



QUEST CORPORATION OF AMERICA

BE INFORMED



just try it

Starting each day with a grateful heart

+ **Meet some of the most awesome women passionately serving Quest**

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America's Choice for Marketing and Communications

WELCOME



WITH MILITARY APPRECIATION Month, Memorial Day, Armed Forces Day and Father's Day all in one quarter, it made perfect sense to me to showcase Veteran John Freeman on the cover of this issue. John holds a special place in my heart, and he happens to have an interesting story about his own. My Quest Marketing team was thrilled to sit down with him and hear about his life.



I've known and respected John as a father figure and friend since I was about 15 years old. His daughter, Diane, is one of my dearest friends. John is a kind, loving person who loves meeting people. While my own father wasn't perfect - no one is - I miss him. Spending time with John reminds me to hold tight to my memories, as well as to my spiritual faith. We all know that, with life, there is loss, and with loss comes forgiveness - and it definitely takes time to heal. I'm extremely honored to know John Freeman, and to love him as a second father and forever friend.

MY FAVORITE ISSUE OF ALL TIME!

For those of you who are avid readers of this publication, you've probably heard me say that this is one of my favorite issues. Inside, you'll read the stories of women who you don't often see as leaders within our organization. However, let me set the record straight - these women are amazing. We're very excited to once again take you behind the scenes to see some of the most awesome, strong, powerful women proudly and passionately serving Quest. And, they love what they do.



SPIRITUAL HEALTH = HEALTHY SOUL AND HEALTHY ORGANIZATION

I love being outside, especially in the sun. I am a great believer in taking time to appreciate life's gifts and praise our Creator's indescribable handiwork by basking in it with complete awe. I do most of my creative thinking outside; I solve most of my problems outside. It allows me to embrace all of life with joy, rather than anger, disappointment, or stress. The night sky is also amazing. My days are long and noisy sometimes, so I intentionally take a few moments at night to let the magnitude of the sounds, smells and sights of nature totally take the stress out of my life. It's totally freeing and I love it!

Spiritual health, in my opinion, leads to a healthy everything. Behavioral scientist Dr. Steve Maraboli states, "It's important to fuel yourself with positivity, and let that propel you into positive action."

Love is definitely at the root of it. I know for a fact that life in abundance comes only through great love. Without love, your life will echo with emptiness. Even during times of hardship, love always shines through. Think about it - if you have love, you don't need to have anything else, and if you don't have love, it doesn't much matter what else you have. And, if you want love, you better be willing to give lots of it in return. At Quest, we believe that love is the most important ingredient to our success. While working with us, you'll find that all of our moments together include serving our customers with passion and with the spirit of love.

It's cool to be spiritual. Be joyful. And, be grateful, as we are grateful for you!

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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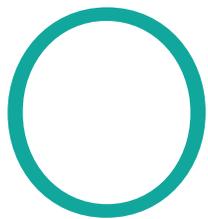
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THE “MILLION-DOLLAR” MAN

QUEST-RELATED VETERAN ONE OF THE LONGEST LIVING HEART TRANSPLANT SURVIVORS



ORIGINALLY FROM RUSSELLVILLE, Arkansas, Corporal John Gatlin Freeman, father of Quest Senior Vice President Diane Hackney, is a United States Army (U.S. Army) veteran. Spending most of his time in the service abroad in a little town near Frankfurt, Germany, John can still recall his first day in the service.

“When we arrived in Fort Jackson, South Carolina, we were on buses and we all had these big old duffle bags. I looked out the window and all I could see were these sergeants with their swagger sticks screaming at us making us run to the barracks with our heavy bags on our back,” said John. “I’ll never forget that. I was 18 and it was my first day. It’s surreal to think about that moment now sitting here with you. I remember it vividly.”

During his time in the service, John was a surveyor who examined gun and missile sites all over Germany, locating military targets and plotting troop movements. “Before everyone was boots on the ground, we were there first,” said John. He was awarded many medals during his career including a Good Conduct Medal, and also qualified as an Expert Marksman.

When asked how his military experience affected his life today, John said it gave him discipline. “I think all young people should enlist in the service, especially all young men,” he said.

When he was discharged, John moved to Tampa, Florida, where he began his career in the Insurance Business working with Liberty National Life Insurance Company until his retirement a few years back.

But, as John entered his “prime” years, he and his family were hit with a heartbreaking revelation – John needed a heart transplant. As news broke,

he and his family sought out the best hospital, surgeons and care. “When we found out my dad needed a heart transplant, the prominent hospitals were up in Richmond, Virginia, at the time,” said Diane.



The Veteran Affairs (VA) Hospital near Richmond, Richmond VA Medical Center, covered all expenses for his surgery, recovery and therapy, and travel.

“I was in the hospital for about 11 months waiting for my heart, and I was on a heart pump machine for five months before I received the transplant,” said John. “I had my surgery at a local hospital and stayed there for six months before spending the rest of the five months recovering at the VA Hospital.”

Over 23 years later, the surgery that helped save his life has given John the exact time he so desperately wanted with his children, his grandchildren, and time spent doing the things he loves, including playing tennis, hunting and fishing.

John’s story is incredible – he’s one of the longest living heart transplant survivors in the United States, and still regularly visits the James A. Haley Veterans’ Hospital in Tampa, Florida, for his heart checkups and primary physician care.

“ I wouldn’t let anybody else treat me,” John shares. “I feel very lucky to have had the surgery. It took me awhile to get back with my recovery and all, but I made it and I’m thankful. I’ll never be able to repay the VA for what they did. Their centers are probably the best in the world.”

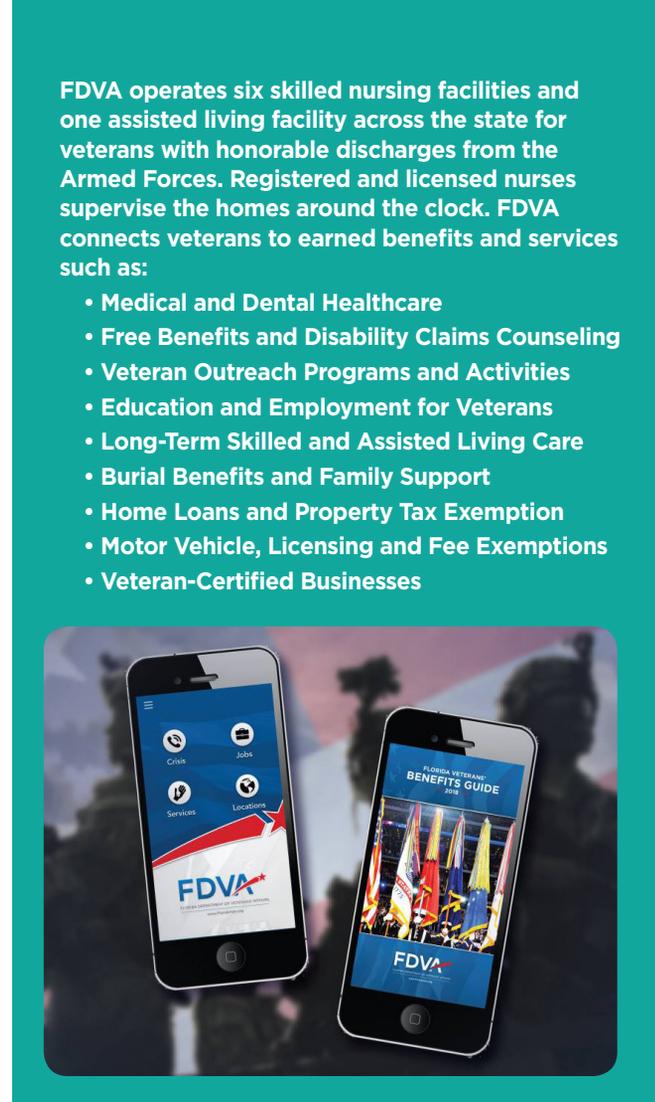


VETERANS IN THE SUNSHINE STATE

QUEST CONTINUES TO SUPPORT FDVA IN MULTIPLE CAPACITIES

THE MISSION OF the Florida Department of Veterans' Affairs (FDVA) is to advocate with purpose and passion for Florida veterans and link them to superior services, benefits and support. With this mission in mind, the Quest team joined our FDVA clients for our 2018/2019 strategic planning meeting.

Quest has proudly served FDVA since 2016 in multiple capacities, including maintaining and updating their website, as well as their social media accounts. Our team creates promotional materials such as a State Veterans' Home collateral and a Florida Veterans' Benefits Guide that aids in connecting veterans with their earned services and benefits. Further, our team creates public service announcements to inform Florida veterans about their earned benefits, as well as updating and managing a free mobile app for the department.



FDVA operates six skilled nursing facilities and one assisted living facility across the state for veterans with honorable discharges from the Armed Forces. Registered and licensed nurses supervise the homes around the clock. FDVA connects veterans to earned benefits and services such as:

- Medical and Dental Healthcare
- Free Benefits and Disability Claims Counseling
- Veteran Outreach Programs and Activities
- Education and Employment for Veterans
- Long-Term Skilled and Assisted Living Care
- Burial Benefits and Family Support
- Home Loans and Property Tax Exemption
- Motor Vehicle, Licensing and Fee Exemptions
- Veteran-Certified Businesses

◀ Left to Right: **Dylan Conway, Jill Cappadoro, Lee Ann Sferrazza-Rios, Steve Murray, Kelsey Morrow, Joe Duhamel**

For more information, visit FDVA's website: www.floridavets.org and check out FDVA's social media channels:
Facebook: facebook.com/floridaveterans | LinkedIn: @Florida Department of Veterans' Affairs | YouTube: youtube.com/FDVA

FDVA ON THE SILVER SCREEN

QUEST TEAM PRODUCES CUTTING-EDGE PUBLIC SERVICE ANNOUNCEMENT

THIS SUMMER, MOVIE-GOERS across the state can find the Florida Department of Veterans' Affairs (FDVA) employment recruitment ad, "We're Looking for You!!" on the silver screen. Created and produced by Quest, the public service announcement targets individuals seeking a professional healthcare career with FDVA and is supported with an online social media campaign to reach movie theater customers with follow-up advertising.

For more information about a career with FDVA, visit www.floridavets.org/benefits-services/employment/.



KNOW YOUR VETERAN CHARITIES

FDVA OFFERS TIPS FOR GIVING BACK

WANT TO HELP veterans by giving to charity? The Florida Department of Veterans' Affairs wants to make sure you know where your money is going. The majority of the time when you pull off at the rest stops on Interstate 95 or Interstate 75 and give a dollar to the group collecting money, the money isn't going to help Florida veterans.

Follow these easy steps to check if your donation is going to serve veterans throughout Florida:

- Check the organization's 501(c) 3 status. A 501(c) 3 is the nonprofit classification for religious, educational, charitable, scientific and literary testing for public safety, to foster national or international amateur sports competition, or prevention of cruelty to children or animals organizations.
- Review the organizations Internal Revenue Service (IRS) 990 form yearly to see how much of an organization's funds go to overhead versus serving their charitable cause.

Here are a few helpful links to research charities:

- Florida Department of Agriculture and Consumer Services Check-A-Charity: www.csapp.800helpfla.com/CSPublicApp/CheckACharity/CheckACharity.aspx
- Your local Chamber of Commerce
- Better Business Bureau
- Charity Navigator: www.charitynavigator.org/

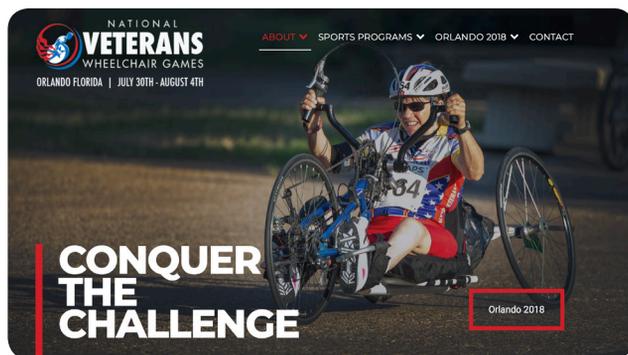


VOLUNTEER OPPORTUNITIES TO SUPPORT VETERANS

HERE ARE FOUR WAYS TO GIVE BACK TO YOUR VETERAN COMMUNITY

WANT TO GIVE your time to local veterans? Here are a few Florida Department of Veterans' Affairs (FDVA) "FDVA suggested" ways to serve veterans in your community:

- **FDVA STATE VETERANS' HOMES**
FDVA operates six skilled nursing facilities and one assisted living facility across the state. Volunteer opportunities vary by site. To learn more, visit www.floridavets.org/locations/state-veterans-nursing-homes/.
- **NATIONAL VETERANS WHEELCHAIR GAMES**
The National Veterans Wheelchair Games will be held in Orlando, Florida, from July 30 to August 4. Organizers are looking for more than 3,000 volunteers in areas of administrative, logistics, special events, and sporting events to make the event successful. To find out more information about volunteering, visit www.volgistics.com/ex/portal.dll/ap?ap=2106290309.
- **LOCAL VETERAN AFFAIRS (VA) HOSPITAL**
Your local VA Hospital has many opportunities to volunteer. To learn more about these opportunities, visit www.volunteer.va.gov/.
- **HONOR FLIGHT**
The National World War II Memorial was complete in Washington, D.C., in 2004. The founders of Honor Flight found that many World War II veterans were not able to travel to Washington, D.C., to visit the memorial. Today, Honor Flight continues to take World War II veterans to Washington, D.C., (as well as Vietnam and Korean War veterans). Currently, there are nine Honor Flight sites in Florida. To find out how you can volunteer or get involved, visit www.honorflight.org/regional-honor-flight-hubs/.



For 24-hour counsel, call the National Veteran Crisis Hotline at 1-800-273-8255. You are NOT alone! Veterans in Florida, call the Florida Veterans Support Line at 1-844-MyFLVet (693-5838) or 2-1-1.

SEAN ALLEN

PROMOTED TO PROGRAM MANAGER

WE ARE HAPPY to announce Sean Allen as Program Manager for our newly formed Traffic Engineering and Operations Program. Sean works closely with Company President/CEO/Owner Sharlene Francois Lairscey and Vice President Jill Cappadoro in supporting traffic services, transportation systems management, traffic incident management and commercial vehicle operations.



Sean begins the new position with a background in communications and public affairs, previously serving as a communications manager in Northeast Florida for Quest. Sean served as a public information officer for major road construction projects in Northeast Florida, ensuring the public was informed of construction progress, possible lane closures, and detours through media releases and open house public meetings.

Sean also supported the Florida Department of Transportation Statewide OnBoard4Jobs Construction Careers program by leading marketing initiatives and participating in Construction Career Days, as well as representing the program at veteran recruitment events.

Before joining Quest, Sean served active duty in the United States Navy as a mass communications specialist, deploying as a combat journalist immediately following the terrorist attacks of September 11, 2001. Additional assignments included serving as a Deputy Public Affairs Officer for a fleet commander, where his responsibilities included implementing public affairs policies for military exercises, writing news stories and taking photographs of humanitarian missions in the southern hemisphere, documenting counter-narcotic operations in the Caribbean, and serving in the public affairs office in Guantanamo Bay, Cuba.

Being a veteran himself, serving and connecting with other veterans is a close passion of his. In his community, Sean volunteers at the Clay County Council on Aging, spending time connecting with elderly veterans, and previously at the Clara White Mission in Jacksonville, Florida.

“ I am excited about taking on this new program and challenge,” said Sean. “Traffic Engineering and Intelligent Transportation Systems are the future in our industry, and I’m thrilled to be leading this effort.”

TELLING THE TPAS STORY

QUEST TEAM PRODUCES VIDEO B-ROLL FOR BREVARD COUNTY MEDIA USE

WHEN THE FLORIDA Department of Transportation (FDOT) completed construction on its first permanent Truck Parking Availability System (TPAS) project,

Quest Central Florida Senior Communications Manager Carolyn Fitzwilliam called on her colleagues to produce a video b-roll package for use by local media.

Quest Video team members Sean Allen and Nick Lulli traveled to northern Brevard County, Florida, to film key

aspects of the system along Interstate 95 (I-95) and at a rest area in Mims, near Brevard County.

“The FDOT is installing TPAS throughout the state to help truck drivers find safe parking spots, and our area of Central Florida had the first contract,” Carolyn explained. “Because components of the system are spread out, our b-roll package made it easier for the media, and helped to promote the project for our client.”

The nearly \$1.9 million project installed TPAS at five rest areas in Brevard and Seminole counties, and two weigh stations in Flagler County. TPAS provides real-time information and helps drivers locate safe options



Carolyn Fitzwilliam

IMPROVING TRAFFIC SAFETY

NORTHEAST FLORIDA TEAM SUPPORTS DISTRICTWIDE CTST TEAM

QUEST'S NORTHEAST FLORIDA team is working closely with Tindale Oliver and the Florida Department of Transportation (FDOT) District Two providing administrative and public involvement activities for the Community Traffic Safety Team (CTST).

CTSTs are locally based groups of highway safety advocates that are committed to a common goal of improving traffic safety in their communities. FDOT states that CTSTs are multi-jurisdictional, with members from city, county, state, and occasionally federal agencies, as well as private industry representatives and local citizens. CTST boundaries are determined by the organizations comprising the team and can be a city, a portion of a county, an entire county, multiple counties, or any other jurisdictional arrangement.

Quest Administrative Support Specialist Christine Aronow currently works in the FDOT Urban Office in Jacksonville, Florida, supporting Community Traffic Safety Specialist Andrea Atran with setting up folders for monthly meetings, creating new engineering concerns from the meetings or by email, scanning documents, shipping items that have been requested, compiling data for quarterly review, and keeping track of shipping and inventory.



“ I love being able to support the CTST team districtwide. The mission of the CTST is so important to the community as a whole,” said Christine Aronow.

by tracking how many spots are available and relaying that information to dynamic message signs located several miles ahead of the rest area or weigh station. With the information, drivers can decide whether to exit the interstate or proceed to the rest area.

FDOT initiated the project after studies revealed truck overflow parking was occurring at some rest areas while several others were remaining underutilized. As a result, some truck drivers resort to the unsafe and illegal methods of parking on the interstate mainline, ramp shoulders, or in vacant lots.

Following a two-year research effort to examine available technologies to help address the system, Florida applied for and received a federal Accelerated Innovation Deployment grant to design and install TPAS at several locations along Interstate 4, Interstate 10, Interstate 75 (I-75) and I-95 throughout the state.

At least two other TPAS projects are currently underway, including one on I-75 in Marion and Sumter counties.



▲ Left to Right: **Mike Shannon, FDOT District Five Secretary; Caitlin Hughes, Director, Office of Freight Management and Operations, Federal Highway Administration; Brian Blanchard, FDOT Assistant Secretary Engineering and Operations; Col. Gene Spaulding, Director, Florida Highway Patrol; and Ken Armstrong, President and CEO, Florida Trucking Association**

◀ **Sean Allen and Nick Lulli in the field shooting some footage for the recent TPAS project.**

W.H.A.L.E. CHECK

W.H.A.L.E. (We Have A Little Emergency) CHECK can make a difference in the event of a motor vehicle crash involving your child. Please help prevent injuries by following these safety tips:

✔ **SEAT STRAPPED IN TIGHT:** You should not be able to move the car seat more than one inch in any direction at the belt path.

✔ **CHEST CLIP AT ARMPIT LEVEL:** Always check the owner's manual when rethreading the harness through the retainer clip.

✔ **HARNESS SNUG ON THE CHILD:** Straps should be tight when you pinch the fabric of the harness at the shoulder.

✔ **WEAR YOUR SAFETY BELT:** Studies show that when adults are buckled, kids are buckled.

✔ **HAS YOUR CAR SEAT BEEN RECALLED?** Find out online at www.floridaoopc.ca.ufl.edu under "Child Safety Seats".

✔ Always read manufacturer's instructions for both your car and child safety seat. Remember, the back seat is the safest place for all children 13 and under to ride.

Birth - 12 Months

- Your child under age 1 should always ride in a rear-facing car seat.
- There are different types of rear-facing car seats. Infant-only seats can only be used rear-facing. Convertible and 3-in-1 car seats typically have higher height and weight limits for the rear-facing position, allowing you to keep your child rear-facing for a longer period of time.

1 - 3 Years

- Keep your child rear-facing as long as possible. It's the best way to keep him or her safe.
- Your child should remain in a rear-facing car seat until he or she reaches the top height or weight limit allowed by your car seat's manufacturer. Once your child outgrows the rear-facing car seat, your child is ready to travel in a forward-facing car seat with a harness.

4 - 7 Years

- Keep your child in a forward-facing car seat with a harness until he or she reaches the top height or weight limit allowed by your car seat's manufacturer.
- Once your child outgrows the forward-facing car seat with a harness, it's time to travel in a booster seat, but still in the back seat.

8 - 12 Years

- Keep your child in a booster seat until he or she is big enough to fit in a seat belt properly.
- For a seat belt to fit properly, the top belt must lie snugly across the upper thighs, not the stomach. The shoulder belt should lie snug across the shoulder and chest and not cross the neck or face. Remember, the safest place for your child to ride is the back seat.

According to the American Academy of Pediatrics:

W.H.A.L.E. (We Have A Little Emergency) CHECK is an education and identification program for parents who have children in car seats. In many cases children are too young to identify themselves or provide helpful information in the event of an automobile crash. Fill out this form below, cut and tape to your child's car seat to provide vital information for emergency personnel.

W.H.A.L.E. CHECK

child's name: _____

special medical conditions: _____

parent/guardian names: _____

phone number: _____

emergency contact: _____

TrafficSafetyTeam.org | [TrafficSafetyTeam](https://www.facebook.com/TrafficSafetyTeam)

“LOOK OUT BEFORE YOU STEP OUT”

QUEST TEAM SHINES WITH HANDS-ON OUTREACH EFFORTS

QUEST SENIOR COMMUNICATIONS Manager Isabel González, Communications Manager Alexandra Gratereaux, and Project Manager and Senior Communications Manager Maria Camacho hit the streets of Miami, Florida, to educate pedestrians on best practices for crossing the street. With hundreds of thousands of cars traveling Miami’s streets every day, it’s important for residents and visitors alike to feel comfortable and knowledgeable when crossing busy thoroughfares. Through an initiative by the Florida Department of Transportation (FDOT), Quest has taken the lead in providing these important safety tips to pedestrians.

locals, hand them collaterals available in three languages, and go over best practices for staying safe. Practices include crossing only at crosswalks, how to use flashing beacons, and looking out for oncoming traffic before stepping onto the street. All these outreach pedestrian efforts are part of a districtwide FDOT campaign called ‘Look Out Before You Step Out.’”

Though seniors 65 and over comprise 12.6 percent of the United States population, they account for almost 21 percent of pedestrian fatalities nationwide. Imagine crossing a multi-lane intersection with cars whizzing by at dangerous speeds. It is even more hazardous if you are a senior with a shopping cart or a mom with a youngster. That’s the scenario that many residents face on a daily basis and where the FDOT Safety Squad goes to work, providing effective outreach and educating pedestrians.



Quest’s Isabel González educating Miami resident on FDOT’s “Look Out Before You Step Out” campaign.

“Quest’s outreach efforts are very hands-on. The team sets up shop at intersections identified by FDOT as potentially treacherous for pedestrians to cross,” said Isabel.

Later this year, the team will provide support in educating pedestrians on how to best utilize 10 new mid-block crosswalks along Miami’s famous Calle Ocho historic highway. FDOT is installing these crosswalks as part of a pedestrian safety improvement project, which also includes the update of curb ramps and signalization equipment to match current standards.

“As our area becomes more densely populated, a growing community of walkers will have to be educated in the safest ways to handle the sprawling streets of a growing metropolis,” said Isabel. “Quest’s team will be there to cover the dangerous “hot spots” for pedestrians with information, education, and outreach that they can apply in their daily lives.”



Left to Right: Maria Camacho, Alexandra Gratereaux and one of Miami’s finest

“Quest’s outreach efforts are very hands-on. Our team sets up shop at intersections identified by FDOT as potentially treacherous for pedestrians to cross,” Isabel said. “We then speak with

SOUTH FLORIDA TEAM PROMOTES PEDESTRIAN SAFETY

SAFETY SQUAD HITS THE GROUND RUNNING AT ANNUAL MIAMI CORPORATE RUN

QUEST’S SOUTH FLORIDA team hit the ground running at the annual Mercedes-Benz-Corporate Run and provided educational brochures on behalf of the Florida Department of Transportation’s (FDOT) Pedestrian Safety Campaign effort. Featuring more than 30,000 participants in Downtown Miami, Miami’s Bayfront Park, the wellness affair took place on April 26. Main sponsors included Turkish Airlines and charity organization United Way.

FDOT is known for providing top-tier educational materials during the annual event, ranging from bike and pedestrian safety to community services and resources. Our team for the event included Business Unit Manager Sergies Duarte, Project Manager and Senior Communications Manager Maria Camacho, Senior Communications Manager Isabel González, Communications Manager Alexandra Gratereaux, Creative Services Manager Sophia Tingle and Communications Manager Tomás Monzón.



◀ Left to Right: Sophia Tingle, Alexandra Gratereaux and Isabel González

2018 FDOT DESIGN SYMPOSIUM

QUEST ASSOCIATES REPRESENT AT STATEWIDE EVENT

AS DESIGN INNOVATIONS and transportation needs evolve, the Florida Department of Transportation (FDOT) is learning new things daily. Quest Traffic Engineering and Operations Program Manager Sean Allen, Multimodal Program Manager Dawn Brown, and Northeast Florida Business Unit Manager Nick Lulli joined FDOT and other consultants throughout the state to learn about and help to develop innovative transportation solutions at the 2018 FDOT Transportation Symposium in Orlando, Florida. Sessions took place on a variety of topics including public engagement, cultural resources coordination, Florida scenic byways, Florida Greenbook, project success stories, connect vehicles, rail coordination, and many more.

"I learned some great material and met even greater people," said Nick. "I'm so grateful that FDOT brought in some of the best of the best to share their knowledge. A favorite session was the Innovative Roundabouts session. This session showcased impressively designed roundabouts from around the country and explained how FDOT is beginning to utilize them more and more."



Left to Right: Quest's Sean Allen and Nick Lulli had the opportunity to attend more than 120 group sessions throughout the three-day event.

According to Sean, "It was a great learning experience. As we continue to build up our Traffic Engineering Program, many of the sessions were informative and provided valuable information that will be used to pursue opportunities and provide services our clients need."



I gained knowledge and gathered information that will enhance the initiative of growing Quest's Multimodal division. I was also able to refamiliarize myself with FDOT practices and programs," explained Dawn.

JUNE IS NATIONAL SAFETY MONTH

QUEST SUPPORTS NATIONAL SAFETY COUNCIL SAFETY CAMPAIGN "NO 1 GETS HURT"

THE NATIONAL SAFETY COUNCIL (NSC) designated the month of June as National Safety Month. The NSC, along with thousands of safety minded organizations across the United States, observe National Safety Month every June to raise awareness of what it takes to make sure "No 1 Gets Hurt."

National Safety Month focuses solely on reducing leading causes of injury and death at work, on the road and in our homes and communities. Throughout the month, the NSC provides weekly materials focused on emergency preparedness, wellness, fall prevention and driving safety. For more information about National Safety Month and to download free materials you can use to help spread the word, visit www.nsc.org. Quest is a proud supporter of the NCS and its efforts to raise awareness to keep our communities and people safe.



PRODUCING SOLUTIONS THAT MAKE SENSE

QUEST'S IN-HOUSE VIDEO TEAM IN ACTION

QUEST CONTINUES TO be a leading choice for video production services statewide with our in-house video team. According to President/CEO/Owner Sharlene Francois Lairscey, "Our video hub is based in Jacksonville, and team includes Business Unit Manager Nick Lulli, Program Manager Sean Allen and Marketing Intern Joey Francois."

Nick is an award-winning former network television journalist with awards from the Associated Press. In 2015, he won First Place as part of the team that covered the Flint Water Crisis in Michigan. He knows how to craft videos that drive the message Quest's clients want to send. "Video is my passion," said Nick. "It's great to turn such an intense interest into positive results for our clients."

Sean is a former United States Navy journalist with experience in writing and videography not only at home but also overseas. "I have taken my camera around the globe, documenting the War on Terror and our military work abroad," said Sean.

Joey is a creative associate, who specializes in generating innovative ideas, with skills in non-linear editing and multimedia with a focus on mixing, mastering and recording sound. "I'm always thinking about new processes to help our clients and make sure the job is done on-time and on-budget," said Joey.

Most recently, Quest produced a video reel for the Truck Parking Availability System in Central Florida for the Florida Department of Transportation District Five. This video will be used to market the system to the trucking industry through use of television and digital media.

Joey Francois



Nick Lulli and Sean Allen shooting footage on a recent job.

QUEST ATTENDS DO-IT-YOURSELF VIDEO CONFERENCE

VICE PRESIDENT JESSICA FRANCOIS DEVELOPING VIDEO TRAINING PROGRAM FOR QUEST EMPLOYEES

EACH DAY, MORE than 500 billion videos get viewed on YouTube - and every 30 days, more video content is uploaded than major U.S. television networks have created in 30 years. Videos command huge power in today's increasingly visual media landscape. How can you take advantage of that power if you don't have a large production team, extensive materials or major marketing dollars?

Sophia Fox



Quest Vice President Jessica Francois and Communications Manager Sophia Fox attended a "Do-It-Yourself" Video Conference hosted by Ragan in Chicago, Illinois, to learn just that and bring back training materials for Quest employees who serve in a community outreach/public information specialist capacity and want to produce video for their specific clients and projects.

Focusing on the video content and trends that drive communication efforts, this conference spotlighted and shared practical tips and useful takeaways on how to shoot and edit engaging videos, identify compelling stories, artfully tell them to audiences, expand reach, engage employees via video efforts, craft a content mix that incorporates an effective video strategy and more - all through the lens of communications pros facing increased responsibilities and limited budgets.



“ There's hardly ever extra

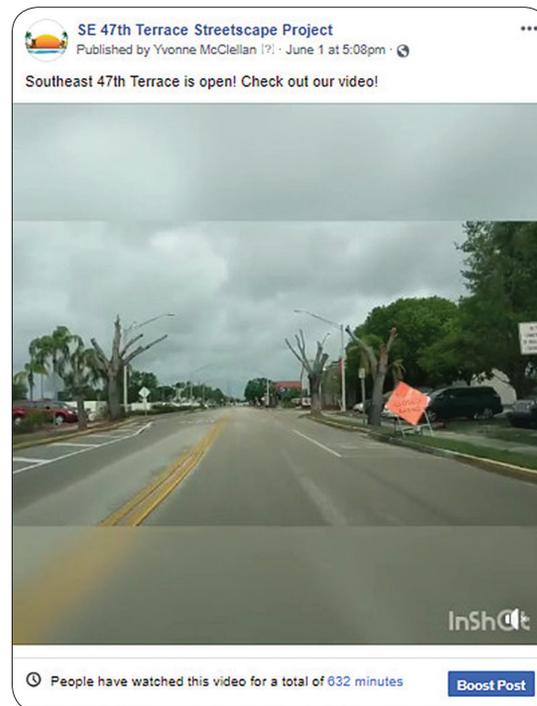
dollars to spend on the projects we serve, and our clients' desire for video is only increasing. While we do have a professional video team that travels to serve a variety of projects and events, the takeaway from this conference is invaluable. It served as a wonderful learning experience for me, and with the information and tools I gathered, I'm developing a training program for our employees, so that they can continue providing innovative, quality products and services to our clients,” says Jessica.

KEEPING THE CAPE CORAL COMMUNITY INFORMED

PROJECT VIDEOS INCREASE AWARENESS ON SE 47TH TERRACE STREETScape PROJECT

A PICTURE - OR VIDEO - is worth a thousand words. That's why Quest's Southwest Florida team produced "drive-through" videos of the project limits for the Southeast 47th Terrace Streetscape project. The team developed the videos as tools to share on social media and show the Cape Coral community how open and accessible the roadways are during construction.

As the project has progressed, community members have expressed concerns. Many local businesses assumed that customers wouldn't come because of the misconception that the road was closed, and businesses would not be accessible. The informative video showed footage of the project limits - what segments were free of construction, and what segments were under construction - and provided the viewpoint of a driver traveling along and through the project limits. Video narration provided voiceover information about the project itself and how to best navigate to reach certain businesses.



“At Quest, we thrive on out-of-the-box thinking to obtain real results for our clients and our projects. We propose tools such as video to help raise awareness for projects and programs we serve, and to garner support from stakeholders,” said Yvonne McClellan.

LIGHTS, CAMERA, ACTION FOR MCAT

SOUTHWEST FLORIDA TEAM HELPS PRODUCE SHORT, INFORMATIONAL VIDEOS FOR TRANSIT SYSTEM

M ANATEE COUNTY AREA TRANSIT (MCAT) is in the spotlight, and Quest's Southwest Florida team is excited to be behind the scenes! Quest Southwest Florida Business Unit Manager Yvonne McClellan has been working with leadership at MCAT and Diamond View Studios to produce short yet engaging, informational videos about new services and products for MCAT.



Yvonne shooting footage for MCAT's new Travel Training Assistance Program.



Yvonne McClellan

The team most recently produced a video about MCAT's new Travel Training Assistance Program. The program illustrates how riders who have not yet used the fixed-route bus system can receive guidance and training to gain confidence in using the fixed-route system. The program also empowers riders with special needs to become more comfortable in using the fixed route bus system when, in the past, they have only used the Handy Bus service.

These beautifully shot and produced videos are two-fold in their results because they show an overview of

the process of the program with trainers riding the bus with clients, coaching them in identifying landmarks, and assisting them with developing a plan for riding the bus and working out bus schedules to fit their needs. It also serves as a tool to promote the program on MCAT's website and social media accounts to spread the word about the new program and illustrate its ease of use.

Quest's collaboration with Diamond View Studios in capturing new opportunities for riders was also key in developing a lasting impactful product for MCAT. Our team is excited to continue working on this project helping promote the new Travel Training Assistance Program.

CHARLOTTE APPLE

Superpower: Wonder Woman, she's strong and fierce.
Astrological sign: Sagittarius
Movie inspiration: Sandra Bullock, I love that movie she is in with Keanu Reeves called The Lake House.
Travel spot: Paris and London. I could spend a few dollars there (haha). Also, anywhere it's cold so maybe even Alaska or Niagara Falls in Canada.



QUEST: What brought you to Florida?

CHARLOTTE: I'm a native Floridian born and raised in Tampa.

Q: What do you do for Quest?

C: I joined Quest as a Billing Specialist in 2016. In my role, I work with various Florida Department of Transportation Operations Centers. There, I transcribe and edit progress meeting minutes, produce various reports, scan emails and documents into digital project files, and handle other administrative tasks as necessary to support a large amount of ongoing construction projects.

Q: Do you participate in any professional development or how-to training? What softwares interest you?

C: I have participated in several professional development and software trainings to improve my skills over the years. I also really enjoy doing brainstorming sessions. I think it's good to have that open communication and collaboration between your team. I enjoy using QuickBooks and the Florida Department of Transportation Electronic Document Management System (EDMS) Hummingbird for scanning.

Q: What's the coolest/craziest thing that's happened on one of your jobs?

C: I can't say that there's one thing specifically that I've witnessed or heard of, but I can say that there's a lot of activity happening in the different operations centers, and the busyness alone can make any situation crazy really quickly. Despite the craziness, I enjoy when the different engineers working on our projects come through the office. Being able to interact with their different personalities, specialties, and collaborate with them has been amazing and a great learning experience.

Q: Did you always want to work in compliance, if not what did you want to be?

C: In high school and college, I always enjoyed my business classes the most, so I think General Business has always been my interest. I've always found myself behind a desk.

Q: What do you enjoy doing on the weekends?

C: I enjoy being outside in the fresh air keeping up with my garden and yard. I also enjoy swimming and hanging out in the pool with my grandkids, Regan, who is almost two, and Ivan, three months old. Regan just learned survival swimming. It's so amazing to watch her learn. She's learning fast.

Q: Who inspires you personally?

C: My family is absolutely my inspiration. I have three brothers and one sister. Also, my two kids Crystal, 26, and Devin, 22.

Q: Who inspires you professionally?

C: Quest President/CEO/Owner Sharlene Francois Lairscey because she is so outgoing and a true leader. And, Vice President/Corporate Officer Diane Hackney is always on the go. She's amazing.

Q: How has Quest helped you grow in your career?

C: The amount of knowledge I have learned from each project at Quest has been challenging but rewarding. I'm usually a quiet person, and I keep to myself, so I feel like working with many people here at Quest, learning from them and growing, has really helped me to push myself out of my comfort zone.

Q: Are you involved in any professional organizations?

C: I was involved in Girl Scouts for 17 years as a Girl Scout Leader.



Charlotte and her husband having fun during a Halloween party.

CHRISTINE ARONOW

Position: Senior Administrative Specialist

I'd love to travel to: New Zealand. My step daughter lives there with my two-year-old grandson. I'd love to go for at least two weeks or more.

Spirit animal: Tiger because they are strong, beautiful and mysterious. I've always loved them.

Astrological sign: Taurus



QUEST: Where are you originally from?

CHRISTINE: I was born in New Jersey, but I have been in Florida since I was four years old, so pretty much my entire life.

[Q]: How do you stay current with the latest software and applications?

C: I stay current with all major Microsoft programs including Outlook, Word, Excel and Access with online training. It's actually my first time using Access, and I've enjoyed learning the new software. When learning Access, I watched different online tutorials on YouTube to learn more about the software.

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

C: Currently, I am working in the Florida Department of Transportation (FDOT) Jacksonville Urban Office under a Tindale Oliver GEC Contract as part of the FDOT District Two Traffic Safety Team. I support the Traffic Safety Team leader with Engineering Concerns, shipping requested educational safety materials, and other administrative duties.

[Q]: What's the coolest/craziest thing that's happened on one of your jobs?

C: Nothing out of the ordinary. Truthfully, everything has been really smooth and easy going in my roles at Quest. Everyone has been great to work for, I have been very happy.

[Q]: How did you end up in the transportation field?

C: I was a mother early. I really got into this field because of my husband, Steven, who works for an engineering firm. I didn't know anything about roads or construction until him, but I enjoy it and it keeps me intrigued. My husband is my biggest supporter and my biggest criticizer, but in a good way because he pushes me to do better. He's also my biggest personal inspiration.

[Q]: What are your hobbies?

C: I'm very happy sitting at home with my husband watching movies (pretty much every genre besides horror) and hanging out. We also watch a lot of sports including Florida Gators football, University of South Florida football, Tampa Bay Buccaneers, but now that we are in the Jacksonville area we have jumped on the Jacksonville Jaguars bandwagon. I enjoy spending time with my grandson who lives in Niceville, Florida. He is my pride and joy. And, of course, my daughter, Erin, 28.

[Q]: Who is your professional inspiration?

C: Megan Olivera, Quest's Pennsylvania Business Unit Leader, really inspires me. She was my first supervisor at Quest. She's just amazing. If I ever have any questions, she is always there to support me one hundred percent. I just love her!

[Q]: What is your proudest moment to date at Quest?

C: Quest standing by me as I switched from FDOT District Five in Orlando to District Two in Jacksonville.

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

C: Working with FDOT has been eye opening and a great learning experience. Our team really worked with me and made me feel impactful and special. It's amazing working for a company that you know has your back.

[Q]: What's something about you that would shock others?

C: I'm on one of the highest levels (level 2500) of the game Candy Crush.



Christine, her husband, Steven, and her grandson Brody enjoying a fun-filled day at Disney's Animal Kingdom.

KENDALL CAPPADORO

Hometown: Tampa, Florida.

Travel bucket list: Italy and/or Germany, because both are where my parent's families come from and I feel a strong attachment to both cultures.

Spirit animal: A hawk because they are free, strong animals, and the idea of flight is so amazing.

Hobbies: Anything that involves the water whether it be boating, tubing or skiing.

Astrological sign: Gemini



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

KENDALL: I attended college at the University of South Florida, Tampa campus. I majored in Public Health with a minor in Community Engaged Homeland Security and Emergency Management.

[Q]: What projects have you worked on in the past that you feel passionate about?

K: Not a Quest project, but my one year with AmeriCorps, a program similar to the Peace Corps. They have a program within AmeriCorps called AmeriCorps NCCC or the National Civilian Community Corps and that is what I did called Federal Emergency Management Agency (FEMA) Corp. I traveled for 11 months and served under the Homeland Security badge of FEMA. I went into 18 different states, served in six of them, and I responded to Hurricane Harvey and the California wildfires.

[Q]: Who inspires you professionally?

K: My USF professor, Elizabeth Dunn, who pushed me into everything Homeland Security. She is the one who pushed me to sign up for my first course. She also practically signed me up for FEMA Corps. She is just a huge inspiration!

[Q]: What are you learning in your training as a Resident Compliance Specialist?

K: I'm part time as an administrative specialist and currently training up as a resident compliance specialist (RCS). I work closely under Quest RCS Rhonda Kaeser learning all RCS duties including wages, payroll, On-the-Job training, job site postings, Equal Employment Opportunity and Disadvantaged Business Enterprise certifications.

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

K: I love poking around in new pieces of software, recently I just created a SharePoint file for all of Quest's teaming projects. I only have minimal experience working in SharePoint, so I watched tutorials and played around with the software until I figured it out. I always try to figure out a software's flaws and limitations until I truly understand it rather than just learning the small piece that I need to know.

[Q]: Who inspires you on a personal level?

K: My mom, Quest Vice President Jill Cappadoro, she is a huge inspiration both professionally and personally. What she has done for our family is awesome, and I hope to have a family and a bond like ours one day. I also hope to have a profession that I can be proud of like hers as well.

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

K: It was my first ever corporate position. It was my first job where I learned email etiquette, how to speak on the phone, how to speak to your supervisor and more. I'm very thankful for Quest and the opportunities it continues to give me.

[Q]: What's the most interesting thing about you that would shock others?

K: I think people would be surprised by how introverted I really am because I've always been inspired to be really extroverted, but I could go days by myself with a really good book (anything with action and just a touch of science fiction). I crave that alone time, but I also enjoy spending time with my close friends and family.



Kendall enjoying a wonderful dinner with her family.

LOIS CROSS



Astrological sign: Sagittarius

Spirit animal: A rabbit because I like to go at things really hard and fast and then stop and rest.

Hobbies: Boating, fishing, scalloping. Normally, I'm the first one in the water and the last one on the boat.

Hometown: I was born in Brooksville, Florida, and I was raised in the Citrus County area.

Travel: I'd go back to China and try to reach out to individuals I had met when I was there before. I'd also rent a huge boat with a crew and have them take me everywhere.

QUEST: What's your current position? How long have you been in this position?

LOIS: I'm a senior administrative specialist for Quest. I've been back with Quest since November 2017, but I also worked for Quest in April of 2016 to March of 2017.

[Q]: Can you give me a brief overview of what it is you do in your work?

L: I support construction project teams with administrative services. The main thing we do is we set up a file structure and maintain that throughout the project. We are also working on trying to help build a closeout package. Additionally, I update all project information into the Florida Department of Transportation's (FDOT) software ProjectSolve. As an administrative specialist, I always want to do anything I can to support my team.

[Q]: How do you stay current with the latest softwares in administration?

L: I attend how-to trainings and professional development courses within FDOT. I also use our handbook if I have any questions pertaining to any software, especially ProjectSolve, the newest software for FDOT. On a daily basis, I use the software programs ProjectSolve, SharePoint, EDMS, Microsoft Office, Site Manager, Adobe Pro and more.

[Q]: What's the coolest/craziest thing that's happened on one of your jobs?

L: I think riding Central Florida's SunRail. Our project team was on the first few days of ridership, so we got to ride it and see what it was like. It was kind of a celebration for us. We took the SunRail into Winter Park, Florida, and had dinner and walked around and then we rode it back.

[Q]: Did you always want to work in this field, if not what did you want to be?

L: I worked in manufacturing for most of my life. But I could see myself in a marketing or a public information role. I'd like to shadow and mentor other people in Quest that are in different positions to see what else is out there. I love learning. I enjoy being creative and putting myself in different positions to learn new trades. I have to stay focused or else I get bored; I love the challenge, and I am open to anything new.

[Q]: Who inspires you personally and professionally?

L: Personally, Quest Vice President Jessica Francois has a place in my heart. For her to accomplish what she has at such a young age is pretty incredible. She's also very kindhearted. Also, our President/CEO/Owner Sharlene Francois Lairsey, they are a great team. My professional inspiration comes from Quest Vice President Mary Brooks. She was the first person I met when I joined Quest. She is very personable and knowledgeable.

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

L: Quest has made me realize I do want to grow professionally and expand on what I am doing and where I am at in my career. It's pushed me to do more.

[Q]: What's one thing about you that would surprise others?

L: I've actually built a car. My dad and I took three cars apart and built a Chevrolet Impala when I was 17 years old. I also drew up my own house plans from scratch.



Lois and her family enjoying a celebratory dinner after her daughter Rebecca's college graduation.

RASHEIA FREEMAN

Astrological sign: Cancer

Travel bucket list: Hawaii because I want to see the volcanoes, the water and the culture. Also, Alaska.

Superhero: Wonder Woman, I've loved her since I was a child.

Doppelganger: Dawn-Lyen Gardner from the TV show Queen Sugar. She's strong and holds her family together when her father passes away.

Personal inspiration: My brother, Rod. He's like a father figure and an older brother all in one. We've always been close even with our 10-year age gap.



QUEST: Where are you originally from, and where did you attend college?

RASHEIA: I'm originally from Bradenton, Florida, and have never left. I graduated from the University of South Florida - Sarasota campus with a bachelor's degree in Business and minor in Accounting.

Q: How long have you been with Quest, and what is your role at Quest?

R: I've been working with Quest for almost three years. Since I first started, I have been working as a resident compliance specialist (RCS) in the Florida Department of Transportation (FDOT) District One office. I've probably covered close to 12 to 13 projects while being at FDOT. I also teach courses for our Roads to Jobs Life Skills for Construction Careers program for FDOT. In addition, I've been training under Vice President Maricelle Venegas, providing community outreach support, assisting with flier distributions and business development for Quest in Southwest Florida.

Q: What are your daily duties as an RCS?

R: As an RCS, I'm responsible for contract compliance. It's a constant review of documents, making sure they are adhering to the contract. I also keep track of payrolls, On-the-Job training and Disadvantaged Business Enterprise certifications.

Q: How do you stay current with the latest procedures and softwares in compliance?

R: FDOT's District One Compliance Contract Manager hosts a quarterly training. Anytime anything new pops up, whether it be from the Florida Highway Administration, the state office or a new policy or procedure, she hosts a training to make sure all RCS's are on the same page. I also attend trainings hosted at the state level once a year.

Q: What's the coolest/craziest thing that's happened on one of your jobs?

R: I've had contracts where animals have been a big influence on whether a project is shut down for a couple months or not. Anywhere from a gopher tortoise to eagle nests. On one project, an earthworm stopped work on a project for a couple of months until it cleared out.

Q: How do you like to spend your weekends?

R: Outside of spending time with my husband, Willy and our four children Destine, 21, Brittany, 18, Dylan, 10, and Willy, 6. My second hobby would be shopping and when I say shopping, I mean on any level. I don't care what I'm shopping for (home, personal or groceries). I'm always telling my husband, but I have a coupon, so I can get it (haha).

Q: Who inspires you professionally?

R: I find inspiration in people who love our industry as much as I do, especially in the engineers I work with every day. People who educate and coach me.

Q: How has Quest helped you grow professionally?

R: Quest has always opened the door to many opportunities, whether it be growth within contracts or trainings I'd like to pursue. They've helped me get to the next level and have pushed me out of my comfort zone when it comes to growth in our company.

Q: What's a characteristic about you that would shock others?

R: My peers generally think I'm soft spoken. But I have a toughness about me that people wouldn't realize. It's stems from parenting and taking care of a household, but it's not a characteristic I would show in the workplace.



Rasheia, her husband, Willy, and their four children enjoying an afternoon together.

AMANDA HOPKINS



Astrological sign: Taurus

Personal inspiration: My mom because she is so caring and always puts others before herself.

Superpower: Probably healing powers, so that I could heal others.

Travel bucket list: I know I would travel all throughout Europe and backpack (specifically Paris).

Who plays you in a movie? Jenna Fischer, who plays Pam in The Office. She's sweet and funny. I've been told we are similar in looks and personality.

QUEST: Where are you originally from and what brought you to Florida?

AMANDA: I was born in Quincy, Florida, but my family moved to Tennessee when I was in elementary school. My father was a country-music singer and songwriter, and at the time, decided to go to Nashville, with the dream of recording his own album. He recorded a couple albums and headlined in different clubs in downtown Nashville. Then we came back to Havana, Florida, when I started high school because my father was originally from this area. I've been in Tallahassee for over 16 years with my husband and three kids.

[Q]: How long have you worked with Quest?

A: I've been with Quest for eight years. I serve as a community outreach specialist and residence compliance specialist (RCS) on multiple projects. But my official title is Communications Manager with our Northwest Florida team.

[Q]: What programs do you use daily? Do you participate in any training?

A: I use Adobe to check payroll. I also use Florida Department of Transportation's (FDOT) programs such as the EDMS software and Site Manager. Every year each FDOT district puts on their own training. For District Three, I attend training in Chipley, Florida. The training helps us keep track of any new rules, updates to the handbook and more.

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

A: As of right now, I am working on a few major projects. These projects keep me very busy. On each project, I serve multiple capacities on different ones including administrative support, RCS support and Community Outreach support.



Amanda and her family siteseeing in North Carolina.

[Q]: Do you have a favorite project?

A: The Lafayette Tunnel in Tallahassee, Florida, was amazing to work on with RS&H. It was actually the first project I did when I first started with Quest.

[Q]: What are your hobbies? What do you enjoy doing on weekends?

A: I enjoy being outside with my husband and our three children, my daughter Mariah, 22, and two sons Michael, 14, and Marc, 11. We enjoy hiking, going to the beach, and rock painting, which is a game where you paint rocks and then go hide them. I also enjoy scrapbooking and reading any book by James Patterson.

[Q]: What is your proudest moment to date at Quest?

A: I think winning Employee of the Year in 2011. It was very cool, and an honor I wasn't expecting.

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

A: Sharlene has been a huge support of my growth at Quest. I think I've grown the most in my profession because I've been given the opportunity to work on multiple projects, especially the chance to do the community outreach specialist work. I also enjoy being in the Ian Hill Professional Development training class. I've already learned so much about time management and leadership. His tips are pragmatic and useful.

[Q]: What's the most interesting thing about you that would shock others?

A: I guess I can be really goofy at times, although I tend to be quiet around most new people, when I am at home with my husband, my kids, and close friends my silly side comes out.

RHONDA KAESER

Hometown: I was born in Chattanooga, Tennessee, but my family moved to Tampa when I was two.

Travel bucket list: It would have to be all over Greece. It looks so gorgeous there and I love the culture.

Spirit animal: Probably a dolphin, they seem peaceful. They're almost gentle, but also very protective and I love that.

Astrological sign: Virgo

Proudest moment to date at Quest: Making my 10-year mark at Quest.



QUEST: How long have you been with Quest?

RHONDA: In August, I will have been with Quest for 11 years. When I started with Quest, I worked in the Corporate Office helping the Home Operations team with accounting and administrative tasks. I've been working as a resident compliance specialist (RCS) for the past three years now, going on four.

Q: What projects are you currently working on for Quest? Can you explain what you do on a day-to-day basis?

R: Currently, I work on the districtwide Florida Department of Transportation (FDOT) District Seven contract as a full time RCS specialist. I collect payroll and check the job boards to make sure that the sites have all of the necessary, mandatory FDOT posters up. I also work on all paperwork and Disadvantaged Business Enterprise (DBE) certifications to make sure the contractors are compliant with FDOT's and the Federal Highway Administration's standards.

Q: Do you participate in professional development classes to stay up to date with compliance?

R: Yes, I've traveled all over the United States to participate in FDOT's professional development training for compliance. The training consists of updates in our compliance handbook. It's also a way to gather all the districts together to stay on the same page when it comes to compliance as a whole. I also make sure I stay up-to-date with Adobe, Microsoft Outlook, EDMS and other softwares.

Q: What's the coolest/craziest thing that's happened on one of your jobs?

R: I won the Quest employee cruise to Nassau, Bahamas about five or six years ago. It was a great experience and a great way to recognize our teams hard work and dedication.

Q: Did you always want to work in compliance, if not what did you want to be?

R: When I was younger, I wanted to be a nurse. I attended school at Hillsborough Community College in Tampa, Florida, to pursue it for a little.

Q: What do you enjoy doing on the weekends?

R: I love going to the beach and spending time with my two sons Cameron, 27, and Brandon, 25. I also enjoy taking my granddaughter, Charlee, 8, to Orlando, Florida, to visit Disney World and Universal Studios. She's my little pride and joy. I also do a lot of walking to stay active. I'll take my dog, Chubby, on different trails around the area.

Q: Who inspires you personally?

R: My mom, in so many ways. She's always on the go and never wants to stop working. She would do anything for anyone at any time.

Q: How has Quest helped you grow professionally?

R: Quest has pushed me out of my comfort zone. By getting out in the field and learning all different job responsibilities, I can see a difference from when I first started. I've also learned how to adapt to change which has been a great learning curve. I've also enjoyed working with FDOT, it's definitely broadened my knowledge.



Rhonda and her mom, Joann, enjoying quality time together.

GINGER MILLER



Astrological sign: Virgo

Doppelganger: Julie Andrews. I love the Sound of Music. It was the first movie I have ever seen.

Spirit animal: A dog, I'd love to be pampered like my dogs are (haha). They are loyal, sweet, cuddly and calming.

Proudest moment at Quest: Making it six years with a great company such as Quest.

QUEST: What brought you to the Central Florida area?

GINGER: I was born in Miami, Florida, and grew up in the Hollywood area. When my parents moved to Brooksville, Florida, I was ready to get out of the city life and move closer to them, so I moved near the Orlando area.

[Q]: How long have you been working with Quest? How would you describe your day-to-day role?

G: My anniversary with Quest just happened on June 16, so I recently celebrated my sixth year with Quest as a Senior Administrative Specialist. I'm a professional administrator. I keep track of all paperwork, forms and reports from EDMS, the Florida Department of Transportation's (FDOT) in-house software, including estimates, maintenance of traffic, meeting minutes and agendas, requests for information, and all material reports including concrete, asphalt and more.

[Q]: What softwares and applications do you use daily for compliance and administration?

G: A software called ProjectSolve, which has made us paperless. I also use SharePoint to organize all files for our client. Other programs include EDMS, Adobe, Nuance and Microsoft Office.

[Q]: Do you participate in any professional development or how-to training?

G: I took advantage of the how-to training for ProjectSolve when it first came out. I've also attended the Equal Employment Opportunity training that FDOT holds each year. The training consists of updates to forms, updates to the handbook, new requirements and more.

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

G: Currently, I am working as a senior administrative specialist for the State Road 19 over Little Lake Harris Bridge Replacement in the Lake County area with Metric Engineering. It's the perfect job.

[Q]: Did you always want to work in the transportation industry? If not, what did you want to be?

G: I've always loved construction, and I've always been in construction. I have a real passion for the industry. Before it was vertical, but I like horizontal better - the roadways and bridges. I'm very lucky to have worked with Metric Engineering on two projects. They've been very good to me.

[Q]: What do you enjoy doing in your free time?

G: I attend church every Sunday and bible study every Wednesday. I enjoy spending time with my husband, Stan, and my dogs, Casey and Tabby. I love being outside, we have about seven out of our 10 acres that I mow each weekend. I also enjoy gardening and growing my herbs on our back patio. My sister, Gale, and my mom are very important to me. My sister has been my mom's caregiver now for seven years, so I spend a lot of my weekends helping her in whatever way I can.

[Q]: Who is your professional inspiration?

G: Quest Pennsylvania Business Unit Leader Megan Olivera. I admire her work ethic, kindness and motivation. She inspires me daily.

[Q]: How has Quest helped you grow?

G: They've given me the advantage to work for some amazing clients. It's opportunities that don't come around regularly. I've never worked for a company where they care so much about your well-being. I also love the company events and socials; a lot of companies don't invest in their employees anymore like Quest does.



Ginger enjoying a day out on the water fishing with her husband.

US 27 AND SR 64 INTERSECTION IMPROVEMENTS

SOUTHWEST FLORIDA TEAM ORGANIZES PUBLIC MEETING FOR FDOT HEARTLAND OPERATIONS

MEMBERS OF QUEST'S Southwest Florida team recently organized a public meeting for the Florida Department of Transportation (FDOT) US 27 and State Road (SR) 64 intersection improvements project as part of the community outreach services Quest provides to FDOT through its Heartland Operations Center in Southwest Florida. The meeting served as an impactful way to reach community residents and local officials for the high-profile project in Highlands County, Florida, and share information about the project and the improvements it brings to the community. The project includes replacing the existing roadway with concrete pavement at the intersection of US 27 and SR 64. An eastbound right-turn lane on SR 64 to southbound US 27 will be added and improvements will be made to the existing southbound right-turn lane on US 27 to SR 64. In addition, crews will replace the traffic signals at the intersection as well as adding eight new street lights. Other improvements include the installation of pavement markings and signage, concrete curb, sidewalks and a traffic separator. These improvements have the potential to allow motorists much easier access to both major roadways and provide better lighting for safer nighttime travel.

Corine Burgess



According to Senior Communications Manager Corine Burgess, "The meeting was well attended by residents from the community, local press, a Highlands County Commissioner, and the Manager for the City of Avon Park. Working with FDOT, Wood, Concrete Services, DRMP, and Comprehensive Engineering Services, our team ensured the meeting went smoothly, and that stakeholders saw a value in the information they received about the upcoming construction. Citizens commented on how pleased they were that the project was taking place and that it would provide much needed safety improvements to what is currently an extremely busy intersection."



“It was a successful event, and one of the many reasons Quest is excited to continue working with residents, businesses, and citizens to keep them informed and address any concerns about the FDOT project,” stated Vice President Maricelle Venegas.

FLORIDA DEPARTMENT OF TRANSPORTATION
INTERSECTION IMPROVEMENTS AT US 27 AND SR 64
CONSTRUCTION BEGINS IN EARLY JUNE 2018

FDOT

Financial Project ID: 434986-1-52-01 May 2018

CONSTRUCTION PROJECT

The Florida Department of Transportation's contractor, Concrete Services, Inc. will begin work in early June 2018 to make improvements to the intersection at US 27 and SR 64 in Avon Park. The project limits are from West Townsend Street to Batts Street on US 27 and from Self Avenue to US 27 on SR 64 in Highlands County. The project length is approximately half a mile. The project limits are identified below on the project location map.

PROJECT IMPROVEMENTS

- Replace existing roadway with concrete pavement:
 - US 27 southbound from West Pleasant Street to Paulk Street
 - US 27 northbound from Dyal Street to West Hill Street
 - SR 64 from Self Avenue to US 27
- Resurface existing roadway on US 27 from West Townsend Street to Batts Street
- Construct an eastbound right-turn lane on SR 64 to US 27 and upgrade the southbound right-turn lane along US 27 to SR 64
- Replace traffic signals at the intersection of US 27 and SR 64
- Install new pavement markings and signage
- Install concrete curb, sidewalks and traffic separator
- Add eight new street lights and improve drainage

PROJECT SCHEDULE

- Construction begins in early June 2018 and ends in spring 2020
- A single continuous lane closure on US 27 will be in place during intersection construction
- Additional lane closures and temporary lane shifts on SR 64 will occur during nighttime/overnight hours from 9 p.m. to 6 a.m., weather permitting
- Estimated construction cost is \$8 Million

Please drive safely and watch for construction crews in the work zone

PROJECT CONTRACTOR

Concrete Services, Inc.

CONTACT US

For more information about the project, contact:
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GROWING COMMUNITY OUTREACH IN SOUTH CAPE CORAL

QUEST SUPPORTS THE CITY OF CAPE CORAL AND CHRIS-TEL CONSTRUCTION

QUEST SOUTHWEST FLORIDA Business Unit Manager Yvonne McClellan provides community outreach and public information services on the Southeast 47th Terrace Streetscape Improvement Project, a mile-long stretch of downtown South Cape Coral with roughly 130 businesses located in the corridor.

The project entails significant infrastructure improvements within the City of Cape Coral. Chris-Tel Construction serves as the construction manager overseeing the installation of new water, wastewater, sewer and fiber optic lines as well as widened paver walk paths, a new roundabout, lighting, landscaping and hardscaping to create a walkable downtown environment for the community. In order to reach busy business owners and provide to them and their customers with a new avenue for accessing information about the project and face-time with the project team, Yvonne coordinates “pop-up” Question and Answer

events (Q&As) to inform the community about the project and provide responses to any questions that they have.

The project team shares these events through e-newsletters, social media and word-of-mouth, inviting anyone in the community to ask questions about construction

and the project. These events serve as a way for stakeholders and interested community members to see and understand the state of the project limits, and that the project team has maintained traffic open to businesses so that customers could continue to shop and support the commercial district during construction. As a result, we’re pleased to say the Q&As have been a helpful tool to increase project awareness and foster community support for the project.



We’ve also hosted those events at businesses within the project limits and engaged the business owners in the process to encourage outreach to their clients. They’re well-received, so we plan to continue hosting them until the project is complete,” said Yvonne McClellan.

Welcome NANNETTE RODRIGUEZ!

NANNETTE BRINGS COMMUNICATIONS AND MARKETING EXPERIENCE TO HER NEW ROLE AT QUEST



WE ARE PLEASED to welcome Senior Communications Manager Nannette Rodriguez to our South/Southeast Florida teams. Nannette has more than 25 years of award-winning, public sector communications and marketing experience, from leading efforts at the City of Miami Beach to the Palm Beach County Clerk & Comptroller.

“We are beyond thrilled to have Nannette on our team!” said Quest Southeast Florida Business Unit Manager Beth Zsoka. “Since bringing her on board, it’s obvious that she’s committed to quality, excellence, creativity and teamwork.”

When it comes to public and media relations, social media, crisis communications, and community outreach, Nannette is a subject-matter expert. She was recently recognized as the City-County Communications and Marketing Association (3CMA) 2017 Communicator of the Year for her leadership, innovations, and contributions to government communications. Nannette currently serves as president of 3CMA and is also a member of the National Association of Government Communicators Association (NAGC), Public Relations Society of America (PRSA), and the Florida Municipal Communications Association.

“The passion of this native Floridian for her job is contagious as well as her interest for learning the latest trends in social media and ways to communicate,” wrote author Yadira Caro about Nannette and her career.

No stranger to breaking news, Nannette has been on the frontline responding to many crisis scenarios from natural and accidental to criminal and economic over her career. Nannette also understands the history and diverse challenges of Florida’s regions and communities having lived in each of the state’s major metropolitan areas. Nurturing a loving family while juggling a successful, high-demanding career, she says, is her crowning achievement. She has been married to Angel for 33 years, raised two adult children, and is about to become an Abuela for the first time.

Though her spare time is limited, she likes to get her hands dirty with paint, tools, and other materials to create and re-purpose things around the house and for gifts. She also enjoys reading, writing and dancing.

Nannette is a graduate of the University of Miami where she also lectures and mentors students at the School of Communications.



Nannette touring the Crosstown Parkway Extension and Bridge Project where she serves as a community outreach specialist.

SOUTH OCEAN DRIVE BRIDGE

QUEST EXECUTES A SUCCESSFUL COMMUNITY WORKSHOP IN FORT LAUDERDALE

FOR RESIDENTS OF more than 1,000 housing units, there are only two ways in and two ways out to access their properties, and the City of Fort Lauderdale plans to temporarily close one access to replace an aging, 80-foot, two-lane neighborhood bridge on the north side of the Port Everglades Inlet. The City of Fort Lauderdale and Lakes Engineering turned to Quest's Southeast Florida team for community outreach to introduce the project to the residents and ease concerns.

Quest Senior Communications Manager Peter Dobens organized, planned, and executed a workshop for Lakes Engineering to bring the team and the City of Fort Lauderdale together with the leaders of various homeowners associations, condominium associations, resorts and businesses. The goal was to introduce the two-year, design-build project to the affected stakeholders. With help from Quest Senior Communications Manager Isabel González, the successful meeting provided information for association and community leaders to bring back to residents.



Peter traveling door-to-door conducting community outreach initiatives to local residents before the workshop.



“ Association representatives had many questions regarding the design and potential construction impacts and raised safety concerns about emergency vehicle and large truck access around traffic roundabouts in residential neighborhoods, but also voiced support for the bridge replacement. The team continues to work closely with Lakes Engineering and the City of Fort Lauderdale in communicating important updates for this project,” said Peter.

PROJECT IN CORAL SPRINGS WRAPS UP

QUEST WORKED WITH THE CITY OF CORAL SPRINGS AND ECKLER ENGINEERING ON THE SAMPLE ROAD PROJECT

TEAMING UP WITH the City of Coral Springs and Eckler Engineering, Quest's Southeast Florida team helped ease residents and businesses concerns during the City of Coral Springs Sample Road Water and Sewer Replacement Project. A highly visible operation, the utility work included the placement of larger-capacity transmission lines in front of the City's new City Hall. It required overnight work, lane closures, and diversions on one of the

City's busiest east-west thoroughfares. Sample Road is also a key evacuation route.

The \$3 million project started in January 2017 and was recently completed. The project experienced delays due to weather and Hurricane Irma. Quest maintained a project hotline, provided weekly updates to the City's Public Information Office, and worked with the City team to post regular updates and photos to the City's website and social media platforms.

Our team has enjoyed serving this project and looks forward to working with the City of Coral Springs in the future.



MIAMI-DADE TAKES A PLEDGE TO “KEEP OUR CITIES PRETTY”

SOUTH FLORIDA TEAM KICKS OFF ANTI-LITTER CAMPAIGN

Alexandra Grateaux

QUEST’S SOUTH FLORIDA team kicked off the Florida Department of Transportation (FDOT) District Six Anti-Litter Campaign during the recent City of North Miami Green Awareness Fair and Recycling event. The “Litter-Free Miami-Dade Campaign” with the tagline “Keep Our Cities Pretty” focuses on the upkeep and safety of South Florida’s state highways and centers by educating residents about ways to support anti-litter efforts on roadways. The campaign also partners with the county and local municipalities to amplify beautification efforts.

Isabel González



FDOT is emphasizing the importance of promoting anti-litter education from an early start by focusing on children. The county-wide campaign was launched during the family-friendly gathering held at the Museum of Contemporary Art (MOCA) that included Earth Day-type activities, live music, delectable food assortments, and an anti-litter/recyclable arts and crafts table for children of all ages. In addition to awareness and educational outreach, FDOT’s Anti-Litter Campaign provides local organizations with the opportunity to help by participating in the Adopt-A-Highway program. Volunteer groups are able to conduct litter removal at regularly scheduled intervals.



Maria Camacho



Our team, including Alexandra Grateaux, Isabel González, Maria Camacho and Sophia Tingle showcased the campaign to event-goers and featured a special activity for children that included a trash can dressed up as “Mr. Bin”, where children played hopscotch on their way to deposit trash.



Sophia Tingle



LITTLE HAVANA PROJECT UPDATE

SOUTH FLORIDA TEAM CONTINUES TO SHINE WITH OUTREACH IN LITTLE HAVANA

QUEST SOUTH FLORIDA Business Unit Manager Sergies Duarte and Communications Manager Tomás Monzón form the community outreach team for a Florida Department of Transportation (FDOT) District Six pedestrian safety improvement project along State Road (SR) 90/ US 41/Southwest 8 Street in Miami’s historic Little Havana neighborhood. Now that construction has begun, the duo is engaging in successful one-on-one coordination efforts in person with stakeholders, a tactic that has proven to be successful when communicating with “mom and pop” business owners and mitigating the impact of construction activity.

Tomás Monzón



Little Havana has become a tourist hot spot in recent years, with many visitors hopping off tour buses and soaking in the sights and sounds of the Cuban-inspired businesses throughout the corridor. Despite the pedestrian crowds, however, Southwest 8 Street, also known as Calle Ocho, is a three-lane, one-way road which serves thousands of cars heading into Miami’s bustling Brickell and Downtown neighborhoods. Tourists and locals alike are often spotted crossing the busy thoroughfare outside of signalized crosswalks, posing a threat to vehicular traffic as well as their own lives.

“Driving the project as part of the construction team, you see the need there,” said FDOT Project Administrator George Hoffman. “People are crossing everywhere, so providing these mid-block crossings will definitely serve that need.”



The project will install 10 mid-block crosswalks with flashing beacons. These new mid-block crosswalks will provide additional opportunities for pedestrians to cross the street safely and enjoy the many restaurants, shops, art galleries, and music clubs that the corridor is famous for.

Quest has provided public information and community outreach services on this project since it began in 2017, including the creation of a stakeholder contact information database, the production and distribution of project fact sheets in English and Spanish, and the provision of social media content for FDOT.

“The unique cultural flavor of Calle Ocho and Little Havana attract people from all over, so providing pedestrian-friendly access facilities is a big plus to the community,” said Tomás.

Sergies and Tomás have also developed a close relationship with project inspectors and FDOT project staff, staying abreast of upcoming construction activity and identifying and responding to potential conflicts between stakeholders and planned improvements.



“ We are grateful to serve on such a unique project for FDOT. Following the project’s completion later this year, Quest will also partake in a pedestrian safety awareness campaign in conjunction with FDOT to educate pedestrians and motorists alike on the use of these new mid-block crosswalks,” said Sergies.

TRANSPORTING JACKSONVILLE INTO THE FUTURE

QUEST SUPPORTS JTA AND RS&H IN HIGH-PROFILE SKYWAY MODERNIZATION PROGRAM

QUEST NORTHEAST FLORIDA Business Unit Manager Nick Lulli assists client RS&H and the Jacksonville Transportation Authority (JTA) with public involvement and community outreach efforts as part of the Skyway Modernization Program and Transit Concept Alternatives Review in Jacksonville, Florida. The existing Skyway, soon to be expanded and rebranded as the Ultimate Urban Circulator (U²C) is a people mover system around Jacksonville's urban core. Opened in 1989 and expanded from 1996 to 2000, the current system uses Bombardier monorail vehicles that operate on an elevated track with a center guide beam. After

Quest's initial public involvement activities, feedback was generated, and JTA decided the system should be expanded using a ground-level autonomous vehicle system to include a conversion of the existing elevated track to accommodate these new vehicles.



In December 2017, JTA launched the U²C Autonomous Vehicle (AV) Test and Learn track, which serves as an outdoor classroom to test and evaluate multiple vehicles and their associated technologies from the AV shuttle industry. According to JTA, this test track is a vital component to the development phase. It enables JTA to gain critical information for the development of the U²C program and other future applications of autonomous transit vehicles as part of its overall public transportation system.

Our team crafts promotional materials for and also staffs these events, providing community outreach and collecting feedback from the riders in order to gauge responses to this new technology.

“This is such a cool project to be involved with. JTA is really looking to the future with this program,” said Nick.

CONTINUING THE Trans4mation OF GAINESVILLE

NORTHEAST FLORIDA TEAM DEVELOPING FOUR BRANDING AND MARKETING PROJECTS

QUEST CONTINUES TO support the City of Gainesville with community outreach and marketing activities for the Public Works Department. Previously, the team developed the Trans4ming East GNV branding for the City's four construction projects in the East Gainesville neighborhood.



“Our team has been busy prepping for a ribbon cutting ceremony at the historic Cotton Club for the Depot Avenue (Segment 4) project,” said Karen. “The community will be invited out to experience the new and improved corridor.”



According to Quest Project Manager Karen Harrell, “Trans4ming East GNV refers to the investment in public infrastructure improvements in the East Gainesville area. The four projects will directly benefit how the community lives, works and plays.”

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 City 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.

LAKE CHARLES, LOUISIANA PREPARES FOR THE FUTURE

QUEST, STANTEC, LAKE CHARLES MPO PARTNER FOR 2045 LONG-RANGE TRANSPORTATION PLAN



LAKE CHARLES AND Calcasieu Parish, Louisiana, are planning for the future of transportation, and they've invited Stantec and Quest to help pave the way. As part of the Stantec team, Quest associates support public outreach activities and information gathering for the 2045 Long-Range Transportation Plan (LRTP). Previously assisting with one symposium for the general public and facilitating seven focus groups, Quest Vice President Sandee Launch and Communications Manager Ashley Lay gathered information that will help the Lake Charles Metropolitan Planning Organizations and Stantec prioritize projects for the people who live, work and visit the area.

The symposium provided opportunities for the public to help guide plans for bike and pedestrian facilities, transit opportunities, land use and development, and freight and mobility. The focus groups provided opportunities for elected officials, law enforcement, emergency management, tourism and gaming, freight, and local industry representatives to share their insight on how they are affected by transportation issues and their vision for multi-modal opportunities in the future. As part of the LRTP, Stantec is exploring all transportation avenues for Calcasieu Parish. The input from the focus groups and concerns make it possible for the project team to provide informed and practical recommendations for the future. Discussions include everything from bicycle and pedestrian facilities to ferry operations.

“ I have really enjoyed meeting and interacting with the people of Lake Charles and Calcasieu Parish. The people who have participated in the symposium and the focus groups have been active, engaged and eager to share their vision for the future. They are full of ideas for improvements but also dedicated to maintaining the individual identities of their communities,” says Ashley.



CONSTRUCTION CONTRACT COMPLIANCE ADMINISTRATION REVIEW

AMANDA HOPKINS RECIEVES AN A+ FOR HER RCS WORK

THE FLORIDA DEPARTMENT OF TRANSPORTATION District Three District Contract Compliance Office conducts Construction Contract Compliance Administration Reviews (CCCA) on Resident Compliance Specialists (RCS) projects every six months to determine if the Equal Employment Opportunity (EEO) policies and procedures are being followed.

Quest's Amanda Hopkins serves as the RCS on the State Road 77 Multilane Improvement Project with Jacobs Engineering Group Inc. (Jacobs). A CCCA review was conducted by FDOT District Three Contract Compliance Specialist Terri M. Steverson for Amanda on May 23, in Chipley, Florida.



FDOT, a recipient of funds for the construction of highways and bridges, is required to ensure EEO contract compliance on all highway construction projects. Contractors who participate on FDOT contracts are required to comply with certain EEO, Disadvantaged Business Enterprises, On-the-Job Training, and Wage Rate Special provisions to be eligible for participation.

Quest is proud to say that Amanda's files were reviewed with no deficiencies. Way to go, Amanda!

SR 369 PROJECT KICKS OFF

QUEST SUPPORTS RS&H ON CEI PROJECT IN CRAWFORDVILLE, FLORIDA

QUEST'S NORTHWEST FLORIDA Communications Manager Amanda Hopkins supports client RS&H as the community outreach specialist and resident compliance specialist on the Florida Department of Transportation District Three's State Road (SR) 369 (US 319) north of SR 267 to the Leon County Line project in Crawfordville, Florida.

Amanda Hopkins

Serving multiple capacities on this project, Amanda stays busy attending weekly progress meetings, transcribing and distributing progress meeting minutes, providing community outreach deliverables to stakeholders and interested parties, sending weekly updates to the Department's Public Information Office, tracking On-the-Job Training hours and schedules, checking contractor/subcontractor payrolls, assisting both the project administrator and construction support specialist with monthly reports, and much more.



The primary objective of the project is to widen and reconstruct SR 369. The project includes widening the existing two-lane road to four lanes, milling and resurfacing, drainage improvements, signage and pavement markings, adding a new storm water management facility and a non-paved trail off of C.J. Spear Road, and the installation of a water line and fire hydrants.

CONSTRUCTION CAREER DAYS

RAISING MONEY FOR NORTHWEST FLORIDA CONSTRUCTION CAREER DAYS CONTINUES

THE NORTHWEST FLORIDA Construction Career Days Golf Tournament on Friday, April 27, was a huge success. Held at the beautiful Seminole Golf Club in Tallahassee, Florida, more than 130 contractors, consultants, and the Florida Department of Transportation (FDOT) personnel turned out for an afternoon of fantastic weather and fun. Participants not only enjoyed a round of golf, good food, prizes and networking opportunities, but they were also greeted by FDOT District Three Secretary Phillip Gainer, FDOT District Two Secretary Greg Evans, and many other FDOT District Three personnel. Quest was proud to participate, with our Northwest Florida Business Unit Manager Rebecca White serving on the Golf Tournament Committee, and Vice President Jessica Francois and Northwest Florida Communications Manager Ashley Lay providing photography services at the event.



“It was great to see District Three come together to support the first annual Construction Career Days, said Ashley. “The weather was perfect, and everyone seemed to be enjoying themselves. The Golf Tournament Committee and the Construction Career Days Committee really did an excellent job on this fundraiser.”

With the fundraiser, the Northwest Florida Construction Career Days Committee raised over \$60,000. With the main event scheduled to take place October 16-17, 2018, the committee is still seeking sponsorships to fund the

remainder of the costs to put on Northwest Florida's inaugural, hands-on event. The committee is also planning a sporting clays tournament on Thursday, September 20. The Northwest Florida Construction Career Days committee is on target to have another “hole-in-one” fundraising event!

STUDIES, DESIGN AND CONSTRUCTION - ALL IN A DAY'S WORK

CENTRAL FLORIDA TEAM AND CFX PARTNERSHIP STILL GOING STRONG

Kathy Putnam



QUEST'S CENTRAL FLORIDA team communicates on the full spectrum of activities in the Central Florida Expressway Authority's (CFX) Five-Year Plan. Our team, led by Quest Vice President Mary Brooks, recently wrapped up public involvement on four Concept, Feasibility and Mobility studies touching on Orange, Osceola and Polk counties. More than 1,300 people attended six public meetings during the studies, which garnered more than 630 comments. Additional outreach included 50 stakeholder meetings, municipal board presentations, and other community engagement opportunities.

Quest has continued public involvement on two of those studies that have advanced to the Project Development and Environment (PD&E) Study phase. Our team is also leading public involvement efforts on a fifth concept study in Orange and Osceola counties and overseeing outreach on another PD&E in Lake and Orange counties.

Meanwhile, Quest Central Florida Program Manager Kathy Putnam and Senior Communications Manager Shari Croteau continue public outreach for CFX's capacity improvement and resurfacing projects, while planning for multiple design projects anticipated in the new fiscal year.



Mary Brooks



Shari Croteau

SR 405 STRATEGIC INTERMODAL SYSTEM CONNECTOR IMPROVEMENT UNDERWAY

QUEST ORGANIZES A PUBLIC MEETING FOR FDOT

QUEST'S CENTRAL FLORIDA team led the public outreach efforts for the State Road (SR) 405 Strategic Intermodal System (SIS) Connector Intersection Improvements design project public hearing in the Brevard County area for the Florida Department of Transportation (FDOT) District Five in May. The hearing was held at the Elks Lodge in Titusville, Florida. Quest associates Eileen LaSeur, Lisa Mark and Laurie Windham provided support at the public hearing.



Quest's Laurie Windham and Lisa Mark signing guests in at the State Road 405 public hearing.

The SIS is Florida's high priority network of transportation facilities important to the state's economy and mobility. The governor and legislature established the SIS in 2003 to focus on the state's limited transportation resources on the facilities most significant for interregional, interstate and international travel. The SIS is the state's highest priority for transportation capacity investments and a primary focus for implementing the Florida Transportation Plan, the state's long-range transportation vision and policy plan.

More than 30 people attended the meeting and five made verbal comments following the formal presentation. The majority of the residents stated that the upgrades are needed and some gave suggestions for additional improvements along the project corridor, including requests for better facilities for bicyclists and pedestrians.



“FDOT is designing this project to improve traffic operations by adding and extending turn lanes at the intersections of SR 405/Columbia Boulevard at SR 50/Cheney Highway, Barna Avenue and Grissom Parkway. The project also includes drainage, access management and traffic signal improvements,” according to Eileen.

CENTRAL FLORIDA TEAM SUPPORTS \$1.4 MILLION UTILITY PROJECT

QUEST WORKS WITH ORANGE COUNTY ON FORCE MAIN IMPROVEMENT PROJECT IN WINDERMERE

PARTNERING WITH UTILITY Systems Construction and CPW Construction, Inc., Quest associates Lisa Mark and Laurie Windham jumped right in with 24/7 assistance on Orange County's \$1.4 million force main improvement project in Windermere, Florida. With the goal of improving long-term wastewater service reliability, this Orange County Utilities' project entails removing and replacing, as well as installing a new force main. A force main is a sewer pipe that uses pressure to push wastewater from lower to higher elevations or across areas where deep ditches are not feasible. Once the new pipe is successfully pressure tested, then the existing pipe will

be abandoned and filled with grout to strengthen the empty pipe structure. "The majority of work is installing the new pipe," said Construction Program Manager Lisa Mark. "But our top priority is letting the community know what to expect and addressing any concerns."

Before the project broke ground, public information outreach began with a comprehensive community mailing and visits to all residents directly impacted. Our team defined and reached out to all stakeholders including area schools, Windermere Public Works, and even the United States Postmaster, since the project requires some mailbox relocation.



“We received media interest even before the project began. As the project continues, we’ll be leveraging homeowners associations and the Orange County website to get the word out about project updates and traffic impacts,” said Senior Communications Manager Laurie Windham.



Lisa Mark

QUEST GIVES BACK TO CENTRAL FLORIDA NONPROFIT

CAROLYN FITZILLIAM LENDS SUPPORT TO IDIGNITY VOLUSIA

OPENING A BANK ACCOUNT, getting a job, renting an apartment, buying a car – these are essential activities that all require a valid identification. Sadly, many residents in Central Florida lack the resources needed to obtain a Florida Identification Card or driver's license. IDignity is a nonprofit organization dedicated to restoring hope and dignity by helping residents obtain identification. Quest Central Florida Senior Communications Manager Carolyn Fitzwilliam is a volunteer with IDignity Volusia, and Quest was pleased to support the organization's recent mini-golf fundraiser.

"IDignity is completely run by an amazing team of volunteers and relies on donations to provide this important service to those in our community who need a helping hand," Carolyn said. "These are residents who don't have the means to go through the steps needed to get their identification."

In some cases, the resident has identification, but does not have the money to pay the renewal fee. In other cases, the person's identification or license expires, and he or she doesn't have a copy of their birth certificate or other documentation required to prove who they are. IDignity Volusia offers four events a year, bringing together various state and county agencies, including the Florida Licensing on Wheels bus, the state's

mobile driver's license center. The organization, which is operated solely by volunteers and relies on donations, pays all fees associated with obtaining the identification of hundreds of people each year.

"Many of the clients we serve are homeless and have lost their identification," Carolyn said. "Others are people struggling with other life circumstances such as incarceration or addiction. We help them navigate the system and take an important step forward as they work to improve their situation. The number of people we can help is dependent upon the funds we raise, so I am grateful for Quest's support!"



Carolyn Fitzwilliam



BUILDING BRIDGES

TEAM SUPPORTS CARDNO AND THE CITY OF ST. PETERSBURG ON BRIDGE REPLACEMENT PROJECT

THE CITY OF ST. PETERSBURG, Florida, is ramping up public engagement efforts for the 40th Avenue Northeast Bridge Replacement project. The bridge crosses Placido Bayou and provides access for the neighborhoods of Northeast Park, Patrician Point, Shore Acres and Venetian Isles. This 57-year-old structure has been the focus of community conversation since August 2017.

The Quest team supports Cardno with engaging this tight-knit community. Our professional team has established a one-stop website, www.40thavenuebridge.com, that contains information on the bridge's origins, the goals of the project, and even a community survey that the City of St. Petersburg will use to help design a bridge that the community can support.

The team recently organized and helped facilitate a public meeting for the project where more than 150 Shore Acres, Northeast Park, Venetian Isles and Patrician Point residents in the St. Petersburg area attended and participated in discussion with project team members, and provided comments and questions.

“ This public meeting was extremely well attended, which confirms that the surrounding community is truly passionate about this project. Quest is excited to continue our relationship with Cardno and is also honored to serve the City of St. Petersburg,” said Senior Project Principal and Project Manager Jill Cappadoro.



Quest associates staffed the sign-in tables at both entrances of the venue to welcome more than 150 community members.



A project team member discussing project updates with community members at a recent public meeting.

TBARTA MPO REGIONAL COORDINATION AND BEST PRACTICES STUDY

QUEST PARTNERS WITH STANTEC AND TBARTA ON THIS HIGH-PROFILE PROJECT

AS FLORIDA CONTINUES to see explosive population increases, more and more metropolitan areas are taking a regional approach to transportation planning to accommodate future growth. In the Tampa metro area, the Tampa Bay Area Regional Transit Authority (TBARTA), in partnership with the Metropolitan Planning Organizations (MPO) from Hernando-Citrus,

Hillsborough, Manatee, Pasco, Pinellas, Polk and Sarasota Counties, is coordinating that regional conversation.

Quest works with client Stantec to support TBARTA with the MPO Regional Coordination and Best Practices Research Study to look at the ways regional coordination is currently conducted across the Tampa Bay region. The study continues to build on the results of a regional transportation planning workshop held in May 2017.

Quest has been tasked with encouraging participation in an all-day planning workshop and sharing the benefits of regional collaboration. Our efforts include sending email blasts to agency leaders and elected officials, developing workshop collateral, conducting remote polling pertaining to key study issues, and preparing a graphics-based summary following the event.



LOOK, NO HANDS!

LORI BUCK REPRESENTS QUEST AT THEA EVENT

SELF-DRIVING CARS are here, at least they were here in May. Quest West Central Florida Program Manager Lori Buck took part in experiencing riding in a driverless car. The Tampa Hillsborough Expressway Authority (THEA) hosted a three-day demonstration test drive for the public to experience self-driving technology and share thoughts and ideas. More than 300 people participated in the test drives, which took place on the closed section of the Lee Roy Selmon Expressway in Tampa, Florida.



How did it work? Riders entered the car where there was a person in the passenger seat, but his role only included starting the car and answering questions. Riders had an awesome experience cruising down the road while the car just went, then turned, and stopped - all without hands on the wheel. They even had a person walk in front of the moving car to demonstrate its capacity to automatically stop.

For this experience, THEA teamed up with SAE International, an engineering association focused on mobility and autonomous technology, and Perrone Robotics, a company developing autonomous vehicles.



“ Super excited about driverless vehicles. Sign me up and throw away the keys!” said Lori.

Fast Lanes to the Future

THEA IS A partner in the Automated and Connected Vehicle Technology pilot program, helping Tampa and Florida become an important center of research, development, and implementation for new technologies.



The Lee Roy Selmon Expressway is a United States Department of Transportation (USDOT) certified test bed for developing Automated Vehicle technology. It is the only one able to test in a closed-course environment and live traffic environment on the same course.

Connected Vehicle technology enables vehicles to communicate with one another, for improved safety and more efficient roadway passenger usage. THEA has a contract with USDOT to equip 1,600 passenger vehicles, 10 buses, and 10 streetcars with communication devices that can exchange traffic and safety information with other vehicles and roadway infrastructure.

MICHAEL BAKER OPEN HOUSE

SUPPORTS K9s FOR WARRIORS

IN APRIL, QUEST Vice President Jill Cappadoro enjoyed helping Michael Baker International celebrate the opening of its new Tampa, Florida, location near Tampa International Airport. Michael Baker International generously made a donation to K9s For Warriors on behalf of each attendee, with \$1,500 raised. A highlight of the evening was meeting their special guests, Brian and his K9, Baker, who is fittingly named after this thoughtful organization.

“K9s For Warriors is the nation’s largest provider of service dogs for disabled American veterans,” shared Jill Cappadoro. “Quest is proud to get to work with Michael Baker International and values their commitment to supporting those who have served us.”



to all who attended and supported this great organization!

Our Tampa Open House celebration was a hit!!
Because of you we were able to raise

**\$1500 for
K9s For Warriors
& Brian and Baker!!**

Thank you very much for helping us
make a difference in our community!!

MBAKERINTL.COM

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TAMPA BAY CONSTRUCTION CAREER DAYS

QUEST SUPPORTS A SUCCESSFUL 2018 CCD EVENT

Dawn Brown



MORE THAN 650 students from across the Tampa Bay area attended the third annual Tampa Bay Construction Career Day at the Hillsborough County Fairgrounds to get hands-on experience and learn about the construction industry. From operating 18 pieces of heavy machinery to learning about concrete, paving, traffic control, engineering and more in interactive “learning labs,” they were able to connect with representatives from the Florida Department of Transportation and various engineering firms and contractors, many of which are looking to hire students right out of high school.

Our team played a large role in this year’s event. Vice President Jessica Francois served on the publicity committee, organizing the public relations and media outreach for this year’s event, as well as working with Business Unit Manager Nick Lulli to capture photos and video. Vice President Jill Cappadoro led efforts on the career center committee and worked with our Workforce Development team to staff a career booth for the Florida Department of Transportation’s OnBoard4Jobs Construction Careers program. And, Quest’s Dawn Brown, Nicolette Hoffman and Megan Olivera planned and facilitated a learning lab focused on creating and delivering public service announcements.

Nicolette Hoffman



Megan Olivera



Dawn Brown coaches students through delivering their public service announcements.



“This was my first year leading the outreach for Tampa Bay Construction Career Days. If I took anything away from the experience, I’d say that, statewide, we need more committee volunteers to assist with the planning and facilitation of these one, sometimes up to three-day events. The feeling of giving back to an industry that has embraced me as a young professional and business owner is truly incredible,” explained Quest Vice President Jessica Francois.

For more information on Tampa Bay Construction Career Days, please visit <https://ccdfi.org/tampa/>.

WORKFORCE DEVELOPMENT IS KEY

ONBOARD4JOBS PROGRAM HOSTS CAREER FAIRS THROUGHOUT FLORIDA

QUEST IS POSITIONED to take workforce development to higher ground for the road and bridge construction industry. The Florida Department of Transportation's (FDOT) OnBoard4Jobs Construction Careers Program partners with technical colleges, community organizations, and agencies to ensure Floridians are connected to road and bridge contractors that are hiring.

Kelsey Morrow



In May, the Miami Job Corps Center hosted FDOT's OnBoard4Jobs South Florida Construction Careers Fair in Miami Gardens, Florida. Quest associates Alexandra Grateaux, Sophia Tingle and Ale'ta Turner provided on-site support to six hiring road and bridge contractors. Quest's Kelsey Morrow led the efforts for the partnership with the Miami Job Corps Center. More than 40 job seekers and Miami Job Corps students interested in obtaining gainful employment attended.

Quest also partnered with Orange County Government's Pine Hills Community Center in June for FDOT's OnBoard4Jobs Central Florida Construction Careers Fair in Orlando, Florida. Quest team members Alicia Arroyo, Cliff Davy and Ale'ta Turner provided on-site support to the six hiring road and bridge contractors looking to hire new employees. Partnerships for this well-attended event were led by Quest Communications Manager Micaela Harris. Our team works closely with FDOT contractors, helping them identify and train entry-level workers and build a network of skilled workers for future projects.



“ We would like to thank the prime and sub-contractors currently enrolled in FDOT's OnBoard4Jobs Construction Careers Program. Let's work together to enhance awareness of industry career paths and build a stronger workforce for the transportation industry,” said Ale'ta Turner.



Garrie Ryan of Miami Job Corps Center with Quest's Ale'ta Turner, Alexandra Grateaux and Sophia Tingle.



Edward Smith, Project Coordinator for Pine Hills Community Center pictured with Quest's Ale'ta Turner, Cliff Davy and Alicia Arroyo.



Quest's Alexandra Grateaux engages with students at Broward County Schools 2018 Annual College/Career and Work Readiness Program "My Next Steps" event.

To learn more about the OnBoard4Jobs Construction Careers Program, visit www.OnBoard4Jobs.com.

ROADS TO JOBS TRAINING

PREPARING JOB SEEKERS FOR CONSTRUCTION CAREERS

QUEST'S TEAM REPRESENTING the Florida Department of Transportation (FDOT) Roads to Jobs Life Skills for Construction Careers Program has been busy presenting the Roads to Jobs course to students and job candidates at Hillsborough Community College, the Helen Gordon Davis Centre for Women in Tampa, and as part of the Pinellas Ex-offender Re-entry Coalition's Success in Training and Retention Services course. The course will be taught for the first time in Jacksonville this summer at the Florida State College at Jacksonville Urban Resource Center. The Roads to Jobs course is designed to help job seekers be better prepared to

interview for and secure jobs with FDOT contractors hiring for road and bridge construction jobs.

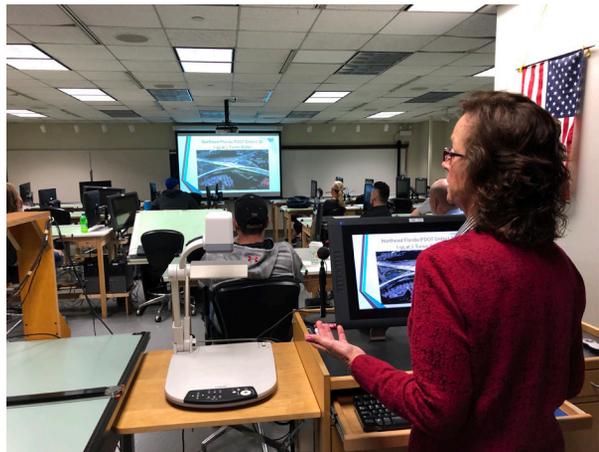
"Growing partnerships with community-based organizations such as the Pinellas County Urban League, the City of St. Petersburg, the City of Tampa Housing Authority, and the Tampa Corporation to Develop Communities allow opportunities to make a difference for self-development and employment that leads to sustainable careers," adds Quest Vice President Jill Cappadaro. "We're working with high schools, technical colleges, and other organizations to broaden awareness about careers in the transportation industry."



We have found that working with community partners like the local colleges and resource centers gives us an opportunity to reach a diverse base of job seekers that may not have otherwise considered a career in road and bridge construction. Now that the word is out, I am excited about the community partnerships we are developing so we can reach even more workers," said Quest Workforce Development Program Manager Stephanie Araujo.



Quest's Stephanie Araujo, Jill Cappadaro and Rasheia Freeman teaching a FDOT Roads to Jobs course in Tampa.



Quest's Stephanie Araujo leading a lecture for the Roads to Jobs course, focusing on transportation projects in the Tampa Bay area.



Welcome LORI KLEIN!

MEET THE NEWEST MEMBER OF OUR NATIONAL TEAM

WE ARE PLEASED to welcome Lori Klein as Business Unit Manager for Quest's North Carolina division. An entrepreneur and marketing professional, Lori brings a positive, professional approach to her new position. Working out of Raleigh, North Carolina, Lori will position Quest for continued success in the state. She is responsible for developing and maintaining relationships with state agencies, municipalities, and engineering firms throughout North Carolina. She will build upon the working relationships Quest has already established while working on projects in Charlotte, Concord-Kannapolis, Goldsboro and Raleigh.

“I was really excited about joining Quest to help expand its North Carolina presence,” said Lori. “But after spending a couple of days in Tampa getting to know the Quest team, I knew I’d found my tribe.”

Previously, Lori founded and served as CEO of Right Time Kids Franchising. She has a history of success with her marketing initiatives and has increased brand awareness and business through aggressive grassroots, community-based marketing and outreach.

“I’m inspired by the energy, passion, and commitment to excellence and development that I saw everywhere I looked when meeting the Quest team,” said Lori. “I am confident that I am joining a company that will continue to grow for many years to come, supporting many communities, agencies and municipalities as it does.”



“Quest is excited to add someone with Lori’s passion and commitment to service to our National Team,” said Vice President Sandee Launch.

GWTA ADDS NEW SERVICE

QUEST CONDUCTS PASSENGER SURVEYS AND DEVELOPS MARKETING COLLATERAL FOR GWTA

THE PEOPLE HAVE spoken, and Goldsboro-Wayne Transportation Authority (GWTA) listened! During recent passenger surveys conducted by our team, GWTA riders requested service connecting Goldsboro, North Carolina, and nearby Mount Olive, North Carolina.

GWTA Executive Director Fred Fontana, Assistant Executive Director Don Willis and Quest Vice President Sandee Launch met with Mount Olive's Mayor Joseph Scott and Town Commissioner Steve Wiggins to determine the town's support for the route, to drive potential routes and to discuss ideas for marketing and promotion. With the support of the town's leaders, GWTA developed an around-town deviated route, known as the Mount Olive Circulator and a route between Goldsboro and Mount Olive, known as the Mount Olive Connector. To promote the new route, Quest's Creative Services Manager Chris Ward developed and designed water bill inserts, fliers, schedules, posters and a website slider.



Designing these types of materials that will assist GWTA to build ridership and provide connectivity between cities is so rewarding. I really enjoy putting my creativity to work on products as simple as fliers and posters," said Chris.

The new service will run Monday through Friday, and began July 1.

GWTA EXECUTIVE DIRECTOR RETIRES

A SPECIAL THANKS TO CLIENT AND FRIEND FRED FONTANA

LONG-TIME CLIENT and friend to Quest, Fred Fontana is retiring after more than 42 years in public transit service. Fred, Executive Director of Goldsboro-Wayne Transportation Authority (GWTA), is packing up his bus schedules and is headed to North Topsail Beach, North Carolina, effective August 2018.

Fred began working for the North Carolina Department of Transportation (NCDOT) in 1976 and came out of an early retirement in 2014 to run GWTA, which was experiencing low ridership. Fred hired Quest in 2015 to assist the agency with rebranding, marketing and website development. Since that time, our team has developed marketing and advertising campaigns; completed ridership counts; surveyed hundreds of passengers; promoted new services; and created dozens of brochures, fliers, posters and passenger-facing materials.

Although he has been coaxed out of retirement in the past, Fred insists this time that will not be the case. "I'm ready for retirement this time," Fred says. "Although I still love what I do, my wife and I are ready to spend some time relaxing and enjoying life at our new beach condo."

"Working with Fred and the entire staff has been so rewarding," says Quest Vice President Sandee Launch. "During our three years working with GWTA, we have been able to see the fruits of our labor. Employees, riders, drivers and even the Board of Directors have expressed their thanks to me for the work that the Quest team has done. Under the direction of Fred,



Fred Fontana celebrates his birthday with a party thrown by GWTA staffers.

we have truly made a huge difference for this necessary and growing community service".

Fred says he is confident that he is leaving GWTA in more than capable hands with the hiring of his successor Don Willis, who came on board as Assistant Executive Director in February.

NETWORKING IS THE KEY TO SUCCESS

QUEST SPREADS THE WORD AT CAPITAL REGION WATER EVENT

QUEST PENNSYLVANIA BUSINESS Unit Manager Chad Newton and Communications Manager Sophia Fox recently attended the Capital Region Water “Meet the Primes/Minority, Women, and Disadvantaged Business Enterprise (MWDDBE) Certification” event in Harrisburg, Pennsylvania, to learn more about upcoming opportunities with the City of Harrisburg and network with possible business partners in the area.

Chad Newton

The event, held at the National Civil War Museum in Harrisburg, consisted of several presentations, as well as two networking sessions, where participants could visit an adjoining networking room where engineering firms and construction companies had booths set up.



Opening remarks were by Harrisburg Mayor Eric Papenfuse, who said that there will be a great number of projects and opportunities with the city in the next few years. He was followed by Tremayne Terry, Diversity Program Manager at Capital Region Water, who explained why they were having this event – that it’s important to them that Disadvantaged Business Enterprises are involved in all their projects, and that this event was for people to “make themselves known” in the industry.

That is exactly what Chad and Sophia did, as they promoted Quest to



Quest’s Sophia Fox engaging with a fellow attendee at the Capital Region Water event in Harrisburg.

representatives from Capital Region Water, the City of Harrisburg, and the engineering firms and construction firms that were on hand.

Led by Quest Pennsylvania Business Unit Leader Megan Olivera, Chad and Sophia are excited about the future of Quest in Pennsylvania, and this was just another step along the way in building up our name in the area and working towards teaming with local firms on future projects.

FOSTERING RELATIONSHIPS

PENNSYLVANIA TEAM MEETS WITH SECRETARY OF TRANSPORTATION

MEGAN OLIVERA AND Chad Newton recently met with Pennsylvania Department of Transportation (PennDOT) Secretary Leslie Richards to discuss Quest and possible future business opportunities with PennDOT.

Megan and Chad outlined the history of Quest for Secretary Richards, including the work done in Florida, and of course, Pennsylvania. They also discussed Megan’s move from Florida to Pennsylvania, and the goal of building Quest up in the Keystone State.

Secretary Richards was appointed by Pennsylvania Governor Tom Wolf on January 20, 2015. Prior to that she served as the vice chairwoman of the Montgomery County Board of

Commissioners, where she led the transportation and planning initiatives for the third-largest county in the Commonwealth.

In addition, Secretary Richards served as the chairwoman of the Delaware Valley Regional Planning Commission, as well as on the boards of the Southeastern Pennsylvania Transportation Authority and the Greater Valley Forge Transportation Management Association.

The secretary is chairwoman of the Pennsylvania Turnpike Commission and also serves as chairwoman of the Pennsylvania Public Private Partnership board.



IBTTA HARRISBURG

QUEST ASSOCIATES ATTEND TRANSPORTATION WORKSHOP

QUEST ATTENDED THE International Bridge, Tunnel and Turnpike Association's (IBTTA) Maintenance & Roadway Operations Workshop held June 24-26 in Harrisburg, Pennsylvania. Vice President Jill Cappadoro and Multimodal Transportation Program Manager Dawn Brown joined Pennsylvania's Business

A Deep Dive into the Delaware River Turnpike Bridge to Safety Service Patrol Roundtable - Reducing the Incident Management Timeline to The Future of Roadway Safety; Current and Future Challenges to Finding, Training and Keeping a Good Quality Workforce.

Proudly serving many of the agencies and consultants who participated, Quest's team particularly enjoyed the thought leadership and educational programs, the opportunity to network and expand our understanding of construction innovations, emerging technology, and incident and emergency management.



Unit Leader Megan Olivera to share and collaborate on innovative ideas and established best practices with more than 250 other industry professionals in attendance. The workshop sessions included such Management and Technical tracks as When Bad Things Happen to Good Bridges:

IBTTA is the worldwide association for the owners and operators of toll facilities and the businesses that serve them.

“It was an extremely fulfilling and productive conference,” said Megan.

FREIGHT MOVEMENT EXPECTED TO DOUBLE IN PENNSYLVANIA

QUEST PARTICIPATES IN EASTERN FREIGHT SUMMIT 2018

PENNSYLVANIA BUSINESS UNIT Leader Megan Olivera participated in the Eastern Freight Summit 2018 held June 21-22 in Lehigh Valley, Pennsylvania.

Speakers included federal and state leaders and industry professionals who discussed issues affecting freight. The event centered on identifying better ways to address a changing commerce, limited workforce and much needed roadway improvements. Summit highlights included the opening session and welcome remarks with the Pennsylvania Department of Transportation (PennDot) Secretary Leslie Richards. “Freight transportation is a major public policy issue and one that is becoming more visible to the general public,” expressed Secretary Richards.

The event was convened by PennDOT with the support of the Lehigh Valley Planning Commission, the Delaware Valley Regional Planning Commission, and the Tri-County Regional Planning Commission.

Megan is leading Quest's expansion in Pennsylvania. Her goal is to continue to position Quest nationally as the go-to marketing and communications firm for the transportation industry.



Eastern Freight Summit 2018
Lehigh University June 21-22 PROGRAM

Hosted by: **LVPC** (Lehigh Valley Planning Commission), **TCRPC** (Tri-County Regional Planning Commission), **dvrpc** (Delaware Valley Regional Planning Commission), **pennsylvania** (Department of Transportation)

AECOM, STATEWIDE HISPANIC CHAMBER OF COMMERCE OF NEW JERSEY HOST NATIONAL EVENT

MEGAN OLIVERA REPRESENTS PENNSYLVANIA TEAM

AECOM AND THE Statewide Hispanic Chamber of Commerce of New Jersey (SHCCNJ) held a procurement event in June at the Bergen Community College at the Meadowlands in Lyndhurst, New Jersey. The event allowed participants to learn about opportunities in design, construction, operations and maintenance. The Chamber presented a combination of keynote speaker presentations and breakout networking sessions where participants met buyers from the public and private sector such as Bergen County, Essex County, Hudson County, the New Jersey Transit, the Port Authority of New Jersey and the Port Authority of New York.

Quest Pennsylvania Business Unit Leader Megan Olivera was excited to attend and share our capabilities and commitments to the industry with local transportation industry members.



AGENDA

8:00 AM - 9:00 AM	Registration/Breakfast
9:00 AM - 10:00 AM	AECOM presentation (Design, Construction, Operations and Maintenance opportunities)
10:00 AM - 12:00 PM	Meet other Buyers from Public and Private Industry

LINK AVAILABLE IN THE DESCRIPTION

June 27th, 2018

Members: FREE
Non-Members: \$25

8:00 AM-Noon

Bergen Community College-Meadowlands
1280 Wall Street W
5th Floor
Lyndhurst, NJ 07071

@SHCCNJ



“I’m really looking forward to making more connections in the Northeast. This event was beneficial because it allowed me to connect with people from a variety of different agencies - all in one room. I made some great contacts, so I’m looking forward to building relationships with them and sharing what Quest can do for them,” said Megan.

QUEST STRATEGICALLY ALIGNED TO SERVE SASHTO STATES

REBECCA WHITE STEPPING UP TO NATIONAL TEAM

QUEST IS EXPANDING its services in Alabama. Quest's Rebecca White is combining efforts with President/CEO/Owner Sharlene Francois Lairscey and Vice President Sandee Launch to diversify into other markets throughout the state. Our primary focus is to serve multimodal transportation agencies by providing communications and marketing solutions nationwide.

Sharlene Francois Lairscey

Rebecca is a retired Alabama Department of Transportation (ALDOT) public information officer (PIO) with more than 14 years of experience working for the state of Alabama, with 10 of those years serving ALDOT as a PIO in its Media Relations and Community Relations Bureau. She lived in Montgomery, Alabama, for over 20 years and is excited to be serving the state again as our Alabama Business Unit Manager.



Alabama's highway and bridge system is continuing to grow, along with its transit, airport and healthcare sectors. ALDOT, local municipalities, and agencies are always dedicated to making improvements. And, when it comes to a strong stakeholder relations program, Quest stands ready to serve. "Quest has been in Alabama since 2012, so I am very excited about getting our name back out there and letting our existing and future clients know that we are available to serve in the state," Rebecca explained.



Sandee Launch

From marketing campaigns, traditional project branding, graphic design, website development, video, and social media services to full blown public engagement and community outreach programs, Quest is strategically planning to grow throughout the state.



“ I look forward to connecting with old contacts and colleagues and turning them into current colleagues and friends, renewing those acquaintances and hopefully expanding relationships to generate more high-profile business for Quest. It is an honor to have the opportunity to serve our National team,” said Rebecca.



LEADERSHIP DEVELOPMENT CONTINUES

QUEST ASSOCIATES EMBRACE LEADERSHIP LESSONS AND CHALLENGES

IN MAY, QUEST'S 2018 Leadership Class completed their second leadership development training session with Ian Hill. We're proud to partner with Hill to establish and execute this 10-month professional development course for a hand-selected group of 27 Quest associates.



"The most important lesson I've learned so far relates to time management. We're all given 86,400 seconds in a day, and it's up to us to use that time to move forward in each of our roles as an employee, a leader, a friend, a parent, etc. by taking part in high leverage versus low leverage activities." - Elisa DiGrazia, Contracts Manager

"Leadership training is important because we need great leaders in the world. Plenty of people can manage, but few can truly lead. A true leader inspires people and those that are under such leadership are happy to follow because they have trust in their leader."

- Corine Burgess, Senior Communications Manager



"This leadership training has reminded me to assess and respond accordingly to staff needs and communication styles as a foundation for the most productive manager/staff relationship."

- Lisa Mark, Central Florida Construction Program Manager

"We're being provided with a safe space to share challenges and solutions. I believe the leadership training is helping me become a better leader because it challenges me to look within and harness the potential that I have and tap into my peers' potential to grow as professionals."

- Ale'ta Turner, Workforce Development Program Manager



"What I love about this training is that it's actionable and not a massive lift. My reaction to so many of the tactics that Ian teaches is 'Why didn't I think of that?' It really is about leading through serving and getting to know the people you work with."

- Kathy Putnam, Central Florida Tollway Program Manager

"As part of this course, I've realized how important it is to adapt and be an agent of change in the workplace. This training will help us become better leaders because it's providing us with clearly defined objectives, processes, and recommendations that are invaluable in an ever-changing work environment."

- Sergies Duarte, South Florida Business Unit Manager



I think this training helps

us see the entire picture, and not

just our agenda. I believe the principals and lessons being discussed can be applied to both our professional and personal lives, to maximize production, and understand the role we have at Quest and in the world."

- Sean Allen, Traffic Engineering and Operations Program Manager



QUEST DOES FITNESS

CORPORATE ASSOCIATES PARTICIPATE IN QUEST BOOT CAMP

OFTEN I TELL myself that the more I make exercising about spiritual growth and discipline, the less I focus on the idea of weight loss. However, it's not always easy. According to Morihei Ueshiba, martial artist and founder of the Japanese martial art of aikido, "The purpose of training is to tighten the slack, toughen the body, and polish the spirit."

So, this past quarter, instead of going to happy hour (although, we did that too), we put together an after-work boot camp at our Corporate office in Land O' Lakes, Florida. Local personal trainer Mike Roshaven had us sweating during the four-week series, using a variety of cardio and strength techniques to provide a high intensity, low impact circuit workout.

David Alberts



"While my own poor conditioning surprised me, it was a lot of fun to see my co-workers out there with me challenging themselves," says Quest IT and Facility Support Specialist David Alberts. "I truly believe that the promotion of health and fitness in the workplace helps create a fun and positive work environment."



Sharlene Francois Lairsey, Lori Morgan and Stephen Maloy had a great time participating in Quest's Boot Camp earlier this year with trainer Mike Roshaven.

"Although it was so hot outside, and the sessions were physically challenging for me, it was convenient - which is half the battle anyway. I didn't miss a single workout," shared Finance Manager Lori Morgan.

REMEMBERING KYLIE GILLETTE

QUEST DONATES TO COASTAL COMMUNITY FOUNDATION

FOUR YEARS AGO, Quest-family friends Ronnie and Lisa Gillette lost their daughter, Kylie - she was killed by a drunk driver the summer before her senior year of high school. Though Kylie is no longer with us, the Gillette family established a scholarship in their family name, as they've determined that Kylie's spirit, character, and drive will live on for years to come. Quest is proud to donate to the Gillette Scholarship Fund offered by the Coastal



Community Foundation, where students in the Charleston community are selected to receive college scholarship funds based on academic ability and performance, involvement in extra-curricular and community activities, financial need, character and personality, personal aspirations, and the ability to overcome obstacles.



QUEST LEADS PUBLIC OUTREACH SESSIONS AT TEAMFL

LORI BUCK AND KATHY PUTNAM PLAY KEY ROLE IN TEAMFL SESSION

QUEST PROGRAM MANAGER Kathy Putnam moderated a Public Outreach and Engagement Focus Group for TEAMFL in Coral Gables, Florida, in May. Kathy led the session on new developments in technology in community outreach. The session focused on virtual public hearings, smartboards, and other technologies changing how we interact with communities, the public and other stakeholders. “We left TEAMFL with a few new ideas and are already exploring how to put them into action,” said Kathy. At this same meeting, Quest Program Manager Lori Buck presented on the use of tablets in public meetings



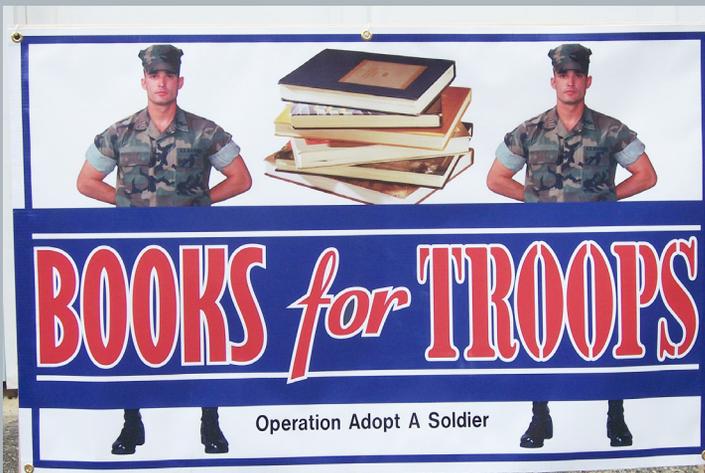
Lori Buck, Maria Camacho, Kathy Putnam, Dawn Brown, Alexandra Grateaux and Jessica Francois at the TEAMFL meeting.

to better connect with a growing audience of digital natives. According to Vice President Jessica Francois, “Our Quest associates are always looking for ways to better connect with the public and meet our target audience’s expectations on engagement.”

SUPPORTING OUR MILITARY

QUEST DONATES TO SOLDIERS OVERSEES THROUGH BOOKS FOR TROOPS

BOOKS FOR TROOPS is a nonprofit group that provides recreational and educational reading material to men and women in uniform, free of charge. Recently, the group asked for specific books to answer a request from the Forward Operating Base Fenty in Afghanistan, and Quest was eager to help!



“It’s the mission of this organization to improve literacy by providing free reading material to our heroes in uniform,” says Vice President Jessica Francois. “I have two brothers, a brother-in-law, and a cousin who all actively serve our country right now. I can only imagine what a project like this means to them when they’re deployed.”

DESIGN IS A WAY OF LIFE

QUEST CREATIVES ATTEND PRESTIGIOUS DESIGN CONFERENCE

QUEST'S CREATIVE SERVICE Managers Chip Boeckh, Joe Duhamel and Sophia Tingle, and Corporate Marketing Manager Nicolette Hoffman attended the HOW Design Live 2018 Conference forum in Boston, Massachusetts. The conference agenda encompassed 100 keynote speakers including New York Times Best Selling Author, writer and lecturer Susan Cain, Digital Marketing Strategist Dorothea Bozicolona-Volpe, New York Times Bestselling Author Daniel Pink, and Chief Creative Officer and Co-Founder of COLLINS Brian Collins.

Nearly 4,000 attendees had access to more than 100 educational sessions throughout the four-day conference. HOW Design Live is one of the largest annual gatherings of creative professionals in the United States. The conference included a wide-range of seminars from branding to packaging design to social media and digital marketing to crafting culture in the workplace; as well as one-on-one training



Sophia Tingle, Nicolette Hoffman, Joe Duhamel and Chip Boeckh enjoying the beautiful Boston Harborwalk.

sessions, portfolio reviews, networking events and more. It's also an exclusive opportunity for attendees to preview new tools, trends, technologies, and products in the design and marketing industry.

While in Boston, our team also took the opportunity to enjoy a little bit of what the beautiful city has to offer such as walking the Boston Harborwalk and eating fresh, local seafood.

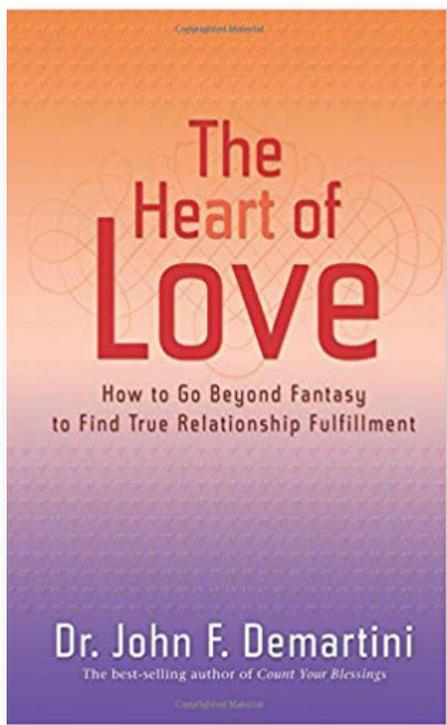
“It was an avalanche of information, from which each of us took home something a little different. The keynote speakers themselves were all stellar, not just in content and inspiration, but also in their style of presentation, their relatable and interesting stories, and relevance to the audience of designers and marketers,” Joe said.

SO MANY BOOKS, SO LITTLE TIME...

QUARTERLY BOOK REVIEW - BY SHARLENE

RECENTLY, I TOOK on more projects than I normally do. Growing the company nationally, giving more of my time as a volunteer, and embracing a little home remodeling - on top of my day job and my role as a mother, mentor, and friend - these extra commitments definitely challenged my soul. I don't believe I was at capacity, but I was in overload and had to constantly remind myself to take care of my inner, spiritual "beauty". Because, if I didn't, it would affect my heart and my physical health and would definitely show on my face. Bottom line - love plays a big part in all of this.

So, I read *The Heart of Love* by Dr. John Demartini. I loved



this book! Dr. Demartini has spent nearly half a century studying human performance and behavior around the world. He is best known for his world-renowned trademark methodologies, the Demartini Method and the Demartini Value Determination, designed to help people maximize their human potential. I admire him and his work because he focuses on teaching others how to knock down boundaries and expand their horizons. Like my own, his beliefs are holistic, and we share the fact that we are both Hippocrates Health Institute alumni.

So far, Dr. Demartini has authored 40 books, and his private education institution, the Demartini Institute, offers more than 70 courses on behavior and development. To learn more about his work and methods, visit him online at www.DrDemartini.com.

In Memory of KEVIN MOSS

REMEMBERING WEKIVA PARKWAY PROJECT CHAMPION AND FRIEND

QUEST ASSOCIATES ARE heartbroken by the recent passing of Kevin Moss after a brief battle with an aggressive illness. Kevin began his career with the Florida Department of Transportation (FDOT) District Five in June 2012 as a project manager in Consultant Project Management and joined Program Management as the district estimates engineer in January 2018.

Some of his proud accomplishments as a project manager included the Kissimmee Parking Garage, one of the first vertical construction projects for District Five. Most notably, he was a driving force on the Wekiva Parkway projects to finish Central Florida’s beltway. He was, at various times, the design project manager for Sections 6, 7A and 8 - representing about 12 miles of the 25-mile parkway.

He was crucial in coordinating with environmental agencies and advisory groups on parkway matters. He also served as the FDOT design manager on parkway Sections 4A/B that opened in 2016.

“It still doesn’t seem real to me, that Kevin won’t be teasing me at Wekiva Parkway meetings or giving me a hard time about one thing or the other, always in good fun,” said Vice President Mary Brooks. “He was an avid champion for the Wekiva Parkway project to complete Orlando’s beltway, while helping to protect the natural resources surrounding the Wekiva River. He was always available to any member of the public with a question or concern, and always gave knowledgeable and helpful information.”

Kevin had a great way with people. He is known for his sense of humor, his signature tropical shirts and livening up many meetings. He was always responsive, well informed, and provided great perspective.

Prior to joining the FDOT, he spent 19 years working in the consultant industry and spent two years working at Florida’s Turnpike Enterprise.

He loved being outdoors; biking, hiking, and kayaking being a few of his favorite hobbies. He was also an avid Pittsburgh Steelers fan.

Kevin was a dedicated family man and a devoted father who loved spending time with his children. He is survived by his wife of 27 years, Patricia Moss; his two children, Rachel and Sean; his mother, June Moss; his brother, Stephen Moss, and his sister-in-law Jennifer.



Kevin Moss helping a gopher tortoise.

“He touched so many people on the Wekiva Parkway project, and was a proactive partner with the environmental agencies and advocates carefully watching to make sure that project commitments were kept to maintain the environment,” Mary said. “I will miss him terribly as a colleague and friend.”



Kevin Moss discussing project updates with a community member at a public meeting.



QUEST CORPORATION OF AMERICA

Quest Corporation of America
17220 Camelot Court
Land O' Lakes, FL 34638

Thank You!

SERVING NATIONWIDE

Advertising
Brand and Product Development
Community Outreach
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