

Special Edition
23rd BIRTHDAY ISSUE

EXCELLENCE: THE NEXT GENERATION

QUEST CORPORATION OF AMERICA

BE INFORMED

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WELCOME

QUEST IS ASCENDING to a new level. Organizationally, as we continue to rise and grow, we're forced to recognize that change is going to happen no matter what. Quarter three of this year was a big season for us. We celebrated 23 years of partnerships with hundreds of engineering consulting firms, all serving federal, state and/or municipal government - mostly highway and transportation officials. And, my beautiful daughter, Jessica Francois, embraced a world that has brought me so much joy for many years.



On September 1, Jessica and I officially became business partners. In our years of discussion and preparation for this partnership, I warned her that her career and personal life would forever be blurred together. I explained the importance of being increasingly intentional about how we spend our time and being transparent - bringing our whole selves into everything we do to pursue our purpose.



What is our purpose? It's all about compassionate leadership, and it isn't easy, especially as we move through various roles in our lives. If there's anything my career has taught me, it's that I have to look at my life as a whole. How much am I getting done at work? Am I investing time into

relationships that matter to me? Am I taking care of myself? As a business owner, I haven't been able to compartmentalize my life - it's all one life. To me, leadership isn't about teaching someone a skill set, it's about being there for people and finding every opportunity to show love, mindfulness and compassion.

I truly believe Jessica is a compassionate leader. She possesses the modesty to continually seek feedback so that she can continue to grow. She seeks to understand people in order to guide them, and not only is she ethical, but she holds every one of her team members to the same standard. Most importantly, her drive and strength come straight from her heart. If you too have been blessed with a son and/or daughter following in your footsteps, we probably share the same meaning of "strength". Jessica and I often talk about what it means to be strong. We want to feel strong, which is to live our best lives in a way that is enjoyable to us, but also of much value to others. Strength is only partly physical - it's mental, emotional, spiritual and social. To us, it means believing that you can face the day and anything it might bring.

We also talk about perspective - taking time every day to reflect so that she can move in a more meaningful direction. As a business owner, daily reflections, or evaluating objectives and outcomes, tell me what's working and what's not. At Quest, we are constantly encouraging our leaders to check in with themselves and their teams. How are they doing? What's working, and how do we do more of that? What's not working? How do we fix it? How do we do things better? Examining how things are going in our lives often helps make for a great life! Reflection allows us to become more self-aware, understand how and when to change course, make amends, and to grow in a healthier, more rewarding direction.

I believe that each of us has the strength and courage within us to face challenges head-on and to create new opportunities for ourselves and for others. My hope, not only for Jessica, but for each of my employees, is that they see those qualities within themselves, which ultimately will allow them to build the life of their dreams.

On behalf of this entire organization, thank you for your faith in Quest!

Much love, health and happiness to you all,

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. Owned and operated by partners Sharlene Lairscey and Jessica Francois, 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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TEAM AND TALENT TIMES TWO

SARA SHEPHERD SHINES ON DISTRICT FIVE PROJECTS

QUEST'S CENTRAL FLORIDA team supports AECOM, the general engineering consultant firm for the Florida Department of Transportation (FDOT) District Five and the FDOT District Five Communications Office. Quest Communications Manager Sara Shepherd's background with the FDOT District Two public information and public involvement areas has been beneficial in supporting District Five's Communications Office (also known as the Public Information Office) with media relations, general public inquiries, social media content creation and posting, and document reviews. Sara also posts public meeting notices online; creates, edits and distributes press releases; and provides quality control for the Central Florida CFLRoads.com web pages. Sara often



Sara Shepherd hands out project fliers to Marion County community members.

compiles the "Daily Clips" news stories and the "Hot Topic" lists as directed by the Central Office for the district staff newsletter.

FDOT Public Information Officer and District Five Manager Steve Olson states, "Sara's past experience as a former FDOT employee in District Two has been useful, as she understands how things work. She has also helped us craft more posts

for our social media, which our followers appreciate."

"I'm thankful for the opportunity to contribute to Quest, showing our value and adaptability to respond to our clients' needs," adds Sara.

Adding Turn Lanes and Resurfacing State Road 200 (Southwest College Road) from east of Southwest 60th Avenue to west of Southwest 36th Avenue

Marion County Financial Project ID Nos: 439659-2, 437344-1

Project Details

The Florida Department of Transportation (FDOT) will be widening and adding turn lanes along State Road (S.R.) 200/Southwest College Road at the Interstate 75 (I-75) interchange area from just east of Southwest 38th Court to west of Southwest 36th Avenue, almost one-half mile. Improvements include:

- Creating new turn lanes on eastbound and westbound S.R. 200 to the I-75 on ramps.
- Extending and widening the existing right turn lane from westbound S.R. 200 to the I-75 northbound on ramp
- Widening the I-75 southbound on ramp and both northbound ramps to add turn lanes.
- Resurfacing, widening, upgrading curb ramps to current Americans with Disabilities Act requirements, pedestrian signal construction, and lighting, guardrail, landscaping, and drainage improvements.

Access to businesses and residences will be maintained.

Along with this project, S.R. 200 will be resurfaced from east of Southwest 60th Avenue to east of Southwest 38th Court, approximately 3 miles. More information on this project is on the reverse side of this flier.

What to Expect

Motorists can expect nighttime lane closures. No daytime lane closures are allowed; however, work can occur behind barrier wall during the daytime. Traffic shifts are also possible. Electronic message boards and other signage will be used to notify motorists of lane closures, and to direct traffic.

Fast Facts

Contractor:
D.A.B. Constructors, Inc.

Project Cost:
\$7.7M

Work to Begin:
Late August 2018

Estimated Completion:
Spring 2020

Contact

For more information, please contact

Sara Shepherd
Public Information Coordinator
407-758-8080
sara.shepherd@dot.state.fl.us

Safety

Temporary structures and signs will be in place to direct pedestrians and bicyclists around work.

FDOT reminds all road users to pay attention and use caution when traveling through a construction zone.

To learn more about this project, just scan the QR code below using your mobile device.

Project Location

CFLRoads.com
 @MyFDOT_CFL
 Facebook.com/MyFDOTCFL

Your source for information on state roadway projects in Central Florida is just a "click" away! Visit www.cflroads.com to view anticipated lane closures and up-to-date information about this project.

QUEST SPONSORS STATEWIDE EVENT

TEAM GIVES BACK TO MARCH OF DIMES, SECOND HARVEST FOOD BANK

QUEST IS PROUD to have been a platinum sponsor for the 2018 Lunchtime Concert to support the March of Dimes and Second Harvest Food Bank of Central Florida. The annual concert raised \$20,600 this year.

Quest has contributed to this entertaining and heartfelt effort, which has been supported by more than 100 transportation industry members, over the last several years. The total amount of money raised since 2009 is nearly \$104,000.



“Our corporate culture is about making a difference, and it’s a great way to give back to a cause you feel passionate about,” said Vice President Mary Brooks.



STUDIES, DESIGN AND CONSTRUCTION – OH MY!

CENTRAL FLORIDA TEAM KEEPS PUBLIC INFORMED



LEFT TO RIGHT: Quest's Shari Croteau, Alicia Arroyo and Kathy Putnam at a recent public workshop for CFX.

WHEN THE CONCEPT studies for four potential Central Florida Expressway Authority (CFX) tollways wrapped up early this year, Quest's Central Florida team thought we'd get a little breather. Not so fast, my friend! Two of the concept studies (Poinciana Parkway Extension and Osceola Parkway Extension) moved into the Project Development and Environment (PD&E) Study phase, and CFX kicked off an additional two studies (Lake/Orange County Connector and Northeast Connector Expressway Extension). The Quest team also has been busy informing the public about the number of projects currently under design and the number of active construction projects, not to mention roadway maintenance activity that could impact traffic and the staffing of E-PASS promotional events. A typical day finds our team doing everything from coordinating state-of-the-art smartscreen technology for a large public meeting to walking door to door to advise residents that a major widening of the adjacent expressway is about to begin. It all adds up to fun because each day with CFX brings something new and interesting. And that's why working with CFX is such a joy.

READING, WRITING AND SAFETY

AT SUNSET PARK ELEMENTARY SCHOOL IN WINDERMERE

AS ALWAYS, IT goes without saying it is "Safety First" on every road or utility construction project. But when the project is just down the street from an elementary school with more than 900 students—many who walk or ride a bike to school—it becomes even more important.

"Since there is no school bus service to this school, many students travel along Overstreet Road where much of the work is currently underway," shares Quest Construction Program Manager Lisa Mark. "The new pipe is being installed under the sidewalk, which has to be removed and then replaced after the pipe is installed and tested."

With this in mind, Quest associates Lisa Mark and Laurie Windham joined the Sunset Park Elementary School staff at the school's orientation to provide project safety awareness to parents and students. They created a poster, distributed safety fliers, and answered numerous questions. The team also collected parents' emails to provide future project updates.



Quest's Lisa Mark and Laurie Windham educated attendees on the importance of construction safety.

Quest is working with Utility Systems Construction and CPW Construction Inc. on this force main improvement project for Orange County Utilities in Windermere, Florida.



“It really was the perfect occasion to reach many of the parents and students who will be traveling in the construction area. It was also a great opportunity for us to be involved in one of the communities we serve,” said Laurie.

SR A1A PROJECT UPDATE

ADDING 11 NEW MID-BLOCK CROSSINGS

PEDESTRIAN SAFETY IS a priority for the Florida Department of Transportation (FDOT) with several projects underway to create safer crossing areas along major roadways. One of those projects in District Five is the design of 11 new mid-block crossings, and the enhancement of another, along State Road (SR) A1A between US 192 and Atlantic Boulevard near Indialantic, Florida, in the Brevard County area.

Quest Senior Communications Manager Eileen LaSeur leads the public involvement services for this design project and recently helped facilitate the project's public hearing at St. Mark's United Methodist Church in Indialantic. The hearing attracted more than 90 local residents who were able to listen to the formal hearing presentation, view exhibits, and speak with project team representatives.



Carolyn Fitzwilliam

Fifteen people spoke during the formal comment period, and 64 comments were received via comment form, email or telephone. Reaction to the design plans was mixed, with some people eager to see more pedestrian crossings, and others concerned that the crossings will have too great of an impact on

motor vehicle movements along the corridor, giving pedestrians a false sense of security. Opponents also questioned the use of Rectangular Rapid Flashing Beacons, because while pedestrians may feel safe crossing the travel lanes when the beacons are flashing, vehicles may not always heed the flashing lights.

"When you have projects like this, that may also be controversial, it's important to provide easily understood information that describes the purpose, need, and benefits of the project. You must also ensure that the attendees leave the hearing knowing they had an opportunity to provide meaningful input, and that their concerns have been heard and will be considered by the department," Eileen said.



Quest's Eileen LaSeur signing in guests at the public hearing.



More than 90 community members attended the recent SR A1A public hearing to hear about the project updates.



“Public hearings have very specific regulatory requirements that exceed those of a regular public meeting, so precise planning and coordination are key.” – Eileen

NINE COUNTIES, FIVE OPERATIONS FACILITIES, ONE STRONG TEAM

QUEST WINS FDOT DISTRICTWIDE PUBLIC INFORMATION SERVICES CONTRACT

QUEST'S CENTRAL FLORIDA team was honored and humbled to be selected again to provide the Florida Department of Transportation (FDOT) District Five with districtwide construction public information services. The deep project and agency knowledge, as well as the FDOT and community relationships, of our top-notch staff was pivotal in Quest recently scoring nearly 30 points more than the next competitor.

We're proud to have served as liaisons between FDOT District Five and community members on more than 500 construction projects since 2007. Our dedicated staff members currently serve as the friendly faces on 73 improvement projects. Working shoulder-to-shoulder with the FDOT and the consultant staff in the Brevard, DeLand, Leesburg, Ocala, Orlando and Oviedo Operations centers, our in-house staffers provide an approachable ear to community concerns. Accessible 24/7, we relay vital information in advance of construction impacts and support the FDOT in resolving public issues - while documenting all interactions.

Special thanks to Quest Construction Program Manager Lisa Mark for her contract leadership, as well as for her diligence and dedication in writing and bringing together a smart, concise and winning proposal. That wouldn't have been possible, however, without the energy and enthusiasm, ideas, project information, and other contributions of Alicia Arroyo, Carolyn Fitzwilliam, Laurie Windham, Sara Shepherd and Shemir Wiles.

This dynamic team worked hard to craft, compile, and condense Quest's wonderful story into a basically four-page, winning submittal! Executive Creative Director David Crigger's masterful layout made even the bare-bones proposal format required look great!

LEFT TO RIGHT,
BACK TO FRONT:
Shemir Wiles, Lisa Mark, Sara Shepherd, Laurie Windham, Carolyn Fitzwilliam, Alicia Arroyo. NOT PICTURED: Melanie Hand



“ We are incredibly excited to continue serving District Five. Our team of communicators will always work hard to maximize our relationships with local agencies and community members in District

Five's nine counties to achieve success on every department project,” said

Quest Vice President Mary Brooks.



ALICIA ARROYO

Hometown: Brooklyn, New York

Astrological Sign: Libra

Three traits that define you: Giving, sappy and organized.

Success is defined as: Enjoying what you are doing and sharing that with the people around you.

Travel bucket list: Italy because my youngest brother Xavier got married in Florence at a vineyard, and I just love the culture. I would move there in a heartbeat!



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

ALICIA: I started in a private college called Mount Holyoke College in South Hadley, Massachusetts, for three years. I was in a little town and, after a while, I realized that it wasn't for me so I moved back to New York. I eventually graduated from the University of Phoenix with a bachelor's degree in business management.

[Q]: How long have you been with Quest and what is your title?

A: In January 2019, I will have been with Quest for eight years as a supervisor/communications manager.

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

A: Currently, I serve as the public information coordinator (PIC) for the Florida Department of Transportation (FDOT) District Five Oviedo Operations Center. My day typically consists of uploading all lane closures onto CFLroads.com; attending progress meetings; visiting the project sites to check on how the project is progressing; media relations; and assisting the project manager in all capacities as needed. I also serve as a Spanish translator to the project manager and local news outlets.

[Q]: Do you have a favorite newspaper, magazine or blog?

A: I read the local newspaper, the Orlando Sentinel, daily.

[Q]: Why are you passionate about public information and communications?

A: When I know that I have helped somebody, it makes me feel good. In our field, it's important to be a good person and to share that feeling of wanting to help others. I always try to make an effort to make a person's day better.

[Q]: What's the most interesting or coolest thing that's happened on one of your jobs?

A: On the FDOT State Road 436 Interchange Project with Metric Engineering and Lane Construction, the project team put a bridge up using concrete beams that were 265 feet long. It was the first time these type of beams had been used in the state of Florida. That was pretty cool!

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

A: No, while at Mount Holyoke College, I had a dream of becoming a music therapist. I really wanted to help kids reach their next stride with music, but the school discouraged me and told me I'd never make a living doing that. I truly believe that with music you can get through to people and calm them down.

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

A: Quest has built my confidence up so that I feel capable of getting the job done at all times. Also, Quest has provided me with the tools I needed to learn as I go and to feel confident that I can handle tasks on my own.

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

A: I love to sing! I remember singing at one of our meetings at Quest, and Pennsylvania Business Unit Leader Megan Olivera started crying, which made me cry. It was special!



Alicia and her family enjoying a wonderful family vacation.

CAROLYN FITZWILLIAM



Hometown: Pittsburgh, Pennsylvania

Astrological Sign: Aquarius

Three traits that define you: Dependable, hardworking and curious.

Movie Inspiration: Hilary Swank

If I could have one talent it would be to: Compose music. I appreciate songs like American Pie and Piano Man, and I like music that inspires me or is uplifting in some way.

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

CAROLYN: I attended the University of Southern California for my first two years and then transferred to Syracuse University, where I received my bachelor's degree in newspaper and international relations.

[Q]: How long have you been with Quest and what is your title?

C: I have been with Quest for almost three years as a senior communications manager.

[Q]: Can you give me a brief overview of what it is you do as a public information coordinator (PIC)?

C: I serve all projects in Volusia and Flagler counties as a PIC for the Florida Department of Transportation (FDOT) District Five. If I know a project is going to be extremely impactful, then I make sure I get some face-to-face time with the stakeholders and community members in my area so that they are prepared and well informed before the upcoming project starts. I also provide updates in my area through news releases, fliers, media relations and CFLroads.com.

[Q]: How do you stay current with the latest trends in communications? Do you have a favorite newspaper you read daily?

C: I try to pay attention to trade articles - whether it's something online or through a partnership or professional organization such as the Public Relations Society of America. I used to have to read six newspapers a day when I worked in the healthcare industry but my favorites would have to be the New York Times and the Washington Post. The most important thing to me is to pay attention to the source. For instance, if I don't recognize the outlet then I don't read it.

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

C: I primarily serve the FDOT District Five Districtwide Public Information Services contract.

I also support Senior Communications Manager Eileen LaSeur with various Project Development and Environment Studies and design projects, and I support Construction Program Manager Lisa Mark with business development opportunities for municipal contracts in Central Florida.

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

C: My husband, Scott, and I are golfers. Scott was a golfer when I met him so if I didn't learn how to play golf then I was going to be a golf widow (haha). I also volunteer for a nonprofit organization called IDignity Volusia, and I'm an elder at our church.

[Q]: What advice would you give to new professionals entering the communications field?

C: My advice would be to learn as much as you can about everything that happens in our field and take it upon yourself to do that - don't just sit around and wait for someone to tell you. Always aspire to learn more and don't settle on being comfortable!

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

C: I am always proud to represent Quest. When I am asked which company I work for, and I tell that person I work for Quest, they always say they have worked with someone in the past from Quest and that they had a great experience with our company. I just hope that I can carry on that reputation!



Carolyn and her husband, Scott, enjoying a day on the golf course.

LAURIE WINDHAM

Hometown: Mayo, Florida

Astrological Sign: Cancer

Movie Doppelganger: Almost once a week I'm told that I talk like Reba McEntire, so her or Ashley Judd.

Superpower: I'd like to make up my own superpower - it would probably involve flying with or without a cape, as well as having the ability to always make people laugh.

Success can be defined as: At the end of every day, you have to feel good about what you have done and the choices you have made.



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

LAURIE: I attended the University of Florida and majored in print journalism.

[Q]: What's your current position at Quest and how long have you been in this position?

L: I have been with Quest for over a year, and I am a senior communications manager.

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

A: I am a public information coordinator (PIC) for the Florida Department of Transportation (FDOT) District Five Districtwide Public Information Services. I think of myself as a liaison between the state road construction projects in Brevard County and the stakeholders, as well as any other agencies, cities and counties in the area.

[Q]: How do you stay current with the latest trends in public relations and communications?

L: I enjoy networking with people in our industry through professional organizations such as the Florida Public Relations Association or the Public Relations Society of America. I also love staying up-to-date by watching the news, but I've learned that you have to watch several of them to make sure you are getting accurate information. In addition, I read Florida Today and smaller community newspapers. There is no other feeling then flipping a newspaper from left to right and getting that newspaper ink on your hand.

[Q]: What drives your passion for communications?

L: Communications, in my mind, is the key to life - whether it be through a personal, business or client/agency relationship. In this industry, if we can get ahead of a road project and make a community member or our client's life a little easier, or have them have "one less thing" to worry about then I know I'm doing my job right.

[Q]: What has been your favorite project to date at Quest?

L: I think it would have to be one of my first projects, the Rail Trail. It was a great project. It's a 12-mile, multi-use trail that took an existing rail bed and turned it into a trail where community members can walk, run or bike.

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

L: Pretty much anything outside - I'm transitioning from being a runner to a hiker. I've hiked to the bottom of the Grand Canyon, and my goal is to eventually do portions of the Appalachian Trail. I also enjoy going to the beach, reading, and spending time with my daughter Savanna, 22. She's my world!

[Q]: What's the most interesting or coolest thing that's happened on one of your jobs?

L: Every job is pretty amazing, but I really love working on the overpass projects. For example, when you stand on the deck of a brand new interchange that is being built over Interstate 95, and you look down and see the traffic and know that no one else has ever stood up there before except the construction manager and the team - I think that is pretty cool.

[Q]: How has Quest helped you grow professionally

L: Quest has clearly outlined my duties and expectations, and has given me the tools I need to be successful. Our team has also pushed me out of my comfort zone to set my own expectations - and I don't want to let them down.



Laurie and her daughter, Savanna, enjoying an active family run on the beach.



LISA MARK



Hometown: Queens, New York
Astrological Sign: Scorpio
Three traits that define you: Optimistic, organized and independent.
Movie Inspiration: Sophia Loren
How do you define success? Feeling fulfilled and helping others achieve their dreams.

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

LISA: I attended undergrad at Stetson University and received my bachelor's degree in comparative literature. I also received my Masters of Business Administration from the American Graduate School of International Management with a focus in international studies.

[Q]: What's your current position at Quest and how long have you been with Quest?

L: I have been the construction program manager for Quest's Central Florida team for more than a year, but I have been with Quest for a total of four years.

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

L: As the Quest Project Manager for the Florida Department of Transportation (FDOT) District Five Districtwide Public Information Services contract, I enjoy managing the Quest public information coordinators supporting SunRail construction and the local FDOT operations facilities throughout FDOT District Five. It's my pleasure to work closely with the FDOT Public Information staff and contract administrators to provide updates and meet client needs. I am always happy to lend support as needed to the public information team including project assistance and quality control support for project fliers, press releases and collateral materials.

[Q]: Do you have a favorite newspaper, magazine or blog? How do you stay current with the latest trends in public information?

L: I enjoy reading the local paper, but I also listen to The Daily and National Public Radio. To stay up to date, I talk to people in the industry about what strategies and tactics are working for them. Our Central Florida team is also great about sharing valuable information among each other. Quest Vice President Mary Brooks is also an invaluable resource of information.

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

L: I wanted to be a writer – a novelist to be more exact. I really love creative writing. But I love being in marketing and communications – it's my wheelhouse.



Lisa's husband, Boyd, Lisa, and her oldest daughter, Bella, at the Garden of the Gods in Colorado Springs, Colorado.

[Q]: What advice would you give to new professionals in this field?

L: I would say be passionate and enthusiastic, as well as assume the best of others and seek to understand first and then be understood.

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

L: I enjoy doing yoga and Pilates, as well as snow skiing and spending time at the beach. I'd also love to start kayaking, while my daughters, Bella, 17, and Laney, 11, and my husband, Boyd, paddleboard next to me.

[Q]: Who inspires you personally?

L: My mother, Carmelinda. She was very giving and grateful, but also tireless and she encouraged myself and others to pursue their dreams.

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

L: I was very excited to win this last FDOT District Five Districtwide Public Information Services contract and have it be renewed for the next three years. I'm most excited for our team as a whole. It's nice to be able to continue growing and establishing goals with this wonderful group of colleagues and friends every single day.

MELANIE HAND

Hometown: Daytona Beach, Florida

Astrological Sign: Leo

Three traits that define you: Loyal, organized and passionate.

Favorite musical artists: The Beatles, Zac Brown Band and Joan Baez.

Superpower: I would probably pick the superpower that gives you mental and overall internal strength.



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

MELANIE: I attended the University of Central Florida and received my bachelor's degree in interdisciplinary studies with concentrations in business, communications and social science.

[Q]: What's your current position and how long have you been in this position?

M: I am a communications manager for our Central Florida team, and just started with Quest in August.

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

M: I'm working on the Florida Department of Transportation (FDOT) District Five Districtwide Public Information Services contract as a public information coordinator.

[Q]: How do you stay current with the latest trends in public relations and communications? Do you have a favorite newspaper, magazine or blog?

M: I search the internet to see if there are any blogs or white papers talking about new, interesting communication techniques. I like to stay up-to-date by watching the local news. I also enjoy reading Time Magazine, as well as any type of cooking magazine or book.

[Q]: Why are you passionate about communications?

M: Since I've worked in different fields I find that strong communication is one of the biggest traits companies are lacking. People don't talk, or they don't communicate effectively. I want to help change that.

[Q]: Is there a project you have worked on in the past that you feel passionate about?

M: The 14 Ultimate Workforce Development and Small Business Enterprise Initiatives, which helps small businesses get onto larger scale contracts.

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

M: I love football - the New England Patriots are my favorite team. I also love music, so any festivals or outside concerts, as well as fishing, camping or anything outdoors. Spending time with my friends and family is also very important to me.

[Q]: Who Inspires you personally?

M: I would say my friends and family. They inspire me daily to be a better person, and of course my daughter, Emily. She's always showing me how to look differently at situations through another person's eyes.

[Q]: What advice would you give to new professionals in this field?

M: I would say to pay attention to what other people say, and how they react to things, and listen so that your solutions not only help you but also the people around you.

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

M: Quest has already given me the opportunity to thrive in the industry and has allowed me to further explore my passion for communications. I'm very excited to be a part of the Quest team.



Melanie and her daughter, Emily, spending quality time together. "She's my world," said Melanie.

SARA SHEPHERD



Hometown: Fort Pierce, Florida

Astrological Sign: Scorpio

What are three traits that define you? Honest, energetic and dedicated.

Travel bucket list: Ireland because I'd love to ride my horses out in the countryside and along the coastline.

Spirit animal: A wild horse because they are free, powerful and majestic.

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

SARA: I graduated from the University of Florida with a bachelor's degree in agriculture education and communication with a concentration in extension education. I also have a Master's in Communication from Queens University in Charlotte, North Carolina.

[Q]: What's your current position and how long have you been with Quest?

S: I'm a communications manager, and I've been with Quest for more than a year.

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

S: Right now, I'm on two different contracts. On one contract, I'm supporting AECOM, the general engineering consultant firm for the Florida Department of Transportation (FDOT) District Five, and the FDOT District Five Communications Office. My second contract is the FDOT District Five Districtwide Public Information Services contract where I provide services for construction projects that are managed by the FDOT Ocala Operations Center.

[Q]: How do you stay current with the latest trends in communications?

S: I would say through internal networking with coworkers and colleagues, whether it be keeping each other updated on new trends and techniques, or attending various training opportunities from different professional organizations such as the Florida Public Relations Association.

[Q]: What's the most interesting or coolest thing that's happened on one of your jobs?

S: I recently had a concerned resident call us about a gopher tortoise that showed up along the State Road 35/Baseline Road project. He wanted to make sure we were aware so that it was protected during mowing and other maintenance activities. It was nice to talk to someone who was concerned and also positive about FDOT's efforts to protect animals.

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

S: Originally, I got my associates degree preparing to work in Criminal Justice. I wanted to analyze tire tracks, handwriting and more. I also wanted to work in Extension 4-H, which is a youth program where kids complete hands-on projects in areas like science, health, agriculture, public speaking, animal care and citizenship, in a positive environment where they receive guidance from adult mentors and are encouraged to take on proactive leadership roles, according to 4-H.org.

[Q]: What advice would you give to new professionals in the communications field?

S: Be true to your heart. Know yourself, your values and morals, and then everything else will fall into place.

[Q]: Who inspires you professionally?

S: Inspirational, good leaders like President/CEO/Owner Sharlene Lairscey, Vice President Mary Brooks, and Steven Olson at the FDOT District Five Office.



Sara Shepherd, Alicia Arroyo, Carolyn Fitzwilliam and Shemir Wiles enjoy a fun team outing.

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

S: Besides riding my horses, Cassie, Safari and Paseo, I like to go kayaking, camping and hiking. I'm also a third generation clogger.

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

S: Quest has helped me grow professionally in my career by providing me with the opportunity to work on a variety of contracts. I also feel like I have grown more independent and self-sufficient since starting with Quest.

SHEMIR WILES

Hometown: Spring Hill, Florida

Astrological Sign: Scorpio

Name three traits that define you: Loyal, inquisitive and goofy.

Success is defined as: Being truly happy with your life. If you can sit back and feel good about your spiritual, mental, physical, and financial health, then I believe you have made it.

Travel: Kenya because there is something really special being a person of color, traveling to Africa, and connecting with your ancestry and culture.



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

SHEMIR: I attended the University of South Florida (Go Bulls) and received my bachelor's degree in mass communications.

[Q]: What's your current position and how long have you been with Quest?

S: I've been a communications manager for Quest for about two and a half years.

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

S: I am on the Florida Department of Transportation (FDOT) District Five Districtwide Public Information Services contract providing public information services for the FDOT Operations Center in South Orange, Lake and Sumter counties. My day-to-day usually consists of touching base with my project administrators and managers to discuss any outstanding issues on projects and how we are progressing with those; responding to emails from constituents, government officials and state officials; making sure CFLroads.com is updated, and attending progress meetings.

[Q]: How do you stay current with the latest trends in public relations and communications?

S: I would say social media is the biggest way I stay up to date. I follow a lot of public relations agencies on Twitter such as the Florida Public Relations Association, PR News, and the Public Relations Society of America. I also read blogs and white papers associated to these organizations and keep in contact with other industry professionals either in transportation or any other field such as Healthcare, Hospitality and more.

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

S: A couple years ago, I was a co-host for the annual Citrus County African American Read In, where Citrus County community members come together to learn about how African American authors have contributed to American literature. It was a really fun experience because not only was I the co-host at the event, but it also helped me overcome my public speaking fears.

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

S: I love to read classical literature such as "The Scarlet Letter" and "To Kill a Mockingbird". I also enjoy binge watching shows on Netflix, shopping, and trying new restaurants - especially Japanese and Caribbean cuisine.

[Q]: Who inspires you personally?

S: My mother. She has shown me what it means to be a strong woman and have a strong work ethic, and she has been my biggest cheerleader.

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

S: When President/CEO/Owner Sharlene Lairscey, Construction Program Manager Lisa Mark, and Vice President Mary Brooks said "You can do this", when I accepted the position I'm currently serving in Orlando. It was not a position I actively went for, but a position I was placed in. It was a major stepping stone for me attaining all that responsibility, but I'm glad I pushed myself to do it.

[Q]: What advice would you give to new professionals in this field?

S: Be humble would be my best piece of advice. It's easy to feel that you have learned it all or that there is nothing new you could experience, but that is not true. There is always going to be someone out there that has been doing this longer, so always stay humble, talk to people and learn from them, and be open to absorbing new information.



Shemir and her sisters, Lisa and Lynette, right before attending a Janet Jackson concert in Tampa, Florida.

STAKEHOLDER RELATIONS IS KEY

SE 47TH TERRACE STREETScape PROJECT UPDATE

QUEST IS PROUD to provide a grassroots approach to public information for the Southeast 47th Terrace Streetscape and Utility Improvement Project in the City of Cape Coral, Florida, connecting with roughly 150 businesses in the 1-mile stretch of this downtown business district where improvements are underway. In this tight-knit community and thriving business district, Quest finds out-of-the-box opportunities to better reach stakeholders and support them.

Quest Southwest Florida Business Unit Leader Yvonne McClellan, our boots on-the-ground supporting this project, coordinates with Chris-Tel Construction, the construction manager for the project, to better inform and work directly with stakeholders. Quest develops a wide range of notifications and solutions for stakeholders to assist them as much as possible during construction. Yvonne works closely with our creative team developing easy-to-understand active parking area maps and detour maps for businesses to distribute to their customers

to assist them in navigating to their businesses. These maps offer multiple access routes to reach businesses and multiple destinations as to where to park.

Events are an important tradition in this business corridor, so Yvonne also works closely with the local entertainment association, coordinating ride-alongs as needed to illustrate best access routes for trolley events that travel to the businesses near active construction zones. Quest also provides one-on-one meetings with stakeholders as requested for informal walk-throughs of the project limits to illustrate how the project is progressing and update them on what work is being done.

These efforts build upon the regular construction milestone updates we develop to inform stakeholders about what construction goals have been completed and what's coming up next.



“ We are pleased to support the City of Cape Coral and Chris-Tel Construction on this project, and to have opportunities to develop new and creative techniques for the benefit of the stakeholders,” said Yvonne.

COLLIER COUNTY STORMWATER WEBSITE IS NEW AND IMPROVED

QUEST SUPPORTS COLLIER COUNTY, STANTEC

QUEST'S SOUTHWEST FLORIDA team has been proud to support Collier County and Stantec in updating and improving the county's website for information about the county's stormwater utility program, explanation of the stormwater fee, and potential mitigation credits for residents in the county.

Quest Webmaster/IT Support Manager Dylan Conway led the changes to the website, which for now remains in a dormant phase, until the website is ready to be launched. Our web design team has updated content explaining the program and its benefits, developed fillable application forms for the mitigation credit application and other forms, and linked the overall website with an impervious surface map developed by Stantec, where residents could calculate what their stormwater utility fee would be. In addition, our web design team developed a program where the website, at scheduled intervals, would email the county any applications filled out on the website, and would also maintain a daily, weekly, and monthly log of applicants' pertinent information for record keeping for the county - all maintained automatically through the website.



We are pleased to showcase the vast capabilities of our web design team at Quest, and our eagerness to better serve our clients and provide enhanced public information services through our website design, hosting and management services.

BRIDGING THE GAP WITH COMMUNICATION

LABELLE DRAWBRIDGE PROJECT UPDATE IN HENDRY COUNTY

THE DRAWBRIDGE ON State Road (SR) 29 over the Caloosahatchee River is the only access to and from LaBelle, Florida for many miles. Residents going to work, kids arriving to school on time, businesses with deliveries, and folks traveling to and from LaBelle have concerns that the lane closures may interrupt their schedules. Quest Senior Communications Manager Corine Burgess is easing the minds of these residents by providing accurate information and answering their questions.

This project is very high profile since so many people, including truckers, use the bridge in everyday travel. Coordination with the Hendry County Public Information Office has been essential in helping get word out to all departments and entities in Hendry County. Additionally, Corine met with the LaBelle Downtown Revitalization Group to ensure fact sheets were available for businesses in the LaBelle area and to assure them that the special events they planned would not be interrupted by the construction. The Florida Department of Transportation (FDOT) hosted another meeting with the contractors on hand and invited Hendry County staff and officials, City of LaBelle staff and officials, Hendry and Glades county school boards, and other community members who wanted information about the project. Corine was readily available to assist with questions and hand out fliers about the project.



The original drawbridge under construction in 1959.

The original drawbridge was constructed in 1959, and the bridge is a focal point for traffic in the area. It is located on SR 29 and goes over the Caloosahatchee River, located in downtown LaBelle. It is a narrow, two-lane roadway, which does not currently support commercial vehicles that exceed the existing weight limit. This project is very important because by strengthening and rehabilitating the steel and concrete beams of the bridge, commercial vehicles will be able to travel this route instead of going to Moore Haven to cross the Mamie Langdale Memorial Bridge, saving them miles of travel. The commercial trucking industry will benefit from these improvements, as will all motorists who travel over it.

Corine has coordinated with FDOT, Seacoast, the city, the county, and the LaBelle Downtown Revitalization Group, who have all worked together to make sure citizens know what to expect regarding lane closures and other important information. Social media has also played a key role in informing citizens and word has spread rapidly encompassing even more citizens. Phone calls from stakeholders are slowing down now as more and more people are informed about the project through various outreach efforts including fliers posted at local businesses, media, announcements at government meetings and social media. "This project has truly been a team effort," stated Corine.



Corine touring the LaBelle Drawbridge project.



CATCHING UP WITH CORINE BURGESS!

A NEWCOMER IN THE TRANSPORTATION INDUSTRY

YOU MAY BE wondering what the natural environment and communications have in common. The answer is probably more than you realize. Quest Senior Communications Manager Corine Burgess has more than 20 years of experience in the natural resources field, and even though she is very knowledgeable about Florida's flora and fauna, her communication skills have been equally as important in her past positions in the environmental realm.

Corine served in the Florida Park Service as park manager for Fort Zachary Taylor State Historic Site in Key West, Florida. As such, she continually interacted with the public as well as with other various governmental and private agencies. She managed staff, obtained and managed grants, and administered budgets. Corine was responsible for enforcing park rules and policies. She also was responsible for keeping staff and visitors safe, while providing an enjoyable and pristine natural environment in which visitors could enjoy recreational opportunities. "Running a state park requires excellent communication skills. It is essential that good relationships are built to ensure the success of the park's management. At Fort Taylor, we were surrounded by a military base, so making sure that each entity was aware of what the other was doing was critical regarding the safety and smooth running of each organization. It's all about partnerships

and working together," says Corine. State government has various levels ranging from the governor to the district offices. As a park manager, communication is vital with all levels within the organization. Corine established good relations within her organization as well as with local government, various organizations, the media, and the public.

"I believe that being passionate about the environment is more than caring for the earth. It's the sharing of information and knowledge with others, so that they can be educated regarding how to be good stewards of our natural world," said Corine.

Another aspect of running a state park is marketing. Corine made sure that Fort Taylor was well advertised regarding special events, recreational opportunities, and the natural beauty the park had to offer. Submitting articles to the local media, newsletters, posters, fliers, radio spots, and even a couple of television clips ensured that folks were informed about the park and events. As park manager, the creation, organization, and management of special events was part of the job. Corine came up with unique events to ensure visitation to the park was at its peak.



Corine touring the Rucks Dairy Road Bridge project where she served as a community outreach specialist.

While Corine enjoyed her position with the park service, family required her to move to Central Florida where she obtained a position with Highlands County as an environmental specialist. Her new duties included the management of a wildlife preserve, which entailed being familiar with Florida statutes and keeping up with the changes in the laws. Additionally, she kept the public informed about environmental issues and special events happening at the preserve and within the county.

After joining Quest, Corine currently serves the Florida Department of Transportation District One Heartland Operations Center as a community outreach specialist.

MOBILITY HUB PLANNING BEGINS FOR TWO BROWARD CITIES

QUEST PARTNERS WITH HNTB

MATHEMATICALLY, WE LEARN that a straight line is the shortest distance between two points. So, in theory, we should all be moving in straight lines when we get to places. Well, not always. While moving people from one place to another efficiently and safely is the goal of mobility planning, it can still be a challenge. Some plans may call for the removal of obstructions or to build new structures and methods to move along.



Nannette Rodriguez

“The planning all starts with identifying challenges and opportunities and studying and evaluating, while obtaining input from stakeholders along the process,” said Quest Program Manager Nannette Rodriguez.

The Broward Metropolitan Planning Organization has begun the planning process of developing mobility hubs for Pembroke Pines’ City Center and Plantation’s



Team members met in late August to discuss next steps and begin the project planning process.

Midtown. Quest’s Southeast Florida team partnered with HNTB to support the public outreach efforts from meeting logistics to producing collateral materials to conducting surveys. Other team members on these projects include Marlin Engineering, Lambert Advisory, Bermello Ajamil & Partners, Inc., and WTL+a.

On August 30, two kick-off meetings were held with city planners and engineers to begin the planning process. HNTB Principal Planner Diane Gormely-Barnes emphasized the importance of community outreach during the planning stage. Next steps are to hold various meetings with stakeholders that include agencies, city boards and commissions, businesses and developers, community groups, as well as conduct surveys to create the framework from which the master plan and design will be formed.

FTBA ANNUAL CONFERENCE

QUEST CONTINUES TO BUILD RELATIONSHIPS AT INDUSTRY CONFERENCE IN BOCA RATON

QUEST SENIOR COMMUNICATIONS Manager Nannette Rodriguez renewed old acquaintances with former Florida Department of Transportation (FDOT) Secretary Ananth Prasad in August at the Florida Transportation Builders’ Association (FTBA) annual conference in Boca Raton, Florida. Nannette worked closely with the FDOT on several Miami Beach projects, where she served as director of communications until 2016. Former Secretary Prasad, who served as FDOT Secretary from 2011 to 2015, is the president-designate for the FTBA.

Nannette and Quest Senior Communications Manager Peter Dobens were at the conference to network, place faces to names, and share with other attendees the benefits of working with Quest on multiple infrastructure and other projects.



Quest’s Nannette Rodriguez caught up with FTBA President-Designate Ananth Prasad at the annual conference.

SAMPLE ROAD IMPROVEMENTS PROJECT

QUEST WORKS CLOSELY WITH DRMP AND FDOT

Peter Dobens



IMPROVEMENTS TO THE Interstate 95 (I-95) Interchange at Sample Road in Pompano Beach, Florida, are key elements in the ongoing Florida Department of Transportation's (FDOT) drive to redesign and upgrade safety at interchanges throughout Broward County and Palm Beach County. Quest is providing an essential component in the design process working closely with DRMP and the FDOT to handle community outreach and community involvement.

Our Southeast Florida team, including Senior Communications Manager Peter Dobens, Southeast Florida Business Unit Leader Beth Zsoka and Senior Communications Managers Nannette Rodriguez, planned and facilitated a public workshop offering the opportunity for more than 400 affected residents and business owners to review project design plans for the I-95 Interchange project.

Beth Zsoka



Prior to the meeting, our team supported DRMP and the FDOT with a mass mailing. Our very own Nannette



Quest's Nannette Rodriguez provides translation to the Julian family of Pompano Beach as FDOT Project Manager Robert Lopes, left, looks on.

Rodriguez was available at the meeting providing Spanish translation for several of the residents inquiring about the impacts to their homes along the interstate.

The project includes redesigning the northbound and southbound entrance and exit ramps to provide an added measure of safety for motorists. Also, the project will add lanes to improve traffic flow at Northeast 3rd Avenue, about 600 yards east of the interchange.

LYONS ROAD IS MOVING ALONG WITH IMPROVEMENTS

QUEST EXECUTES A SUCCESSFUL PUBLIC WORKSHOP IN COCONUT CREEK

WHETHER YOU WALK, cycle, or drive, mobility improvements are coming to the City of Coconut Creek's Lyons Road in Broward County. Senior Communications Managers Peter Dobens and Nannette Rodriguez worked closely with F.R. Aleman, the Florida Department of Transportation (FDOT) District Four, and the City of Coconut Creek to conduct a public information workshop on September 26, where more than 50 people attended.

The goal of this \$13 million project is to improve mobility on Lyons Road between South C-14 Canal to Sawgrass Expressway by adding bike lanes, milling and resurfacing of travel lanes, and constructing sidewalks where none are present.

The Broward Metropolitan Planning Organization is investing more than \$300 million to create safer, healthier communities in Broward County. This project is one of many within the larger plan to create enhanced bicycle, pedestrian, and public transportation access.



FDOT's Brad Salisbury and Quest's Nannette Rodriguez educating community members on the improvements project.

INTROSPECTING WITH SUNGLASSES AND A SAFETY VEST ON

BY Tomás Monzón

MY FRIENDS AND colleagues describe me as an incredibly logical person, preferring to aggressively defend the logic behind life's oddities instead of citing the mystical forces of the universe as the reason for their occurrence. Everything does indeed happen for a reason, but I must confess that my career path has me scratching my head. If you'd asked me ten years ago, five years ago, or even less than a year ago if I thought I'd find myself working where I am now, I would've thought you were crazy.

Working as an assistant community outreach specialist on roadway construction projects for the Florida Department of Transportation (FDOT) District Six through my employment with Quest is the last thing I thought I'd be doing in the year 2018, having just graduated with a bachelor's degree in computer information systems and looking for the next big thing.

I've worked as a journalist for teenage and college print publications, as an administrative assistant for businesses in the printing industry, and as an independent documentary filmmaker. As logical thinking would have it, though, the skills I've built up through those gigs has prepared me for my current role quite handsomely.

... what it is that we do, the answer has always been "we can do anything".

Over the years, for example, I've crafted an ability to talk to strangers and become increasingly sociable in all situations. However, I never thought I'd exercise this muscle of mine on the streets of State Road 968, where an active FDOT reconstruction project has taught me a wealth of lessons about the complexities of roadway construction and how to best communicate these challenges to local stakeholders.

Over those same years, I've also worked on the colorfulness of my writing to enhance my journalistic and nonfiction work. Little did I know that I would end up working on a much more prosaic style of writing through project fact sheets and eBlast updates that warrant a "need to know" style as opposed to a "tell me a story" style.

These are things I like most about the life I've led and about my job with Quest. It's one of the most dynamic jobs I've ever had and I'm increasingly thankful for the opportunity to partake in something of such a large scale as the care and maintenance of our state's highway system, a feat that appears larger than life on paper, but in actuality is a daily grind full of smaller challenges and accomplishments.



The people I've met in the process are just as colorful. From field inspectors to contract support specialists, from roadway designers to project administrators, and from business owners to elected officials, the names and faces are as memorable as the places and spaces.

Perhaps most importantly though, is the spirit of the company I work for. On the multiple occasions that I've asked South Florida Business Unit Leader Sergies Duarte or other Quest employees what it is that we do, the answer has always been "we can do anything". My logical approach to things takes a step back from a statement like that. I let it tickle my emotions and inspire me to achieve more, to never back down from a challenge, and as mentioned earlier to always be on the lookout for the next big thing.

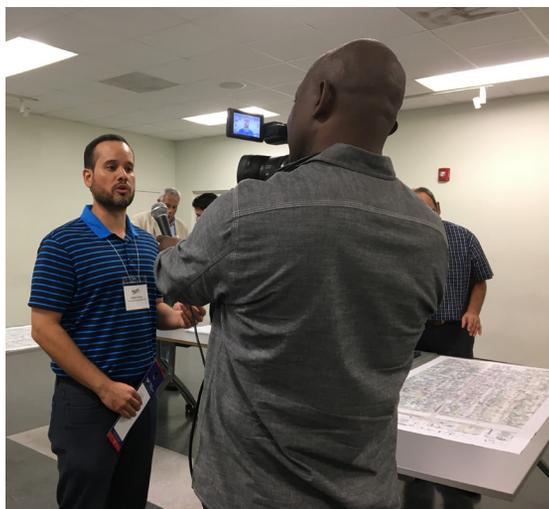
Given my track record, though, I think I'll stop trying to predict my future. Letting it all just happen seems to be much more rewarding.

MASTERING COMMUNITY OUTREACH IN THREE DIFFERENT LANGUAGES

SOUTH FLORIDA TEAM ON THE TOP OF THEIR GAME WHEN IT COMES TO INNOVATIVE OUTREACH

THE CITY OF Miami and its surrounding areas are overflowing with different cultures, customs and languages. As the “gateway to the Americas”, Spanish, English, and Haitian Creole can be heard almost anywhere and anytime throughout the city. Providing effective community outreach services to the Florida Department of Transportation (FDOT) District Six construction projects requires the ability to adapt to multiple audiences on the same project.

As an assistant community outreach specialist (COS) working alongside lead COS Sergies Duarte, Tomás Monzón's latest project is a perfect example of the melting pot we live and work in. Described as a roadway safety improvement project along State Road (SR) 922/Northwest 125 Street in the City of North Miami, the project limits extend less than a mile along a purely residential corridor, which plays host to residents hailing from Europe, the Caribbean, Central America, South America and more. All three languages are spoken on this corridor, and when someone calls in asking for project information, there's no telling which one of those three (or more) languages we'll hear on the other end of the line.



Even a gentleman from a local Haitian Creole television station was in attendance, shooting B-roll of our presentation and interviewing one of the residents in attendance.

Thinking out of the box when it comes to creating advertising and educational material for projects like this is the key to our success. Not only were project fact sheets and other materials printed and distributed in English, Spanish and Haitian Creole, but advertisements for our public meeting was also broadcasted on Haitian radio. The public meeting itself was attended by a Haitian Creole interpreter who was ready to translate information for anyone that requested it.



Quest's Sergies Duarte discussing project updates with a Haitian Creole interpreter and a project team member.

Although this project is the latest example of our dynamic outreach, all of our projects in South Florida this year have required the same level of adaptability and readiness to serve a variety of widely different audiences, from the businesspeople along SR 5/US 1/Biscayne Boulevard in Downtown Miami to the artists, musicians, and tourists along SR 90/US 41/Southwest 8 Street in Little Havana.

We're proud to say that our South Florida team is on top of their game when it comes to dynamic outreach but is learning new lessons every day - in many different languages!

“KEEP OUR CITIES PRETTY” CONTINUES IN MIAMI-DADE

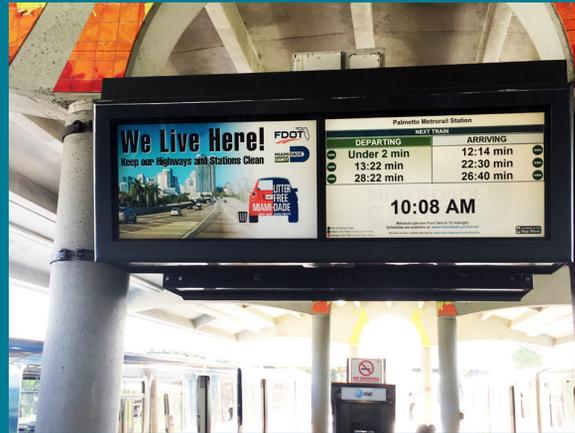
QUEST LAUNCHES PSA FOR ANTI-LITTER CAMPAIGN

QUEST’S SOUTH FLORIDA team kicked-off the 2018 and 2019 school year with the newly launched Florida Department of Transportation’s (FDOT) District Six Anti-Litter Public Service Announcement (PSA), emphasizing why trash on the road is unsafe while showcasing some of Miami’s youth in action.

The 55-second clip, which hit YouTube earlier this month, is currently also on NoMi TV (channels 77 for Comcast and 99 for U-verse) – the direct and local news platform produced by and for the City of North Miami. The engaging municipality has been a partner of the green campaign since it launched in the spring.

Aside from featuring facts regarding the extended amount of time it takes litter to decompose, the video features local children whose impactful message reinforces an anti-litter lifestyle and encourages behavior change in drivers who litter. The “Litter-Free Miami-Dade Campaign” message with the tagline “Keep Our Cities Pretty” also appears throughout Miami’s Metrorail displays and has opened up doors for the FDOT to ally with the county and local municipalities in an effort to amplify beautification projects. Grassroots outreach partnerships include working with major companies to host educational seminars or information booths.

Throughout the month of August, Quest also partnered with Miami-Dade County’s Transportation Planning Organization (TPO), to bring information to employees and visitors at Jackson Memorial Hospital. Collaboratively, they presented information about the Anti-Litter Campaign and the TPO Strategic Miami Area Rapid Transit Plan or the “SMART Plan”, a program of projects geared to improving transportation throughout Miami-Dade County. FDOT’s Anti-Litter Campaign has also made



headway on the TPO’s newsletter informing commuters and local transportation enthusiasts.

Launched back in April, FDOT’s Anti-Litter Campaign seeks to encourage the upkeep and safety of South Florida’s state highways. It also educates residents about ways to support anti-litter efforts on Interstate 95 from Northwest 62 Street stretching up to Miami Gardens Drive. Other initiatives include the Department’s “Adopt-A-Highway” program, allowing companies and organized groups to set scheduled clean-up sessions throughout the year.

Meet our South Florida Safety Campaign Team



MARIA CAMACHO



ALEX GRATEAUX



NANNETTE RODRIGUEZ



SOPHIA TINGLE

To learn more about the FDOT Adopt-A-Highway program, visit www.fdot.gov/maintenance/aah.shtm.

COMMUNITY ENGAGEMENT IS KEY

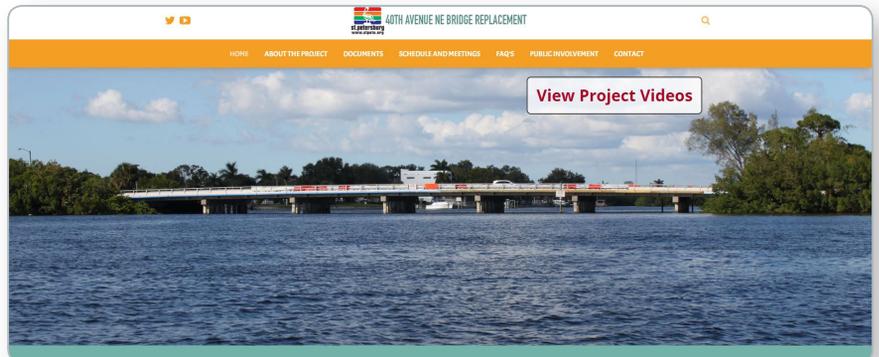
ST. PETERSBURG 40TH AVENUE NORTHEAST BRIDGE REPLACEMENT PROJECT

THE 40TH AVENUE Northeast Bridge connects two St. Petersburg neighborhoods – Northeast Park and Shore Acres. Since August 2017, this 57-year old structure has been the focus of community conversation.

Quest’s West Central Florida team supports Professional Engineering Consultant Cardno with public engagement during the design of the replacement structure. The project focuses on three key factors: user safety, accessibility and aesthetics.

A first public meeting was held in June, with Quest’s next task including evaluation and development of a summary report from an extensive survey conveying community thoughts and input. More than 650 respondents took part in a month-long survey of issues regarding the re-building of the 40th Avenue Northeast Bridge. City staff and Cardno’s design team members have been looking over the results and are taking the findings forward into the re-building process.

Area residents and interested citizens will be able to learn more about the project, share ideas and provide comments on the proposed improvements in a variety of ways. Support by Quest throughout the project includes public meetings, small group meetings, and updating the project website.



The community conversation will continue as the City encourages input to the look and function of the new structure, with the next public meeting slated for late November 2018. For more information about this project, visit www.40thavenuebridge.com.

“Involving and engaging the public throughout the design process is an important part of the City’s commitment to serving the needs of its residents,” said Quest Vice President and Project Manager Jill Cappadaro.

HOWARD FRANKLAND BRIDGE INDUSTRY FORUM HIGHLIGHTS

MEMBERS OF OUR West Central Florida Team, working closely with the Florida Department of Transportation and their Tampa Bay Next owner’s representative HNTB, coordinated and facilitated the Howard Frankland Bridge Industry Forum.

Through this Forum design-build teams and subcontractors were invited to participate. More than 250 people were in attendance. According to Quest Vice President, Lori Buck, “The Industry Forum provided an opportunity for Design-Build teams, including contractors, subcontractors, and design consultants, to learn more about the elements and considerations of the Howard Frankland Bridge project prior to bidding on the \$814 million project.”



The project includes replacing the existing northbound bridge by constructing four non-tolled/general use lanes, two tolled express lanes in both the north and southbound directions, and a 12-foot shared use path adjacent to the non-tolled/general use lanes. Once the new bridge is constructed, the existing northbound bridge will be removed.

Following the Industry Forum event, design-build teams were invited to meet one-on-one with the project Technical Review Committee members and with Disadvantage Business Enterprise Support Services Program representatives from the Equal Employment Opportunity Office.

PINELLAS COUNTY'S SOLID WASTE 30-YEAR MASTER PLAN

QUEST SUPPORTS HDR AND PINELLAS COUNTY

WORKING CLOSELY WITH HDR and Pinellas County, Quest's West Central Florida team supports the data gathering, stakeholder analysis, and communication of findings and recommendations to develop the Pinellas County 30-Year Solid Waste Master Plan. The purpose of the master plan is to evaluate, develop, and implement sound approaches to achieving the County's solid waste management, and recycling and diversion goals.

Quest Vice President Jill Cappadoro and Multimodal Program Manager Dawn Brown have been tasked with participating in the development and implementation of a strategic communication plan, working closely with HDR and Pinellas County communications teams to ensure all efforts complement the county's overall mission and goals.

totally in alignment with my personal values as well as those of Quest's, making this an especially relevant project to serve."

Future tasks will include the implementation of a communications strategy, facilitation of scenario workshops, and assisting with the final presentation to the Pinellas County Executive Team and the Board of County Commissions.



Jill Cappadoro

"In August, a Mission, Vision and Values Workshop was held, and it was so rewarding to support this initiative that focused on improving the quality of life for our region," shared Jill. "Reducing waste and recycling are



“It’s especially intriguing to be part of a regional approach where Pinellas is extending participation to neighboring counties,” said Jill Cappadoro.

WEST BUSCH BOULEVARD CORRIDOR STUDY ALTERNATIVES PUBLIC MEETING

TO IMPROVE STREET WHERE TAMPA RESIDENTS RUN, BIKE AND WALK ON

QUEST SENIOR COMMUNICATIONS Manager Karen Harrell and Multimodal Program Manager Dawn Brown supported Jacobs (formerly CH2MHill) and the Florida Department of Transportation (FDOT) with an Alternatives Public Meeting on July 10 for the West Busch Boulevard (SR 580) corridor planning study in Tampa, Florida. The Alternatives Public Meeting is an opportunity for the project team to report on the findings from the Project Advisory Group Meetings, Visioning Workshop, and to present the initial alternatives under consideration. The FDOT is looking for ways to improve West Busch Boulevard (SR 580) for pedestrians, bicyclists, transit users and motorists.



Attendees learned of ways the project team will be improving West Busch Boulevard (SR 580).

Quest provides public involvement services for this corridor planning study.

“Many Quest employees use this corridor and we are excited to be part of this project that will improve safety along the corridor,” said Karen.



WATCH OUT NORTH CAROLINA

HERE WE COME



THE STATE OF North Carolina Department of Transportation recognizes Quest as a Disadvantaged Business Enterprise firm, and has prequalified Quest as a private consulting firm for the following disciplines:

- 00171 Public Involvement - Project Development & Environmental Analysis
- 00308 Limited English Proficiency (LEP) - Project Development & Environmental Analysis
- 00410 Community Transportation Service Plans - Public Transportation Division
- 00411 Transit Systems Consolidations Studies - Public Transportation Division



Sharlene Lairscey
President/CEO



Kelsey Morrow
Federal Programs



Jessica Francois
Vice President

PENDING APPROVAL:

- 00498 Public Involvement in Transit/Transportation Planning Process
- 00499 Marketing, Publications, Graphics Assistance
- 00500 Marketing Research
- 00501 Multimodal Facilities Planning
- 00502 Transportation Demand Management Program Management
- 00513 Transit System Coordination Services



Dylan Conway
Website Design Services



Diane Hackney
Officer/Assistant Vice President National Sales

“We are truly grateful for the opportunity to work with the North Carolina Department of Transportation Contract Standards and Development Unit. Each team member has been so incredibly kind and helpful throughout the entire prequalification process,” according to Quest Minority Program Manager **Elisa DiGrazia.**



Jill Cappadaro
National Transit Programs



Lori Klein
North Carolina Business Unit Leader



Sandee Launch
National Aviation Programs



Megan Olivera
National Bilingual Services



Mary Brooks
National Tollway Programs



David Crigger
National Creative and Design



Nicolette Hoffman
National Marketing



Elisa DiGrazia
Minority Programs



Dawn Brown
National Multimodal Programs



ASHLEY LAY

OVERSEEING NORTHWEST FLORIDA TEAM AS BUSINESS UNIT LEADER

NORTHWEST FLORIDA'S ASHLEY LAY is taking on a new role with Quest. Ashley, who has been with Quest for a year, now heads up the Northwest Florida team as business unit leader. In her new role, Ashley is responsible for client development and client and employee relations throughout Northwest Florida. Ashley, of course, will continue to provide top-notch public information and public involvement services to her many clients.

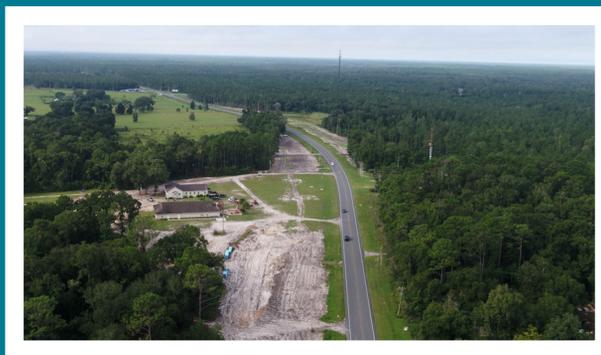
A former Milton City councilmember, Ashley came to Quest with years of experience in marketing, advertising and public relations. As a native of Milton, Florida, who served as an elected official, Ashley knows Northwest Florida and the importance of strong relationships with governmental entities. She served as a public information officer for a variety of design and construction projects in Northwest Florida. Additionally, she has played a support role on marketing contracts in North Carolina and on a Metropolitan Planning Organization long-range transportation study in Louisiana.

Ashley has jumped into this new role with both feet and it fits her perfectly. Her wonderful attitude and enthusiasm are infectious. She has a true commitment to quality for her clients,” said Vice President Sandee Launch.

“I am excited about taking on this new role with Quest,” said Ashley. “While serving on the Milton City Council, I learned how transportation issues can both unite and divide a community. It’s important to me that Northwest Florida continues to grow and prosper and be a place full of growth and development, as well as economic opportunities.”

AMANDA HOPKINS ALWAYS WORKING TOWARD THE COMMON GOAL

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) (Crawfordville Highway) north of SR 267 to the Leon County Line project in Crawfordville, Florida. Amanda also attends weekly progress meetings, and inputs documents into the ProjectSolve system.



PICTURED ABOVE: An aerial photo of a clearing on the SR 369 (US 319) project in Wakulla County.

“Amanda Hopkins is truly a valued team member constantly exceeding the tasks before her. She continually demonstrates an appetite to learn and always displays an eagerness to understand why we do what we do,” said RS&H Project Administrator Lee Brueckheimer.



Amanda Hopkins

The contractor has begun removing trees and placing pipe to prepare to widen the existing two lane road to four lanes. “It is really exciting to see the progress that is being made each week,” said Amanda. “I am happy to be part of this team on this exciting project.”

WHAT CAN WE CREATE TOGETHER, THAT WE CANNOT CREATE ALONE?

DID YOU KNOW that Wausau, Florida, is not only part of the State Road (SR) 77 Construction Project, but it is also home to the annual Possum Festival?



While many question just how interesting building a road and moving dirt can be, once you dive into a project and get to know the community, its history, and how the project ties into these things, it's actually quite an interesting topic. From sifting through historic books to doing old-school research in the special collection section of the local library to using Pinterest to look for ideas, there is an abundance of information available to tell the story in a unique way about a project. Quest Vice President Sandee Launch and Northwest

Florida Business Unit Leader Ashley Lay have used these resources to add more life to the SR 77 Facebook and Instagram pages.

Project specific posts are an important tool to use to keep stakeholders informed about the progress of the work being done. But to make it interesting and interactive, our team has taken a fun approach to the page featuring historic facts, trivia, equipment spotlights, advisories, and information to keep the page relevant and interesting to its followers. According to Ashley, "Sandee and I started out with a goal to step up our game on Facebook with this project because it's an easy tool for potential clients to see the work Quest does. We began brainstorming

Four Fun Facts About SR 77

- 01

THIS BUSY NORTH-SOUTH artery crosses three Florida counties - Bay, Washington and Jackson Counties.
- 02

STATE ROAD 77 GOES BY THE NAMES Martin Luther King Jr. Boulevard, Lynn Haven Parkway, Ohio Avenue and Washington Street on its route from Panama City to the Alabama State Line.
- 03

STATE ROAD 77 CONTINUES for nearly 10 miles into Alabama as Alabama State Route 109.
- 04

NEXT TO S.R. 77 in Wausau is a monument honoring the possum. Wausau is the self-proclaimed "Possum Capital" and home to the Possum Palace.

ideas. We let it flow. We really had some wild ideas that we bounced off each other! We began pulling it back to build a solid plan that we continue to implement and have already seen an increase in involvement on the SR 77 social media pages."

The next time you see dirt being moved on a construction project, think beyond the dirt. When you really start digging, there is always a story waiting to be told.

SPORTING CLAYS TOURNAMENT

RAISING MONEY FOR INAUGURAL EVENT

THE NORTHWEST FLORIDA Construction Career Days (CCD) Committee hosted a Sporting Clays Tournament on September 20 at the Bay County Shooting Range in Panama City, Florida.

The Quest team contributed to the success of this event by providing graphic design, signage and photography services.

Quest Creative Services Manager Chris Ward created the participant registration piece, Quest Northwest Florida Business Unit Leader Ashley Lay handled event signage, and Vice President Sandee Launch and Ashley took pictures of the event and the participating teams.

Meet Quest's Northwest Florida CCD Volunteers



Sharlene Lairscey



Jessica Francois



Sandee Launch



Ashley Lay



Amanda Hopkins



Chris Ward

Next up for the committee is the event they have been working towards, the Inaugural Northwest Florida CCD on October 16 and 17 in Milton, Florida. Nearly 1,200 Escambia County and Santa Rosa County students will attend the inaugural event at the June Ates Arena in East Milton to have a hands-on, interactive look at the opportunities for careers in the road and bridge construction industry.

“The Sporting Clays Tournament was a great opportunity to spend time with some of our clients and colleagues in the industry and to raise much-needed funds for the inaugural Northwest Florida CCD,” said Sandee.

A BUSY SUMMER IN EAST GAINESVILLE

QUEST CONTINUES THE TRANS4MATION OF GAINESVILLE



IT'S BEEN PEDAL to the medal for the Trans4ming East GNV team as many efforts continue for the expansive project. Quest continues to support the City of Gainesville Public Works Department on a slate of infrastructure projects on the community's east side.

Quest Senior Communications Manager Karen Harrell and Northeast Florida Business Unit Leader Nick Lulli helped organize a ribbon cutting ceremony to celebrate the completion of the Depot Avenue (Segment 4) project at the Cotton Club Museum and Cultural Center. Speakers included: Mayor Lauren Poe, City of Gainesville; Commissioner Gigi Simmons, City of Gainesville; Susan Davenport, President/CEO, Gainesville Area Chamber; Stefan Broadus, Project Manager, City of Gainesville Public Works Department; and, Vivian Filer, Board Chair, Cotton Club Museum and Cultural Center. Live music was provided by Lanard Perry, jazz musician.

“The ribbon cutting was a great success. We had dozens of community members attend to celebrate this huge milestone,” said Karen.

The Depot Avenue corridor provides a linkage between many historic neighborhoods, major employment centers, and several recreational parks. Improving the Depot Avenue thoroughfare into a multi-modal transportation corridor provides critical linkages for all modes of travel to the historic Cotton Club, the Springhill neighborhood, the Rosa Parks Downtown Transit Station, Depot Park, the Cade Museum, the historic Porter's neighborhood, high-density student residential housing, medical facilities, and the University of Florida.

This \$3 million project reconstructed the road between Southeast 7th Street and Williston Road with brick sidewalks, decorative LED lighting, and creek culvert rehabilitation. Specific design considerations were given to save live oaks and implement sidewalks adjacent to the historic Cotton Club. The City of Gainesville is committed to the Complete Streets and Vision Zero concepts, which mean safe access for all users, including pedestrians, bicyclists, motorists, and transit riders of all ages and abilities.

The Quest team is currently helping plan a ribbon cutting for the Southwest 6th Street project. Crews are currently working on new drainage within the Phase 2 section of the project on Southwest 6th Street between West University Avenue and Southwest 2nd Avenue. The new roundabout at Southwest 6th Street and Southwest 4th Avenue is open to traffic. The pedestrian bridge has been constructed over the landscaped stormwater treatment area and is open to the public. Work continues on sidewalks and trails, as well as decorative LED lighting, streetscape and landscape. The project is about 85 percent complete and is on schedule to finish in this fall.

Quest also recently completed a video documenting all of the projects and provided an update to the community using high definition clips as well as GoPro video.

“This video will be featured on the project website, as well as on local Gainesville television,” said Nick.

RIDE INTO THE FUTURE

QUEST SUPPORTS RS&H AND JTA ON HIGH-PROFILE PROGRAM

QUEST NORTHEAST FLORIDA Business Unit Leader 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.

“We had great feedback on the process. Nearly all attendees supported the extension of the Skyway to the up and coming Brooklyn neighborhood,” said Nick.

Nick, as well as Quest's Sean Allen and Kelsey Morrow, supported a public forum to gather feedback and present information on the TCAR process. The team surveyed attendees using traditional paper surveys, as well as digital tablet-based surveys. Attendees were also able to get a tour of one of the autonomous vehicle prototypes.

CURRICULUM DEVELOPMENT AND TRAINING SERVICES OFFERED

ROADS TO JOBS COURSE NOW AVAILABLE ONLINE

IN SEPTEMBER, THE Quest team developed a web-based version of the Roads to Jobs Life Skills for Construction Careers course so it can be accessed from anywhere. The online version will supplement the courses being taught in person at various partner agencies. Just like the in-person course, this version includes modules on Basic Construction Math, Workplace Communications and Grammar, Road Construction Terminology, Construction Safety, and Resume and Interview Preparation. It is designed to improve job seekers interviewing skills and secure jobs

with contractors who are hiring for road and bridge construction positions.

“Providing a virtual version of the course allows us to offer valuable information to more individuals than we could possibly reach trying to teach in-person classes all across the state,” said Quest Workforce Development Program Manager Stephanie Araujo. “Now we can reach multiple students in multiple locations at one time.”

The Roads to Jobs Life Skills for Construction Careers course is self-paced and can generally be completed in less than 12 hours, and will be monitored and facilitated by Quest team members. Students who finish the course

will receive a certificate of completion and will be referred to the Florida Department of Transportation OnBoard4Jobs Construction Careers Program database, where they may be considered for positions with construction contractors.



Rasheia Freeman



Stephanie Araujo



ROADS TO JOBS
Life Skills for Construction Careers

For more information about the Roads to Jobs program and how to register for the course, visit www.RoadsToJobs.com.

ONBOARD4JOBS QUARTERLY UPDATE

Northeast Florida

August 25

Flourish Now Work2Win Job Fair in Jacksonville, Florida
Quest's Ale'ta Turner and Sean Allen connected with more than 45 job seekers interested in finding employment in the road and bridge construction industry.

September 19

Florida Youth ChalleNGe's Academy Career Fair and Mini CCD in Starke, Florida

Quest's Ale'ta Turner, Sean Allen and Stephanie Araujo engaged students enrolled in the academy. The mission of Florida Youth ChalleNGe Academy is to empower at-risk youth to become successful productive citizens by leading, training, and mentoring them through a highly disciplined and motivational environment free from outside distractions.

West Central Florida

August 29

Tampa Housing Authority's Open Forum Luncheon in Tampa, Florida

Quest's Rasheia Freeman networked with Pepper Contracting Services, Inc. and other community organizations such as Goodwill about providing residents with employment opportunities.

Central Florida

September 5

Central Florida Employment Council Governor's Job Fair in Orlando, Florida

Quest's Ale'ta Turner, Alicia Arroyo, Kelsey Morrow, Melanie Hand and Rasheia Freeman interacted with more than 50 job seekers interested in gaining employment with Central Florida road and bridge contractors.

September 25

Orlando Public Library's Job Fair in Orlando, Florida

Quest's Sean Allen and Ale'ta Turner spoke with job seekers answering questions about resume assistance, job placement and available positions.

Your Future IS HERE!



Apply & Interview on the Spot

4:30 p.m. to 5 p.m. Interview Workshop hosted by FDOT's Roads to Jobs Life Skills Program





JOIN US FOR HIRING FAIRS:

- Speak with superintendents and managers that are hiring
- Free to the community, plus there's BBQ!
- Must be 18 years and older
- Opportunities include laborers, heavy equipment operators, truck drivers, carpenters, pipe layers, foremen, engineers, project managers, surveyors, pile drivers, crane operators and more!

SunRail Phase II

Friday, September 21, 2018 from 5 p.m. to 7 p.m.
2915 Michigan Ave., Kissimmee, FL 34744

I-75 Wildwood Interchange

Friday, September 28, 2018 from 5 p.m. to 7 p.m.
849 Industrial Drive Wildwood, FL 34785

I-75 Project

Friday, October 5, 2018 from 5 p.m. to 7 p.m.
5981 Nature Coast Blvd. Brooksville, FL 34602

Hiring for I-75 and other active road and bridge construction projects in the region. Middlesex and FDOT's OnBoard4Jobs Construction Careers wants to help you find employment.

Register today! www.OnBoard4Jobs.com

RSVPs encouraged. Walk-ins are welcome. No Solicitation.
Contact OnBoard4Jobs@QCAusa.com or call 866-662-6273 ext 3.








LEFT TO RIGHT: Quest's Alicia Arroyo, Kelsey Morrow, Melanie Hand and Rasheia Freeman.

CONSTRUCTION CAREER DAYS

Quest represents the Florida Department of Transportation OnBoard4Jobs Construction Careers Program at all of the Construction Career Days (CCD) in the state of Florida. Our team looks forward to interacting with high school students in the Career Labs at the Inaugural Northwest Florida CCD in Milton, Florida, on October 16 and 17, and at the South Florida CCD in Davie, Florida, on October 23 and 24.



**FLORIDA
CONSTRUCTION CAREER DAYS**

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

MULTIMODAL PROGRAM UPDATE

QUEST JOINS KIMLEY HORN TO SUPPORT FDOT CENTRAL AVIATION OFFICE

NOW ENTERING ITS next phase, Quest's newly formed Multimodal Division is making strides! Our team is excited to support Kimley-Horn with creative and educational services for the Florida Department of Transportation's (FDOT) Aviation and Spaceports Office.

According to Quest Program Manager Dawn Brown, "Under the direction of Kimley-Horn, who serves the Central Office as the

Aviation Support Consultant, Quest will assist with the redesign of the Central Aviation Office newsletter publication, The Florida Flyer. The Florida Flyer is a non-profit newsletter published quarterly and highlights the activities and people within Florida's many General Aviation Facilities."

Additionally, the newsletter offers the most up-to-date and useful information not only to those within the aviation industry but to aerial enthusiasts as well.



Florida is home to one of the most comprehensive and progressive airport systems in the country and Quest is excited to foster these initiatives through our Multimodal Program.



“The field of aviation has always been a source of fascination for many. Quest is thrilled to partner with Kimley-Horn to serve the FDOT Central Aviation and Spaceports Office,” said Dawn.

TRAFFIC ENGINEERING AND OPERATIONS PROGRAM UPDATE

PROGRAM MANAGER SEAN ALLEN TRAVELS THE STATE

QUEST TRAFFIC ENGINEERING and Operations Program Manager Sean Allen hit the road this summer introducing our Traffic Engineering Program to the Florida Department of Transportation (FDOT) and to many different industry consultants.

The road trip began in Tallahassee, Florida, when Sean and members of the Quest Executive Leadership Team enjoyed meetings with FDOT Central Office Leaders, discussing creative ways to provide marketing and communications support.

Recently, Sean attended the FDOT Transportation Symposium in Orlando, Florida. During the three-day conference, Sean attended several informative sessions specific to Traffic Engineering.

According to Sean, "The symposium offered a great opportunity to meet some of the innovators in our

state and learn about the work they are doing to make all of our commutes safer and more efficient. The information sessions provided valuable information. I particularly enjoyed learning about The Florida Connected Vehicle Initiative."

Following the symposium, Sean traveled to many of the FDOT District offices, meeting with District Traffic Operation Engineers. "Each District has projects and challenges that are unique to their geographic area, and have different needs for support. The work being done in Traffic Engineering and Intelligent Transportation Systems (ITS) in an urban area, such as Miami, is much different than in Florida's Panhandle."

Sean enjoys the challenge of finding new opportunities to serve Quest, our clients, and is excited to lead a program that is paving the way for the future.



“The technologies being used in transportation and infrastructure are advancing every day, and I am enjoying the work of learning those advances,” adds Sean.

CONNECTING MIAMI TO MAINE

QUEST SUPPORTS THE GRAND OPENING OF FINAL I-95 CONNECTION

AFTER MORE THAN six decades of construction and nearly \$450 million, the longest road on the east coast can finally allow motorists to drive continuously from Florida all the way to the US Canadian border in Maine.

The missing section of Interstate 95 (I-95), that connects New Jersey to Pennsylvania, was officially completed and celebrated during a ribbon cutting ceremony right outside of Philadelphia. Quest Pennsylvania Communications Manager

Sophia Fox supported the Pennsylvania Turnpike (PA Turnpike) Commission for the

monumental opening by helping with the event organization, including creating the program.

I-95 is 1,900 miles long and is the most used road in America. Many communities and motorists have long awaited the final I-95 connection. But to do so, parts of Interstate 276 and the PA Turnpike, had to be redesignated to I-95. A redesignation requires the changing of lots of signage that took place throughout the summer and will continue in the fall. To help educate the public on the new changes, Sophia used multiple social media channels to get out important messaging for the PA Turnpike.

During the opening that took place in front of one of the brand new flyovers, politicians and transportation funding partners from all over spoke during the colossal event. From a congressman and state senators to the PA Turnpike Commission's CEO Mark Compton and an executive from the Federal Highway Administration, all talked about how I-95 will not only create relief for traffic but will create economic benefits to communities all over.



“Working with the marketing team at the Turnpike to put together this event was a great experience. I was able to see firsthand how a new roadway made of just steel and concrete can make a difference in so many lives,” said Sophia.

THE TOPIC: FLEET MANAGEMENT

QUEST ORGANIZES PEER-TO-PEER MEETING FOR PA TURNPIKE

QUEST'S CHAD NEWTON recently organized a peer-to-peer “best practices meeting” for the Pennsylvania Turnpike (PA Turnpike) Commission, at the request of Michael Baker International (Michael Baker). Over the past few years, the PA Turnpike has held a series of meetings where they solicited input from other transportation agencies on best practices in areas such as social media, service patrols, and security at the toll plazas. The topic for this particular meeting was fleet management. The PA Turnpike currently owns their fleet of vehicles, but they are exploring the possibility of using an outside rental agency instead.

Quest was tasked with finding both local contacts from the City of Harrisburg and Lackawanna County, as well as out-of-state fleet

managers, the Utah Department of Transportation and the Illinois Department of Transportation, who had experience with owning and renting fleet vehicles and who were willing to participate in a panel discussion. Chad worked with long-time client Michael Baker to develop the questions for the discussion and put together the presentation for the meeting.

With more than 15 in-person attendees (including the PA Turnpike CEO Mark Compton and COO Craig Shuey) and around 30 more following in on the WebEx online, the meeting was well-

received and was an excellent exchange of information. Look for Quest to be organizing more peer-to-peer sessions in the future, as the turnpike aims to hold four of these meetings per year.



LEFT TO RIGHT: Tom Durkin, CEO, Lackawanna County; Chad Newton, Quest; Hillary Greene, Procurement, City of Harrisburg; Nick Fisher, Fleet Manager, City of Harrisburg; Aarion Franklin, Michael Baker; Cory Greene, Maintenance Manager, PA Turnpike.

PEDESTRIAN AND DRIVER SAFETY IS KEY

QUEST HELPS ORGANIZE EVENT AT PA TURNPIKE

QUEST RECENTLY HELPED organize a large, interagency safety event at the Pennsylvania Turnpike (PA Turnpike). According to Quest's Chad Newton, "The event marked the official announcement of the Pennsylvania Traffic Incident Management Enhancement program (PennTIME), an agreement between the Pennsylvania Department of Transportation (PennDOT), the Pennsylvania Department of Health, Pennsylvania State Police, the Pennsylvania Emergency Management Agency (PEMA), and the PA Turnpike Commission." The goal of PennTIME is to reduce highway incident clearance times and improve first-responder safety while keeping traffic moving.



Chad Newton

Prior to the announcement, Quest supported the PA Turnpike's Traffic Incident Management Coordinator with the planning and organization of the multi-agency event. During the actual event, Quest greeted and escorted the media that arrived at the PA Turnpike Commission. Afterwards, Quest Communications Manager Sophia Fox created and edited a video featuring PennDot's Secretary Leslie Richards and the PA Turnpike Commission's CEO Mark Compton that was posted on multiple social media platforms.

PennTIME grew out of a 2016 traffic-incident management summit hosted at PEMA, where attendees heard firsthand then about the successes and challenges Mid-Atlantic response agencies faced when implementing statewide traffic-incident management initiatives.



PA Turnpike COO Craig Shuey speaking at the PennTIME event.

The PennTIME program, designed from national traffic-management concepts, will enhance coordination and training among responder agencies and decrease the time it takes to respond to and clear highway incidents.

QUEST ATTENDS PHILADELPHIA AIRPORT NETWORKING EVENT

MEGAN OLIVERA REPRESENTS THE PA TEAM AT INDUSTRY FORUM

QUEST PENNSYLVANIA BUSINESS Unit Leader Megan Olivera attended the Philadelphia International Airport (PHL) 2018 Annual Business Opportunity Forum on September 24. The event, which was held at the Philadelphia Airport Marriott, allowed participants to learn about specific new projects and network with PHL Airport executive, as well as regional and national business leaders.

PHL Purchasing and Contracts departments, as well as local firms doing business with the airport" said Megan.



This year's forum promoted increased contracting capacity and supported small businesses and diversity initiatives. The featured discussion panels and presentations included Contracting Successes and Initiatives at PHL Airport to Contracting Opportunities and Successes, and more. "The Forum provided a platform for participants to connect with



PICTURED ABOVE: Quest's Megan Olivera had the pleasure of meeting and chatting with several industry experts from the PHL Contracts Department.

TRANSIT PRODUCING RESULTS

NEW DIRECTOR, NEW PLAN FOR GWTA'S UPCOMING YEAR

Goldsboro Wayne Transit Authority (GWTA) said a fond farewell to Executive Director Fred Fontana in August, and welcomed new Executive Director Don Willis. Don has been working side-by-side with Fred for the past six months, ensuring a very smooth transition for GWTA, its employees, and the many transit riders served by the system.

Fred shared his thoughts about his successor: "Don Willis is a man of vision, integrity, and passion for transit who has been a transit professional for more than 20 years. He has been a

transit advocate on the local and state level and has been instrumental in a number of transit-related initiatives across North Carolina. GWTA will continue to move forward under Don's leadership."



Quest Vice President Sandee Launch and North Carolina Business Unit Leader Lori Klein spent a day with Don in August, reviewing GWTA's website which Quest created for the agency. Areas of opportunity to grow ridership were discussed along with strategies to foster even greater engagement within the community. The passion Don brings to his role, and the appreciation for the community he serves was evident. He is inspired by the countless stories he has heard (and a few that



Drivers know who their riders are. And when a regular fails to get on the bus a couple of days in a row, they notice, and they ask around and check on them to make sure everything is okay. This is a real community and the people here really care about each other. I have really big shoes to fill now that Fred has retired, but I am humbled by the opportunity to serve GWTA," said Don.

he shared) demonstrating the kindness and caring of the GWTA team, and the manner in which they look out for the community they all serve.

Quest is excited to be a continued part of GWTA's story, and looks forward to working with Don in his new role!

2018 FES/ACEC-FL CONFERENCE

QUEST TEAM REPRESENTS AT ANNUAL ENGINEERING EVENT

QUEST'S ANGELIE STEPHENS, Matthew Lee, Nicolette Hoffman and Yvonne McClellan attended the 2018 Florida Engineering Society (FES)/ American Council of Engineering Companies (ACEC)-FL Annual Conference at the JW Marriott Marco Island Beach Resort in Marco Island, Florida. The conference brings together engineering professionals nationwide to collaborate to develop innovative engineering solutions and talk

about new, innovative trends, and strategies in engineering.

Throughout the four-day event, attendees broke out into various group sessions to discuss topics including Visualization in Engineering Project Management: Seeing your Way to Success to Understanding Millennials in the Workplace to Ensuring Successful Stakeholder (Community) Involvement.



LEFT TO RIGHT: Matthew Lee, Nicolette Hoffman and Angelie Stephens at the conference in Marco Island, Florida.



“It was a pleasure representing Quest at the FES/ACEC-FL Annual Conference. Hearing the latest trends on ensuring successful stakeholder engagement and connecting with long-time clients is invaluable in our field. I am grateful to work for a company that ensures and values my professional development,” said Yvonne.



Welcome MIKE ROSHAVEN!

ROSHAVEN BRINGS A STRONG BACKGROUND IN BUSINESS ADMINISTRATION AND ENTREPRENEURSHIP

Building up a team of successful employees is at the heart of our business plan.

QUEST IS EXCITED to welcome our newest addition to the Corporate Office team, Mike Roshaven. Mike brings more than 20 years of accounting, facilities and operations management, sales and customer service experience to his new role at Quest as our home office operations/office manager. He has a bachelor's degree in business administration from the University of South Florida and has extensive experience in many areas of business due to his strong entrepreneurial background.

Mike spent much of his early career focusing on the accounting and finance aspects of business. Having gained experience early on with a small accounting firm while working through college, Mike then moved on to larger financial roles in the Document Imaging field. From there, Mike chose the path of an entrepreneur, where he enhanced his sales and marketing skills. Mike eventually settled into the health and wellness industry having both a successful personal training business and a prepared meals/nutritional counseling business.

“I’m excited to join a company that not only has a reputation for both professionalism in our industry but also kindness within the organization,” said Mike.

Along the way, Mike also managed to become proficient in WordPress, a free and open-source content management system and hosting platform that specializes in website development and design.

In his spare time, Mike enjoys riding motorcycles, cycling, gardening, staying fit, and spending time with his kids, Sam, 18, and Liam, 10.



“The energy Mike brings to our Corporate Office is incomparable to anything I’ve ever seen. I’m proud to have him as my ‘right hand’ in leading our Home Operations team,” said Vice President Jessica Francois.

LEADERSHIP DEVELOPMENT FOCUS CONTINUES



IAN HILL

IMPROVING OVERALL MORALE, creating an appealing company culture, and improving employee retention are all topics discussed when focused on leadership development. Quest's 2018 Leadership Class recently completed their third two-day session with leadership coach Ian Hill. This round of training was primarily focused on individual management and communications styles of team members.



PICTURED ABOVE AND RIGHT: Quest's Ian Hill class hard at work during the two-day leadership course.

“ We are all here to work together to help each other reach our greatest potential. In doing so, we need to communicate with each other in ways that foster success. Ian's training helps us achieve just that,” said Quest's Mike Roshaven.

Welcome MATTHEW LEE!

LEE BRINGS A STRONG INTEREST IN PHOTOGRAPHY AND GRAPHIC DESIGN



QUEST IS PLEASED to welcome Matthew Lee to the Quest family. Matthew joins our Corporate Communications and Marketing team as a marketing and digital media intern, serving through December.

Matthew currently attends Saint Petersburg College for his associate degree in digital media/video production and plans to continue pursuing his education further at the University of South Florida for his bachelor's degree in marketing or communications. With a strong interest in video production and graphic design, he supports our Corporate Communications and Marketing team in a variety of different ways including supporting Quest's newsletter layout and production, assisting with the design of corporate marketing materials, marketing development and research, client relationship database management and more.

“ We're excited to have Matthew join our team. His experience in photography, as well as his interest in video production, graphics, and website development make him a key asset to our growing team,” said Corporate Marketing Manager Nicolette Hoffman.

Welcome IVIANA ESPADA!

ESPADA BRINGS A BACKGROUND IN MARKETING TO HER ROLE

QUEST IS EXCITED to welcome back Iviana Espada. She joins our Corporate Office team as a business development coordinator. Iviana is currently attending the University of South Florida and will graduate in the summer of 2019 with her bachelor's degree in criminal justice and psychology.

Prior to her role at Quest, Iviana served as a marketing associate for Blueprint Intergovernmental

Agency, formerly Blueprint 2000, in Tallahassee, Florida. In her role, she provided assistance in research and preparation of agency projects, coordinated client meetings and events, and assisted with the marketing for various community outreach projects. Iviana proudly helped coordinate and plan community outreach events that led to the discovery of the "Hearing Loop" at Cascades Park Amphitheater.

Iviana enjoys giving back to her community. She has volunteered for Hope for Puerto Rico, Feeding



America, Paint Your Heart Out, and other various volunteer programs. In her free time, Iviana enjoys being creative with "do it yourself" (DIY) craft projects, spending time with friends and family, staying active, being outdoors, traveling, and discovering new brunch joints.



“Iviana will play a key role in supporting prime proposals as well as consultant teaming efforts. I'm very excited to have her on my National Sales team,” said Corporate Officer/Assistant Vice President Diane Hackney.

HOOKED ON BOOKS

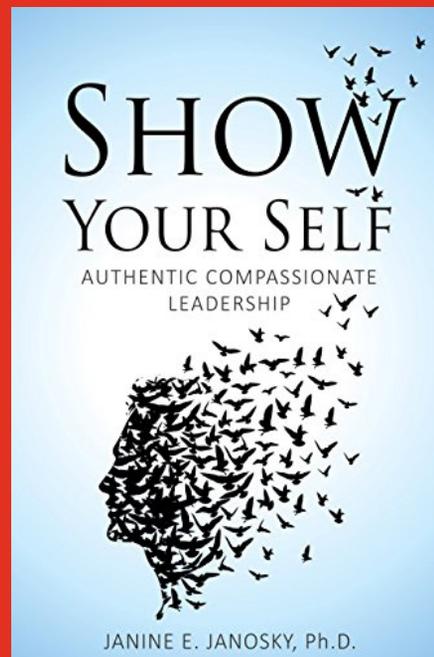
QUEST BOOK CLUB CONTINUES

QUEST'S THIRD QUARTER Newsletter read is "Show Your Self: Authentic Compassionate Leadership" by Janine E Janosky. In this book, Dr. Janosky shares the principles of authentic compassionate leadership for your professional and personal life including topics such as "How to Be a Leader", "Making a Positive Difference" and "Continuing to Grow".

How do you build a company culture with genuine, empathetic leaders? How do you sustain this type of leadership? And lastly, what is authentic leadership? The central component of authentic leadership is genuineness, which means every

authentic leader is different. Authentic leaders take ownership when they make a mistake, they are mission driven and focused on results, but most importantly these types of leaders lead with their heart and focus on long-term results rather than short-term.

In "Show Your Self: Authentic Compassionate Leadership", Dr. Janosky takes you through key steps and essential guides on becoming a true leader from structuring high performing and dedicated teams to building lasting relationships built on respect and understanding to achieving success through humility and with humanity. She emphasizes that the effective leader of today is



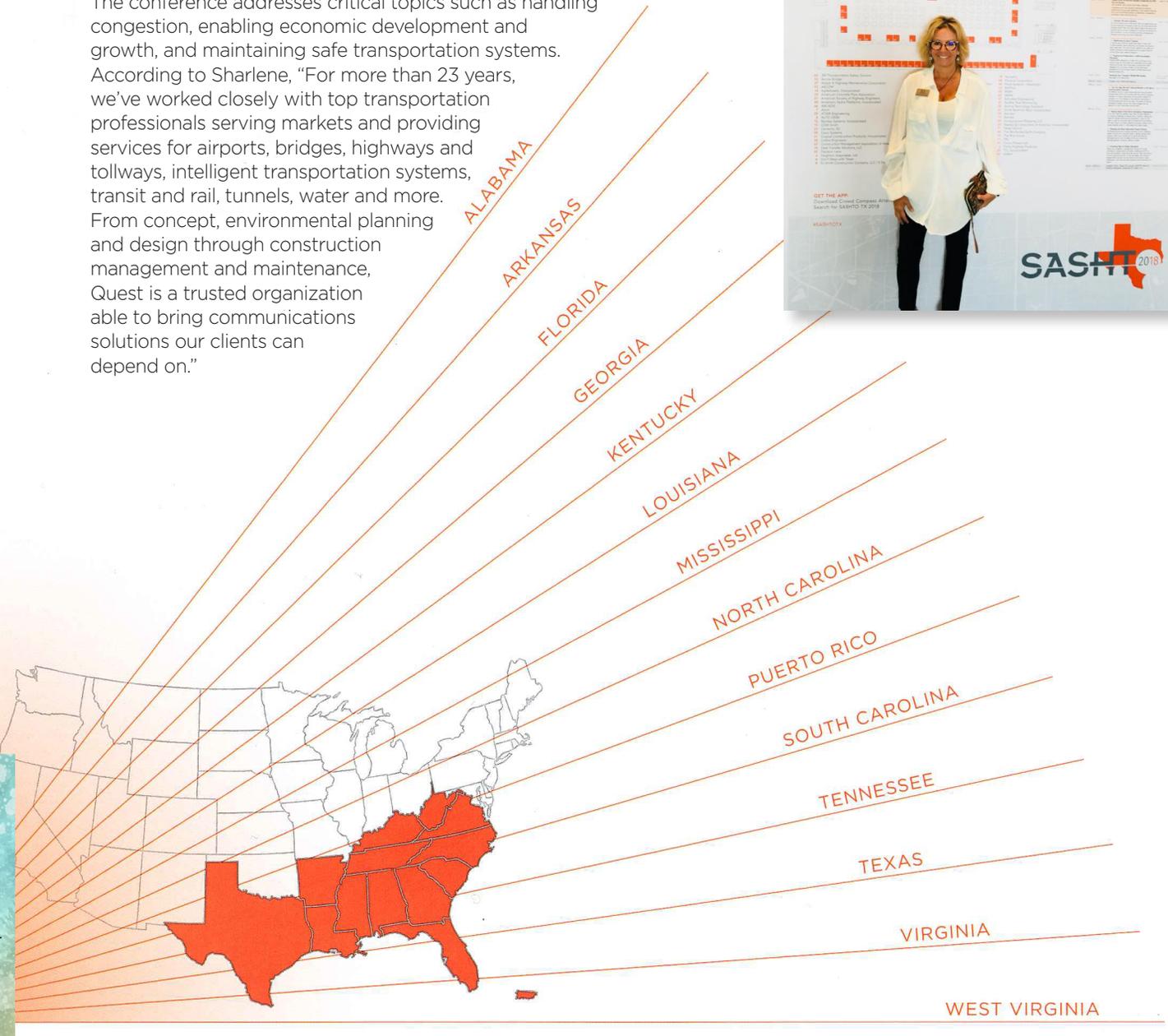
authentic and compassionate, showing who they are by valuing themselves and others while making a positive impact for their business and our world.

QUEST IN TEXAS

Professional Development Conference for SASHTO 2018

QUEST PRESIDENT/CEO Sharlene Lairscey recently attended the 77th annual meeting of the Southern Association of State Highway and Transportation Officials (SASHTO) in Houston, Texas. Quest is a minority certified firm throughout the southern United States, specializing in transportation communications, stakeholder engagement, community education/outreach and work force development, with currently 70 communications professionals committed to the highest levels of quality and performance.

The conference addresses critical topics such as handling congestion, enabling economic development and growth, and maintaining safe transportation systems. According to Sharlene, "For more than 23 years, we've worked closely with top transportation professionals serving markets and providing services for airports, bridges, highways and tollways, intelligent transportation systems, transit and rail, tunnels, water and more. From concept, environmental planning and design through construction management and maintenance, Quest is a trusted organization able to bring communications solutions our clients can depend on."



QUEST GIVES BACK TO LOCAL COMMUNITY

PARTNERS WITH THE VOLUNTEER WAY

HERE AT QUEST, helping the communities where we live, work, and serve is an essential part of what makes our company whole. This year, we have partnered with The Volunteer Way in New Port Richey, Florida, as our Corporate Philanthropy Project. On the first Saturday of each month, associates from our Corporate and West Central Florida teams have the opportunity to work on their hydroponic farm, which produces thousands of pounds of fresh produce every year for low-income and homeless families in the Pasco County area.

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



“ I truly enjoyed volunteering at the hydroponic farm. It’s extremely motivating to have the opportunity to team build with my co-workers while helping others in need. I also enjoyed getting to share the experience with my daughter, Sophia, and getting to show her how important it is to give back,”

said Quest Contracts Manager Elisa DiGrazia.



LEFT TO RIGHT BACK TO FRONT: **Lori Morgan, Joe Duhamel, Sophia DiGrazia, Elisa DiGrazia, Diane Hackney, Gloria Freeman and Nicolette Hoffman** enjoyed spending their Saturday morning volunteering with The Volunteer Way.





QUEST CORPORATION OF AMERICA

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