



QUEST CORPORATION OF AMERICA

BE INFORMED



The Year of
AWWE!

+ **Meet the Creative
Managers of Quest**

Your Future | Our Vision

America's Choice for Marketing and Communications

WELCOME



I AM ONCE AGAIN honored to share the heart of my organization. In this issue, we feature our extremely talented Creative Services team. Colorful, bold and unique is how I like to describe them. Their passion and love for their work is demonstrated through the amazing products they create. From clever marketing tag lines to advertising, promotional campaigns and industry events, these guys and gals definitely know how to visually create awareness and build a brand.

I love this issue because it explores the relationships of my designers with their families, with their team members, and with our industry. These artists break new creative ground daily, even with limited budgets and tight deadlines. I truly believe that all they ever really want to do is create a WOW experience for our clients. To me, they are all geniuses.

Obviously, I am a huge supporter and admirer of my creative team. I love each and every one of them, and I admit that, sometimes, I fall short of letting them know. I'm trying to make up for it now.



As you can see, we recently modernized our logo with the red Q. Other than our brand name, Quest, our logo is one of the most important external things people will notice. We want it to tell the right story. We want it to convey our personality and our positive energy, and make it easy to recognize.

You can't go wrong with red! Red is my favorite color simply because it's the color of LOVE. It's also the color of strength, health and vitality. It identifies us as optimistic, courageous and confident. We are action-oriented professionals; we are physically active; and we have strong survival instincts. To me, red is exciting, and there's a sense of excitement about us when we are all together.

As a business owner, if I know anything for sure, it's that the culture we create and reinforce shapes our brand from the inside out. At Quest, our culture is not only about love, it's about doing what's right. It is fundamental to who we are, and we wholeheartedly believe that we inspire others to do the same. At the end of the day, we want to make a difference.

It's an exciting new year, and we are ready to meet life's challenges head on. Our company is still changing, but I truly believe this is something to be celebrated. This new look and our new adventures - brought about by growth and development - are just the beginning, as we take our game to a whole new level. In 2018, our hearts and souls are telling us that we can be everything we dream of! Please enjoy!

With love,

ABOUT QUEST

Quest Corporation of America, Inc. (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.

OUR CUSTOMERS

We believe our goals are ultimately to build better relationships with the societies in which we operate, to initiate open, two-way dialogue seeking understanding and solutions to issues of mutual concern. Our customers mean the world to us. We consistently strive to treat them fairly, honestly and with integrity, maintaining product quality and engaging in responsible marketing and consumer information practices.

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2018 STATE OF THE COMPANY

CONGRATULATIONS LORI BUCK ON BEING NAMED OUR 2017 EMPLOYEE OF THE YEAR!

IN FEBRUARY, the entire organization gathered at the Columbia Restaurant for our annual State of the Company Presentation and Awards Banquet. According to Senior Vice President Diane Hackney, "It was an enjoyable way to not only close out 2017, but to kick off our new year."

About 65 Quest employees attended the evening event at the Columbia Restaurant in Ybor City in Tampa, Florida. Company President/CEO/Owner Sharlene Francois Lairscey welcomed everyone stating, "I'd like to take this opportunity to state that the leadership in this organization is kind, and we cherish the core values that bring us together as a company. We respect each other and we believe we find fulfillment, love and connection with each other. I'm very excited to share 2018 with you all."

The evening was filled with delicious food, even better company, and a very entertaining flamenco dance show. According to Vice President Jessica Francois, "The Columbia Restaurant is a gorgeous venue, and I think Ybor City is just so cool. It was nice to expose our out-of-town guests to the history and culture of Tampa."

Wow, what a totally unexpected surprise. Thank you for such an honor to be chosen as Employee of the Year! I love working with everyone at Quest and our clients, and I appreciate all the support and friendships. In one word - speechless. Thank you!"



“Lori, we’ve known each other for many years, and we’ve worked together on countless projects. You’re so deserving of this award. I just wanted to let you know that, not only do I value you and respect you as a teammate at work and a business partner, but also as a friend and as a mother. I think you’re very well deserving of this award. Congratulations!”

- Kris Carson, Florida Department of Transportation District Seven Public Information Officer

“Lori, I’m so proud of you, and I agree with Quest that you should be named employee of the year. You think of things before I can think of them; you solve problems before I know they exist. I’m just so thankful for you. Congratulations!”

- Danielle Moran, HNTB Public Involvement Manager

TRAINING NEXT GENERATION’S LEADERS

QUEST ASSOCIATES EMBARK ON 10-MONTH LEADERSHIP TRAINING COURSE

AT QUEST, we wholeheartedly believe that leaders are responsible for setting the tone for their team and organization, and that a passionate and compassionate leader can energize a company. Once again, we have partnered with Ian Hill to establish and execute a 10-month leadership training course for 27 Quest associates. Hill currently serves as our Leadership Coach providing professional training, one-on-one personal coaching and more.

“Ian’s program teaches us that leadership has nothing to do with a position, title, personal attributes, or even management. It’s a mindset in action,” said Vice President Jessica Francois. “Anyone can do it - don’t wait for the title. Leadership isn’t something that anyone can give you. You have to earn it and claim it for yourself.”



FOSTERING CONNECTIONS

QUEST ASSOCIATES ATTEND 2018 FTBA CONSTRUCTION CONFERENCE

THE FLORIDA TRANSPORTATION BUILDERS' ASSOCIATION (FTBA) is the state's voice for the road and bridge building industry. Annually, Quest attends the two-day Construction Conference.

This year's theme invited all conference attendees to stop by the QUESTIVAL! With bright colored décor, cotton candy giveaways, and even a magician, the Quest booth attracted hundreds of conference attendees. While Quest's Corporate Marketing Manager Nicolette Hoffman and Contracts Manager Elisa DiGrazia manned the booth and networked with industry partners, Quest's David Alberts, Sean Allen, Maria Camacho, Jessica Francois, Ashley Lay, Stephen Maloy and Yvonne McClellan attended the sessions. Presentations from various agency representatives included work program updates, specific mega-project updates, safety practices, DBE information, agency initiatives and various industry processes.



JIMMY LAIRSCEY INDUCTED TO FTBA HALL OF FAME

FLORIDA TRANSPORTATION BUILDERS' ASSOCIATION ANNOUNCES 2018 INDUCTEES

CONGRATULATIONS TO JIMMY LAIRSCEY, father-in-law to Quest President/CEO/Owner

Sharlene Francois Lairscey, who was recently inducted into the 2018 Florida Transportation Builders' Association's (FTBA) Hall of Fame. Jimmy Lairscey's career began as a rodman for the state of Florida in 1956.

From the technician ranks to the professional engineering field, he worked on all of the major bridge projects, including the Sunshine Skyway. Instead of retiring in 1986, he was appointed to the newly formed District 7 construction engineer position. In 1990, Jimmy was appointed Director of the Office of Construction in Tallahassee. As a member of the Dispute Resolution Board Foundation, he created a dispute review process, earning the "Al Matthews" award.

Other 2018 inductees include Robert Buser, Armando Javier de Moya, Enrique I. Espino, Jose Fernandez, John R. Phillips, Charles F. Potts, David E. Ritchie and Michael Slade.



ACEC MEANS BUSINESS

THE AMERICAN COUNCIL OF ENGINEERING COMPANIES recently welcomed Quest as a new affiliate member. According to Quest President/CEO/Owner Sharlene Francois Lairscey, "I'm confident that our organization will benefit from this membership. I believe it's important to stay current on the key issues and trends affecting the engineering industry. I'm excited about getting more involved."



100 Years of Excellence

ACEC Member Firms are at the heart of the engineering environment, bringing us bridges, roads, water, sanitation, transit, rail, buildings, environmental protection and cleanup.

PURPOSE-DRIVEN SUCCESSION PLANNING

JESSICA FRANCOIS THE FUTURE OF QUEST



SUCCESION PLANNING AT Quest kicked off in 2015. This was not an event, it's an ongoing process. Not only has my daughter, Jessica Francois, been presented with an opportunity, but several of our young professionals have been empowered to step up as well.

and won work in Alabama and served as Area Manager for our Alabama efforts. Following graduation, she relocated to North Florida and opened our Chipley office. In 2017, she relocated to Corporate for Home Office Operations Training.

Currently, Quest is solely owned and operated by me. In 2018, Jessica becomes my business partner as she acquires 50 percent of the organization. Jessica is a very special young woman. She's intelligent, talented, and most importantly, she's kind. Everything she does comes from a place of caring.

I'm excited to say that our entire Executive Leadership team is currently mentoring their replacements. According to Senior Vice President Diane Hackney, "We find this challenge to be very rewarding and very fulfilling. It's definitely something we believe in being proactive about, as opposed to reactive."

Vice President Jill Cappadoro explains, "You have to be a very secure person to be open to this model. We are finding that one of the most valuable things we can give to the next generation is an understanding of the historical, cultural, and strategic foundations of our business."

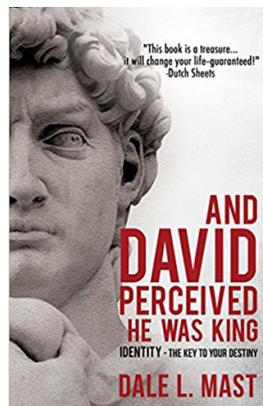
Jessica and I have been working closely together - and I mean very closely - since 2015. While she served the organization administratively throughout her high school years, I give her credit for her hard work and dedication throughout her college years. During that time, she pursued

"The next generation companywide has definitely entered our business, and we are encouraging the development of skills that are complementary to our own," says Vice President Sandee Launch.

Jessica and I were speaking recently, and she said to me, "Mom, you are such a special person. I appreciate you and the way your advice always gives me a fresh perspective, and I celebrate you and the way your friendship and love have such an important place in my life and my heart. I'm honored; I'm proud; and I'm so very grateful for this opportunity." ♥

A NOVEL IDEA

I AM A LIFELONG learner, so I love to read. It has always been my escape from being a mom, wife and business owner, which are all stressful and demanding jobs. About a year ago, I thought it would be nice to provide copies of the books I read - yes, old fashioned hard copies - to my employees, simply because I wanted to share my experiences.



I always provide copies to my management team. Then, I reach out to all of my employees to let them know I'm happy to send them a hard copy of my latest read.

My first quarter read titled, *And David Perceived He Was King*, was recommended to me by my daughter, Jessica. It's definitely about leadership, but basically says that a life shift requires an identify shift. I'm 53 years old at the moment, and I found it ironic that page 53 of this book spoke to my heart. According to author Dale L. Mast, "*Obedience to God will keep false humility from ruining our lives. True humility realizes how God is using us in a powerful way in spite of our imperfections... God can shift our lives in a day, but it will take a journey to arrive at that day... We should be passionate, purposeful, persistent, and patient as we move toward our destiny with great expectations.*"

While most of the books we read provide us with management and leadership guidance, the real reading experience allows us to enjoy our time away from each other, yet with each other, in a positive way. Our little book club is about sharing and friendship.

Typically, I read the book first. If it inspires me, I'm inspired to share. While it's not mandatory for them,

Our second Quarter read is titled, *Turn That Ship Around!: A True Story of Turning Followers into Leaders.*

QUEST LEADS PUBLIC OUTREACH

TEAMFL WILL REBOOT POPULAR FOCUS GROUP SESSION

MEMBERS OF THE Transportation and Expressway Authority Membership of Florida (TEAMFL) will see a popular focus session rebooted at the May TEAMFL meeting in Coral Gables. Public Relations and Outreach will be one of seven focus groups offered at TEAMFL meetings throughout the year. Others include Research & Development, Transit, Technology, Finance, Toll Operations & Engineering and Small Business Enterprise workshops.



“Public Relations was a popular TEAMFL group a couple of years ago,” said TEAMFL Vice President Brady Nepple. “This is our first attempt to reboot the program and gain the interest of our membership. The intent of the focus session is to involve the agency Public Information office teams and educate organizations on the value of a solid outreach program.”

According to Quest’s Central Florida Program Manager Kathy Putnam, who is leading the Public Relations and Outreach focus group in May, technology will be the spotlight topic in TEAMFL’s next meeting. The committees leading each focus group will be responsible for programming throughout the year. Each TEAMFL meeting will consist of three to four different focus sessions.

“The purpose of the Focus Group Committee is to develop relevant, compelling educational content for the TEAMFL focus sessions,” explained Nepple. “We’re excited about the value this will bring to our organization’s members.”



Kathy Putnam

“Consumers today receive their information across many platforms in many ways. While fact sheets and large display boards still have a place in public involvement efforts, new technology like smart boards, tablets and social media boost peoples’ interest and makes it easier for them to participate,” said Kathy.



WELCOME ANGELIE STEPHENS!

ANGELIE ASSISTS CORPORATE MARKETING MANAGER NICOLETTE HOFFMAN



QUEST IS PLEASED to welcome Angelie Stephens as Corporate Marketing Intern, assisting the Corporate Communications and Marketing team.

Angelie is a senior attending Steinbrenner High School in Tampa, Florida. She graduates this upcoming May and plans to attend Hillsborough Community College in the fall. She is very excited to be working with Quest and is already gaining experience with Quest’s social media platforms by crafting content for our LinkedIn, Twitter, Facebook and Instagram accounts. Some of her other duties include assisting with the production of corporate marketing materials, supporting our client relationship management database, and marketing research. In her spare time, Angelie enjoys going to the beach with friends, wakeboarding, and playing with her Pitbull, Jax.

“Angelie is very eager to learn,” said Corporate Marketing Manager Nicolette Hoffman. “I am excited to have her on the Corporate Communications and Marketing team. She is gaining valuable research, reporting and writing experience that will guide her in her freshman classes as she approaches college next fall.”



QUEST CORPORATION OF AMERICA



**MEET OUR
CREATIVE
MANAGERS**

Joe Duhamel: Creative Services Manager

Favorite color: “Blonde”

Hobbies: Going to live music concerts; sampling new, eclectic cuisines and cocktails

Favorite type(s) of art: German Bauhaus movement; European and Greek Architecture; Dali

Favorite cultural landmarks: The architecture of Italy, the Acropolis and the Pyramids in Giza

Spirit animal: A wolf because they are leaders and strong within themselves

Astrological sign: Aries

Q: Where are you originally from and what brought you to the Tampa area?

J: I was born in a small suburb of Boston, Massachusetts, called Brockton. After college, I moved to upstate New York, and experienced two back-to-back winter storms in 1994 and 1995. It was then that I decided I needed a change! I researched opportunities in Florida and Tampa seemed to have the best combination of weather, lifestyle and job opportunities. I moved to Tampa in 1996 and never looked back.

Q: Where did you attend school and what was your major?

J: I graduated from New York Institute of Technology in Long Island, New York. I started out as an Architecture major, but I specifically chose a school that also had a Graphic Design program because I had an interest in both. However, I quickly realized that I didn't have the temperament to be an architect, so I switched to graphic design and I've never been happier.

Q: What inspires you to be creative?

J: Inspiration can come from almost anything. Simply living life can be inspirational because design is around us, all the time. Also, being among other creative people and seeing what others are doing creatively and how they live their lives is inspiring.

Q: How do you stay current with the latest trends in design?

J: I will be attending the HOW Live Design Conference in Boston in April. It is one of the largest annual gatherings of creative professionals in the world and gives me the opportunity to learn about the newest tools, technologies and products in the industry. I'm also a member of the American Advertising Federation.

Q: What projects are you currently working on for Quest?

J: The Florida Department of Transportation Tampa Bay Next program is where a large part of my time is spent. I also maintain a presence with the Florida Department of Veterans Affairs, and the Roads to Jobs for Construction Careers program.

Q: What are your goals for building your ideal creative team at Quest?

J: I am at the age when VCR's came out. I have seen technology come and go and it can be difficult to keep up. I know young people today are the forerunners of what is innovative. I am a designer and one thing I do is surround myself with people who are cutting edge and understand technology better than I do, especially web.

Q: What are some of your past projects and which one is your favorite?

J: I worked for in-house departments and advertising agencies on campaigns for Lever Brothers, Trans World Airlines and PepsiCo. At one point in time, there were 10 billboards displayed around town that I designed! From 2011 to 2014, I had the opportunity to design the program books for the GRAMMY Awards and Daytime Emmy Awards, and the NASCAR Hall of Fame. By far, my work on the Grammy's and Daytime Emmy Awards programs are my favorite.

Q: How has Quest helped you to grow creatively and professionally?

J: Quest has given me the opportunity to collaborate with other creative people for the first time in my career. It has also exposed me to the diverse industry of transportation.

Q: What is something about you that would shock others?

J: I am actually an introvert. On weekends, I often spend time at home gardening, cooking, household chores, and watching TV with my two Shih Tzu's, Harley and Haley.



David Crigger: Creative Services Manager

Favorite color: Navy Blue

Hometown: Merced, California (a little town at the foothills of Yosemite National Park)

Hobbies: Playing golf and softball, working in the yard and home improvement projects

Favorite type(s) of design: Mixture of all styles

Favorite cultural landmarks: Anywhere in Ireland

Chinese Zodiac: Monkey



Quest: What brought you to Florida?

David: After I got out of the military, I worked for a company in Burbank, California, and one of my biggest clients was Universal Studios Hollywood. I moved to Orlando in 1996 to work for Universal Studios Orlando and helped launch Islands of Adventure. I've stayed ever since; it's been good to me.

[Q]: What branch of the military did you serve and how long?

D: I served in the Navy for four and a half years. My father, uncle and grandfather are all Navy veterans, so you could say it's in my blood.

[Q]: Did you always want to be a graphic designer, if not what did you want to be?

D: When I left the military, I wasn't entirely sure what I wanted to do. I started my career as a mechanical engineer, specializing in hydraulics and pneumatics. It was interesting to me at the time and I was good at it, but it wasn't something I wanted to do for the rest of my life. My first love is video production followed by graphic design, but to stay current, I am also embracing web design because I always try to challenge myself creatively and professionally.

[Q]: What inspires you to be creative?

D: I want to do good work, I see other projects out there, and I want to know how it was done so that I can expand on the idea and do it better. It's the challenge that inspires me, as well as collaborating with others is something that really gets the creative juices flowing.

[Q]: Who inspires you personally?

D: My kids; Kimberly, Scott, Ryan and Cody inspire me personally.

[Q]: What are your goals for building your ideal team at Quest?

D: The path would be to build a team of hardworking designers and producers that put out their best work; that's the goal. I'm not looking to grow a huge team but a solid team of key members.

[Q]: How do you keep up with the latest trends?

D: I always want to get ahead of the trends and stay relevant. There are a lot of blogs and materials to help keep me informed. Additionally, there are online tutorials that allow you to teach yourself and get inspired by other trendsetters in the industry.

[Q]: What projects are you working on now for Quest?

D: Currently, I am working on phase two of the website for the Florida Department of Transportation (FDOT) Tampa Bay Next project. I am also producing marketing collateral for FDOT District Five, the Central Florida Expressway Authority and Wekiva Parkway Section 2.

[Q]: What project in your career is your best work?

D: A program for military veterans I produced for the NBC Sports Network called American Hero Experience.

[Q]: How has Quest helped you grow creatively and professionally?

D: Quest has opened me up to an industry that I, otherwise, wouldn't have considered. The transportation industry was new to me, and I want to be a part of changing the public mindset that transportation marketing can't be innovative and exciting.

[Q]: What would surprise people to know about you?

D: Because of my military background and my no-nonsense approach to things, I think it would surprise people to know that I have a heart. At the end of the day, I'm a family man and family is everything.



Sophia Tingle: Creative Services Manager

Favorite color: Lime Green (for the moment)

Hobbies: Traveling, going to the beach, attending social events, watching movies at home

Favorite type(s) of art: Graffiti, modern art, black and white photography

Favorite cultural landmarks: Bali, I love the culture, authenticity and spirituality of the people and landscape

Spirit animal: Panther because not only are they beautiful animals, but they are mysterious and independent

Chinese Zodiac: Tiger

Q: Where were you born, and how did you come to live in Miami?

Sophia: I was born in a town outside of Kingston, Jamaica, called Independence City. In 1992, I was an island girl who had dreams of a better future in the States, so I moved to New Jersey and attended Manhattan Community College. Eventually, I graduated from New Jersey State University. I decided to move to Miami to take a step back from the New York fast-paced way of life.

Q: Did you always want to be a graphic designer? Where did you receive your training?

S: Not at all! When I was a toddler, I wanted to be a flight attendant or a Playboy Bunny (haha). That is, until it was explained to me that being a bunny wasn't just about the costume! As an adult, I've always had an interest in event planning and entertainment. This led me to pursue a degree in business management and tourism, however, I couldn't afford to finish. To make ends meet, I continued to work different jobs that exposed me to working with computers. I realized I was better at computers than learning about economics, so I went back to school several years later and completed my degree in graphic design.

Q: What inspires you to be creative?

S: My inspiration is to make the client happy and bring their vision to reality.

Q: How do you stay current with latest trends?

S: I am constantly on the lookout to see what people are doing, wearing, and saying to stay relevant. Living in Miami lends itself to lots of culture and arts. In addition to that, social media helps me stay current with the latest trends.

Q: What are your goals for building your Quest team?

S: I want to surround myself with creative minds. In general, people with knowledge of web, social media, photography and videography skills are the ultimate goal. I would bring on people that can bring to the table a fresh and innovative perspective, so that we could learn from each other's skillsets.

Q: What projects are you working on now for Quest?

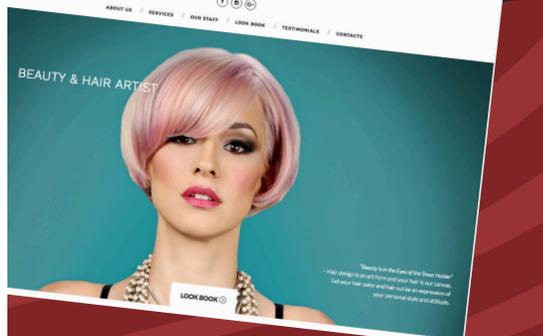
S: I am currently working on a Pedestrian Safety campaign, Anti-Litter campaign, and Drive Safe campaigns for the Florida Department of Transportation District Six, which will continue until the summer. Also, multiple projects for District One and District Four.

Q: What projects have you worked on in the past?

S: When I first moved to Miami, I worked for a nonprofit organization in which doctors and instructors travel the United States to teach people how to relate to refugees coming into the country and the fundamentals of crisis management. I was the product manager at the time and worked to coordinate events, as well as develop webinars, logistics and produce materials related to the initiative.

Q: How has Quest helped you grow creatively and professionally?

S: Quest has helped me step out of my comfort zone and speak publicly, still a work in progress. I have been able to work with all levels of people and expand my knowledge regarding how to work effectively with different government entities. Quest is an advocate of professional development and I have been given the opportunity to enhance my skillset by attending the HOW Live Design conference in Boston this April, which I am looking forward to attending.



Chris Ward: Creative Services Manager

Born: Sarasota/Bradenton Florida

Favorite color: Sage Green

Hobbies: Photography, graphic design, computer technology, men's fashion, home improvement

Favorite type(s) of art: Abstract, Modern and Tattoo art

Favorite cultural landmarks: Louvre in Paris and Parisienne culture in general

Spirit animal and Chinese Zodiac: Snake

Family: Fiancée, Karlee, and two fur babies (cats), Luna and Stella



Quest: Where did you receive your training as a graphic designer?

Chris: I got into graphic design in high school by mostly teaching myself. When I transferred to University of Central Florida from a community college in Sarasota, I intended to major in Graphic Design. There was a mix-up in the application process and I wasn't able to apply for the program for another year. I didn't want to take a year off from school, so I pursued Digital Media instead. I was able to study web design, as well as some classes in graphic design under that major.

[Q]: How do you stay current on the latest trends?

C: I follow a lot of design-related blogs and watch a variety of YouTube channels. Social media and Reddit forums are another great way to stay up-to-date on the latest trends.

[Q]: If you could build a team with Quest, what would your goal be?

C: I would like to build a team that is not afraid to push the boundaries and test the waters of our own abilities and perhaps persuade the client to look at something in a different way. My team would consist of hard workers who don't fall into the box of the standard. I would look for people who emulate myself.

[Q]: What projects are you currently working on for Quest?

C: Currently, I am working on the Athens-Georgia Water Reuse project, as well as general design work in support of Quest's North Florida teams.

[Q]: What projects have you worked on in the past?

C: I designed a giant banner in collaboration with The Zebra Coalition for the Orlando Pride parade. I also designed a full exhibit for the Orlando Science Center called Kinetic Zone. To date, Kinetic Zone is my most favorite project that I've ever worked on.

[Q]: What's your biggest frustration when creating a creative product?

C: Probably coming up with the initial design is the most difficult. Over the years, I have gotten better at getting faster and gathering inspiration right away to give me an idea of how I want the design of a product to flow. It can be frustrating going back and forth with multiple edits, but I've learned to be patient. I am a visual learner and can see what a piece will look like in my mind before I present a mock-up. I realize not everyone can visualize a project until it's been put before them.

[Q]: Who inspires you personally?

C: I would have to say my grandfather before he passed. He was a cartographer in the military and aside from drawing maps, in his free time, he did a lot of artistic drawing. I remember when I would visit him as a kid, we would do creative projects together, whether it was drawing or whittling toys out of wood.

[Q]: Who inspires you creatively?

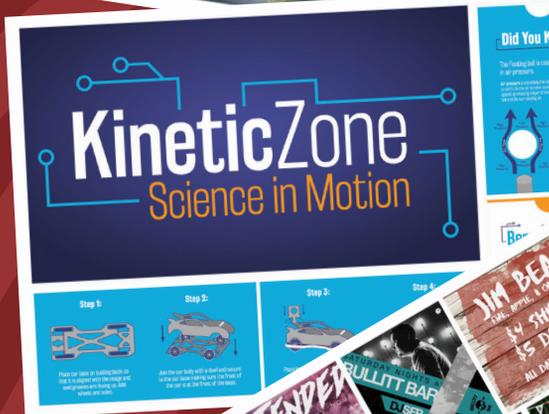
C: My creative inspiration has to be graphic artist Aaron Draplin.

[Q]: How has Quest helped you grow creatively and professionally?

C: Quest has helped me to learn more of the corporate/business side of design. I am learning to work in a slightly different atmosphere than I have been used to and I'm also learning how to apply my past experience to fit my new role at Quest.

[Q]: What is an interesting fact that would surprise people about you?

C: I am one of the co-founders of the Orlando Facial Hair Club. Through our event Mister Whisker, we have raised more than 3,500 dollars for the One Heart for Women and Children Foundation.



Chip Boeckh: Creative Services Manager

Favorite color: Warm yellow

Hobbies: 2nd Degree black belt in Taekwondo, carpentry

Favorite type(s) of art: Graphic/Pop Art (Roy Lichtenstein and Andy Warhol)

Favorite cultural landmarks: Guggenheim Museum, New York; Eiffel Tower, France

Spirit animal: Dolphins for their intelligence; I think eventually they are going to evolve into the keepers of the planet.

Astrological sign: Libra

Quest: Where were you born and what brought you to Tampa?

Chip: I was born in Greenville, Massachusetts. My dad accepted a position as a Vice President for a local bank and moved our family to Tampa in 1976.

Q: Who inspires you to be creative?

C: My inspirations are my wife Anne and my daughters India, 22, and Larkin, 16. My wife is creative in a different way than I am and has a lot of internal drive. She inspires me daily.

Q: What made you get into graphic design?

C: I completed my Associates of Arts degree in Architecture at St. Petersburg Junior College. Once I graduated, I began to look for a school in the area that offered a degree in computer graphics. The Ringling School, which is now Ringling College of Art and Design, was just beginning the development of its Computer Graphics program, so they placed me in graphic design.

Q: What are your goals to building your team with Quest?

C: I would want to find people who will be the “Yin to my Yang”. Those individuals will have knowledge in other areas that I may not be as familiar with such as web development, or perhaps, have a unique or innovative perspective to art or graphic design that I have yet to grasp. They would bring to the table skills that I don’t possess and in turn, I can teach them what I know.

Q: What’s your biggest frustration when producing a creative product?

C: I suppose a frustration would be that there is never enough time in the day. That’s where good time management skills come into play.

Q: How do you stay current with the latest trends?

C: I’m always on the web whether it be a podcast, an article or blogs. I like to keep up with other graphic designers to check out the next new trend, particularly different typefaces and fonts. In general, I am always looking for the next cool thing.

Q: What projects are you working on now for Quest?

C: I am working on the layout of the Be Informed First Quarter Newsletter, as well as social media, and marketing collateral for the Corporate office.

Q: What projects have you worked on in the past?

C: I have done a lot of work for the Straz Performing Arts Center, NASA and Tampa Electric Company. I was also Creative Director for the Maddux Business Report from 1996 to 2010. The publication covered local business in the Tampa/St. Petersburg area.

Q: How has Quest helped you grow?

C: The projects I’ve worked on are challenging, and Quest has helped me to push my creative envelope. Time management is key since there are a lot of different projects coming at you at one time. You have to be able to work quickly but creatively.

Q: What is the one thing about you that would surprise others?

C: I cry at animated films, particularly the Iron Giant. I took my daughter, India, to the theater to see it, and during a particularly touching scene she tried to ask me a question. I couldn’t answer her because I was trying so hard to keep it together. The truth of the matter is, even if I didn’t have kids, I would be watching animated films; I just love them.



Dylan Conway: Web Services Manager

Favorite color: Denim blue

School: Temple University majoring in Computer Science

Favorite type(s) of music: Blues, Bluegrass and Celtic music

Favorite cultural landmarks: Pyramids in Egypt; food, culture, and music in Ireland

Spirit animal: Pelicans because they are cool, majestic creatures

Astrological sign: Aquarius



Quest: Where are you originally from and what brought you to Tampa?

Dylan: I was born in Philadelphia, Pennsylvania, then moved to Pennsauken Township, New Jersey, until I was six years old. We eventually moved to Tampa when I was 10 years old. After college in Pennsylvania and five years in Massachusetts, I came back to Tampa in 1998.

[Q]: What are your hobbies?

D: I used to play guitar, but I developed arthritis in my hands and it's hard to play. However, I still dabble in it occasionally. My favorite hobby is a form of dancing called Contra dancing or New England folk dance. It's a way for me to be active and social.

[Q]: Who is your personal inspiration?

D: Personally, I find Dr. Martin Luther King, Jr. and Mahatma Gandhi inspiring for their dedication to the use of non-violence to work for social justice. Musically, it would be Leo Kottke, who is an acoustic guitarist.

[Q]: Did you always want to be a web designer?

D: No, I wanted to be a historian. I've always had an interest in European, Medieval, Egyptian and World War II history, to name a few. However, it's not the most lucrative field to be in financially. I am mathematically inclined, and I quickly identified that computers were the wave of the future in college. Although I started my career with Quest in computer/IT support, I've always been interested in programming. I found that I was good at it and progressed into web development. I get a great deal of satisfaction from it!

[Q]: How did you train to be a web developer and how do you stay current?

D: I am self-taught through books and online training. An invaluable resource for learning is Lynda.com, which is a service through LinkedIn. It's an online learning platform that helps keep me up-to-date on the latest trends. A lot of times I will be asked if I can make something happen on any particular website and if I don't know how, I will quickly go and learn how to do it through either Lynda.com or another online tutorial.

[Q]: Which projects are you working on now for Quest?

D: Almost everything I do is for the Florida Department of Transportation (FDOT) or public transit. I am finishing up a website for the Gainesville Trans4ming East GNV project for Gainesville Public Works Department and the Community Redevelopment Agency and the Southeast 47th Terrace project website for the City of Cape Coral.

[Q]: Which projects have you worked on in the past?

D: I developed the master website for all FDOT District Seven projects called FDOTTampBay.com. It was completely custom coded and a challenging project. I'm very proud of it.

[Q]: If you were to build your own team in Quest, who would you hire?

D: I would bring on people who are creative and have a great attention to detail. They must be communicative, work well and play well with others.

[Q]: How has Quest helped you grow creatively and professionally?

D: During my time at Quest, I have been able to broaden my existing skillset to now include website development. I've been able to greatly improve my web skills through experience working on various website projects. Additionally, the Ian Hill training has helped me to work more efficiently and more effectively with co-workers.



CONGRATULATIONS MICAELA HARRIS!



CONGRATULATIONS TO QUEST'S Micaela Harris on her vow renewal ceremony that took place at the Emerald Grande Hotel in Destin, Florida, on February 17, 2018. Micaela and her husband, Roberteau D. Harris IV, renewed their vows in front of family, close friends, and their three children Mckenzie, 8, Camille, 3, and Beau, 10 months. The duo recently celebrated nine years of blissful marriage on February 14.

"For us, there was no place more appropriate to host our renewal than Destin, which is where our story began 16 years ago when we met as teenagers," said Micaela. "We were happy to share such a beautiful moment in our story with people who have loved and supported us along the way."

Micaela serves Quest as a Communications Manager for Quest's Workforce Development division. She supports two current contracts: the Florida Department of Transportation (FDOT) Construction Careers Consultant program and FDOT's Road to Jobs program.

COMPLIANCE TRAINING

AMANDA HOPKINS
ATTENDS FDOT TRAINING

QUEST'S NORTHWEST FLORIDA Resident Compliance Specialist (RCS) and Communications

Manager Amanda Hopkins recently attended the Florida Department of Transportation District Three's compliance training in Chipley, Florida. RCS's are required to attend regular training sessions held each year by their individual District Contract Compliance Offices. In the training sessions, numerous topics are covered to keep the RCS's aware of any changes to the policies and procedures. This year's training session covered topics such as Disadvantaged Business Enterprise commitments; On-the-job-training; the process for appealing wage rates, coverage, payrolls and compliance determinations; and Equal Employment Opportunity interviews.

"I enjoy working in compliance because I like being part of the team and working with contractors and the Florida Department of Transportation. There are always new things to learn," said Amanda.



Amanda Hopkins

Amanda, along with other Quest RCS's - Rasheia Freeman and Rhonda Kaeser - also attended the Florida Highway Administration's

(FHWA) 1273 Compliance Training held at the Brevard County Operations Center in Cocoa, Florida, in January. The training discussed parts of FHWA 1273 and some procedures in the Contract Compliance Manual.



Welcome DAWN BROWN!

DAWN BRINGS A BACKGROUND IN BUSINESS DEVELOPMENT AND MARKETING TO HER NEW ROLE

WE ARE PLEASED to welcome Dawn Brown as Program Manager for our newly formed Multimodal Transportation Division. According to Vice President Jessica Francois, "Dawn will be working hard by supporting multimodal initiatives for aviation and spaceports, rail and motor carrier operations, seaports and waterways, and transit."

Dawn comes to Quest with a background in marketing and communications. After having spent several years in the areas of business development and brand marketing for the private sector, Dawn brings a dynamic and fresh approach in the areas of public relations, communications strategy and implementation, brand development, marketing collateral development, media planning, and project development processes. In her role, she hopes to provide outreach and collaboration support, as well as support planning coordination, grant management, ridership and regional analysis efforts throughout Florida. She is responsible for developing and maintaining relationships with federal, state, and local governments as well as professional consultants.

Previously, Dawn served as Marketing and Communications Director for the Tampa-Hillsborough Expressway Authority (THEA) where she developed the successful launch of THEA's brand and marketing/communications programs to enhance its presence on a local and national level. In this capacity, she represented THEA as a spokesperson with media, on numerous professional boards, community-based organizations, professional groups, governmental entities and public meetings.

Dawn is dedicated to her community. She has served on the board of directors of the Joanna Francis Living Well and the Shawn Brown Foundations. Both organizations serve to empower and educate those dealing with the financial, spiritual and emotional effects of cancer. Having been a two-time cancer "warrior", these initiatives are her passion project. Dawn also devotes time to her other passions; her husband, Lucky, 10-year old daughter, Akira, and their English Bulldog, Tinkerbell.



CONSTRUCTION CAREERS

PEPPER CONTRACTING MAKES HIRE

QUEST IS PROUD to continue to serve the Florida Department of Transportation's OnBoard4Jobs Construction Careers program connecting qualified job seekers with road and bridge prime and sub-contractors across the state. Recently in West Central Florida, Pepper Contracting Services, Inc. hired Keefe Harden as a Maintenance of Traffic (MOT) Crew Leader as a result of this program.

It is our goal to facilitate relationships that lead to interviews and successful placement in the construction industry. We are committed to ensuring that our workforce development strategies and methods are top of the line. To learn more about OnBoard4Jobs Construction Careers program, visit www.OnBoard4Jobs.com.



Back to Front Left to Right: Ale'ta Turner, Carl Lavendar, with Pinellas Technical College; Kym Graves, Stephanie Araujo, Kelsey Morrow, Jeannie Greenwald, Jill Cappadoro

ONBOARD4JOBS

HOSTS PINELLAS COUNTY CONSTRUCTION CAREER FAIR

QUEST HOSTED THE first of several 2018 Construction Careers fairs on January 30 on behalf of the Florida Department of Transportation's (FDOT) OnBoard4Jobs Construction Careers Program. Co-host, Pinellas Technical College, provided an ideal site on their campus, which attracted 10 area contractors offering opportunities for immediate employment, and more than 100 job seekers. Four community partners were also on hand to offer additional services.

The Quest team onsite who helped plan and facilitate the event included Stephanie Araujo, Jill Cappadoro, Rasheia Freeman, Kym Graves, Michelle Greene, Jeannie Greenwald, Kelsey Morrow, Ale'ta Turner and Maricelle Venegas. The Quest OnBoard4Jobs team is busy arranging additional Construction Careers job fairs throughout the state for the remainder of the year.

SOUTH FLORIDA

TEAM ATTENDS FORT PIERCE JOB FAIR

QUEST TEAM MEMBERS Peter Dobens and Tomás Monzón represented the Florida Department of Transportation's (FDOT) OnBoard4Jobs Construction Careers Program at the Fort Pierce Job Fair in February and had the opportunity to share the program with 90 job seekers looking for career opportunities in road and bridge construction.

“We had a great time working together and sharing with the attendees,” said Peter. **“**With Quest team members located throughout Florida, the OnBoard4Jobs team is able to participate in job fairs statewide.**”**



Left to Right: Tomás Monzón and Peter Dobens



Welcome TOMÁS MONZÓN!

MEET THE NEWEST MEMBER OF OUR
SOUTH FLORIDA TEAM

BORN IN ARGENTINA and raised in Miami since the age of six, Tomás is a bilingual technology and communications specialist with a passion for transportation and a knack for talking to strangers. Tomás' relationship with the world of transportation began more than a decade ago, when he rode an uncomfortably small BMX bicycle to a summer film workshop. Since that workshop in 2008, Tomás has honed his digital storytelling, public outreach, and information technology skills across a wide variety of outlets, including his high school newscast, Sun-Sentinel's *Teenlink*, Miami Dade College's *The Reporter*, the University of Miami and more.

“That was the first time I saw what it takes to build effective multimodal transportation infrastructure in a growing city like Miami,” explained Tomás. “Even if I didn’t know the terms at the time, I saw and felt the effects of clogged thoroughfares, missing pedestrian signals and uneven sidewalks. I realized then and there that somehow I’d get into that world.”

As Quest’s assistant community outreach specialist for construction projects at the Florida Department of Transportation’s District Six, Tomás gets the chance to learn about the ins and outs of roadway construction, as well as provide important updates to stakeholders throughout Miami-Dade and Monroe counties. As part of the South Florida team, Tomás has gotten the chance to assist in the reconstruction and safety improvement projects of popular thoroughfares in Miami including State Road (SR) 968/West Flagler Street and SR 90/Southwest 8 Street/Calle Ocho.

“The world of public outreach is fast-paced, dynamic, and never brings a dull moment,” Tomás said. “New challenges arise daily, and I’m incredibly happy to take them on alongside the talented individuals that make up our South Florida team.”

An energetic individual with a curiosity seldom fettered, Tomás tries to make his spare time as dynamic as possible. Building a motorized bicycle, coming up with written and visual story ideas for his personal website, and going on long rides aboard a vintage road bike are among some of his pastimes. Tomás’ greatest desire is to be remembered for creating something that improves society and humanity on a large scale. He hopes that a continuing relationship with a company like Quest and a perpetual dissatisfaction with the status quo will get him closer to his goal.



ON THE ROAD TO A CLEANER MIAMI-DADE

SOUTH FLORIDA TEAM DEVELOPS UPDATED ANTI-LITTER CAMPAIGN



Sophia Tingle



UEST'S SOUTH FLORIDA team was asked on a Friday to present an updated Anti-Litter Campaign Presentation on Monday for a dry-run, and on Wednesday to

the Florida Department of Transportation (FDOT) District Six Secretary. Quest Creative Services Manager Sophia Tingle and South Florida Project Manager Maria Camacho quickly worked to update the presentation with new advertising opportunities, ideas and partnerships, as well as revised logos.



the roadways clean. Because of this challenge, District Six is launching the Anti-Litter Campaign to address the issue on and around limited-access roadways.

During the presentation, the team discussed potential partners who have anti-litter efforts including the City of Miami Beach, the City of Miami Gardens, and Miami-Dade County stressing the strong relationships that exist with each entity. They recognized how Miami Beach connected its anti-litter effort to practicing healthy habits and mentioned elements of the eight-month campaign including identifying a local ambassador and working with local environmental groups to



Maria Camacho

FDOT spends \$10 million to \$12 million annually to pick up debris on major roadways yet the amount of debris outpaces the ability to keep

participate in Earth Day on April 22. The team also talked about exploring opportunities with local creatives to produce innovative promotions. The Secretary approved the campaign and now the real work begins. Stay tuned!

TEAM SHINES WITH INNOVATIVE OUTREACH

QUEST HOSTS POP-UP IN LITTLE HAVANA



UEST'S SOUTH FLORIDA team hosted a Florida Department of Transportation (FDOT) District Six pop-up information booth in Miami's Little Havana neighborhood to provide information to local residents and business owners

regarding the reconstruction of one of Miami's main streets, State Road 968. Known locally as West Flagler Street and Southwest First Street, the city's oldest street was well overdue for the replacement of its aging water main from 1943 and stormwater drainage system. The project will also provide new sidewalks, street lighting, and traffic signals, and the installation of a bicycle lane in response to the growing foot traffic and street life in the area.

A reconstruction grouping such as this that encompasses four different FDOT projects, requires tactful community outreach specialists that can coordinate complex construction activity with local residents and business owners, so as to minimize the impact on their commutes, livelihood and community.

With their FDOT banner and project fact sheets in tow, the team set themselves up in front of a heavily frequented Walgreens in the community and spoke to both bystanders and local residents and business owners that received notice of the pop-up booth by email. Even the local news media stopped by for a chat!

The pop-up information booth is only one of multiple outreach strategies that the team uses on a regular basis to convey the latest project updates to the public.



Hosting these pop-up information booths are innovative ways to connect with a community that is filled with pedestrians," says Quest's South Florida Business Unit Manager Sergies Duarte. "Our goal is to interact with as many people as possible because information is power."



SOUTH FLORIDA TEAM PROMOTES SAFETY

QUEST CO-HOSTS MIAMI TRANSPORTATION SAFETY FAIR



QUEST'S SOUTH FLORIDA team partnered with the Miami-Dade Transportation Planning Organization (TPO) and the Florida Department of Transportation (FDOT) to recently host the 2018 Transportation Safety Fair.

The fair, held at the Stephen P. Clark Government Center building in downtown Miami, was both well attended and informative, bringing together 16 organizations focused on creating a more informed community in the areas of transportation and safety. The gathering also allowed for the organizations to showcase their services, plans and projects, many of which the public is unaware.

Among the organizations were South Florida Commuter Services, Miami-Dade Expressway Authority, and Florida's Turnpike.

Quest's table at the event allowed local residents to obtain useful tips and information about our ongoing pedestrian



LEFT TO RIGHT: Quest's Sophia Tingle, Maria Camacho, Isabel González, Alexandra Grateaux and Public Involvement Officer for Miami Dade's TPO Paul Chance

and driver safety campaign, while Miami Dade TPO's table provided information on how they will implement their SMART Plan mass transit projects.

Other participants providing information were City of Miami Risk Management, Bike 305, South Florida Vanpool, Miami Dade County School Pool, Tri-Rail, Freebee, and the Neighborhood Enhancement Team.

One information table which attracted the curiosity of all who passed by was the hands-on display of the Miami Dade Police Department, who invited the crowd to put on goggles that give the sensation of being impaired. This demonstration brought awareness to the reality of how someone can be affected while driving under the influence.

MIAMI'S ALTERNATIVE TRANSPORTATION MOVEMENT

SOUTH FLORIDA TEAM HELPS LAUNCH THE "RESOLVE TO STAY SAFE" SAFETY CAMPAIGN



THE FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) has joined the alternative transportation movement in South Florida, providing free and informative rides throughout the boisterous city, known for its bumper-to-bumper traffic jams.

In partnership with local car company Freebee, FDOT's Safety Squad, represented by Quest's South Florida team

members Maria Camacho, Isabel González, Alexandra Grateaux and Sophia Tingle, launched the "Resolve to Stay Safe" campaign offering locals and tourists free rides in some of Miami's busiest corridors.

Participants enjoyed practical leave-behinds, an interactive video, as well as trendy product giveaways on pedestrian/driver safety tips while en-route to their destinations.

In spreading their innovative motto of "physically moving the masses through free, electric transportation," Freebee's drivers also served as hands-on ambassadors who provided information to the public on FDOT's "Way2Go" initiatives.

FDOT's safety partnership with Freebee also supports the City of Miami's Climate Action Plan endeavors, which promote clean-energy transportation options within Miami's vibrant and multi-cultural community.



DON'T FORGET TO FOLLOW

FDOT's Safety Squad on Facebook, facebook.com/MyFDOTMiami, and Twitter, @MyFDOT_Miami.



COAST-TO-COAST TRAIL UNVEILED TO PUBLIC

NEWEST PORTION OF THE 13-MILE TRAIL OPENS WITH GRAND CELEBRATIONS

SEVERAL HUNDRED BICYCLE enthusiasts from near and far recently joined local residents in Titusville for a fun day of celebrating the newest portion of the Coast-to-Coast Trail with group rides, music, and a party in the park. The guided bike rides ranging from five to 50 miles came on the second day of celebrations after local and state officials joined on the trail for an official ribbon-cutting ceremony in February.

These special events to celebrate the trail were carefully planned to also showcase the local area. Quest's Central Florida Senior Communications Manager Laurie Windham served as the Florida Department of Transportation public information coordinator for the project.

The nearly 13-mile Brevard portion of the Florida East Central Regional Rail Trail runs from Kingman Road/Smokey Lane to the Volusia County line. In addition to the 12-foot paved main path, the trail also features five miles of an eight-foot-wide equestrian trail. There is also a paved trail head; concrete drainage structures that create bridges over existing water; and wetlands and designated signage and pavement markings where streets cross the trail.

MEET EILEEN LASEUR!

THE QUEEN OF PD&E



QUEST'S CENTRAL FLORIDA Senior Communications Manager Eileen LaSeur has been working on Project Development and Environment (PD&E) Studies, as well as design, planning and feasibility studies for the

past 26 years. She has provided PD&E Study training to Quest

team members during two of the company's State of the Company meetings, as well as one-on-one training to many new staff members.



Eileen has a passion for providing information to the public about projects that may have an impact on their daily lives. Education

is key - when people have an understanding about why a project is needed and why the agencies are proposing certain improvements,

there is generally a better chance of obtaining local consensus and approval of a project. Eileen is adept at formulating, directing and coordinating outreach activities; and ensuring compliance with state and federal requirements in developing and implementing community engagement strategies. She is a consummate project manager and is widely known in the region's industry due to her long history of serving on transportation projects throughout Florida.

Since joining Quest in November of 2012, Eileen has led the public involvement efforts on more than 12 PD&E and Planning Studies, as well as numerous design projects. Thank you, Eileen, for your hard work and dedication to Quest for the last six years.



This project has been challenging," Laurie said. "With the project underway for almost three years and the complications of two hurricanes, it really is such a feeling of accomplishment for those involved at all levels to have this trail ready for folks to use."



PARKWAY IN THE MEDIA

QUEST MANAGES INTENSE MEDIA INTEREST ON HIGH PROFILE WEKIVA PARKWAY



THE 25-MILE WEKIVA PARKWAY that is finishing Central Florida’s beltway has always drawn media interest. But, that attention has increased now that more of the parkway is under construction, and new sections are about to open.

To ensure positive, comprehensive, and accurate coverage of this \$1.6 billion project, Quest Vice President Mary Brooks has been working around the clock with the Florida Department of Transportation District Five and the Central Florida Expressway Authority. She schedules media tours and briefings with project team members, and she provides photos, statistics, history, and other information as approved by the agencies to reporters.

A particular focus of the recent media coverage has been the project’s environmental protections. The Orlando Sentinel featured the “top-down bridge construction” method to minimize impacts to the Wekiva River, a National Wild and Scenic River and Florida Outstanding Waterway.

“Construction of the Wekiva Parkway bridges across the Wekiva River has begun, a colossal task in a fragile ecosystem with the tricky goal of hiding a mass of concrete amid cypress canopies,” wrote Orlando Sentinel reporter Kevin Spear in the January 25 publication. The paper also did a subsequent segment on the more than 800 gopher tortoises that have been saved and relocated to protect them from the parkway construction.

WFTV Channel 9 in Orlando recently did a piece on a major US Highway 441 traffic diversion coming up this spring for a parkway section in Mount Dora. Fox 35 News reported a story on the Wekiva River bridge and adjacent properties. Trade publications also have weighed in. Mary worked to fulfill extensive requests from Engineering News Report and Southeast Equipment Guide.

“It’s been such an honor to work on this groundbreaking project for so many years. It’s rewarding to see the parkway’s incredible story being told by so many media outlets,” Mary said. “With Central Florida being such a transient area, there are many newcomers who don’t know that we’re finishing the beltway while building trails and wildlife bridges - even though it’s been planned for 30 years. Engaging the media in this messaging is crucial.”

BIG TURN OUT FOR PARKWAY OPENING

SEVERAL HUNDRED PARTICIPATE IN WEKIVA 5K/ONE MILE FUN RUN



UEST'S CENTRAL FLORIDA team shined at the Central Florida Expressway Authority (CFX) Wekiva Parkway Section 2 opening on March 31 as CFX opened the next five miles of the Wekiva Parkway.

More than 760 racers participated in the Wekiva Parkway 5K and 1 mile fun run, and \$23,000 dollars was raised for the Florida Wildlife Corridor, a nonprofit organization focused on connecting, protecting, and restoring corridors of conserved lands and waters essential for the survival of Florida's diverse wildlife.

Led by Vice President Mary Brooks, Quest's Central Florida team members Alicia Arroyo, David Crigger, Shari Croteau, Cliff Davy, Carolyn Fitzwilliam, Lisa Mark, Megan Olivera, Kathy Putnam, Sara Shepherd, Shemir Wiles and Laurie Windham helped to coordinate, plan, and execute this monumental event for the Central Florida region.

Mary, who has been involved with the Wekiva Parkway since its inception, reflected on all the moving parts that came together to make the day a success. "The event had multiple sites, vendors, exhibitors, and activities spread over a large area of the Wekiva Parkway



interchange. Our team remained undaunted and positive throughout it all! The community really came out to support the project and the event - including the Mount Dora High School ROTC, the Apopka High School Jazz Band, and nearly 200 dignitaries, project staff, sponsors, exhibitors, and volunteers," Mary said.

This is the first expressway in Central Florida to utilize all electronic tolls, which can be paid by transponder or by license plate. This opening is the halfway point of having the 25 mile parkway open, which upon completion in 2022, will connect to State Road 417 in Sanford. The entire \$1.6 billion Wekiva Parkway will complete Central Florida's beltway.

CENTRAL FLORIDA TEAM LEADS COMMUNITY GATHERING

QUEST SPEARHEADED TWO PUBLIC MEETINGS ON NEXT WEKIVA PARKWAY SECTIONS



UEST CONTINUED MAKING sure the community is up-to-date on the 25-mile Wekiva Parkway by recently spearheading two public meetings in close succession.

The two projects in Sanford, northwest of Orlando, will span more than five miles along the State Road (SR) 46 corridor, enhancing safety, convenience and travel times.

Led by Vice President Mary Brooks, Quest's Central Florida team members Alicia Arroyo, Cliff Davy, Carolyn Fitzwilliam, Sara Shepherd, and Megan Olivera all helped to simultaneously plan the two meetings.

The Wekiva Parkway Section 7B Design Update public

workshop on January 30 drew 120 people. This project, set to begin construction in summer of 2019, will finish the six-laning of SR 46 west of Interstate 4 to the planned parkway. The team addressed concerns from Seminole County Public Works and Fire Rescue officials, and residents from adjacent neighborhoods on the project design, which should finish in late 2018.

Then on February 22, more than 180 people attended the pre-construction public meeting for Section 7A, which will build the elevated parkway and non-tolled service roads along the SR 46 corridor east of the Wekiva River. The team addressed questions on how to access the parkway, along with fencing and landscaping questions, and concerns about road closures and noise. Section 7A work begins in the spring and will finish in 2022.

Left to Right: Sara Shepherd, Megan Olivera, Mary Brooks, Alicia Arroyo, Carolyn Fitzwilliam and Cliff Davy



CENTRAL FLORIDA CONSTRUCTION CAREER DAYS

QUEST SUPPORTS A SUCCESSFUL 2018 CCD EVENT

CONSTRUCTION CAREER DAYS (CCD) is a one-of-a-kind opportunity for Central Florida high school juniors and seniors to be exposed to career paths afforded by the high-growth transportation construction industry. The event is organized and funded by local public and private sector transportation organizations.



Lisa Mark

“This year’s CCD had significantly fewer volunteers and more students than years prior. Quest President/CEO/Owner Sharlene Francois Lairscey gave us the go-ahead to help as needed, and that’s what we did!” said Quest Central Florida Construction Program Manager and Co-Chair of CCD School’s Committee Lisa Mark. “Quest supported the event as a Platinum level sponsor. As part of the planning committee, I worked with Central Florida School District leadership and schools to encourage participation; produced fliers to engage teachers and provided information for students; and helped with coordinating logistics during the two-day event.”

Sharlene, with Quest Finance Manager and 2018 CCD Treasurer Lori Morgan, drove from Tampa to Orlando to help the committee stuff more than 2,300 giveaway bags. Quest’s Central Florida Communications Manager Sara Shepherd also led and produced an informative social media learning lab. Thanks to Quest’s Central Florida team for lending your expertise, enthusiasm and support to help make this year’s Central Florida CCD a great success!

2018 CENTRAL FLORIDA LEARNING LAB FOCUSES ON SOCIAL MEDIA FOR THE FIRST TIME EVER

As this year’s learning lab organizer, Quest’s Central Florida Communications Manager Sara Shepherd created an excellent social media workshop with engaging content. She planned the activities, coordinated with the CCD scholarship team and produced lab materials, all while she juggled her two Florida Department of Transportation clients and daily work schedule.



Sara Shepherd

Sara couldn’t have done it without Quest’s Central Florida team lending a hand. Assisting her were Quest Central Florida team members Alicia Arroyo, Carolyn Fitzwilliam, Lisa Mark and Laurie Windham. “You are all awesome! Let’s do it again next year,” said Sara.





MEET SHARI CROTEAU!

A NEWCOMER IN THE TRANSPORTATION INDUSTRY

MY NAME IS SHARI CROTEAU and I live and breathe news. At least I did until about a year ago when I left that crazy world of crime and politics to take on a new adventure in the transportation industry. I knew my background in writing, community involvement, planning, and guest relations would translate well to the Public Relations world. That new world started with Quest. As a Quest employee, I work full-time at the Central Florida Expressway Authority (CFX) as a Public Information Officer (PIO).

I had dealt with numerous PIO's in my news world, but to be on the other side of the lens has been interesting to say the least. I had to shed the nerves of speaking on-camera and get over the fact that I hate the way I look on television! I have also had to learn an entirely new vocabulary. At first, I was a little overwhelmed, wondering if I was in over my head! Trying to figure out the difference between a mechanically stabilized earth wall and a retaining wall, an end bent and a bent cap and what is a friction course? Did I make a mistake leaving a business I had perfected over the past 19 years? But then, I started asking questions. My project managers and contractors were eager to help me understand with construction site tours. I put on those steel-tipped boots, that bright yellow vest and the hard hat and I felt like I belonged!

I am working with some amazing people who are taking time to explain things to me, to actually show me what a cofferdam is for or how they drive pile. I am amazed by everything that goes into creating successful transportation projects, from the talented people who design and build these roads, to the incredible details these people follow to make sure everything is up to code and safe for drivers. It's also impressive to think that their hard work is going to last way past my golden years!

I have always had a knack for writing and telling stories. While I had some idea of what a PIO does, this job has opened my eyes wide. I am still a news junkie at heart. But I feel like I've entered a whole new world, and I am excited for where this adventure is taking me; both with CFX and with Quest.

Left to Right:
Dr. Oz with
Shari Croteau



STATE ROAD 80

SOUTHWEST FLORIDA TEAM ORGANIZES A PUBLIC MEETING FOR FDOT



According to Quest's Yvonne McClellan, "At the sign-in station, attendees were greeted by staff and received copies of the fact sheet. The project overview stations were visited by numerous attendees who had questions and comments about the SR 80 project." Three display boards showing the entire project were located at the project overview stations on each side of the facility. A PowerPoint presentation of the project included detailed information, facts about the materials used, a typical section of the roadway, frequently-asked questions, photographs of comparisons of when the project began and to-date progress, safety tips and contact information. Project team members were available throughout the meeting to answer questions and take comments and concerns.

AS PART OF Quest's community outreach services, our Southwest Florida team organized a public meeting for the Florida Department of Transportation's (FDOT) State Road (SR) 80 project. More than 50 residents of Glades RV Resort attended the SR 80 Public Meeting for the project in Hendry County in January. It was an open house format, and representatives from FDOT, the Corradino Group, Inwood Consulting Engineering and Volkert joined project team staff in preparing the center with separate stations for sign in, project overview and public comment.



Yvonne McClellan

MCAT CHARRETTE

QUEST ORGANIZES MANATEE COUNTY EVENT

QUEST PROUDLY SUPPORTED Manatee County Area Transit's (MCAT) Stakeholder Charrette in January at the State College of Florida Student Union in Bradenton.

Quest's Southwest Florida team members Yvonne McClellan and Maricelle Venegas organized the event as part of the work they're doing with MCAT and Tindale Oliver for the latest major update to MCAT's 10-year Transit Development Plan.



Roughly 35 key stakeholders were identified and invited to this hands-on informational and feedback gathering event where participants working in key organizations within the community could provide valuable input on how MCAT can improve its services to better serve customers over the next decade.

The group broke up into smaller brainstorming sessions to work together to offer best solutions to improve MCAT services in the future by participating in an engaging, real-time polling questionnaire to offer responses about top priorities.



“Quest was pleased to be a part of this pivotal moment in shaping the future of transit services for Manatee County and looks forward to continuing this important public engagement,” said **Vice President Maricelle Venegas.**

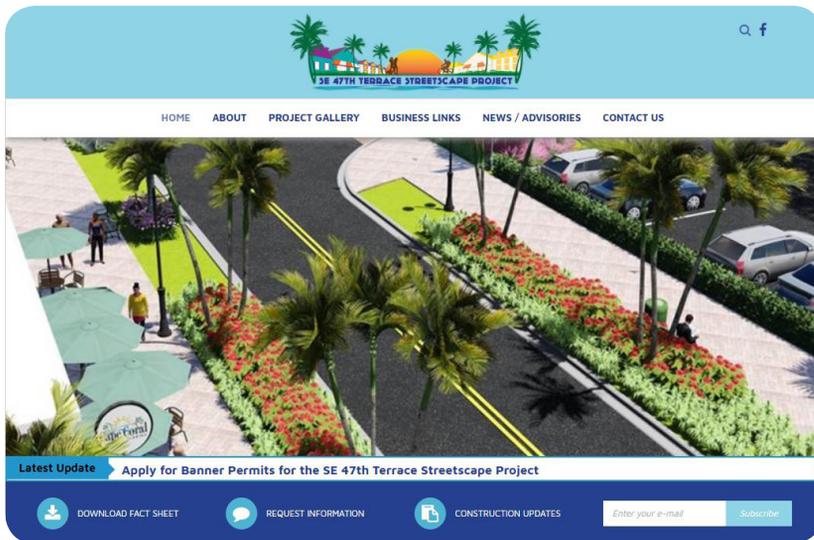
KEEPING THE PUBLIC INFORMED

PROJECT WEBSITE, FACEBOOK PAGE KEEPS CAPE CORAL STAKEHOLDERS INFORMED

QUEST'S SOUTHWEST FLORIDA team is pleased to provide web creation and support services to enhance and strengthen the public information outreach for this important downtown South Cape infrastructure and streetscape

improvement project. The team recently developed an informational project website for the Southeast (SE) 47th Terrace Streetscape Project in Cape Coral, Florida, with ease of use and clean design in mind to keep stakeholders informed as construction progresses.

With roughly 140 businesses located in this popular downtown corridor, it was important for the City of Cape Coral and its construction manager, Chris-Tel Construction, to have a project website that was not only informative about the extensive infrastructure, safety and beautification enhancements the project will bring to the destination district, but also to provide regular updates about construction in a quick and effective manner. Quest Creative team members Dylan Conway and Sophia Tingle worked closely with Quest's Southwest Florida team members Yvonne McClellan and Maricelle Venegas who provide public information support for the project to create a website that is cohesive, informative and visually appealing.



The team also developed a Facebook page for the SE 47th Terrace Streetscape Project as a way to provide information while engaging the public in the information-sharing process.

As construction progresses on a block-by-block basis, regularly scheduled, brief updates about construction is a priority. The creative team added a news ticker system for the home page of the project website to quickly alert stakeholders to up-to-the-minute project information. In addition, the website provides access to frequently asked questions, construction photos and renderings to give stakeholders an avenue to learn more about the project.



STREETSCAPE PROJECT BREAKS GROUND

QUEST EXECUTES A SUCCESSFUL GROUNDBREAKING IN SOUTH CAPE

QUEST'S SOUTHWEST FLORIDA team successfully executed a Groundbreaking Ceremony for the Southeast (SE) 47th Terrace Streetscape Project in January.

Roughly 80 people attended the event for this important project which includes installation of water and sewer upgrades, a roundabout at the intersection of Vincennes Boulevard, and the addition of wide multi-use paths to both sides of a 1-mile stretch of SE 47th Terrace in a popular downtown district of South Cape. The improvements also include beautification enhancements along the corridor, and aims to improve pedestrian, vehicular and bicyclist safety within this corridor.

Businesses and local residents came out to hear from the city manager, the mayor and the project team regarding the extensive streetscape and infrastructure improvement project. Quest's Southwest Florida team members Yvonne McClellan and Maricelle Venegas were honored to be able to support the City of Cape Coral and its citizens on such a momentous occasion.

PAVING THE WAY AND BUILDING BRIDGES

QUEST'S SOUTHWEST FLORIDA TEAM AND FDOT HEARTLAND OPERATIONS WORKING TOGETHER



paving, building a by-pass, constructing bridges, installing traffic signals, pouring sidewalks, and placing ditch blocks to help filter water before it enters the lakes.

SENIOR COMMUNICATIONS MANAGER Corine Burgess joined Quest's Southwest Florida team last fall, and since then, has been working with the Florida Department of Transportation's (FDOT) Heartland Operations team.

She works with project staff, local government and residents to respond to any inquiries and concerns regarding construction projects in the Heartland area. Corine's territory is FDOT District One, which consists of Desoto, Glades, Hardee, Hendry, Highlands and Okeechobee counties. She enjoys the diversity of working in such a large area and has the benefit of operating in both rural and urban environments.

According to Corine, "The variety of the different construction projects provides me with the opportunity to learn so much and keeps the job interesting." The 14 projects Corine covers range from milling and



Corine Burgess

Two notable projects Corine has been working on include the US 17 by-pass project in Hardee County, soon to be completed. This project consists of a new road (US 17), which has been constructed along an old, abandoned railroad track. The new US 17 will have two northbound and two southbound traffic lanes separated by a 52-foot raised median. Other improvements include a bike lane, underground drainage, two storm water ponds, and a new traffic signal. The old US 17 will become Main Street and will be turned over to the Town of Zolfo Springs. Another project is in Hendry County where crews will be working on improving State Road 80 for a few more years. The project includes widening 11 miles of roadway from two lanes to four lanes, repaving the current lanes, adding a 64-foot grassed median, new turn lanes, installation of lighting, roadside ditches, off-site ponds, and constructing 10 new bridges.

Future projects in Southwest Florida include the replacement of the Taylor Creek Bridge in Okeechobee County. "This job is never boring, and I am learning so much. I am also enjoying getting to know my new Quest family! Everyone has been so nice and helpful. I look forward to continuing on this journey," said Corine.

“It has been very exciting to see the projects progress from beginning to end. Some of the projects I've been working on have recently been completed. Some are going to be on-going for years to come and I am looking forward to future projects coming soon,” Corine said.

JAN JOHNSON PUBLIC PARTICIPATION AWARD

QUEST WORKED WITH TINDLE OLIVER ON THE HIGHLANDS TRANSIT PLAN

THE HEARTLAND REGIONAL Transportation Planning Organization received the Jan Johnson Public Participation Award for the Highlands Transit Plan at the annual meeting of the Heart of Florida Section of the American Planning Association Florida Chapter in February. This award is presented to a community or organization that utilized the planning process to address a need in their community.

Quest worked with client Tindale Oliver to gather stakeholder input for the Highlands Transit Plan. This plan, led by the Heartland Regional Transportation Planning Organization, is the first adopted Transit Development Plan for Highlands County. Developed through a collaborative process and based on the community's vision, the planning process engaged thousands of citizens throughout a 10-month study and collected over 900 surveys that informed the process and the recommendations of the plan.



CRAZY WEATHER

WINTER WEATHER WARNINGS FLY FOR NORTHEAST FLORIDA



FUN FACT:
 In December 1989, a rare significant snowfall event impacted Jacksonville, resulting in the first and only “White Christmas” in city history.

Northeast Florida Business Unit Manager Nick Lulli kept in touch with his local employees during the event, advising of the latest alerts from weather officials and checking in on staff.

While trying to keep our own staff safe, Quest also has the unique obligation to ensure that the stakeholders of our various projects are kept up-to-date as well.

BRRRR! 2018 KICKED off with a frigid start in Northeast Florida with winter storm watches and warnings flying. A rare wintry weather event descended on Florida with snow, sleet, and freezing rain impacting parts of the Jacksonville metro area.

“Safety is one of our top priorities,” said Quest’s Northeast Florida Business Unit Manager Nick Lulli. “We want to ensure our staff are able to work at all times in a safe manner.”

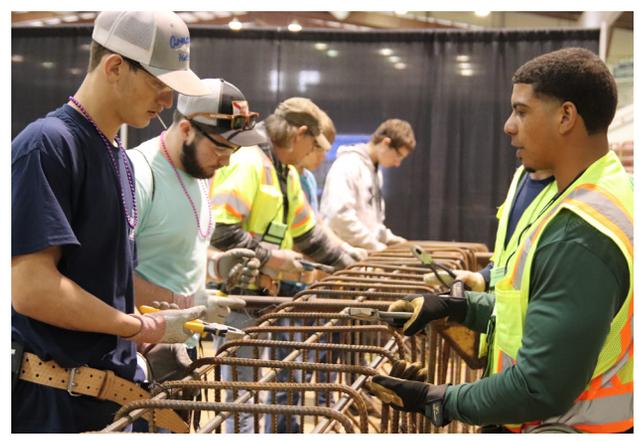


“Since Quest works within high-profile corridors throughout Northeast Florida, we were in constant communication with our clients to see how the winter storm needed to be handled from a public information standpoint,” said Nick. “After last year’s devastating hurricane, we’ve definitely learned how to be prepared for all inclement weather situations.”

CONSTRUCTION CAREER DAYS

BIG SUCCESS IN JACKSONVILLE

JACKSONVILLE CONSTRUCTION CAREER Days was a huge success again as thousands of students gathered at the Jacksonville Equestrian Center in February.



Quest’s Northeast Florida Senior Communications Manager Karen Harrell serves on the event’s Publicity Committee. Karen, along with Quest’s Northeast Florida Communications Manager Sean Allen and Northeast Florida Business Unit Manager Nick Lulli, were primarily responsible for the event photography.

“This is such a great way for Quest to volunteer its time and give back to the industry that has treated us so well,” said Karen. The added bonus is that the event helps build the next generation of the construction industry workforce.

“Getting to see the students interact with the different equipment and personnel is really special,” said Sean. “As a father myself, I hope the experience provides a great starting point for a potential career in the industry for these students.”

Despite dreary weather at times during the function, the heaviest of rains held off and allowed Construction Career Days to go off without a hitch.



Sean Allen



Karen Harrell

NICK HITS THE ROAD

LULLI VISITS THE MANY COUNTIES IN HIS DISTRICT



NE THOUSAND MILES in three days! Quest's Northeast Florida Business Unit Manager Nick Lulli recently went on a road trip across the district visiting the many counties, municipalities, and agencies that the area has to offer.

Starting in Fernandina Beach, Nick journeyed through places like Jacksonville, Lake City, Live Oak, Perry, Cedar Key, Gainesville, Palatka, and everything in between. North and Northeast Florida have a lot to offer, including the world-famous freshwater springs and historic waterways. Throughout his journey, Nick delivered over 50 copies of Quest's latest newsletter to city and county managers, procurement managers and tourism development staff. The goal was to show the nearly 1.9 million residents of the area that Quest is the top choice for marketing and communications services. A highlight of Nick's trip was his visit to Lafayette County, where he stayed in a cabin on stilts along the picturesque Suwannee River at Lafayette Blue Springs State Park. "Our state park system has a lot to offer its many visitors," said Nick. "They truly are a gift." Quest's Northeast Florida team has a full-service communications and marketing team ready to support the area including a focus on video production.



While all of the state is magnificent, this part of it is truly special," said Nick. "I enjoyed meeting many of the wonderful people who call it home."

QUEST HELPS 'trans4m' GAINESVILLE

NORTHEAST FLORIDA TEAM DEVELOPS FOUR BRANDING AND MARKETING PROJECTS



QUEST IS THRILLED to be supporting the City of Gainesville with branding, marketing and creative services for their Public Works Department.

Quest team members Dylan Conway, Jeannie Greenwald, Karen Harrell, Nick Lulli and Chris Ward serve the project in some capacity from newsletter creation to video production to graphic design and even website development.

Quest has developed the "Trans4ming East GNV" brand for the four projects we've been asked to support because of their location in the East Gainesville neighborhood.

Trans4ming East GNV means the community will enjoy a modern infrastructure that promotes city

transit, vehicular, and bicycle safety; improved stormwater management; and aesthetic improvements that highlight the character inherent in East Gainesville. The project team is committed to the Complete Streets and Vision Zero concepts which means safe access for all users, including pedestrians, bicyclists, motorists, and transit riders of all ages and abilities. All four projects have been designed to be smart lighting ready which will improve road safety and save energy.

The Quest team conducted a video shoot that included the participation of City Commissioner Charles Goston, John Veilleux from Public Works and Andrew Meeker from the Community Redevelopment Agency. The video serves as an introduction of the concept to the Gainesville community, and as a visual look into the four projects.



Gainesville is such a great community to live, work, and play in," said Quest Senior Communications Manager Karen Harrell. "We hope that by providing our marketing services this will be showcased to the community."

QUEST MEETS STAKEHOLDERS AT THE FLORIDA STATE FAIR

COMMUNITY GATHERS ABOUT FUTURE OF TRANSPORTATION

QUEST'S TAMPA BAY Next team members Lori Buck, Kym Graves and Maddie Pfingsten, and special guest, the crash test dummy, spent the day at the Florida State Fair to engage with the public on the future of transportation in Tampa Bay as part of the Florida Department of Transportation's (FDOT) District Seven Tampa Bay Next Program. They facilitated interactive activities where the public could voice their key transportation priorities on a surveying board.

Tablets were set up for fair-goers to watch a video and learn more about Tampa Bay Next, including how they can stay involved with the program. The booth also included a "kids table" with coloring sheets and comic books to keep the kids entertained while mom and dad learned about the future of transportation. More than 100 people visited the Tampa Bay Next booth to learn about the program and other initiatives by partner agencies and programs such as Bike Walk Tampa Bay, FDOT's OnBoard4Jobs Construction Careers Program, Hillsborough Metropolitan Planning Organization and the Tampa Bay Area Regional Transit Authority.

The goal of the day was to meet and educate the public about Tampa Bay Next, and to gather feedback from the community about their transportation priorities.



The Crash Test Dummy and Maddie Pfingsten

“Today was such a great opportunity to interact with so many people who had not heard about this program yet,” shared West Florida Communications Manager Maddie Pfingsten. “It is so important to engage the community, so their voice and ideas can be heard.”

To learn more about Tampa Bay Next, visit www.tampabaynext.com.

CATCHING UP WITH MICHAEL BAKER'S GENERAL AVIATION AIRPORTS ACTIVITY

QUEST SUPPORTS LAST PHASE OF PUBLIC ENGAGEMENT FOR MASTER PLAN UPDATE



Michelle Greene

QUEST'S WEST CENTRAL Florida team is developing three executive summaries as part of the Hillsborough County Aviation Authority General Aviation (GA) Master Plan Update. Airports are required to conduct routine plan updates to

provide a projection of their growth over 20 years and to guide the future development of physical facilities. Quest has led the public engagement efforts throughout the update process, conducting public workshops, developing outreach and educational materials, and collecting response data. As we near project completion, Quest's West Central Florida Business Unit Manager Michelle Greene works with our creative team in developing user-friendly, graphic summaries for the Hillsborough County Aviation Authority's GA facilities - Peter O. Knight, Tampa Executive and Plant City Airports.



NATIONAL ASSOCIATION OF WOMEN IN CONSTRUCTION

LORI BUCK SUPPORTS THE TAMPA BAY NEXT TEAM



QUEST'S WEST CENTRAL Florida Program Manager Lori Buck proudly supported the Tampa Bay Next team at the National Association of Women in Construction (NAWIC) Tampa Chapter monthly meeting. Florida Department of Transportation's Amy Neidringhaus presented information about the Tampa Bay Next program,

which highlighted transportation planning for the future. HNTB Public Involvement Director and Tampa Bay Next Program team member, Danielle Moran, contributed to the conversation assisting with questions. The lively conversation included topics such as modernizing infrastructure, transit, bicycle and pedestrian facilities, complete streets, transportation innovation and more.



Lori Buck

NAWIC *Builds* Leaders



Your Education. Your Career. Your Future.

NAWIC Tampa Bay Chapter is part of the Southeast Region, made of up chapters in Alabama, Florida, Georgia and Tennessee. NAWIC is committed to continual educational development for both women currently working in the construction industry.

TAMPA BAY NEXT REACHES OUT

TEAM MEMBERS COORDINATE AN EXTENSIVE COMMUNITY OPEN HOUSE AT TRENDY HOTSPOT



QUEST'S LORI BUCK, Joe Duhamel and Maddie Pfingsten along with the Tampa Bay Next team recently coordinated graphic design, event logistics, and facilitated the Florida Department of Transportation's (FDOT) Tampa Bay Next Downtown Tampa and Urban Core Areas Community Open House. Tampa Bay Next is an active process of working with the community to provide information, gather feedback, and share ideas to modernize our transportation infrastructure.

Quest Creative Services Manager Joe Duhamel was instrumental in designing and preparing the announcement invitation as well as all the presentation boards leading up to the open house, and Communications Manager Kym Graves, played a key role in promoting and documenting event.



Maddie Pfingsten

The event was held at a new and trendy community destination, Armature Works, in an open house format to encourage open dialogue throughout the evening. Transportation officials provided updates and information from organizations and a variety of studies including FDOT, the Heights Mobility Study, the Regional Transit Feasibility Plan, City of Tampa Streetcar Study, Hillsborough County Metropolitan Planning Organization Long Range Transportation Plan, and displayed options for improvements proposed for the Downtown Tampa Interchange and I-275 North.



US 331

WIDENING IN WALTON COUNTY

W

ORK EFFORTS ALONG the US 331 corridor have accelerated with additional crews joining construction operations on the multi-lane/reconstruction project, and Quest's Northwest Florida Business Unit Manager Rebecca White is here to support the fast-paced movement.

According to Rebecca, "Construction activity between State Road (SR) 20 and Interstate 10 continues with milling and paving, excavation, drainage, and median operations in full swing geared toward completing the \$48 million multi-lane project this spring."

Both lanes southbound were opened in early March. The northbound lanes opened at the end of March. North and southbound traffic from south of the Healthmark Regional Medical Center to north of Coy Burgess Loop South was shifted to the new northbound lanes in January. The new driveway constructed at the medical center was also opened and the temporary driveway removed. There is a lot of activity underway just south of the interstate, as drivers encounter the traffic shift in front of local businesses.

Drainage improvements continue along with paving new travel lanes, driveways, and signal work at the Coy Burgess Loop intersection.

Quest's Northwest Florida team proudly supports client RS&H on this project.

Rebecca White



DOVE POND

PROJECT TO REDUCE FLOODING IN LEON COUNTY

QUEST'S NORTHWEST FLORIDA Communications Manager Amanda Hopkins supports client RS&H with construction administration duties on the Dove Pond Regional Stormwater Facility Dam Project in Leon County. The project is located on the East side of Tallahassee within the Tri-Basin area (Dove Pond Closed Basin, Lafayette Closed Basin and Pedrick Closed Basin). The primary objective of the project is to provide flood storage capacity to help rescue downstream flooding and to provide 760-acre feet of treated stormwater attenuation. The project includes karst remediation, the remedy process for filling in a sinkhole or subterranean void using grout, constructing a high-earth dam; a stormwater management facility; and a wetland mitigation area.

"Working on this project with RS&H has been very exciting," said Amanda. "I am able to get involved with activities that are different than I'm used to with typical road and bridge projects. I've been so fortunate to work on a wide variety of projects with the local RS&H team."

Amanda Hopkins



CONSTRUCTION CAREER DAYS

PLANNING FOR THE INAUGURAL NORTHWEST FLORIDA CONSTRUCTION CAREER DAYS IS IN FULL SWING

STUDENTS FROM SANTA ROSA and Escambia counties will have the opportunity to get a feel for construction careers by participating in activities like operating machinery and speaking to industry veterans this October 17 and 18. Construction Career Days (CCD) is an outreach program designed to cultivate interest in high school students for the wide variety of skilled construction careers as the demand for qualified construction workers grows.

From creating fliers, maintaining the website, updating social media, attending monthly planning meetings, and participating in the golf tournament and communications committees, Quest's Amanda Hopkins, Sandee Launch, Ashley Lay and Rebecca White are playing an integral part in helping put together this event. According to Ashley, "Through the process of working alongside like-minded industry professionals, our team continues to strengthen Quest's relationships with both existing and potential clients while promoting the mission of CCD."

The Northwest Florida CCD Planning Committee is already grateful for the outpouring of support and advice from CCD Committees throughout the state. The inaugural event in Northwest Florida is only possible through the generosity of sponsors and fund-raising events including the First Annual Northwest Florida CCD Golf Tournament on April 27, 2018, at the Seminole Golf Course and Club in Tallahassee.

Ashley Lay



FRI. APRIL 27

Benefiting Northwest Florida Construction Career Days

10:30 AM EST | CHECK-IN & LUNCH
12:00 PM EST | SHOTGUN START
5:00 PM EST | DINNER, AWARDS, RAFFLE

SEMINOLE GOLF COURSE AND CLUB
2550 Pottsdamer Street, Tallahassee, FL

Register today!

Register for sponsorships and golf at CCDFL.org.

Golf includes cart, green fee, practice balls, lunch, and dinner.

For more information, contact Vikki Scott:
850.638.1086 / vscott@drmp.com
or visit CCDFL.ORG.

Please save the date

and join us for a day of fun while supporting a great cause!

To learn more about Northwest Florida CCD, visit www.ccdfl.org/northwest-florida/.

UNIVERSITY DRIVE PROJECT

QUEST'S SOUTHEAST FLORIDA TEAM LEADS MAJOR DESIGN PROJECT IN CORAL SPRINGS

QUEST IS WORKING closely with DRMP, the Florida Department of Transportation and the City of Coral Springs leading public involvement and outreach on the University Drive Widening Design Project from Northwest 40th Street/Cardinal Road to State Road 869/Sawgrass Expressway in Broward County, Florida. The design project will increase capacity on this arterial roadway from four lanes to six lanes and improve the level of service in advance of planned improvements to the Sawgrass Expressway and anticipated growth north into the City of Parkland.



While the roadway is being improved to accommodate future traffic

patterns, several of the residential access driveways will be impacted. Turn movements will be modified for most of the Homeowner Associations (HOA) along the corridor preventing residents from making a left turn onto the newly widened roadway. Once complete, residents will have to make a right turn and a U-turn. In an effort to be proactive and inform the community of the changes from their neighborhoods, Quest's Southeast Florida Business Unit Manager Beth Zsoka and Senior Communications Manager Peter Dobens along with DRMP arranged a series of community outreach meetings with HOAs and stakeholders. The project team attended three HOA meetings to provide project information and solicit feedback. The new traffic movements are not favored by the residents, however the team worked to communicate the need and safety of the new design. Meetings took place with the HOA representatives throughout the corridor prior to this outreach.



Quest has been supporting the University Drive Project since 2015 with a community awareness plan; meetings and presentations to the City of Coral Springs; HOA outreach and meetings; identifying key stakeholders; and creating project materials such as presentations and fliers.

The Southeast Florida Team is currently working to facilitate a public workshop in April. The team will do outreach for the meeting that will include businesses, residents along the corridor and other key stakeholders.

The purpose of the project is to widen the roadway to accommodate six lanes with a median to increase capacity, reduce congestion, improve access and enhance safety. The project will also include bicycle and pedestrian features; intersection improvements; new storm water drainage; new traffic signals; modification of turning movements; and landscaping, lighting and sidewalks.

“It was important to our team to meet with all of the HOA’s first and ensure they are aware of the project and changes to their communities.” said Beth. “It is vital to allow the public the opportunity to learn about projects that will affect them and give them the opportunity to provide input during the design phase.”



Beth Zsoka

PROJECTS IN LIGHTING

STAKEHOLDERS MEET TO DISCUSS SR 9/I-95 DESIGN PROJECT

QUEST'S SOUTHEAST FLORIDA team recently coordinated and facilitated a public workshop for the State Road 9/ Interstate 95 (I-95) Lighting Design Project in Martin County. Quest Vice President Maricelle Venegas and Southeast Florida Business Unit Manager Beth Zsoka attended the workshop and provided workshop follow up. While the lighting improvements are proposed for I-95, several equestrian and residential properties lie behind the corridor in Palm City. Quest's Southeast Florida Senior Communications Manager Peter Dobens performed an outreach to residents located near I-95 and advertised the meeting through Martin County's social media channels, its calendar, as well as through the Palm City Chamber



of Commerce. Quest hosted the meeting at the Equine Rescue Community Center, as it was conveniently located off of I-95 on Martin Highway.



Quest is working closely with DRMP on this project providing public involvement outreach. Quest drafted the project's community awareness plan outlining the key stakeholders and public involvement activities for the project. The team continues to support this project with outreach and tracking comments," said Peter.

KEEPING UP WITH CROSTOWN

QUEST KEEPS PUBLIC INFORMED WITH PROJECT WEBSITE

QUEST'S SOUTHWEST FLORIDA team is proudly serving on the Crosstown Parkway Extension Design-Build Project in the City of Port St. Lucie with Target Engineering and Cardno. Our team is working closely with the city to keep residents updated and informed. Quest is serving as public information and community outreach for this project and is maintaining the project website, www.crosstownextension.com.

Quest's team provided two video updates to stakeholders via the project website. One video spotlights the contractors progress in 2017 and gives residents a look ahead into what they can expect in 2018. The other video spotlights the contractor setting a large beam on the bridge.

Residents also have the opportunity to view the project from the earthcam featured on the project website. This is live video footage of construction activities for the bridge and segmental block wall approaching the bridge.



"It is important to spotlight the progress of the project. Residents don't always get to see these activities because of the closed construction site. This allows them to see the many pieces and parts of this major project for the City of Port St. Lucie," said Quest's Southeast Florida Business Unit Manager Beth Zsoka.

To view the project videos, visit www.crosstownextension.com/visuals/project-videos/.

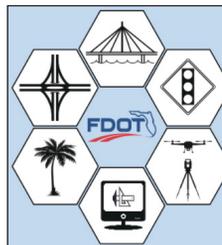
SOUTHEAST FLORIDA TEAM LOVES DESIGN

PASSION IS KEY WHEN WORKING ON DESIGN PROJECTS



QUEST HAS A great team throughout South Florida with local knowledge, established relationships, and a dedication to the projects they serve. Our team has a passion for design, and we can see why, as our Southeast Florida team has served on a variety of design projects including controversial, high-profile projects and multi-modal projects in Broward County, Indian River County, Martin County, Palm Beach County and St. Lucie County. Some of our current projects include: Lyons Road, Midway Road, Oslo Road, Sample Road, State Road 7 and University Drive. Recently, Quest was awarded three additional design projects including Boynton Beach Boulevard Design with Stanley Consultants, as well as Gateway Boulevard and Northlake Boulevard Design Projects with HNTB. Quest also served on the Project Development and Enterprise Studies for these projects which allows us to continue our community outreach efforts.

Quest works closely with the Florida Department of Transportation (FDOT) and our clients to ensure appropriate public outreach and provide the opportunity for the communities in South Florida to provide input. Our community awareness plans and meeting summaries have been recognized by FDOT Project Managers and District Office FDOT staff.



TRANSPORTATION SYMPOSIUM

DESIGN INNOVATIONS AND TRANSPORTATION NEEDS ARE EVOLVING DAILY!

JOIN QUEST AT THE 2018 TRANSPORTATION SYMPOSIUM HOSTED BY THE FLORIDA DEPARTMENT OF TRANSPORTATION JUNE 18-20, 2018, IN ORLANDO, FLORIDA. THERE IS NO COST TO ATTEND.

To register, go to transportationsymposium.fdot.gov.

"We are grateful for the opportunities to serve on design projects and work closely with the FDOT, our clients and the great communities that comprise FDOT District Four. Each project is different and communication is very important in helping identify concerns up front, as well as educating residents and stakeholders about improvements to the roadways in their communities," said Southeast Florida Business Unit Manager Beth Zsoka.

BIG CHANGES IN MASTER PLAN

QUEST ADMINISTERS STUDY TO IDENTIFY MAJOR IMPROVEMENTS IN PLAN



QUEST IS A part of the RS&H and TYLIN team studying the 71-mile Interstate 95 corridor in the Treasure Coast, reviewing interchanges and exploring multimodal alternatives. The project identifies the short-term and long-term improvement

access management plan; identify major long-term improvements; timing and staging improvements; and right-of-way needs. The project is currently in the data collection and data analysis phase.

Quest works closely with our clients and the Florida Department of Transportation (FDOT) to facilitate Technical Review Committees.

Following input from the Technical Review Committee meetings and outreach, Quest and the team will solicit input from the community by facilitating two public workshops.



needs for the area and present recommendations for right-of-way protection, interstate, and other roadway needs. The study provides existing and future travel demands; existing and future operations analysis; an

Quest Creative Services Manager Joe Duhamel helped design a logo/graphic that helps brand and identify the study, and Quest Senior Web Specialist Dylan Conway maintains the website for this project. Quest associates Michelle Greene and Beth Zsoka serve the project with public involvement and outreach and prepared a public involvement program to be used throughout the project. The plan helped identify the key agencies and stakeholders to provide the necessary information and feedback needed for the study.

LEFT TO RIGHT: Beth Zsoka, Dylan Conway, Michelle Greene, Joe Duhamel



PENNSYLVANIA UPDATE

CATCHING UP WITH THE TEAM

GROWTH IS ON the horizon. In addition to working with Michael Baker International (Michael Baker), the General Consultant Engineer (GCE) for the Pennsylvania Turnpike Commission (PA Turnpike), Quest's Pennsylvania team has been working with other firms on a number of exciting projects.

Our team was asked by consulting firm ICF to conduct phone interview surveys of major stakeholders, including shippers and forwarders, in the local catchment area of the Philadelphia International Airport. Working with the Delaware and Philadelphia Chambers of Commerce, Quest's Bret Lairscey, Sandee Launch, Megan Olivera and Chad Newton found contacts for more than 100 of the top companies in categories such as Pharmaceuticals, Chemical, Plastics, Packaging and Machinery. Quest made 150 telephone calls to different businesses to offer the survey.

They also placed the survey into a shorter format where participants could complete it online, and contacted several trade associations including the Delaware and Philadelphia Chambers of Commerce, the Cargo Airline Association,

the International Air Cargo Association and the Air Forwarders Association. This resulted in the survey being e-mailed to over 1,000 recipients. The team made second calls to several top companies in the Philadelphia Airport catchment area, this time offering to send the survey link, resulting in nearly 200 calls on this project.

Quest's Chad Newton worked with HNTB's Harrisburg office on the Delaware River Port Authority's (DRPA) Strategic Plan for the Engineering Department. Quest was tasked with rewriting copy and redesigning the layout. HNTB had seen similar work on a project that Quest performed for the PA Turnpike and requested us on the basis of that work.

HNTB has also been renewed as the GCE for DRPA, and has once again asked Quest to be part of their team. Look for some exciting new projects later this year on this contract!



Chad Newton



FROM FLIP FLOPS TO BOOTS

MEGAN OLIVERA'S RELOCATION WILL ONLY MAKE THE PA TEAM STRONGER

FOR A PERSON who has lived her whole life in the tropics, it seems strange to imagine leaving home and embarking on a migration north. That is exactly what Megan Olivera, Quest's Pennsylvania Business Unit Leader is doing later this spring. Megan, who was raised in Puerto Rico and has spent the past two decades in Florida, is trading her flip flops for winter boots.

The decision to relocate to the Keystone State was not made lightly. Quest President/CEO/ Owner Sharlene Francois Lairscey and Megan discussed the relocation over a year and a half ago. Research and multiple visits to The Commonwealth reaffirmed the

plan. "The state has tremendous growth opportunities for Quest," said Megan.

Since 2014, Quest has had a presence at the Pennsylvania Turnpike (PA Turnpike) as a sub consultant for Michael Baker International. Quest also has two other contracts in the Commonwealth: one with HNTB serving the Delaware River Port Authority (DRPA), another with ICF serving the Philadelphia International Airport.

Megan recently returned from a 24-day business development and marketing trip. She met with numerous clients and agencies including the PA Turnpike, Michael Baker International, KCI Technologies, HNTB, STV, AECOM, Pennsylvania Department of Transportation, Harrisburg Airport, DRPA, Capital Water Management, Capital Area Transit, Dauphin County, Southeastern Pennsylvania Transportation Authority, New Jersey Transit and the City of Philadelphia.

Megan Olivera



“Everyone was open to explore future endeavors with Quest,” Megan expressed. “They made me feel welcomed and at home.”

FARMING FOR HUNGER

QUEST PARTNERS WITH VOLUNTEER WAY

FROM VOLUNTEERISM TO community involvement, Quest is wholeheartedly committed to giving back. With that same great passion, we take pride as we fulfill our personal responsibilities and philanthropic obligations throughout our communities. This year, we have partnered with The Volunteer Way in New Port Richey as our Corporate Philanthropy Project. Once a month, there is an opportunity to work on their hydroponic farm, which produces thousands of pounds of fresh vegetables every year for low-income and homeless families in Pasco County.

The hydroponic farm is a revolutionary method of growing plants without soil which enables The Volunteer Way to grow 12 to 16 plants in the space required by one plant in the ground. All vegetables are grown organically, and they can grow plants year-round. Hydroponics requires much less water than traditional gardens, and the plants grow faster. This idea of hydroponics is a unique option for food banks which traditionally deal only with non-perishable food. Tomatoes, lettuce, beans, peppers, and other produce can be grown in pots, one on top of the



Volunteers left to right: Jessica Francois, Paul Vasiloff, Maddie Pflugsten, Diane Hackney, Gloria Freeman, Joe Duhamel, Jill Cappadoro

other, for the entire year. This innovative process provides fresher and healthier food options for the families served by The Volunteer Way.

The Volunteer Way Inc. (TVW) is a 501(c)(3), faith based non-profit organization that is dedicated to helping those in need including children, seniors, and adults caught in poverty, the hungry, the homeless, low income individuals and their families. For more than 23 years, they have been committed to assisting the needy in our community. The Volunteer Way helps financially insecure individuals meet their basic needs by providing food, personal items, resources, hope, and the opportunity for them to improve their lives. The organization and their hunger relief partners assist more than 23,000 families each month in Hernando, Pasco, and surrounding counties.

LET'S PLAY BALL!



QUEST INVESTS IN several philanthropy opportunities, especially those that involve some of our employees. Quest's Kym Graves helped organize a co-ed softball team, named the Chosen Few, through Hillsborough County Parks and Recreation Department (HCPRD). The team finished first place in the regular season with a 7-3 record. They play every Friday night at William Owen Pass Park Sports Complex in Dover, Florida. Players are from all over the Tampa Bay Area and have played in several leagues with each other.

“ This was my first season playing in the Co-Ed Freedom League in Dover, Florida with my teammates and we loved every minute of it. On behalf of my teammates and I, a BIG thanks to Sharlene and Quest for sponsoring and coming out to support us during this season!” said Kym.

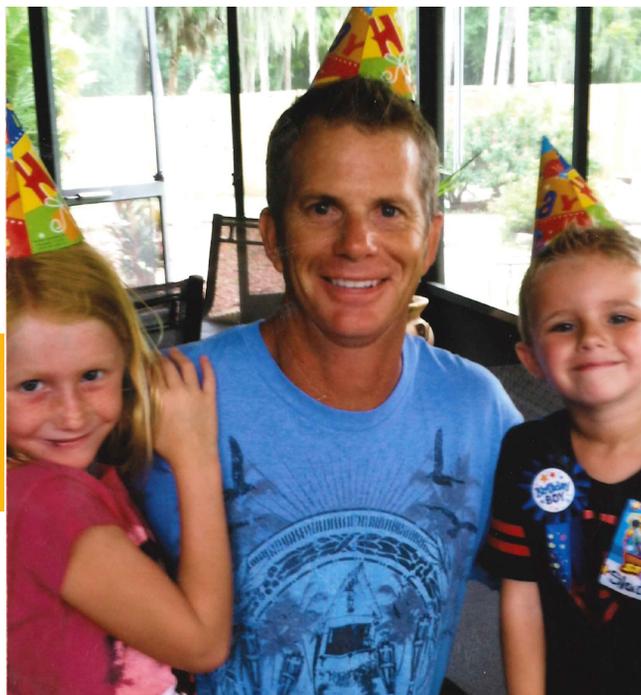


In Memory of CHRISTOPHER KENT FREEMAN

SON OF QUEST'S GLORIA FREEMAN,
BROTHER OF QUEST'S DIANE HACKNEY

CHRISTOPHER "CHRIS" KENT FREEMAN, born May 9, 1971, passed away on February 20, 2018 with his loved ones by his side. He was a beloved father, son, brother, cousin, nephew, brother-in-law, friend, coach, and teacher but above all, he was an amazing Daddy. His most beloved passion was his love for his children, Bliss and Slade. The memories he created with them will never be forgotten. He spent countless weekends with Bliss, Slade, and the family enjoying their love of the water, fishing, boating, beach activities, and just having summer fun by the pool; just ask his children about his diving skills!

He was an avid sports fan and loved all the Tampa Bay teams - Tampa Bay Buccaneers, Lightning, Rays and USF Bulls. His children shared his enthusiasm, attending these sporting events as a family. There were countless silly moments, countless fun times, countless teasing of each other, and countless dance parties. The laughter we shared will never be forgotten. Chris and his children shared a special bond and his love for them was EPIC! He held hands with Bliss, sharing such a deep daughter-daddy love; Slade and Daddy shared a love that only a father and son can experience. He taught them how to love, how to be giving, and encouraged them to live their dreams. They were his life purpose and they motivated him to become the world's most amazing dad, because he wanted nothing but the best for them.



My dear Bliss and Slade - When you walk, I feel like an angel is dancing. When you smile, I feel like the sun is shining. When I look in your eyes, I feel that my life is amazing. I love you." - Chris

He was truly a guiding light whose love will forever show his children the way. He lived his life teaching, loving, nurturing, supporting and guiding. He was one of the most dedicated and loving fathers. In spirit, he will always be there to help his children grow. He is their Angel and will always be by their side.

Chris has left a legacy for all of those who loved him. They will look back happily on him as a man of character and values. He was braver than you can believe. He was stronger than you think and twice as amazing as you can ever imagine. He stood tall and gave all of us hope and will forever be a true friend.

He was a true family man. He never missed a birthday or holiday event and he showed his children how family can be counted on at all times. As a son, he was loving, true and honest. As a brother, he was a best friend. He filled our lives with laughter and smiles.

As Coach Freeman, he was an amazing teacher and co-worker at Mulberry Middle School. He was genuine, kind, funny, loving and inspiring, and he touched so many teacher's and student's lives. His students adored him, and they stood by his side throughout his journey.

If you were a friend of Chris, he shared everything with you, good times and bad. He was a best friend to many. He enjoyed his boy's golf weekends, going to the horse races, and just hanging out and watching sports.

Chris clearly showed us how to live every single day as if it is our last. He inspired all of us, and the memories he created not only with his children, but with everyone who loved him. He will be in our hearts forever.

Chris means the world to all of us. While our tears might disappear tomorrow, it's the work of healing that will bring a harmonizing blend of resolution and comfort to us as our hearts joyfully connect with the sweet ballad of his memories. We were all by his side in this journey, and he will always be by our side. He will forever be our Angel.



Thank You!

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