cannot be argued that when you gaze out upon a big, beautiful body of water, you are instantly reminded of how vast this world is and how insignificant many of your problems are by comparison. It’s also easy to let your dreams flourish in your mind. Indeed, as you stare out at the deep, blue sea, it seems anything is possible.



CONFERENCES and SEMINARS

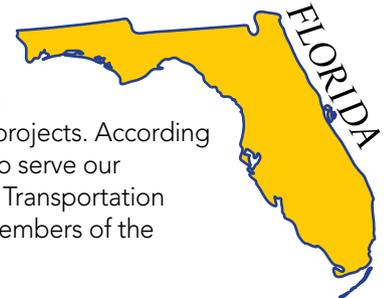
INDUSTRY CONFERENCES are designed to keep you up to date with the latest changes that are occurring within the industry. They offer you the opportunity to be introduced to industry experts, and they allow you to network with others who work in the field. According to Finance Manager Lori Morgan, "At Quest we try to budget for at least four conferences and/or training opportunities each year. This year, we have approved Quest's participation to the following: (FDOT/FTBA) Florida Construction Conference; (IBTTA) National Bridge Communications and Administration Conference; Lifesavers on Highway Safety Priorities; (AAPA) National Port Conference; (NASAO) National Aviation Conference; (IBTTA) 85th Annual Meeting; and the (APTA) National Transit Conference."

"At Quest we try to budget for at least four conferences and/or training opportunities each year."

Lori Morgan

STRATEGICALLY, QUEST SERVING FLORIDA, GEORGIA, NORTH CAROLINA AND PENNSYLVANIA

IN TALLAHASSEE, the Florida Transportation Commission recently conducted its annual Statewide Public Hearing and announced that the Florida Department of Transportation's (FDOT) Five-Year Transportation Plan is approved. The \$45.6 billion Tentative Work Program represents a 10.8 percent increase, \$4.4 billion larger than the previous one – to fund 6,836 projects. According to Vice President Jessica Franco, who attended the March meeting, "It's an exciting time to serve our industry in the State of Florida." The commission submitted its review of the Department of Transportation Tentative Work Program, Fiscal Year 2017/18 through 2021/22 to Governor Rick Scott and members of the Florida legislature.



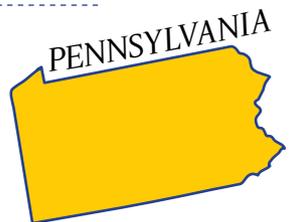
THE NORTH CAROLINA Department of Transportation released the state's transportation plan, known as the Statewide Transportation Improvement Program (STIP), in January. The plan is the Department's funding and construction schedule for transportation projects over the next 10 years. The document lists more than 1,400 projects across all transportation modes and in every county throughout the state. The plan includes 61 safety projects and 376 interstate maintenance and bridge projects. The Department's annual budget for 2017 is \$4.7 billion with \$2.3 billion of that budgeted for new construction and \$1.2 billion for bridge and road maintenance.



THE STATEWIDE TRANSPORTATION Improvement Program is the Georgia Department of Transportation's (GDOT) four-year transportation and capital improvements program. The 2015-2018 plan totals \$8.62 billion with a Fiscal Year 2017 program of \$2.3 billion. Projects include highway, bridge, public transit, bikes, pedestrian, railroad and other improvements. Funding for resurfacing projects quadrupled between 2015 and 2017, and bridge project funding tripled during that same period. GDOT advanced 11 major mobility improvement projects around the state that will yield a significant reduction in congestion along key freight and mobility corridors.



THE PENNSYLVANIA DEPARTMENT of Transportation released the state's transportation plan, known as the Statewide Transportation Improvement Program (STIP) in January. The plan is the Department's funding and construction schedule for transportation projects over the next four years. The document lists more than 700 projects across all transportation modes and in every county throughout the state. The 2017 STIP includes \$20.2 billion (\$11.6 billion for Highway/Bridge and \$8.6 billion for Transit) in federal, state, local and private resources over the four year period.



INTRODUCING our 2017 LEADERSHIP LAUNCH TEAM

QUEST CORPORATION OF AMERICA'S Executive Leadership team members believe YOU can be successful as a leader. Living the life of a champion is about finding your calling and living life to the fullest. In 2017, President/CEO Sharlene

Lairscey is working closely to provide hands on training to our future leaders. Her sessions will address values, building community, human differences, and establishing proactive plans. The end goal is to foster a new community of emerging and seasoned leaders.

Kaylin Walsh

Ale'ta Turner

Natasha Jufko

Kristie Vazquez

Sergies Duarte

Jessica Franco

Nick Lulli

Gabriela Ruiz

Leigh-Ann Dawes

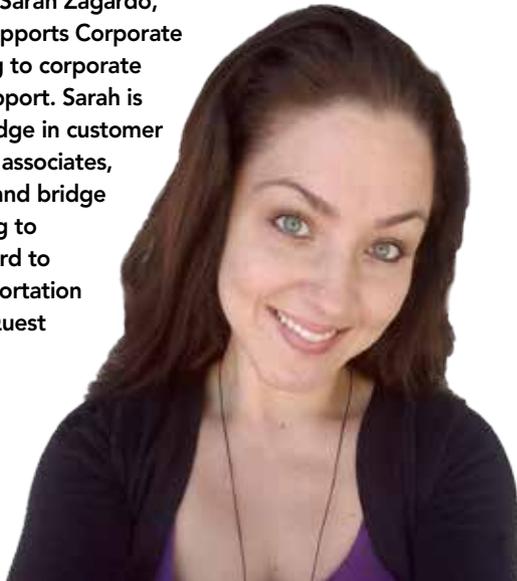
Kelsey Morrow



THE NEWEST MEMBER OF QUEST SARAH ZAGARDO

WWE ARE PLEASED to welcome Sarah Zagardo, Quest's newest intern. Sarah supports Corporate activities, ranging from teaming to corporate communications to contract support. Sarah is excited to broaden her knowledge in customer service. Like a few other Quest associates, Sarah grew up in the roadway and bridge construction industry. According to Sarah, "I'm really looking forward to learning more about the transportation world and working with both Quest associates and clients alike."

Sarah enjoys talking with new people, roller skating, being active and traveling to experience new cultures.



Quest supports National Conference on Highway Safety Priorities

QUEST VICE PRESIDENT David Fierro represented the company at the March 26-28 National Conference on Highway Safety Priorities in Charlotte, North Carolina.

The conference offered more than 80 workshops on a variety of topics associated with traffic safety.

Safety advocates, communicators, educators, engineers, injury prevention specialists, marketers, planners, police officers, public health practitioners, researchers, scientists and others participated in the conference. Government agencies, non-profit organizations, businesses and universities were active participants.

Attendees participated in workshops about Driver Assistance Technologies, Adult Occupant Protection/Vehicle Technology, Distracted Driving, Motorcycle Safety, Older Drivers, Pedestrian/Bicycle Safety and Teen Traffic Safety.

Of particular relevance to our mission of providing public information and outreach support to transportation agencies were workshops on Social Media, Community Partnerships, Marketing, Safety Campaigns and Market Research.

"Safety is at the core of much of our messaging to communities on behalf of our clients," said David. "There is value in learning more about how the safety message is being carried to the different segments of the population," he added.



IBTTA PANEL DISCUSSIONS

QUEST RECENTLY ATTENDED and took part in panel discussions at the International Bridge, Tunnel and Turnpike Association's (IBTTA) Communications and Administration Workshop held March 12-14 in Tampa,

Florida. President/CEO Sharlene Lairscey enjoyed sessions such as Best Practices in Organizational Alignment and Team Engagement; The Truth and Nothing but the Truth: How to Communicate with Your Customers; Setting Policy on Social Media and Crisis Communications – Creating A Working Plan. Vice Presidents Mary Brooks and Jill

Cappadoro participated in a roundtable session, Organically Growing a Diverse Workforce – Finding and Refining Employee Talent.

IBTTA
TOLLING. MOVING SMARTER.

IBTTA is the worldwide association of toll facility owners and operators and the businesses that serve them. With members in more than 20 countries on six continents, IBTTA is the world's leading resource on highways and tollways.



LEADERSHIP LAUNCH TEAM REPRESENTS QUEST

THE FLORIDA TRANSPORTATION BUILDERS' ASSOCIATION (FTBA) is the state's voice for the road and bridge building industry. Annually, our associates attend and often hold an exhibit booth. This year, members of our newly formed Leadership Launch Team were chosen to attend the two-day event held at the Hyatt Regency Orlando in February. Presentations from various agency representatives included work program updates, specific mega-project updates, agency initiatives and various industry processes. Quest representatives included Kristie Vazquez, Southwest Florida Business Unit Manager; Jessica Francois, Vice President; Nick Lulli, Northeast Florida Public Information Specialist and Gabriela Ruiz, Central Florida Public Information Specialist.



"It was a fantastic experience for me, very fulfilling and very productive." – Nick Lulli

"I had a great time and attended the MOT, Structures and Asphalt sessions."

– Gabriela Ruiz

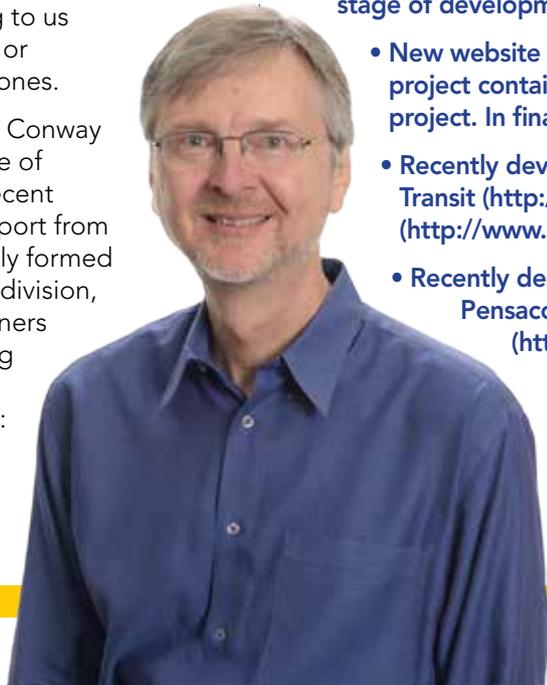


WEBSITE WORK BECOMING MORE MAINSTREAM



ACCORDING TO INTERNETLIVESTATE.COM, 88.5 percent of the 324 million people living in the country use the internet. So it comes as no surprise that Quest Corporation of America (Quest) clients are looking to us to build new sites or enhance existing ones.

Webmaster Dylan Conway has had a full plate of website work in recent months. With support from Red Cue, our newly formed creative products division, our graphic designers have been working with Dylan on the following projects:



Dylan Conway

- Development of a new website to contain information on all Florida Department of Transportation District Seven (FDOT) projects developed per client specifications with custom content management system. In final stage of development. Scheduled to go live in May.
- Full redesign of FDOT District Six website which will contain information on all District Six projects. Developed per client specifications with custom content management system. In early stage of development.
- New website for Collier County Public Utilities Redevelopment project containing extensive information on all parts of the project. In final stage of development.
- Recently developed and implemented trip planners for Rider Transit (<http://www.ckrider.com/>) and MCAT (<http://www.ridemcat.org/>).
- Recently designed and developed a new website for the Pensacola International Airport Master Plan (<http://www.pnsmasterplan.com/>).
- Recently designed and developed a new website for the Augusta Public Transit Comprehensive Operations Analysis (<http://www.connectaugusta.com/>).

According to Dylan, "In addition to building and maintaining sites, we also support, update and maintain a number of client sites, to include the following:

- FDVA (<http://floridavets.org/>)
- GWTA (<http://ridegwta.com/>)
- MCAT (<http://www.ridemcat.org/>)
- Crosstown Bridge (<http://crosstownextension.com/>)
- Wekiva Parkway (<http://wekivaparkway.com/>)
- FDOT District Five (<http://www.cflroads.com/>)
- FDOT District Six (<http://www.fdotmiamidade.com/>, <http://www.826-836.com/>, <http://palmettoexpresslanes.com/>, <http://www.portofmiamitunnel.com/>)
- CTFastrak (<http://ctfastrak.com/>)
- FDOT US 17 projects (<http://fdotus17projects.com/>)

GWTA RIDERS SHARE THEIR THOUGHTS

GOLDSBORO-WAYNE TRANSPORTATION AUTHORITY (GWTA) Director Fred Fontana cares what his riders think. He cares about their comfort, their safety and their satisfaction with GWTA service.

Because he cares, Quest creates and administers annual Customer Satisfaction Surveys for the organization. Quest gauges market perceptions – and much more – as GWTA's general marketing and communications consultant. Our staff successfully conducted the agency's inaugural customer satisfaction survey last year.

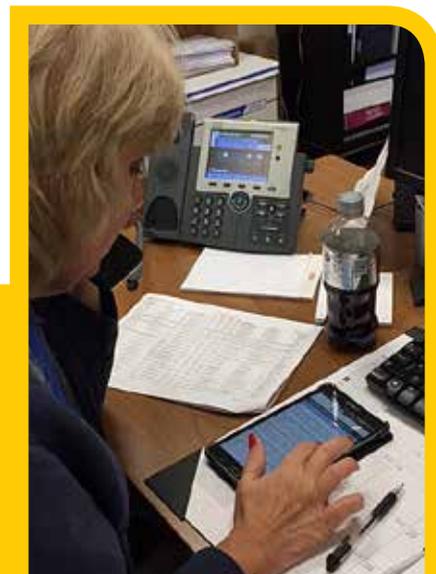
Business Unit Managers Sandee Launch and Traci Missildine recently rode buses, made phone calls and manned the Transfer Center to administer surveys. Using both tablets and paper surveys, the duo gathered 160 surveys from riders on the fixed-route buses over a two-day period. Manning the phones on the third day, Traci and Sandee called more than 63 rural van riders.

What did they find out? Riders appreciate that GWTA, its management and its Board of Directors listen to them. Surveys showed an overall satisfaction rating of 89 percent. A whopping 98 percent of riders say they feel safe while on GWTA's vans and buses.

"Many of GWTA's riders were eager to share their thoughts," said Sandee Launch, Quest project manager. "They love their drivers and appreciate the excellent service that GWTA provides. They are also very willing to share their suggestions for ways the service can be improved. GWTA's staff is always open to listening to their ideas and sharing them with their Board."

Quest conducts these annual surveys as a useful tool for the Board to use in making operational and funding decisions. The data we gather also can play into the key marketing messages we develop for this dynamic agency.

"Many of GWTA's riders were eager to share their thoughts, they love their drivers and appreciate the excellent service that GWTA provides."



It's a Wrap!

THANK YOU LOIS Cross for your commitment to JMT and the Florida Turnpike Veterans Expressway project. Now that construction is complete, it's time to close the project. Closing out a project means making sure all files are in manageable order, stored and properly archived. This includes scanning and attributing the final documents, checking all documents to ensure they are archived, preparing documents for storage, closing out accounts, and moving out of the field office.



Recently, Quest's Lois Cross took great pride in ensuring the administrative close out was done and done right. With a positive attitude and strong commitment, Lois helped JMT complete this project. Thank you JMT for including us on the team! Well done Lois!

"I am grateful for the opportunity to work on a Turnpike project. The support received from Peter Bodine when I had questions was very much appreciated. It was a pleasure to work with Peter and all the Turnpike staff,"

- Lois Cross



GWTA EXTENDED SERVICE HOURS PROGRAM SUCCESSFUL

THE PEOPLE SPOKE, and the Goldsboro-Wayne Transportation Authority (GWTA) listened. Last year, when Traci Missildine and Maddie Pfingsten conducted customer satisfaction surveys for the agency, they heard the same message repeatedly. Riders wanted later service. Quest staffers reported these findings to the GWTA Board of Directors and Executive Director Fred Fontana.

Beginning in February, the Board voted to begin a 6-month pilot program to extend hours on three select routes. Quest now had a new mission – to promote and advertise the program. Working with Fred Fontana, our very own Sandee Launch and David Crigger branded the program and produced bright, striking collateral materials.



Ridership on the routes has been higher than expected, and Mr. Fontana has high hopes his Board will continue the program past its May 6 trial program expiration date.

"This Extended Service Hours program shows how concerned the GWTA Board is with meeting the needs of their ridership," said Project Manager Sandee Launch.



Sandee Launch

David Crigger

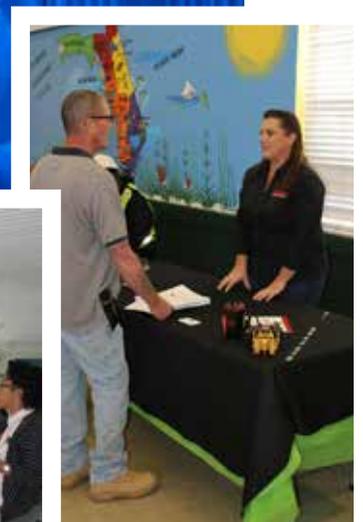
ONBOARD4JOBS HOSTS PINELLAS COUNTY CONSTRUCTION CAREERS AND RECRUITMENT FAIR

AJOB FAIR, career fair, career expo or recruitment fair...it's basically speed dating for companies and job seekers. Onboard4Jobs is hosting multiple events monthly throughout Florida where employers, recruiters and schools are participating. Recently, Onboard4Jobs coordinated the Pinellas Construction Career & Recruitment Fair on behalf of the Florida Department of Transportation (FDOT). More than 70 job seekers participated in the recruitment fair held at High Point Neighborhood Family Center in Clearwater. There were 11 participating FDOT roadway transportation contractors and agencies.

"Quest representatives are the passionate people behind the tables. We are focusing on attracting the best candidates for the jobs," said Marketing & Outreach Coordinator Ale'ta Turner. "To date, 11 attendees have successfully gained employment in the construction field in positions such as general laborers, maintenance technicians and heavy equipment operators. We anticipate hearing more impactful stories from contractors and job seekers alike as the hiring process continues."

Interested in FDOT contractor, partner and job seeker testimonials? Visit OnBoard4Jobs.com and click on the YouTube icon to watch recap videos.

... it's basically speed dating for companies and job seekers.



Ale'ta Turner

SOUTH FLORIDA BUSINESS UNITS COMBINE FORCES

“QUEST’S SOUTH FLORIDA TEAMS have come together to define their strategies down to the specifics of who we should sell our products and services to, what products and services we should offer, and what type of employees we should bring on board,” according to Senior Vice President Diane Hackney.

With associates spread strategically throughout South Florida, Quest Business Unit Managers Beth Zsoka and Sergies Duarte recognize the importance of team building and coming together outside of our typical workday. On a beautiful Saturday afternoon, the South Florida team, which also includes

Angel Gardner, Tamara Phillips, Leigh-Ann Dawes, Alexandra Grateaux, Isabel Gonzalez and Sophia Tingle, visited the Morikami Museum and Japanese Gardens in Delray Beach, Florida. “Our unique and talented professionals enjoyed quality time walking through the beautiful gardens of the museum exploring a taste of Japanese culture,” said Beth.



Diane Hackney



“We cherish the opportunities to learn from each other and hear about the many exciting projects this team is tackling!”

Creating excellence throughout the entire South Florida market is a common goal. Integrating our independent local strategies and processes allows us to continue to align our efforts to bring more quality and create more success.

Our South Florida team serves on state and municipal infrastructure improvement projects from planning to construction. Isabel stated, “We cherish the opportunities to learn from each other and hear about the many exciting projects this team is tackling!” Stay tuned as we plan our next South Florida adventure!

THE GOOD NEWS IS THAT AGING INFRASTRUCTURE GETS HELP

WE SEE IT all the time - neighborhoods that flood after a few raindrops, cities that are constantly issuing boil water notices. What’s a progressive municipality to do? The City of Coral Springs, Florida, has taken the proactive approach. Public Information Officer Leigh-Ann Dawes helped kickoff their Capital Improvement Project to replace aging water and sewer lines in the city’s downtown area on Sample Road. Sample Road is home to the Coral Springs’ current city hall and new city hall location, which is under construction. Leigh-Ann has been helping the City coordinate its outreach to its longtime residents, business owners, schools, and homeowner associations by providing FAQs sheets and fliers throughout the area. Answering the City’s 24/7 project line, she has informed elderly residents, concerned parents, confused property owners and frustrated drivers in the area. “The City of Coral Springs is a pleasure to work with. Each member of the team is very attentive to the comments and concerns from the public,” said Leigh-Ann.

Leigh-Ann works closely with the contractors to send weekly updates of the project’s progression for the city’s website and social media pages. Coral Springs boasts that they have everything under the sun for its residents and visitors, and our professional outreach provides the same!

Leigh-Ann Dawes

CROSTOWN PARKWAY EXTENSION

CONSTRUCTION ON THE long-awaited Crosstown Parkway Extension began earlier this year. Our team is busy at work serving as the professional public information and community outreach consultant for this Design/Build project in the City of Port St. Lucie, Florida.



Beth Zsoka

Beth Zsoka serves as public information officer for the project. Beth has been working closely with the City of Port St. Lucie, Target Engineering, Cardno and the Design/Build Team Archer Western and RS&H on this project. She performed a door-to-door outreach effort, talking to neighbors and assisting with responding to concerns and complaints prior to construction activities starting. According to Beth, “Proactive communication positions us to be viewed positively by the public. Our communications approach always goes beyond providing the necessary information. For example, together with the City, we filmed several project interviews and a short commercial advertising the public meeting.”

Recently, Quest facilitated a construction open house for approximately 390 attendees. Attendees received goody bags with a crosstown key chain and a public information hotline magnet along with other key project documents and City of Port St. Lucie education materials. The meeting included a project animation, project message regarding the mitigation projects, and an official presentation from the project team, including an introduction from the City of Port St. Lucie Mayor Gregory Oravec.

Our team is grateful for the opportunity to support Target Engineering Vice President Randall Scott and this CEI team throughout the Treasure Coast and Palm Beach regions. Quest has been serving throughout this area for nearly 20 years and has strong stakeholder relationships. We are excited and proud to support this active project with press releases, responding to resident concerns and individual presentations to home owner associations and local groups.

HAVE YOU MET ANGEL?

ANGEL STREETER GARDNER came to Quest with extensive experience and knowledge of the transportation industry, having covered transportation projects for nearly a decade as the Palm Beach County Transportation Reporter for the Sun Sentinel. Angel was involved in the early stages of projects and worked closely with numerous public-sector entities, including municipal and county governments and regional planning agencies. She has excellent relationships and understanding of the transportation industry as well as a true understanding of the concerns and needs of the local community and community groups. She has developed long standing relationships with key stakeholders and community leaders.

As a Palm Beach County resident, Angel excels at public outreach, event coordination and media relations, as well as creating and implementing Community Awareness Plans (CAPS). While at Quest, Angel has served on design, construction, survey and PD&E projects. Her experience includes: Flagler Memorial Design/Build Project, City of Coral Springs Sample Road Project, Midway Road PD&E Project and City of Boca Raton Police Department Surveys, to name a few.

When asked about Angel, Southeast Florida Business Unit Manager Beth Zsoka stated, "Angel is not only very talented and experienced, but she is a pleasure to work with. She excels at anything that comes her way. She is a valuable member of the Quest team and the projects she serves."



MOBILITY HUBS ARE ON THE WAY

MOBILITY HUBS ARE one of the latest trends in the transit world. What are they all about, and whom do they benefit? With a plan to place mobility hubs in several highly populated areas across Broward County, Florida, the Broward Metropolitan Planning Organization (Broward MPO) defines them as a transit access point with frequent transit service, high development potential and a critical point for trip generation or transfers within the transit system.

Quest has teamed up with HNTB Corporation to help the plan come to life. According to President/CEO Sharlene Francois Lairscey, "HNTB is a trusted partner throughout this industry. They are offering innovative solutions that contribute to the quality of life and meet the needs of the travelers."



In South Florida, the City of Hollywood will be home to the county's first mobility hub for its pedestrians, cyclists, motorists and transit riders in the SR 7/Hollywood Boulevard intersection. This intersection sees thousands bustle through the popular beach city daily. According to Sharlene, "Our South Florida team, Beth Zsoka, Angel Gardner, Sophia Tingle, Leigh-Ann Dawes and Isabel Gonzalez, has jumped right in to help plan and execute outreach to the area."

"HNTB and the Broward MPO are working with the City of Hollywood to finalize exactly what enhancements the mobility hub will offer to the community," said Beth. "Having the opportunity to support the team as they review each concept and workshop has been amazing. Their ideas are eye-opening and something we can definitely be proud of." Progress is happening, and Quest is so thrilled to be a part of it!

THE MOST ICONIC CORRIDOR IN MIAMI IS ABOUT TO GET A MAKEOVER

QUEST IS SPEARHEADING the public involvement effort for the Florida Department of Transportation (FDOT) on the SR 90/SW 8 Street/SW 7 Street Project Development and Environment (PD&E) Study.

Along with HNTB Corporation, Quest is supporting the initial efforts so that a consensus can be reached among the many stakeholders of the area on how they want to transform the famed SW 8 Street, better known as Calle Ocho, in the heart of Little Havana.

Veteran associate, Eileen LaSeur, is leading the public involvement. To date, the efforts have included officials and public kick-off meetings, four Project Advisory Group Meetings, two homeowner association meetings, and a business leaders meeting. Preparations are underway for an alternatives public workshop in June.

This colorful and historic part of the city, where the beats of salsa music pour out of storefronts and restaurants, has seen significant growth in the last two decades. It is a vibrant, ethnically diverse community lined with coffee counters and art galleries.



It's precisely this flavor and color that has brought a burgeoning revival and explosion of tourism to the area.

As with all growth, it has also brought intimidating traffic and narrow sidewalks. Both SW 8 Street and SW 7 Street are one-way, three-lane roadways connecting Brickell Avenue's business district to the suburbs. The one-way traffic pattern makes motorists drive faster, creating hazardous conditions for pedestrians and cyclists.

The goal of FDOT is to overhaul these conditions by improving traffic operations and safety while providing a welcoming corridor to pedestrians and cyclists – a transformation that will be welcomed by local merchants who feel that a friendlier corridor will improve business.

According to Eileen, "Our public involvement effort is a vital component in achieving this objective, not only by providing open lines of communication between stakeholders, but also by ensuring early and continuous bi-lingual community involvement and public outreach."

Local storeowners and residents are hoping that, by the time the last shovel leaves Little Havana, they will have two true neighborhood streets that pedestrians can enjoy and where merchants can flourish. Quest will have contributed to the re-vitalization of a legendary and historical part of Miami.

Eileen LaSeur

PUBLIC HEARING FOR MIDWAY ROAD

PUBLIC INVOLVEMENT is a very important aspect of the Project Development and Environmental (PD&E) process. Quest serves by coordinating and executing public hearings, but also supports websites, videos and other project collaterals both in English and Spanish. Recently, we facilitated and hosted a public hearing for the Midway Road PD&E Study from Selvitz Road to Glades Cut Off in St. Lucie County, Florida, closing out the PD&E portion of the project and recommending an alternative for the corridor. Quest associates Beth Zsoka, Angel Gardner, Leigh-Ann Dawes and Tamara Phillips supported Inwood Consulting Engineers and the Florida Department of Transportation (FDOT) throughout the project and with the final public hearing.

According to Beth, "The proposed alternative, Canal



in a Box Culvert, provides a four-lane divided roadway that matches the section currently under construction and encloses Canal 103 in a box culvert. This alternative impacts less properties, is preferred by St. Lucie County, Port St. Lucie, Sheriff's Office and St. Lucie Public Schools, and maintains the look of the corridor as well as having a lower impact on the wetland."

Transportation is a key service area for both Inwood and Quest. Offering creative and cost effective solutions for our clients is what both teams desire. Quest supported the PD&E effort, providing opportunities for local residents and interested stakeholders to get involved and provide input. We will continue to support the Inwood team and FDOT with the Midway Road Project as we kick-off the design of the project.

SOUTHERN BOULEVARD OPEN HOUSE

QUEST WELCOMED the opportunity to support the Florida Department of Transportation District Four (FDOT) and New Millennium Engineering on their recent Open House for the Southern Boulevard Bridge Replacement Project in Palm Beach County, Florida.

Quest associates Angel Gardner, Beth Zsoka and Leigh-Ann Dawes were excited to lend a helping hand during this important public meeting. With construction commencing in April, the public received valuable insight on the project, construction schedule and traffic impacts. Nearly 100 residents, business owners and community group representatives attended the meeting that also drew media attention.

"It was fun to talk to and socialize with stakeholders from the Flagler Project who are now also stakeholders for the Southern project," Angel said. "Both are significant, major projects for the community."

As the Public Information Officer for the Flagler Memorial Bridge Replacement project, Angel was able to use her knowledge of the area and the stakeholders to relate to the public and get their questions answered about the Southern Boulevard Bridge. Both the Flagler Memorial Bridge and Southern Boulevard Bridge are bascule bridges over the Intracoastal Waterway that connect the City of West Palm Beach and Town of Palm Beach.

Because of the bridges' close proximity to each other and their regional importance, Angel has worked closely with the Southern Boulevard Bridge Team regarding the upcoming construction and plans as FDOT has made commitments to avoid having lane closures for the bridges at the same time.

Quest has enjoyed working with and partnering with New Millennium on the Flagler Bridge project since 2011.

"They're a great, fun team to work with," Angel said.



Welcome ALEX GRATEREAUX!

WELCOME HOME, Alexandra Grateraux. Alexandra is of Dominican Republic and Haitian descent but has called Miami Beach, Florida, home since she was six. After working as a journalist and marketing professional in New York City for a decade, she found herself back in Miami Beach in 2014 – this time as a publicist and freelancer.

Most recently, Alexandra led a coveted marketing role in the Office of Facilities and Construction for the Broward County Public Schools District.

“I am fully bilingual and grew up in a predominantly Spanish-speaking household,” Alexandra tells Quest. “My father is a surveyor. Most on his side of the family are either engineers or contractors. My maternal grandfather also owned his own construction company.”

“In the early days of my career, I worked for the City of Miami Beach Parks and Recreation Department and for both local newspapers – the SunPost and the Miami Herald,” adds Alexandra. “It feels great to be back in Miami and give back to where it all began.”

Alexandra currently serves as the public information liaison for the City of Miami Beach and assists with the Florida Department of Transportation District Six construction projects, including the W Flagler Street and SW 1 Street roadway reconstructions. She also supports public meetings and events in neighboring Southeast Florida.

Her creative outlook and colorful marketing background has allowed her to lead transportation advertisement campaigns for the Miami, Broward and Palm Beach Metropolitan Planning Organizations (MPOs).

Alexandra also prides herself in providing bilingual assistance on-and-off the field; whether it be in chic Miami Beach or amidst the hustle bustle of the reconstruction projects in the Little Havana neighborhood.



TREASURE COAST REGIONAL HOUSEHOLD TRAVEL SURVEY

FLORIDA'S TREASURE COAST is the spot for the Florida Department of Transportation's (FDOT) latest household travel survey. Residents of Martin, St. Lucie and Indian River counties are receiving invitations to participate in the Treasure Coast Regional Household Travel Survey (TC-HTS), which asks them to log all their travel for one day.

According to Tamara Phillips, “Surveys like this one help FDOT learn how people really travel. Traffic cameras show where people are at a point in time, but not where they came from or where they are going. If FDOT knows exactly what trips people are making across the Treasure Coast each day, planners will be able to see the big picture and then build better transportation for the future.”

Participants in the survey have the option to fill out the entire questionnaire and travel log on the TC-HTS website, complete with a live chat function, or download the customized TC-HTS cellphone app, which automatically logs the participants' trips throughout the day. They can also mail in their results on the survey's toll-free number.



Visit treasurecoastsurvey.com or call 888-201-5226.

Tamara Phillips



PROVIDING FIRST-CLASS OUTREACH

MIAAMI-BASED PUBLIC INFORMATION team members Sergies Duarte, Alexandra Grateraux and Isabel Gonzalez executed bilingual door-to-door notifications for an upcoming repaving and restriping project along West Flagler Street from 75 Avenue to 27 Avenue in Miami. Throughout this five-mile stretch, the Miami team spoke to over 250 business owners to notify them of the upcoming project and its details by distributing fact sheets. Door hangers, which outlined the scope and timeline, were distributed to the 2,000 plus homes along the corridor.

The Miami team leads the public information efforts on over 10 FDOT construction projects with a few high-profile projects in the Little Havana neighborhood.

“Successful public outreach to stakeholders prior to construction sets the tone of communication throughout the life of the project,” says Sergies Duarte, who is assigned as the Florida Department of Transportation (FDOT) public information specialist for this project. “This project specifically has a completely different scope from an adjacent reconstruction project, and we were effective in communicating this message.”





2017 STATE OF THE COMPANY: YEEHAW!

2016: THE YEAR IN REVIEW

WE WERE DELIGHTED TO CHOOSE WESTGATE RIVER RANCH RESORT & RODEO for our State of the Company Annual Meeting location. It was an enjoyable way to not only close out 2016, but to kick off our new year. The area once served as a stopping point along the trail for the cowboys during their cattle drives across the state. History has recorded some of the early day cattle drives as having 1,000 and up to 2,000 heads of cattle on a single drive. Since Florida was an open range without any fenced pastures, cattle rustling was rather prevalent throughout the state. In 1861, the State of Florida divided Hillsborough County into Eastern and Western halves. River Ranch lies near the Eastern border which was named Polk County in honor of James Knox Polk, the 11th President of the United States. According to Senior Vice President Diane Hackney, "It was the perfect place to meet, as well as to retreat, relax, renew and rejoice."

About 60 Quest employees arrived on Friday evening, February 24, to attend this weekend event. Company President/CEO Sharlene Lairscey welcomed everyone on

"It's an exciting time for Quest Corporation of America as we continue to grow, remaining always adaptable, motivated and responsive."

Saturday morning stating, "It's an exciting time for Quest Corporation of America as we continue to grow, remaining always adaptable, motivated

and responsive." She went on to say that Quest is transforming the way we operate to continuously improve our ability to serve both the products and services needs of our beloved infrastructure industry throughout the USA.

"I love you always," she said, "but especially when you are confident of everything you stand for and when you need me to remind you how far you've come, and that there's no limit to how far you can go." Daughter, Vice President and future company owner Jessica Francois listened proudly as Sharlene reports that Quest Corporation of America completed its 21st year in business. "In 2016, we enjoyed our highest sales and revenue year in the history of the organization. With over 150 active contracts, there were 52 new contracts added in 2016."

The overall goal was to create an engaging fun event that tells employees what the company accomplished over the last 12 months and the goals for the upcoming year. "It's an excellent way to show the staff how their contributions have supported the firms growth," said Jessica, "And giving our teams a purpose to put behind their roles in the company is a great way to keep everyone motivated."



ONE LIFE. ONE LOVE. ONE COMPANY.

Quest maintains a reputation for providing high-quality, professional creative products and communication services to various state departments, federal and municipal agencies and to some of the largest engineering and construction companies throughout the United States.

OUR VISION IS CLEAR.

To be the first choice provider of quality communication solutions and the professional consultant of choice for improving, developing and delivering communication products and services nationwide.



EMPLOYEE OF THE YEAR Eileen LaSeur

"I'm humbled and honored to be chosen as Employee of the Year! What an unexpected surprise. I was amazed at the support I received from everyone. I still can't get over it. Thank you!!"



PERFORMANCE EXCELLENCE AWARDS



Central Florida Team
Megan Olivera and Mary Brooks



South Florida Team
Sergies Duarte and Diane Hackney

ABOVE AND BEYOND AWARDS EXCEEDING EXPECTATIONS



Charlotte Apple



Alicia Arroyo



Mary Brooks



Jill Cappadoro



Dylan Conway



Lois Cross



Cacynthia Lock



Traci Missildine

AWARDS

"You are more than an employee of this organization. You are a blessing to this industry." – Sharlene

CELEBRATING 15 YEARS



Lori Buck



Maricelle Venegas

CELEBRATING 10 YEARS



Karen Harrell



Rhonda Kaeser



Megan Olivera



Beth Zsoka

CELEBRATING 5 YEARS



Eileen LaSeur



Ginger Miller



Robyn Tonne

QCA
Quest Corporation of America

**PD&E TRAINING
WITH EILEEN**
Be the Best PIO in the Business

A gathering of Marketing and Communications Specialists in the Transportation and Infrastructure Industry.
QCAusa.com

On Sunday, Quest's Eileen LaSeur held a two hour Public Involvement in PD&E training for all associates.

FOLLOWING THE ANNOUNCEMENT of our 2016 Employee Awards, the afternoon was filled with laughs as each division unveiled their 2017 Strategic Business Plans. Employee performances included, song and dance, skits, sports and more. "Making the event fun for everyone has built excitement going into the next year," said South Florida Business Unit Manager Sergies Duarte.

On Saturday evening, there was a wide range of recreational activities including horseback riding, nature hikes, fishing, hayrides, a petting farm and more. We enjoyed delicious meals at the award winning Westgate Smokehouse Grill, which overlooks the picturesque Kissimmee River. We went line dancing at the River Ranch Saloon and enjoyed the thrill to the action of the Saturday Night Rodeo, which boasts trick riding, bull riding and barrel racing.

TECHNOLOGY HAS COME A LONG WAY WITH DRONES

DRONES SEEM to be a game changer for many things including construction. Recently, Quest associates supported the Central Florida Expressway Authority (CFX) in providing an update on their Wekiva Parkway sections at a transportation seminar. Quest Vice President and Wekiva Parkway Public Information Coordinator Mary Brooks spearheaded production of a drone video used during the presentation by Don Budnovich, P.E., and CFX resident engineer/senior project manager. The seminar was attended by about 25 members of the Central Florida Chapter of ASCE – the American Society of Civil Engineers. The Quest team set up for the



presentation, provided refreshments and provided additional project information while the group toured the CFX sections taking shape in Apopka, northwest of Orlando. In addition, both Don and Mary presented the drone video to board members, CFX staff and the public at the March 9 CFX Board Meeting. According to Mary, "Across the construction industry, plenty of legwork goes into managing and documenting progress. With this technology we are able to give the public a better perspective of the progress being made."

WELCOME TO ORLANDO'S SAND LAKE ROAD – (SR 482) WIDENING PROJECTS

TOURISTS, CONVENTION-GOERS, AND AEROSPACE TECHIES – these are just a few of the diverse groups that are the focus of the public outreach on the Sand Lake Road/State Road (SR) 482 widening project in Central Florida. Before construction started and after it began in November 2016, Quest's Gabriela Ruiz and Francelis Figueroa-Garcia worked diligently to communicate with all of the affected groups on this high-profile job. Since then, the \$75 million project has required constant communication efforts to the public and business owners. Recently, Quest's Shemir Wiles took over those responsibilities.

This widening project, divided into three sections, includes a flyover bridge on John Young Parkway (SR 423) and is expected to be completed in the spring of 2020.

Due to its prime location, this complex project plays an important role in the city's economy. The west end of the project, crossing International Drive and Universal Boulevard, is one of the highest tourist-populated areas of Central Florida. The project corridor not only includes hotels and businesses, but also a high volume of pedestrians. Nearby, global aerospace technology leader Lockheed Martin maintains a facility with over 2,000 employees.

According to Shemir, "It's my pleasure to take over coordinating and accommodating the needs of not just motorists and tourists, but also businesses experiencing significant impacts during construction. I'm determined to deliver a proactive outreach program to the many affected parties, maintain a positive relationship with the community, and keep smiling because I know these roadway improvements will ultimately bring relief to this congested area."



Shemir Wiles

ADMINISTRATIVE SUPPORT FOR CONSTRUCTION PROJECTS IS CRUCIAL

GINGER MILLER is a seasoned administrative professional who is trained up and project ready when it comes to supporting Florida's transportation projects. She is currently providing administrative services to Metric Engineering on the Interstate 75 project in Bushnell, Florida. Since 1976, Metric has been listed as one of the top construction engineering firms. In the last decade, Metric has successfully completed numerous large, complex transportation projects in the United States and abroad. The team, which just won the Florida Department of Transportation CEI Group 155 Little Lake Harris Bridge Reconstruction project in Lake County, Florida, always does their best to include Ginger. According to Ginger, "I am so excited about serving on this next important project. I'm so very grateful and honored to be part of this team. We are one big, happy family!"



QUEST PAYS TRIBUTE TO NORANNE DOWNS

QUEST EMPLOYEES felt a mix of joy and sadness in bidding farewell to outgoing Florida Department of Transportation District Five (FDOT) Secretary Noranne Downs at her January 18 retirement party. Hundreds of colleagues and other industry members – including an impressive array of current and former district secretaries from around the state – were on hand to honor Noranne's distinguished 26-year FDOT career.



Quest Central Florida team members Megan Olivera, Lisa Mark and Mary Brooks joined the festivities, feeling both sorry to lose her leadership, but happy for her entering a new chapter. "Noranne has always been a strong, powerful and positive presence in the many transportation endeavors she's overseen over the years," said Vice President Mary Brooks. "No matter what the challenge, she always handled everything with poise and grace and was a true champion for bringing entities together to seek out regional mobility solutions."

She was a role model for many in Central Florida and the industry; in fact, she was the first female to receive a Civil Engineering degree from Southern Massachusetts University. She worked in the private sector for nine years before beginning her career in public service with the City of Daytona Beach. Noranne started with the FDOT in 1991 as a project manager. She later oversaw the Design office and Consultant Project Management office and served as Director of Transportation Development before becoming District Secretary.

In that role, Noranne was responsible for all Department operations for the nine-county Central Florida area. She helped bring to fruition Central Florida's legacy projects: SunRail, Central Florida's commuter rail; the Interstate 4 Ultimate express lane project; and the Wekiva Parkway. Without her perseverance, positive attitude and passion for community involvement, these major projects might not be moving forward today.

"Noranne has always been a strong, powerful and positive presence in any of the many transportation endeavors she's overseen over the years"

Quest Owner/President Sharlene Lairscey says, "Noranne Downs is much more than a professional colleague. Since 1995, I have considered her to be a very special friend. It's my pleasure to pay tribute to her, to say thank you for not only making a meaningful contribution to this industry, but for making a meaningful contribution to my professional life. We are indeed fortunate to have had the privilege of benefitting from Noranne's expertise, work ethic and commitment to the transportation industry. As a professional woman, you have left a remarkable legacy behind; one which will remain with Quest Corporation of America for years to come. Thank you Noranne. We love you!"

PROMOTING E-PASS FOR CFX AT THE MOUNT DORA ARTS FESTIVAL

THE MOUNT DORA ARTS Festival draws around 200,000 visitors to the quaint northwest Central Florida town. At the recent festival, Kym Graves, Shemir Wiles, Carolyn Fitzwilliam and Mary Brooks shared information about E-PASS discounts and the parkway's benefits and progress with nearly 1,500 attendees. Our staff has been pivotal in extending the messaging reach of the parkway's partners – Central Florida Expressway, the Florida Department of Transportation and the Florida's Turnpike Enterprise – through dozens of community events.



According to Kym, "Our team handles all advance coordination with festival organizers, acquires and maintains inventories of promotional materials, handles set up and tear down and staffs the event booths. Visitors – including city officials – are always very appreciative of us being there to provide information and answer citizens' questions. It's all part of Quest having handled the corridor-wide Community Awareness Program for the parkway since 2004."

Kym Graves

Shemir Wiles

Carolyn Fitzwilliams

Mary Brooks



STUDENTS GET A TASTE OF PUBLIC INVOLVEMENT AT CENTRAL FLORIDA CCD

MEMBERS of our Central Florida team provided students a glimpse into the world of public involvement at this year's Central Florida Construction Careers Days event in January.

Creative Director David Crigger created a project map calling for widening of the main road through the fictional town of Marvel. The students divided into teams and were tasked with identifying impacted stakeholders, the concerns and questions stakeholders may

have, and whether the project presented any particular impacts to environmental or cultural resources. The team that was able to most fully complete the task was declared the winner.

Over the two days, Lisa Mark, Gabriela Ruiz, Alicia Arroyo and Carolyn Fitzwilliam interacted with close

to 400 students from 10th through 12th grade. "It is always fun to work with the students," Carolyn said. "We had some terrific responses and discussion occur, and, hopefully, we gave the students a glimpse of another way in which they can work in the transportation industry."



PEDESTRIAN AND BYCYCLE SAFETY ON PINE HILLS ROAD

SUPPORTING BICYCLING and walking are a high priority of the U.S. Department of Transportation. When it comes to public involvement, Quest understands clearly the added responsibility to address pedestrian safety concerns and to help equip professionals and other stakeholders with the information they need to stay safe on the roadway. Across the state, we have many contracts serving the Department to address non-motorized, as well as motorized, safety issues.

Quest is proudly serving WSP/Parsons Brinckerhoff (WSP/PB) on the Pine Hills Road Pedestrian and Bicycle Safety Study in Orange County, Florida. According to Megan Olivera who is leading the public involvement efforts, "The Pine Hills Road Pedestrian/Bicycle Safety Study is intended to identify opportunities for the implementation of safety improvements for people walking, bicycling, driving or taking the bus. Our team members, along with the project team, developed surveys to garner information from the public. The feedback helps the project team identify new ways for locals to use the roadway and provides suggestions on how to improve their daily commutes."

WSP/PB has over 36,000 employees based in more than 500 offices across 40 countries. Megan is working closely with Project Manager Greg Smith and Orange County Project Manager Anoch Whitfield. "We believe these surveys are very valuable to Orange County. We are grateful to be a part of this WSP/PB team and process," says Megan.



Megan Olivera

TRAINING EMPLOYEES IN-HOUSE HAS POWERFUL ADVANTAGES

TRAINING EMPLOYEES IN-HOUSE reflects a solid knowledge of our organization's culture. While onboarding efforts include an on-the-job training program, as well as identifies external training opportunities, we believe an in-house program is best. According to Employee Relations Manager Kelsey Morrow, "We are able to use real life examples, problems and challenges that participants encounter every day at work. For our public information professionals, it is important they have all the tools necessary to address public involvement issues on a wide spectrum."

Alicia Arroyo has been one of our in-house training professionals when it comes to public information in construction. Her broad experience in construction coupled with her amazing ability to handle stakeholder issues swiftly and thoroughly make her a natural fit for training new hires. "I had been working for Quest about four years when I was first asked to train someone who had been hired as a public information officer (PIO)," said Alicia. "Before meeting with my first trainee, I thought long and hard on how to tackle my new task."

During training, Alicia likes to use an approach focusing on how she can help people achieve their goals in their new position. She makes sure to provide examples and personal stories to help trainees learn and retain information and recognize the relevance of what she's teaching. Alicia also likes to teach the basics of how things are done for the Florida Department of Transportation (FDOT), as well as for other government agency clients.

"I explain what forms are used on a regular basis and how they need to be completed," Alicia said. "If they will be working in a different FDOT district for example, I go to that district's website and show that, although it may look different, everything basically serves the same purpose."

Speak to anyone who has ever had the pleasure of training with Alicia, and you will hear high praises for her attention to detail, kindheartedness, and expertise. "Training with Alicia was great because I found her to be extremely knowledgeable and willing to answer all my questions," said Shemir Wiles. "I strongly feel my accomplishments so far as a PIO can be traced directly back to my on-boarding with Alicia. Even to this day, I look to her for advice and feedback on anything I'm working on for FDOT."

"Training with Alicia was great because I found her to be extremely knowledgeable and willing to answer all my questions."

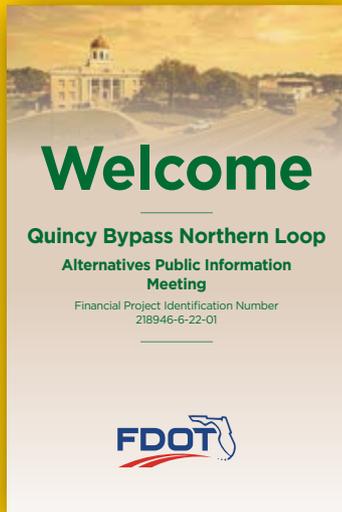


Kelsey Morrow



Alicia Arroyo

WHAT ARE THE ALTERNATIVES



QUEST IS CURRENTLY supporting the Florida Department of Transportation (FDOT) and Stantec on the Quincy Bypass Northern Loop Project Development and Environment (PD&E) Study, connecting State Road (SR) 12 and SR 267 in Gadsden County, Florida. Recently, Jessica Francois, Rebecca White, Amanda Hopkins and Karen Harrell supported the Alternatives Public Information Meeting held to present the initial engineering and environmental

analysis to date and give the public an opportunity to provide comments concerning proposed improvements.

Cost, reliability, stability, simplicity, compatibility and more – according to Business Unit Manager Rebecca White, “Public input meetings provide early opportunity for the public to comment on the need for the project, suggest alternatives and identify overall concerns.” Vice



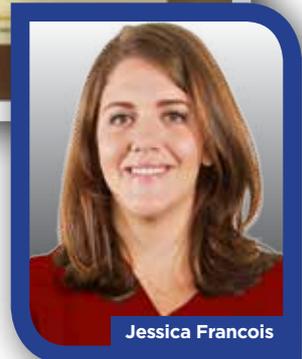
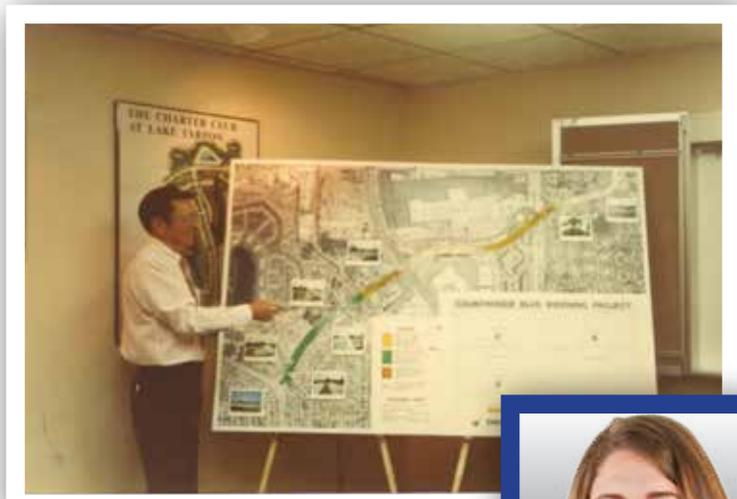
President Jessica Francois added, “Our team is intimately familiar with the National Environmental Policy Act (NEPA) documents and our team members have extensive knowledge of state and federal processes. We are proud to support Stantec, a full service professional engineering, environmental and construction firm, with over 22,000 employees.”

The PD&E study will evaluate the “Build” and “No-Build” Alternatives based on the recommendation of the previous completed corridor study, which evaluated three distinct corridors. The proposed new roadway will provide an east-west connection between SR 267 and SR 12, east of Quincy. The proposed connection would improve existing conditions by alleviating traffic on SR 12 within the Quincy/Gadsden County area and especially through the historical district of Quincy.

Rebecca White

A LITTLE CEI HISTORY

DID YOU KNOW that 30 years ago state transportation agencies traditionally performed construction engineering and inspection (CEI) services with agency personnel? Jessica Francois recently asked her grandfather and past Florida Department of Transportation (FDOT) Director of Construction, Jimmy Lairscey, about the history of CEI in Florida. “Gramps is an amazing inspiration when it comes to CEI history in Florida,” said Jessica.



Jessica Francois

In reaction to increasing workloads and diminishing staff, they needed to rely on the private engineering and technical communities. Programs have been developed over the past 25 years or so. Jessica also found that in one study, CEI consultant services provide state agencies with the improved ability to handle peak workloads, provide the flexibility of adding or reducing staff quickly and are able to bring special expertise – such as public information services – to their projects.

Jessica and the Northwest Florida team have been serving two CEI projects for FDOT District Three.

SR 77 IN WASHINGTON COUNTY



In an effort to reduce congestion, improve safety, enhance economic opportunity and move people, FDOT has initiated the \$58 million State Road (SR) 77 Widening (Multilane) Design-Build project. Quest is working with FDOT, Jacobs Engineering, HDR, RS&H and Anderson Columbia on this four-segment project, estimated to be completed in Winter 2018.

US 331 IN WALTON COUNTY



Since 2013, Quest has been working with FDOT, RS&H and Anderson Columbia on the \$48 million US 331 construction project from North of SR 20 to SR 8 (I-10) in Walton County providing public information services. US 331 is the major north-south transportation artery in Walton County. This project is estimated to be completed by Fall 2017.

Welcome Chenae Carter



CHENAE HAS LIVED in many states and countries as an army kid but has called Florida home for most of her life. After living in Tampa and Ft. Lauderdale, Chenae is excited to be serving her home community as a public information coordinator in Central Florida.

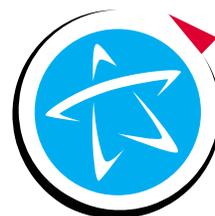
Prior to joining the Quest family, Chenae served as a community relations specialist for Nova Southeastern University's College of Engineering and Computing. She is an excellent writer who specializes in digital communications, social media marketing, search engine optimization and analytics. Her creativity and broad skill set has made her a successful professional with demonstrated success on projects across the state of Florida. Chenae studied marketing and public relations at the University of South Florida and is a current MBA candidate at Nova Southeastern University.

Chenae is a self-proclaimed Florida girl who loves the beach and the local springs. She is a member of SISTUHS, Inc., a community service organization for women and loves giving back to the community. She loves learning new things and is currently learning more about filming and producing.



WHAT'S NEW IN AVIATION?

QUEST IS PROUDLY providing public involvement services to Michael Baker International and the City of Tallahassee on the Master Plan for the Tallahassee International Airport Master Plan and Airport Layout Plan Update. According to Vice President Jessica Francois, "This update was undertaken by the City of Tallahassee, Florida, in 2015 to identify a long range plan for airport development, which will yield a safe, efficient, economical and environmentally acceptable air transportation facility."



TALLAHASSEE
INTERNATIONAL AIRPORT

The goal of the Master Plan is to provide alternative options for airport development that address current and future demand, identify the role of the airport in the local, regional and national aviation system, and provide potential utilization or re-use options for existing infrastructure and airport facilities.

"Michael Baker International is a leading provider, and we are thrilled to support them as they develop the master planning activities which include a five-year, ten-year, and twenty-year capital improvement program for future development of the airport," said Jessica.

Quest has a history of successfully serving Tallahassee airport, and this planning effort will result in the development of a computerized Airport Layout Plan drawing set meeting FAA criterion, including an updated Exhibit 'A' Property Map. The Master Plan ultimately will provide the City of Tallahassee and the Tallahassee City Commission with a comprehensive overview of the airport's needs over the next twenty years, including issues relating to the timing and costs of proposed development based upon appropriate activity triggers.



In Memory of John D. Corbin

August 6, 1949 – March 11, 2017

QUEST WOULD LIKE to honor the memory of John D. Corbin, husband of Gabriella Molina-Corbin, Florida Department of Transportation (FDOT) Midway Operations Center Manager. John passed away on Saturday, March 11, 2017. He is survived by his wife Gabriella and his children Aaron, Tammie and Lucas.

THE GOVERNOR'S REPORT

QUEST'S NORTHEAST FLORIDA team is gearing up! According to Business Unit Manager Traci Missildine, "A strong communications practice is essential to the operations of state departments, and we are prepared to help." Quest associates have built trust among agency stakeholders, improving public understanding of the Department of Transportation's mission, and continues to generate public support.

The Florida Department of Transportation is receiving \$208 million for Northeast Florida transportation projects in the fiscal year 2017-2018 budget, according to Governor Rick Scott's report. "The \$10.8 billion budget, nicknamed 'Fighting for Florida's Future', is providing funds to make strategic transportation investments statewide and keep Florida's world-class transportation and infrastructure system as the nation's best."

"Quest has a skilled staff prepared to take on diverse tasks," said Traci. "We are prepared to support all public-facing aspects of the department, from public relations campaigns, media relations and safety communications to project outreach and community relations."

Governor Scott stated, "As the third largest state in the nation with the fourth fastest growing population, we must make sure our state is prepared to safely welcome new families, visitors and job creators. We have made significant investments in transportation for four years in a row because we know the incredible impact it has on job creation and helping Florida become a leading hub for global trade."



Governor Rick Scott

SKYWAY MODERNIZATION



QUEST'S NORTHEAST FLORIDA team is supporting RS&H and the Jacksonville Transportation Authority (JTA) with the Skyway Modernization Program. Recently, Nick Lulli and Stephanie Araujo executed surveys and generated two-way dialogue at an Autonomous Vehicle demonstration in Downtown Jacksonville.

According to Nick, "Public engagement is key!" Nick and Stephanie collected feedback from the public about one of the many driverless vehicle options being considered for a proposed Ultimate Urban Circulator. The Ultimate Urban Circulator, or U2C, is the proposed replacement and expansion of the decades-old Skyway above-the-road people mover. Quest has been honored to assist with months of public meetings and input collection, which has successfully identified ideas and goals for a revamped Skyway system in the urban core of Jacksonville.

Ranked among the nation's top 100 design firms, RS&H celebrates over 75 years of achievement. Quest has successfully served RS&H, as well as JTA for many years. According to Stephanie, "Together we are focused on a vibrant public engagement program."



HAVE YOU MET NATASHA JUFKO?

AS THE NEWEST member of Quest's Home Operations team, Natasha Jufko serves as marketing coordinator and is responsible for external communications and client relationship management.

Natasha graduated from Northern Illinois University with a bachelor's degree in Corporate Communications while also competing as a collegiate gymnast. She is an energetic, self-motivated communications professional and takes pride in the performance of her duties. Her passions include traveling the world, dancing and living a healthy lifestyle. She loves to meet new people, and being kind is at the top of her list, so don't hesitate to say hello!

"I am looking forward to growing within the industry and learning about all the different avenues of Quest," shares Natasha.



CONSTRUCTION CAREER DAYS NORTHEAST FLORIDA

QUEST'S NORTHEAST FLORIDA team once again sponsors and supports the Construction Career Days (CCD) event held in March at the Jacksonville Equestrian Center in Jacksonville, Florida.



Team members Karen Harrell, Stephanie Araujo and Jessica Francois work with the Florida Department of Transportation (FDOT) to provide publicity, video and photography services during the event. Business Unit Manager Traci Missildine works with longtime client Eisman & Russo to manage the collection of money for lunches and t-shirt sales.

Headquartered in Jacksonville, Eisman & Russo provides high quality planning, engineering and construction engineering and management services to FDOT. "We love serving Eisman & Russo in any capacity," said Stephanie. "As communications professionals, we consider ourselves an industry partner dedicated to public service and to proactively keeping members of the public informed. We are proud to sponsor and support the event."

This year, the event hosted students from Baker, Bradford, Clay, Columbia, Duval, Lafayette, Levy, Nassau, Putnam, St Johns, Taylor and Union Counties, as well as students from the Camp Blanding's Joint Training Center for Youth Challenge, and the Florida Boys Ranch from Suwannee County.



COMBINING FORCES TO BETTER SERVE

THE MOST CRUCIAL element of a successful communications practice is implementation. As a result, hiring, developing and retaining communications professionals dedicated to public service can sometimes be a challenge. According to Quest President/CEO Sharlene Lairscey, "Combining forces to deliver a stronger work force produces positive results. At Quest, our business units are responsible for ensuring that a multi-dimensional approach is taken in order to deliver nothing less than the best for our clients."



Traci Missildine

Rebecca White

Quest's North Florida teams serve the state from the Alabama line on the northwest end of the Panhandle to the Atlantic Ocean in the northeast corner of the state. Recently, team members from both the northwest and northeast districts combined forces, joining their multi-generational teams to exponentially increase effectiveness throughout the area. Marketing efforts are underway to help increase awareness of the depth and strength of Quest's offerings and to help secure new teaming opportunities. Tactics include regular social media posts, informational videos, promotional items and combined district email blitzes. Team members are also securing speaking engagements at various community meetings throughout North Florida to share expertise on various communication techniques. Utilizing each other's strengths, knowledge and experience, we aim to be a winning team east to west across North Florida!



SPREADING THE LOVE TO THOSE IN NEED

QUEST'S PASSION to "Spread the Love" was shining brightly during our February 6 Open House in the Northwest Florida office in Chipley, Florida. Clients, community members and Quest associates, including members of Red Cue Advertising, a newly formed division of Quest Corporation, came together to network, share fellowship and help those who are less fortunate.

During the event, everyone enjoyed refreshments, talked "shop" and raised money for the Chipley-based Care & Share Food Pantry, which serves families in Washington County and surrounding areas.

Quest also made a generous donation that will go a long way to help feed those in need.

Vice President of Care & Share Food Pantry Board of Directors, Dan Colletti, is very grateful for the interest and contribution from Quest. "We are extremely thankful for the support we receive from the business community," said Mr. Colletti. "The generosity of our neighbors goes a long way in serving the disadvantaged in our community."

Thank you to Quest's Cindy Voorhees for coordinating this event!

Care & Share Food Pantry



Cindy Voorhees

ATKINS GLOBAL ADDS QUEST

ATKINS IS ONE of the world's most respected design, engineering and project management firms, and Quest's Northeast Florida team is proud to support them as part of the Florida Department of Transportation District Two (FDOT) General Engineering Consultant (GEC) contract. Quest is grateful for the opportunity to serve as a sub-consultant offering professional creative products and public information support services.

According to Nick Lulli, "Quest promises to deliver the very highest of quality services. We are excited about this partnership and look forward to collaborating.

Despite the differences in our organization, size and function, we are confident that together we will find the best ways to maximize the effectiveness of a streamlined communications program." Nick went on to say, "We will use the best applications and the best strategies and can guarantee to enhance the agency's public image."

The team will provide field level public information and community affairs services as needed, acting as an extension of the Atkins already existing public relations staff. Through this collaboration, we are able to meet the needs our clients and offer communications solutions like never before.

Nick Lulli



TERMINAL DESIGN CHARRETTES

THREE CHARRETTES IN one day in Ocala, Florida. Working together with Michael Baker International and the Ocala International Airport, Quest planned and facilitated the Airport Advisory Committee/Tenant, City Council and Public Engagement Charrettes for the design of the Ocala International Airport Terminal Building. All three sessions were held on one day, providing great information sharing.



For each of the workshops, Quest was responsible for meeting coordination and facilitation. Lori Buck and newcomer Natasha Jufko coordinated the meetings and developed meeting materials, and Jill Cappadoro provided Charrette facilitation.

The workshops provided insight to the architectural design and elements of Ocala International Airport's new

airport terminal. Additionally, it explored the ideas that best represent the Ocala/Marion County community and growing general aviation services.

"This workshop is only as valuable as the information we receive from you, the citizens and the businesses of Ocala," said Ocala International Airport Director Matthew Grow.

"The Charrette workshops are an important part of developing the architectural elements of the new terminal. Through the workshops, stakeholders are able to share ideas and comments that play an important role in the design and layout of the new terminal building," noted Jill Cappadoro.

Michael Baker International, founded in 1940, is a leading global provider of engineering and consulting services which includes planning, architectural, environmental, construction, program management and full life cycle support services as well as information technology and communications services and solutions.



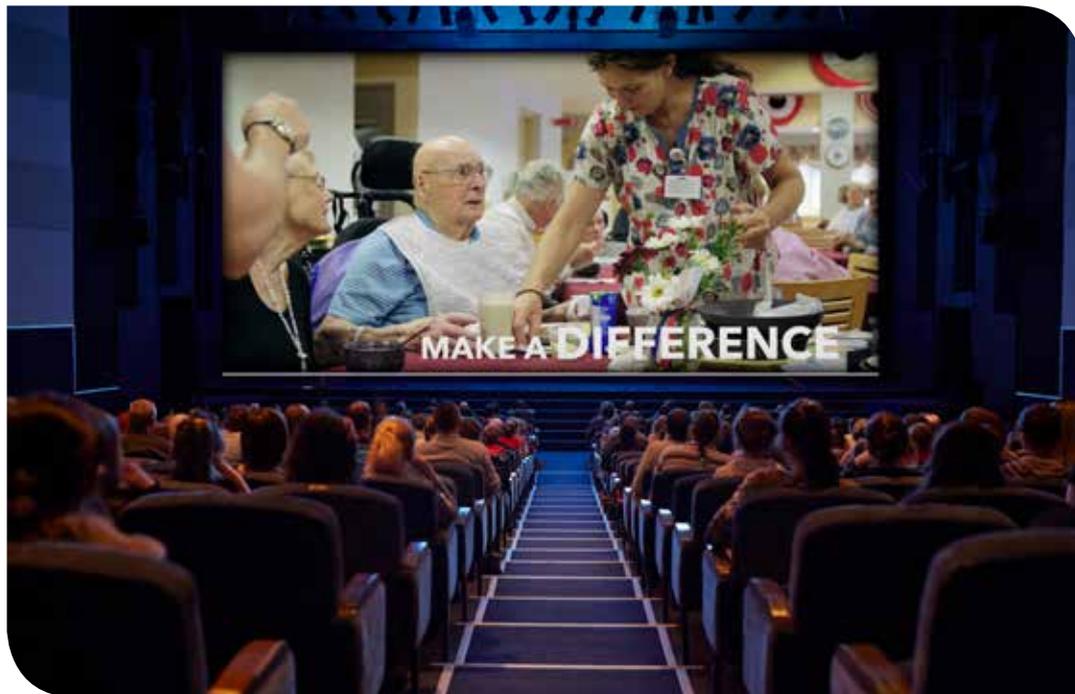
Jill Cappadoro

Lori Buck

Natasha Jufko

CINEMA ADVERTISING

AS PART OF Quest's contract with the Florida Department of Veterans' Affairs (FDVA), Quest recently conducted a cinema advertising campaign at selected theaters.



The campaign featured a public service announcement video produced by Quest and was supplemented with an online social media campaign using banners and social media posts featuring targeted and focused social media advertising using geo-coding software to reach movie theater customers with follow-up advertising.

Quest is honored to be serving FDVA with media outreach and branding initiatives. Quest is committed to supporting the Agency's goal to recruit qualified healthcare professionals to serve our veterans utilizing comprehensive branding strategies. With more than 1.5 million veterans, Florida is one of the most veteran-friendly states in the nation. Quest works closely with FDVA to manage their Facebook and LinkedIn social media platforms, enhance their website, refresh their photo library, and design and develop information and benefits collaterals.

HAVE YOU MET OUR SOUTHWEST FLORIDA PUBLIC OUTREACH TEAM?

Kaylin Walsh

Kristie Vazquez

Yvonne McClellan

HRTPO – HEARTLAND REGIONAL TRANSPORTATION PLANNING ORGANIZATION

FLORIDA'S HEARTLAND is growing, and Quest is excited to be a part of their plan to explore the area's possibility for future transit. Kristie Vazquez is working with Tindale Oliver and the Heartland Regional Transportation Planning Organization to conduct community outreach to develop a 10-year Transit Development Plan (TDP) for Highlands County. The TDP will establish a strategic vision for implementing public transportation service over the next 10 years. As part of the TDP process, Quest conducted grassroots community outreach at the Highlands County Fair in February to incorporate public input as part of the planning process.



"At our booth with the HRTPO, we conducted surveys with citizens to solicit feedback on the future of transit in the area. Quest is also meeting with local business and political leaders to gauge their awareness of current public transportation offerings and gather input on the need for public transportation in the county," said Kristie.

The input received during the planning process will be used to discuss initiatives for a future system. The result will be a 10-year implementation plan accompanied by a financial plan with recommendations for a public transportation system.



CITY OF CAPE CORAL STREETSCAPE DESIGN

QUEST PROUDLY SERVES the City of Cape Coral, Florida, and architectural engineering firm CPH in coordinating the public meeting for the proposed design for streetscape improvements along SE 47th Terrace in South Cape from Coronado Parkway to Del Prado Boulevard – the heart of downtown South Cape and a flourishing entertainment district of the city.

Quest's Public Involvement Specialists Kristie Vazquez and Yvonne McClellan are excited to keep stakeholders informed about the streetscape improvement project and the significant enhancements the project will bring to the community, including improved safety and convenience for walkers, cyclists, and motorists, and added convenience and beautification to the district.

Enhancements, including replacing storm water drainage pipes, constructing a new roadway, and installing new curbing and sidewalks, are the substantial improvements that will better position the community as it prepares for future growth of its downtown area.



WELCOME ABOARD YVONNE AYALA McCLELLAN

WE ARE PLEASED to welcome Yvonne Ayala McClellan as the newest member of the Quest family! Yvonne joins our Southwest Florida team as a public information specialist serving Collier, Lee and Hendry counties.

Yvonne brings a wealth of knowledge and passion to our team and previously served the Southwest Florida community for five years through her compelling reporting of business and food industry news as a journalist for The News-Press in Fort Myers. Yvonne graduated from the University of Florida with a Bachelor of Arts in English and is completing coursework toward a Master's in Mass Communication.

Her commitment to the Southwest Florida community is steadfast, and her most recent experience in the public relations and marketing industry in Naples has rounded out her vast experience communicating with the public with exceptional public relations and marketing strategies, social media knowledge, as well as project management and customer relationship skills to help our clients thrive.

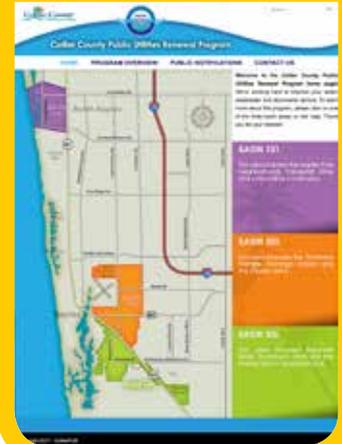
Yvonne is enthusiastic to put her effective and informed communication strategies and community outreach efforts to work for Quest clients in the Southwest Florida region.

Outside of work, Yvonne enjoys cooking and loves to eat great food, encouraging others to ask her for dining suggestions all across Southwest Florida. She also loves to volunteer and is ready to lend a hand to any charitable organization. When she's not at work, you'll find her camping all over the state with her husband and Jack Russell - Beagle puppy, paddle boarding in Estero Bay or relaxing at the beach with a great book. Yvonne looks forward to working with our wonderful clients and meeting you in the near future!



COLLIER COUNTY PUBLIC UTILITIES RENEWAL

QUEST'S KAYLIN WALSH and YVONNE AYALA MCCLELLAN provide public information services for a large-scale water utility repair and replacement program. This \$100 million program will improve water, wastewater and storm water service to large, heavily populated portions of Collier County, Florida. Kaylin and Yvonne work hard at providing top professional services to the residents and stakeholders to ensure they stay informed throughout the construction process and also provide updates to the CollierPUR information website, CollierPUR.com.



COMMUNICATING EFFECTIVELY WITH STAKEHOLDERS AND THE PUBLIC

QUEST'S KRISTIE VAZQUEZ and LORI BUCK recently coordinated and facilitated a public information meeting for the Florida Department of Transportation's (FDOT) US 41 Improvements project in Sarasota County, Florida. According to Kristie, "This community has our ear and our support. Our goal is to achieve an integrated approach to all communications for this project, as well as for other projects we represent throughout the FDOT District One geographic area."



In addition to the meeting, Kristie and Lori prepared and distributed newsletters notifying the community. They also hand delivered the meeting notice to businesses, neighborhoods, schools, libraries and surrounding stakeholders. The public meeting gave interested parties the opportunity to talk one-on-one with staff and make comments about the projects on US 41 from Blackburn Point Road to State Road 72/Stickney Point Road in Sarasota County.

The primary purpose of this project is to create a complete street serving all users: cars, trucks, transit, pedestrians and bicycles. The proposed design includes widening of paved shoulders from four feet to seven feet to provide seven-foot-wide buffered bike lanes and the widening of right turn lanes to provide space for the new bike lane. The design also includes adding 5-foot-wide concrete sidewalks along both sides of US 41 in the project area where they currently do not exist. Additionally, driveways are being modified as needed to accommodate the new bike lanes.

Element Engineering Group and Michael Baker International are providing design services for these important projects.

QUEST LAUNCHES RED CUE ADVERTISING DIVISION

QUEST CORPORATION OF AMERICA'S (Quest) newest division, Red Cue Advertising, is up and running and pursuing new business in the advertising/creative sector.

The new division has identified several major pursuits and is in the proposal development stage. Red Cue is also finalizing preparation work on the new InMotion Creative Services Request tracking system which will allow Quest associates to track progress of creative projects, edit and make revisions, and retrieve creative products from the system's archives.



Creative Director David Crigger and Traffic Manager Bret Lairscey will use the new system to track and monitor all creative requests to ensure timely delivery of creative products and a strong quality assurance effort.

Red Cue is planning an email marketing outreach effort featuring the division's new video and marketing brochure. The email marketing will be sent to industry clientele and will give recipients the opportunity to view the video on YouTube and download a PDF version of the brochure.



MEETING WORK FORCE DEMANDS

QUEST IS POSITIONED to meet the recruitment needs of prime and sub-contractors statewide in every district throughout Florida. Through partnerships, effective marketing strategies, community organizations, industry professionals and organizations our team works collaboratively to ensure that communities have access to viable, competitive career opportunities.

Quest's team stands ready to help your construction firm with workforce recruitment of skilled and On-the-Job Training candidates. Call us to learn how we can support you at 866-662-6273 or visit OnBoard4Jobs.com.



HERE'S THE GOOD NEWS: LOTS OF JOBS AVAILABLE FOR VETERANS

DID YOU KNOW? MacDill AFB was established in 1939 as Southeast Air Base, Tampa. It is named in honor of Colonel Leslie MacDill (1889-1938). A World War I aviator, Colonel MacDill was killed in a crash of his North American BC-1 on November 8, 1939, at Anacostia, D.C. It was renamed MacDill Field on December 1, 1939.

The OnBoard4Jobs team attended the MacDill Air Force Base Career Fair in January, along with over 70 employers from multiple industries. This military-focused career fair allows service members, contractors, civilians, veterans and family members to meet and connect to employers and organizations in the Tampa Bay area.



According to Quest's Maddie Pfingsten, "Veterans sometimes face challenges finding work, but I believe we can help."

PARTNERING WITH ACE TO PROMOTE CONSTRUCTION



QUEST IS INSPIRING a new generation of young people to start careers in the construction industry, and the ACE Mentor Program of America, Inc. (ACE) helps mentor high school students to pursue careers in design and construction. According to Quest's Lori Buck, "It's the perfect mix." Lori and Quest's Robyn Tonne both represent the Florida Department of Transportation's OnBoard4Jobs Construction Careers program. ACE is

"As volunteers we are given the opportunity to help students develop leadership, organization and people skills. ACE is able to take it a step further by showing students a real life work day." – Robyn Tonne

exposing students to real world opportunities. It's now the construction industry's fastest growing high school mentoring program, reaching over 8,000 students annually.

Quest is proud to support! Proceeds from the Sporting Clays Challenge held in Land O' Lakes, Florida, support college scholarships for ACE Mentor Program students pursuing careers in Architecture, Construction and Engineering.

CLAIM YOUR FUTURE SHOWCASE - Greater Ft. Lauderdale Alliance

WITH A FOCUS on helping Broward County, Florida, high school students claim their future, Quest's Leigh-Ann Dawes represents OnBoard4Jobs Construction Careers Program at this Sunrise event. Held in early February, nearly 1,500 Broward County high school students experienced a showcase of opportunities in various careers in the transportation industry. According to Leigh-Ann, "Thanks to successful collaborations, we participated in an exciting career fair where students explored a variety of career opportunities and were given tips on resume writing, business etiquette, interviewing and more."



GATEWAY TO YOUR FUTURE INFORMS ADULT EDUCATION STUDENTS

QUEST'S MADDIE PFINGSTEN and NICHOLE LAIRSCEY represent OnBoard4Jobs Construction Careers Program throughout Hillsborough County, Florida, at "Gateway to your Future" events sponsored by the Hillsborough County School Board. The events are offered to all adult education classroom students and instructors, on and off campus, and open to their family members and the community at the schools campuses. According to Maddie, "It's an honor to promote jobs in construction to the adult students in attendance. Our team is working hard with candidates to support resume development, interview preparedness and future job placements with our industry contractors."



Maddie Pfingsten

Nichole Lairsey

CENTRAL FLORIDA EMPLOYMENT COUNCIL MAYOR'S JOB FAIR



WITH 3,133 JOB seekers and 87 companies in attendance, our OnBoard4Jobs Construction Careers team collected 57 resumes and additional contact information from potential job seekers, and will be mentoring candidates soon. According to Quest's Ale'ta Turner, "Quest

has a wealth of resources to assist individuals who are interested in joining the workforce but face barriers to employment. This OnBoard4Jobs program not only helps unemployed adults find temporary or permanent employment, but also offers resources like CFEC, and having your resume posted on a database, which allows candidates to be contacted directly by employers." Job seekers are currently being referred to a number of Central Florida contractors based upon their skill set, interests and contractor recruitment needs.



BUILDING A STRONG WORKFORCE ATTRACTS POSTIVE MEDIA COVERAGE

MEDIA COVERAGE IS powerful, and, according to Quest's Maddie Pfingsten, "It has positioned the Florida Department of Transportation's OnBoard4Jobs Construction Careers Program in a favorable light." Maddie recently led efforts for a Quest-coordinated Hillsborough and Pinellas counties Construction Career & Recruitment Fair on behalf of the Florida Department of Transportation (FDOT). Media coverage included ABC WFTS-TV 28 in Tampa, FDOT's 10@10 and an article featured in the Tampa Bay Times. Maddie went on to say, "To maximize the impact of this positive coverage, we are using social media platforms together with the more traditional forms of marketing the program." In January, this recruitment fair attracted more than 140 job seekers at our partnering organization's headquarters, Tampa Housing Authority. There were eight participating FDOT roadway transportation contractors and seven agencies.



MINORITY INSTITUTES OF HIGHER EDUCATION

MIHE in Motion: Opportunities in Transportation

QUEST'S JILL CAPPADORO served as a forum facilitator and was joined by Ale'ta Turner to share construction career opportunities and the OnBoard4Jobs Construction Careers Program as a resource to industry professionals and students attending Valencia College in Central Florida. According to Jill, "This year, we went directly to the students, collecting their concerns and ideas about transportation and sharing the wide range of careers available in our industry." Students spent day one visiting six tables, each with a different transportation topic and range of jobs to explore. They learned about opportunities in planning, Intelligent Transportation System (ITS), safety, construction, law and more.



DEPARTMENT OF CORRECTIONS JOB & RESOURCE FAIR IN Ocala



Karen Harrell

IT WAS A busy day in Ocala as Quest's Karen Harrell represented Florida Department of Transportation's OnBoard4Jobs Construction Careers Program for re-entry workforce candidates. According to Karen, "Many individuals whom have left the work force for personal reasons find themselves having trouble when reentering. They find themselves in competition with many well-qualified candidates who have lost their jobs." At this event, we collected 32 resumes and 29 additional candidates are seeking our resume assistance support to find employment within the roadway construction field.

NETWORKING MIXER



Jacksonville Urban League

QUEST'S ALE'TA TURNER represented OnBoard4Jobs Construction Careers Program at the Jacksonville Urban League with a presentation to 15 job seekers. Job seekers inquired about current opportunities available, and each received a program flier. Ale'ta also connected with a Florida Department of Children and Families Community Liaison for Refugee Services to further provide assistance to job seekers in the Jacksonville community.

CONSTRUCTION CAREER DAYS A SUCCESS

THE CONSTRUCTION CAREERS DAYS (CCD) initiative was developed by the Federal Highway Administration (FHWA) in efforts to attract and engage America's youth to join an amazing industry. The CCD events have successfully promoted the transportation construction industry and the careers it offers since 1999.

Quest employees have been serving on CCD committees and participating at CCD events since 1999.

Quest President/CEO Sharlene Lairscey states, "We are proud to support this industry and educate and inform Florida's future workforce."

We also represent the Florida Department of Transportation's OnBoard4Jobs Construction Careers Program as a professional consultant at CCD events statewide. In January, the Central Florida CCD welcomed almost 2,000 high school students interested in learning more about opportunities in the transportation construction industry. Quest outreach team members included Lori Buck, Jill Cappadoro,

Leigh-Ann Dawes, Francelis Figueroa Garcia, Kym Graves, Micaela Harris, Maddie Pfingsten and Ale'ta Turner.

High school students share their interests from equipment operation, engineering, inspection, administration, surveying and mechanics to name a few! Quest also supports the Central Florida CCD Committee by spreading awareness of the \$1,000 Scholarship (per county) available to high school seniors or adults in Career & Tech Education that visit our booth. In March and April, Quest represented the program at the Northeast Florida CCD and Tampa Bay CCD.



Thank You!

WHEN IT COMES TO COMMUNICATING, WE'VE GOT YOU COVERED.

Clerical

Administrative/Clerical Support
Database Setup, Entry
and Maintenance
Document Preparation
Electronic Document
Management Systems (EDMS)
Expense Reporting
Meeting Minutes
Office Management
Office Setup
Plans Distribution
Recruitment

Communications & Marketing

Copywriting
Direct Mail Campaigns
Incentive Programs
Intergovernmental Relations
Presentation Development
Public Relations
Social Media Management
Strategic Marketing
Speech Writing
Community Outreach
Charrettes
Communication Strategies
Community Awareness/
Public Involvement Plans
Community Surveys
Community Outreach
Conflict Resolution
Focus Groups
Grand Openings
Local Agency Coordination
Media Relations
Public Education Campaigns
Public Hearings
Public Information
Public Meetings/Workshops
Regulatory Affairs
Special Events

Compliance

Disadvantaged Business
Enterprise (DBE)
Document Control
Electronic Document Management
Systems (EDMS)
Equal Employment Opportunity (EEO)
Equal Opportunity Compliance
System (EOC)
On-the-Job Training (OJT)
Resident Compliance Specialists (RCS)
Wages and Payrolls –
Davis-Bacon Act

Construction Support

Construction Careers Consulting
Construction Careers Recruiting
Construction Career Days
Coordination and Facilitation
of Match Maker Conferences
Job Candidate Interview Scheduling
Resume Workshops for High School
Seniors and Adult Job Seekers
Resume Workstations at Job Fairs
Support to Contractors for
On-the-Job Training Opportunities
Workforce Development in
Preparation for Future
Transportation Projects

Creative & Web

Agency and Project Branding
Billboard/Outdoor Advertising
Brochures/Fliers/Rackcards
Graphic Design and Illustration
Logo Concept and Design
Photography and Photo Editing
Proposal Production
Social Media Customization
and Marketing
Transit Advertising
Transit System Maps, Schedules
and Wayfinding Signage
TV and Radio Advertising
Video Direction and Production
Website Design, Development
and Content Support

Customer Surveys

In-Depth Studies Compiled of
Qualitative and Quantitative Data
Design/Develop of Survey Instrument
Sampling Plans
Scheduling and Management
of Surveyors
Multilingual Interviews and Surveys
Interactive Web-Based Surveys
Development, Organization and
Maintenance of Survey Database
Curbside Surveys and Vehicle
Classification Counts
Comparison and Analysis of
Past Survey Data with Ongoing
Survey Data
Reports Including Textual Narration
and Graphic Depictions of Results
Door-to-Door, In-Person and
Telephone Surveys
Newspaper/Mail-Back Surveys
Customer Loyalty Strategies

Quest
CORPORATION
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QCA