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• Community Outreach •

2017 » QUARTER 4

QCA
Quest Corporation of America



One Life. One Love. One Company.

Communications • Creative Solutions • Clerical • Construction Careers Consulting • Construction Support •

A TIME OF CELEBRATION!

LET ME BEGIN by saying I enjoyed a wonderful Christmas. My husband and I treated our children and their families, as well as his parents, to a Lightning Hockey game on December 23. A few of our children were unfortunately unable to travel to Tampa for this event, but they know not to worry as we will make it up to them soon.

It's the time of year when we get the chance to celebrate and appreciate all that's positive in our lives, regardless of the world around us. As a result, in addition to paying tribute to our clients, I'm also dedicating this issue to our children. It's so important to me that we not only celebrate them, but we help them to find deeper meaning and purpose in life.

When I meet with our clients, I hear stories they share about themselves and their loved ones facing daily challenges and experiencing life to its fullest. We all admit life is hard at times, and we worry about the future for our children.

In this crazy world, I want them to know that life can definitely be hard, but at the end of the day people are good, the world is just, and our environment is a safe and predictable place, even when unpredictable things happen.

If you've been reading my message for a while, you know there are topics I'm deeply passionate about. Children are always at the top of my list. After my father passed,



In this crazy world, I want my children to know that life can definitely be hard, but at the end of the day people are good . . .

the rest of the year was about healing, as well as of discovery. I was very open with my kids about how the loss of my parents affected my life. I wanted them to know that there's definitely some suffering that comes with loss, but when we face adversity, we are meant to grow and evolve.

Pictured on the cover of this issue is Sophia DiGrazia. Her mother, Elisa, serves as our Corporate Contracts Manager. I've known Elisa since she was in the 7th grade – she was in Jessica's class.

I'm honored that she has chosen Quest for her professional career.

2017 was a powerful year for Quest. We definitely experienced some trial and error, but we've also launched some new initiatives that bring us all closer together. The year was also very much about hard work. I think many of us realized that as much as we might long for the simpler ways of the past, there's no going back. We are an amazing team of hard working, resilient people with purpose, worthy goals, and a moral compass tied to serving others.

On behalf of everyone at Quest, we hope you enjoyed your holiday celebrations these past few months and that you continue looking for all of the good things out there in the years to come. In the spirit of the season, we want to thank our clients, our vendors, and our professional partners as we continue this journey. You have my promise that as life continues to happen, and some things continue to change, we will always stay true to our mission of delivering quality and value to our customers.

Always with love,



In Memory of **ROBIN STUBLEN**

QUEST WOULD LIKE to honor the memory of Robin Stublen, Florida Department of Transportation District One Public Information Director. For the past five years, Stublen was a part of the department's communications team representing 12 counties in Southwest Florida. He was an integral part of our transportation-communications family and will be greatly missed by his fellow colleagues and friends at Quest. Robin ended his battle with cancer on December 19, 2017 at age 61.

ABOUT QUEST

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

A HEALTHY ORGANIZATION

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

OUR CULTURE OF LOVE

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

A WORLD CLASS ORGANIZATION

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

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

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

IT'S ALL ABOUT TRAINING

WHILE TRANSPORTATION INDUSTRY leaders believe engineers and construction managers should be better communicators, Quest believes transportation communicators should understand construction in the field. Quest is unique in that all of our construction information managers are provided with field training, which includes plans reading, maintenance of traffic and more. Our training starts with construction drawings. Construction drawings are the instructions that a designer has drawn up basically to translate the owner ideas, tell you what materials, parts and pieces you need for a project, and explain where to place those items in the field. According to Vice President Jessica Francois, "Having the ability to decipher the drawing makes us a more valuable team member when communicating to property owners and other stakeholders."

Armando Perez, currently with Ellipsis Engineering, has been providing a basic Plans Reading session to Quest employees for over 10 years. In 1979, Armando began his career in the road and bridge construction industry. Along the way, Armando has had many opportunities to give back to the industry, and has taken immense pleasure in doing so. In October, Armando conducted a Plans Reading Training class for a group of Quest communications managers, covering a foundational skill in construction. The class was well received, and participants were extremely appreciative for the opportunity to improve their skillset as public information professionals.

According to Armando, "I appreciate the opportunity to present the Plans Reading training to the Quest team. They were great and had very detailed questions. It is obvious to me that they must be very engaged in their respective projects."



ETHICAL LEADERSHIP

I LOVE ALL leadership books, so when Mark Hertling's *GROWING PHYSICIAN LEADERS* was recommended, I was quick to read. Mark Hertling was a Lieutenant General in the United States Army. In his role, he led over 40,000 soldiers, cared for over 100,000 family members, and partnered with the armies of 50 countries in the European theatre. He joined Florida Hospital in 2013, where he currently serves as Senior Vice President for global partnering, health performance strategy and physician leadership.

"It's all about being caring, competent, knowledgeable, selfless and enthusiastic," says Hertling. His model is based on emotional intelligence, teamwork, selfless service, critical thinking and integrity.

WHAT DOES TRUE LEADERSHIP ENTAIL?

Hertling states in his book that it takes ongoing instruction, operational experience and self-learning. He says to learn the basics in the school house. "Apply those basics in operational assignments, continuously grow every day through self-study and self-assessment, then take it up a notch and add more complexity and an ever increasing array of challenges in successive learning environments."

According to Hertling, "With strong leadership, we can radically change our environment for the better."

LEADERSHIP CAN BE LEARNED!

So, pass it on. Keep a notebook of critical information to get passed along. He says, "A short pencil is better than a long memory."

LEADERS BUILD TRUST AND CONFIDENCE RESULTING IN GETTING THINGS DONE.

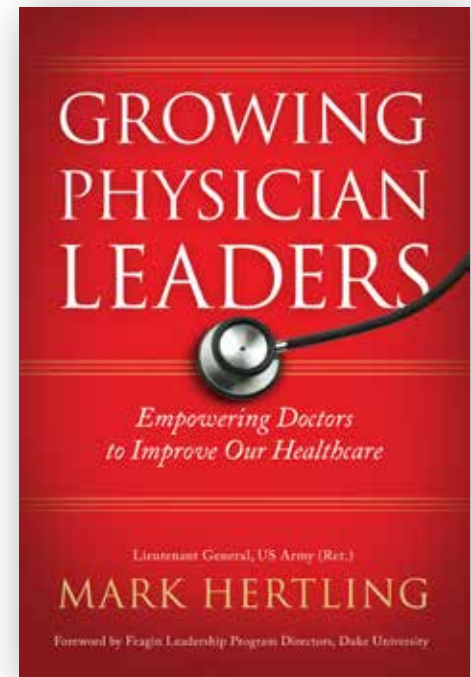
He talks about how an ideal leader has a strong intellect, a physical presence, a continuously developing professional competence, a refined moral character, and is always serving as an example to others.

"Leaders must be willing to act decisively, exhibit courage and candor when required, and must do all of this in the best interest of the organization," he says.

LEADERS CARE FOR THEIR PEOPLE, BUILD STRONG TEAMS AND ACCOMPLISH ANY TASK, NO MATTER HOW DIFFICULT.

According to Hertling, "Leadership is a team sport, which means everyone wins together or loses together. If you are not growing and learning new leadership skills every day, then something is wrong."

From the one-on-one relationship level to the strategic and visionary levels of leadership, Quest is committed to growing leaders! I strongly recommend this book!



COMMUNITY AWARENESS, ENGAGEMENT AND EDUCATION

SOUTHEAST FLORIDA BUSINESS Unit Manager Beth Zsoka is confident when sharing her vision for developing a Community Awareness Plan (CAP). A CAP is used during the design and construction phases of project development. This document explains the activities that will take place to keep the community informed of the project and to minimize negative impacts. A CAP is an effective way of identifying appropriate outreach activities based on the type of project and potential community concerns. The CAP is developed by the design team and should be specific to each project. When Quest is part of a design project, we step in to write that document. In October, Beth taught a large class of

Quest communications managers how to write a CAP strategically. In her training, she covered how to craft a project description; determining major issues/community concerns; identifying special commitments; differentiating public involvement levels; understanding project timelines and more.

According to Vice President Jessica Francois, "The CAP training Beth put on really served as an invaluable experience for the class. To me, it doesn't matter whether you're a junior associate or senior level, we strive to provide excellent products and services to our clients, so training or staying up to speed on how things are done is extremely important. Beth did a great job and the feedback we received from attendees was fantastic. I really look forward to her presenting on other Public Involvement topics in the future."



Beth Zsoka



LEADERSHIP LAUNCH TEAM GETS OUT ALIVE

QUEST'S LEADERSHIP LAUNCH team is made up of young professionals who want to succeed in leading the organization into its future growth and management by recognizing each other's strengths, weaknesses, goals and overall skillsets. "Leadership Launch is an integral part of my development at Quest," said team member Nick Lulli. "It really proves that our Executive Team is dedicated to mentoring and boosting the generation of new leaders rising through the organization."

Each quarter, the team participates in a fun, sometimes loud, team-building activity.

In October, the team ventured to Busch Gardens Howl-O-Scream to see if they could handle the park-wide scare zones and horrific haunted houses – together, of course. With tormenting surprises and unexpected terrors around every corner, it made escaping nearly impossible for the Leadership Launch team. "Oh, that was so scary," laughed team member Elisa DiGrazia. "Believe it or not, it really helped to build teamwork. As a group, we conquered our fears and fought through what was a momentary challenge in our lives."



Left to Right: Yvonne McClellan, Elisa DiGrazia, Nick Lulli, Zombie Clown, Jessica Francois, Nicolette Hoffman

If they could survive zombies, what can't they survive?

PRESERVING OUR CULTURE

AT QUEST WE want our new employees to feel welcomed. Our New Employee Orientation program is designed to help new hires understand not only the way we operate, but also the people they will be working with. According to Senior Vice President Diane Hackney, "Being the new employee at a company can be stressful at any level of employment. Our orientation day is simply our way of wanting our new employees to feel welcome. Our Corporate Home Office team members definitely make this day a fun day. They are also available to answer questions throughout the day, and provide key information." According to Corporate Marketing Manager Nicolette Hoffman, "It was a great experience learning about what our new colleagues will be doing, as well as getting to know them on a personal level."



Diane Hackney



Stephen Maloy



Maria Camacho

New Employee Orientation is a one-day event that includes breakout sessions for new employees to learn important information about Quest. Topics include Quest's company culture, timesheets, expense reports, going over Quest's employee handbook and more. Orientation starts with a welcome by President/CEO/Owner Sharlene Francois Lairscey, or a member of our Executive Leadership team, and ends with lunch provided by the Corporate team.

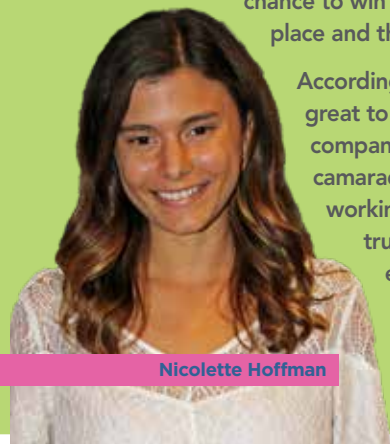
Vice President Jessica Francois says, "Preserving our corporate culture is key. Growth presents challenges but we know that our unique company culture is one of the main reasons we are experiencing this growth. As we grow, we want our commitment to openness to preserve our small-business feel."

"This was not only a learning experience for the employees, but a learning experience for me as well," Nicolette said. "It gave me a chance to see what the Quest culture is like, as well as seeing how we can improve the orientation process. All in all, it was a successful day!"

LIFE IS "SPOOKTACULAR" ON HALLOWEEN

HERE AT QUEST, we enjoy when our employees get into the holiday spirit. This year, Quest's Corporate Marketing Manager Nicolette Hoffman had a blast planning and coordinating our Spooktacular Halloween Costume Contest. Each Quest employee was encouraged to participate and submit photos in their Halloween costumes for a chance to win first place, second place and third place prizes.

According to Nicolette, "It's great to see the amazing company culture, friendship and camaraderie at Quest. I love working with colleagues that truly enjoy coming to work each and every day. And I am excited to assist in coordinating and planning Quest's future events."



Nicolette Hoffman

Congratulations to the winners of this year's Costume Contest!



First-place winner, Gloria Freeman, as a "groovy" hippie.

Second-place winner, Charlotte Apple, as a firewoman.



Third-place winner, Sara Shepherd, as a "scary" spider.



Honorary winner, Sharlene Lairscey, as the green "Ghostbusters" ghost, "Slimer".

Welcome STEPHEN MALOY!

WE ARE PLEASED to welcome Stephen Maloy to the Quest family! Stephen recently graduated from the University of South Florida with a Bachelor of Science in Accounting. He is excited to be a part of the team and looks forward to working with everyone.

Stephen began as a part-time Accounting Associate in November at our Corporate Office in Land O'Lakes and joined the team as a full-time associate in January. In his role, he serves as a staff accountant to support senior level accounting and auditing efforts. He works closely with Finance Manager Lori Morgan and Senior Accounting Associate Gloria Freeman. According to Lori Morgan, "Our goals of financial management are ultimately to manage and minimize expenses. I'm excited that Stephen is part of our growth and development."

"I am thrilled to have Stephen join our division. His knowledge of accounting and finance is going to be invaluable to our growing Finance Department," said Senior Vice President Diane Hackney. "He also brings a strong work ethic, commitment and drive that has quickly impressed myself and our team."



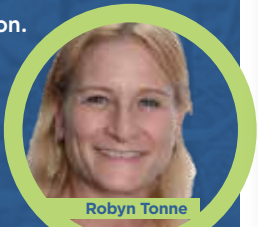
Diane Hackney



Lori Morgan



Gloria Freeman



Robyn Tonne



Charlotte Apple



GIVING THANKS THIS HOLIDAY SEASON!

DURING THE HOLIDAYS, Quest's Corporate office employees took a different approach to celebrating the holiday as a team. Instead of enjoying a traditional Thanksgiving meal, they ventured out to a local sushi restaurant, Umami Sushi, and chowed down on amazing sushi and Thai dishes. It was an afternoon filled with laughter, joy and love!

The Central Florida team, with our Florida Tollway division, had its own holiday party on November 21



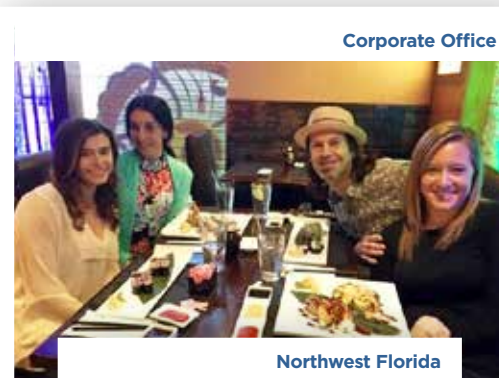
Central Florida

at Quest Vice President Mary Brooks' home. Everyone brought a dish and enjoyed lots of laughs along with great tasting food.

Quest's Northeast Florida Team held a holiday dinner December 1 at Moxies

in Jacksonville. Everyone enjoyed great food along with great company! Quest's Northwest Florida Team celebrated the holidays with a luncheon on December 8 at Boshamps Restaurant located in Destin.

Our South Florida team also hosted a holiday get-together at R House Wynwood on December 8.



Corporate Office



Northwest Florida



South Florida

'TIS THE SEASON TO JINGLE AND JOG!

QUEST ASSOCIATES David Alberts, Elisa DiGrazia, Joe Duhamel, Gloria Freeman, Diane Hackney, Nicolette Hoffman and Kelsey Morrow had a blast in December at the Santa Twilight 5K in Ybor City in Tampa, Florida.

According to Elisa, "The Twilight 5K was so much fun. The holiday decorations and friendly faces really got me in the Christmas spirit." This holiday-night run benefitted Sincerely Santa Tampa, a local nonprofit organization that provides toys and clothing to 'at risk' and underprivileged children in the Tampa Bay area. The run was 3.1 miles and had participants running, skipping or walking through the heart of Ybor City.

"Giving back to our community is extremely important here at Quest," said Corporate Marketing Manager Nicolette Hoffman. "This was the perfect event to get a little exercise with team members, while helping children in our local community. At Quest, we take pride in helping others in any way that we can; it's definitely ingrained in our culture."



Sincerely
Santa
Tampa



Left to Right: David Alberts, Gloria Freeman, Kelsey Morrow, Joe Duhamel, Diane Hackney, Nicolette Hoffman, Elisa DiGrazia and Sophia DiGrazia

IN SERVICE FOR THE GREATER GOOD

QUEST IS A FAMILY FRIENDLY ORGANIZATION. Since inception, we have employed mothers, fathers, sisters, brothers, aunts, uncles, cousins and our children. When it comes to our kids, we bring them on board because we love them, we want to teach them "survival" in the workplace and provide an opportunity to hone essential career skills that position them to shine above other job applicants. The time they spend at Quest, in most cases, is temporary. According to President/CEO/Owner Sharlene Francois Lairscey, "My greatest pleasure is to see what they do with their lives once they are gone." Sharlene shares a special story about one amazing young lady.

Kendall Cappadoro began working part-time at Quest her last summer in high school and continued while attending the University of South Florida (USF) where she graduated from the College of Public Health with a minor in Community Engaged Homeland Security and Emergency Management.



Kendall spent this past year as an AmeriCorps FEMA Corps Team Leader serving more than 2,000 hours with the Federal Emergency Management Agency. In 2017, she traveled through 18 states in the United States responding to such natural disasters as Hurricane Harvey in Texas, devastating fires in California's Napa and Sonoma Valleys, and contributing to disaster response planning in Washington, D.C.

"I quickly made the connection between Quest's role educating the community about services provided by government agencies and my desire to serve the community through education and logistics during disaster preparedness and response," shares Kendall. "While working at Quest, I learned business communications, paper and electronic filing processes, email and telephone etiquette, and other best practices relevant to running a business while serving the public sector."

While at USF, Kendall served as Vice President and her senior year as President of the Disaster and Humanitarian Relief Student Organization. She also volunteered as an American Red Cross Disaster Action Team Leader supporting residents in Hillsborough County displaced from their homes as a result of fire, flooding or other natural disasters.

"This amazing workplace opportunity provided by Quest, together with Kendall's volunteer experience and innate desire to serve others, led her to this path of now being a FEMA Logistics Specialist," proudly noted her mother and Quest Vice President Jill Cappadoro. "While some evacuate following a disaster, Kendall is an essential FEMA team member of Americans that drives toward the disaster."

Quest is proud of what Kendall has accomplished and excited to see what her future holds. She and other young adults have found opportunities at our organization to grow their workforce skills and show how bright the future is ahead of us.

Millions of Americans suffer the effects of natural and man-made disasters each year. In an effort to strengthen the federal government's disaster preparedness and response, AmeriCorps NCCC and the Federal Emergency Management Agency (FEMA) partnered to create FEMA Corps. This unique program unites individuals who share a passion for service and provides the ultimate professional development experience.

To learn more, visit www.nationalservice.gov/programs/ameri-corps/ameri-corps-nccc/fema-corps.

QUEST FAMILY MEMBER WINS 2017 WORLD SERIES

QUEST ASSOCIATE Nicolette Hoffman has grown up in the world of baseball. Her uncle, Lance McCullers, was a pitcher who played seven years in the Major Leagues from 1982 to 1989 for the New York Yankees, San Francisco Padres, Detroit Tigers and Texas Rangers. And now, his son, Lance McCullers Jr., just became the youngest pitcher in the league to win a World Series.

McCullers Jr. has played for the Houston Astros since being drafted in 2012 right after his high school graduation from Jesuit High School in Tampa, Florida. The Astros claimed their first World Series title in franchise history on Wednesday, November 1 defeating the Los Angeles Dodgers 5-1 in Game 7 at Dodger Stadium in Los Angeles, California. McCullers Jr. led his team to victory in Game 3 of the series.

Carlana Hoffman, Nicolette's mother, who also worked for Quest for many years, and Nicolette's twin brother, Landon, were able to travel to Los Angeles for the last game of the series. "Although I couldn't be there in person, Landon had me on FaceTime when he was running down to the field, so I was able to say hello to Lance, blow him a kiss and congratulate him, Nicolette said. "It felt like I was there with them all, and it's definitely a feeling I will never forget."



Nicolette Hoffman, Lance McCullers Jr.

"I've grown up from a young age watching my brothers and cousins play baseball and I have always loved being able to watch Lance play," said Nicolette. "He really comes together on the mound, and it's amazing to see what he has accomplished the last couple of years and what he will continue to accomplish in the years to come."

HEALTH & FITNESS CORNER Q&A WITH DAVID

“Everyone worries about what they eat between Christmas and New Years, when they should really worry about what they eat between New Years and Christmas,” said Quest Owner/President/CEO Sharlene Francois Lairscey.

COMPANY OWNER/PRESIDENT/CEO SHARLENE FRANCOIS LAIRSCEY promotes health and fitness throughout the company. She’s a believer in the sacred connection to food and body, and is extremely proud to showcase employees with the same beliefs. Allow us to introduce David Alberts. David is a corporate employee providing technology and web support companywide. He currently holds the state squat record for 600.8 pounds and took eighth place in his weight class at a national competition last year.

QUEST: What is in your daily diet routine?

DAVID: My diet is pretty relaxed. I won’t really count calories, or meal prep until about a month away from a competition. I really just make sure my body has enough calories to get through the workout for that day, and enough protein to ensure muscle recovery and growth. While diet is by far the most important aspect when achieving fitness goals, it gets overcomplicated and people fall into extreme dieting fads. Simply put, if you want to lose weight, burn more calories than you consume; if you want to gain weight, consume more calories than you burn.

Q: What are the different types of training that you do?

D: Almost all of my training involves free weights. The movements I perform, volume and intensity can vary depending on what my goal is at that particular time, or how close I am to a competition. Depending on the day, my training could be tailored for either building muscle, building strength or building explosiveness/power. I also try to incorporate a High Intensity Interval Training day once or twice a week on top of my weight training. This is usually just a short circuit of jumps, sprints, and agility drills to maintain athleticism and conditioning.

Q: How many days a week do you work out?

D: I try to lift weights four days a week. Monday and Friday are lower body days; Wednesday and Saturday are upper body days. This allows me to target every muscle group twice a week.

Q: What made you get started in the fitness arena?

D: I was pretty athletic growing up and was involved in a lot of sports, but I was also obsessed with Personal Computer gaming. Unfortunately, I was not allowed to have a computer in my room (my Dad knew he would never see me). Then, my dad and I made a bet. The day I could bench press more than him, I could have a computer in my room. So, I started working out.

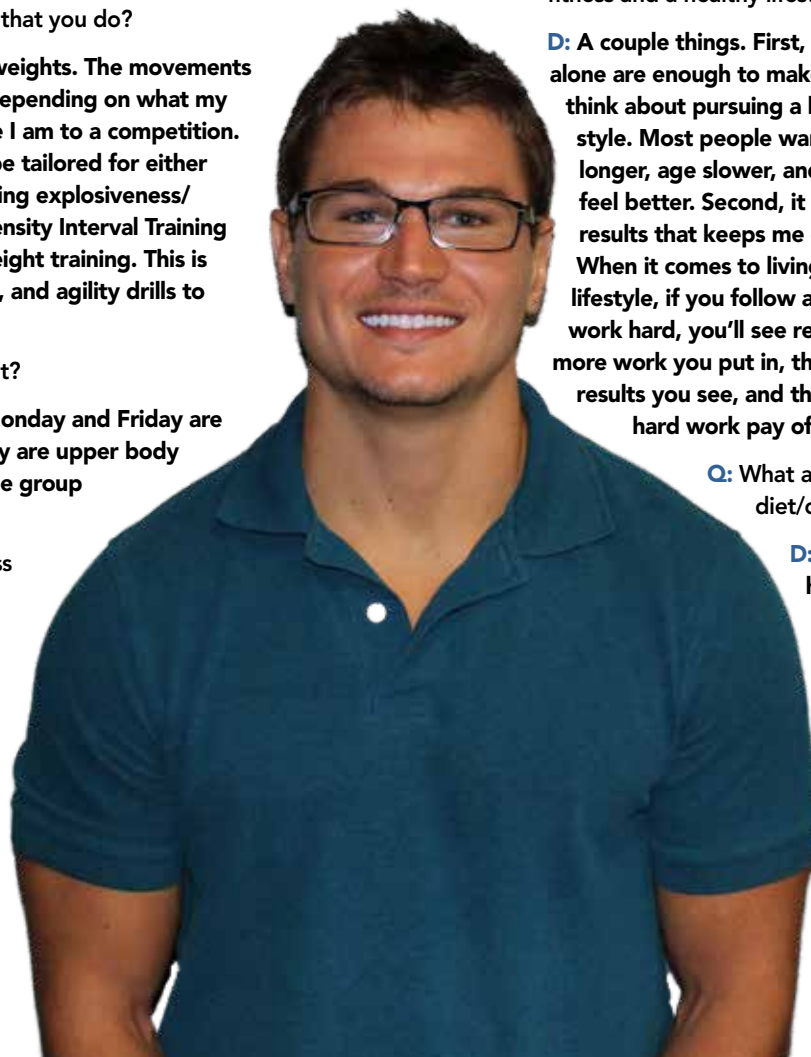


Q: What makes you passionate about fitness and a healthy lifestyle?

D: A couple things. First, the benefits alone are enough to make someone think about pursuing a healthy life style. Most people want to live longer, age slower, and look and feel better. Second, it is seeing results that keeps me coming back. When it comes to living a healthy lifestyle, if you follow a plan and work hard, you’ll see results. The more work you put in, the more results you see, and the more you have to show for it. It’s nice to see your hard work pay off.

Q: What advice do you have for people wanting to change their diet/change their lifestyle?

D: Start slow and progress. Physique, performance, and health benefits don’t happen overnight. Consistency is everything when it comes to a healthy lifestyle. It will help you stay motivated and less injury prone and keeps things fun. This applies to dieting just as much as physical activity. If I am trying to lose weight, I will cut out 300 to 500 calories a day from my normal intake. Then, I will weigh myself at the end of the week. If I lost weight, I keep my diet the same until I am no longer losing. If I go that whole week and did not lose any weight, then I will cut another 300 to 500 calories. This is a healthy and maintainable way of putting your body in a calorie deficit.



ONBOARD4JOBS UPDATE

QUEST SERVES AS the consultant for the Florida Department of Transportation's (FDOT) OnBoard4Jobs Construction Careers program. Since the program's inception in 2014, Quest's OnBoard4Jobs Construction Careers team has become a trusted source for connecting roadway transportation contractors with workforce candidates statewide. According to Company Owner/President/CEO Sharlene Francois Lairscey, "Our team stays busy across the state uniting contractors and job seekers, as well as educating the next generation about well-paying career opportunities in the road and bridge construction industry."



Quarterly Contractors Meetings

With a clear mission of connecting Florida Department of Transportation (FDOT) prime and sub-contractors to job seekers across the state, our team attended all of the FDOT quarterly contractor meetings, sharing information about the program and networking with contractors. If you are in need of workers for your FDOT job, visit OnBoard4Jobs.com to enroll in the program.



South Florida Construction Career Days

Quest's Stephanie Araujo, Elisa DiGrazia, Nicolette Hoffman and Kelsey Morrow engaged nearly 700 high school students at South Florida's Construction Careers Days (CCD) in October. Students learned about the many different career paths in the industry. CCD was created in 1999 in response to the demand for qualified construction workers. The events across the state are designed to cultivate interest in construction careers for high school students.

Tampa Housing Authority Job Fair

Quest's Micaela Harris and Kelsey Morrow recently attended the Tampa Housing Authority Job Fair at Hillsborough Community College - Ybor Campus. Tampa Housing Authority residents as well as Hillsborough Community College students were introduced to the vast assortment of careers in the road and bridge construction industry.

Leon Works Expo

Quest's Stephanie Araujo and Kelsey Morrow connected with 50 high school students in Leon County, Florida, about opportunities in the road and bridge construction industry. The team also engaged with adult job seekers answering questions about resume assistance, job placement and available positions. Leon County Government hosted the Leon Works Expo to connect the community, employers, academic institutions and students.

FDOT SECRETARY MIKE DEW RECOGNIZES ONBOARD4JOBS PROGRAM EFFORTS

FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) Secretary Mike Dew spotlighted the OnBoard4Jobs Construction Careers program in his Veterans Day message to FDOT employees.



Mike Dew

"At FDOT, our OnBoard4Jobs Construction Careers Program was set up three years ago to help veterans find jobs in road and bridge construction.

We do this in honor of their service and to provide on-ramps so they can continue their service and improve our transportation system," said Dew.

OnBoard4Jobs works with veterans who are interested in a career in the road and bridge construction industry, providing information regarding On-the-Job Training, resume assistance and job referrals.



ROADS TO JOBS
Life Skills for Construction Careers

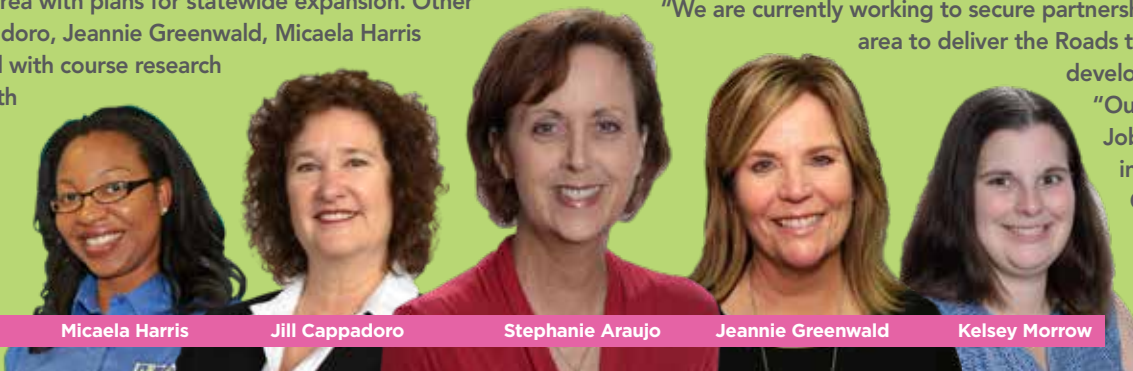
ROAD TO JOBS LIFE SKILLS PROGRAM IS READY TO LAUNCH

QUEST'S STEPHANIE ARAUJO has been developing the curriculum for the Roads to Jobs Life Skills for Construction Careers program on behalf of the Florida Department of Transportation (FDOT) and will soon launch the program in the Tampa Bay area with plans for statewide expansion. Other Quest team members Jill Cappadoro, Jeannie Greenwald, Micaela Harris and Kelsey Morrow have helped with course research and developing relationships with Tampa Bay area partners. The course includes basic math, road construction terminology, basic grammar skills, road construction safety guidelines,

and how to write a resume and prepare for an interview. The goal of the course is to help job seekers be better prepared to seek employment in the roadway construction industry.

"We are currently working to secure partnerships with colleges in the Tampa Bay area to deliver the Roads to Jobs course as part of workforce development programs," said Stephanie.

"Our students will earn a 'Roads to Jobs' certificate and will be included in the OnBoard4Jobs Construction Careers database as job candidates upon successful completion of the course."



Micaela Harris

Jill Cappadoro

Stephanie Araujo

Jeannie Greenwald

Kelsey Morrow

QUEST CONTINUES COMMUNICATIONS AND BRANDING EFFORTS FOR FDVA

THE FLORIDA DEPARTMENT OF VETERANS' AFFAIRS (FDVA) is the premier point of entry for Florida veterans to access earned services, benefits and support. Quest is grateful for the opportunity to continue to assist FDVA in completing this mission, while honoring all who have served.

Quest Vice President Jill Cappadoro serves as project manager, while Dylan Conway operates as webmaster and Joe Duhamel as senior graphics designer. Bret Lairscey, Kelsey Morrow and Rebecca White manage FDVA's social media platforms.

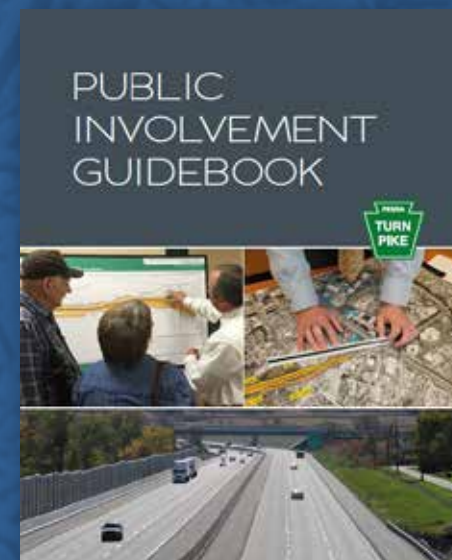
Recently, the team developed a 15-second public service announcement (PSA) promoting the mission and services of FDVA. The PSA appeared on all PBS stations across the state and averaged 9.6 million viewers per episode.

In the New Year, Quest is excited to promote FDVA's 2018 Benefit Guide and a new 30-second PSA. To learn more, visit FDVA's website at www.floridavets.org/.



QUEST'S PENNSYLVANIA TEAM CONTINUES ITS SUCCESS FOR THE PENNSYLVANIA TURNPIKE

SINCE 2014, Quest has worked with Michael Baker International (Michael Baker), the General Consultant Engineer (GCE) for the Pennsylvania Turnpike Commission (PTC), to support the Public Relations and Marketing Department. As 2017 comes to a close, it wraps up an exciting year for Quest in Pennsylvania.



2017 HIGHLIGHTS

- Quest completed the expansion of the Turnpike's current Public Meeting Guidebook, and has created a comprehensive Public Involvement Handbook for Capital Projects. Quest worked with Michael Baker and the Turnpike staff to develop a thorough, user-friendly publication that serves as a complete guide for Turnpike personnel, consultants and all other parties engaged in project development.
- Quest helped develop and plan strategies for a Community Outreach Plan related to Total Reconstruction Projects. The goal is for the Turnpike to engage the public in safety and education initiatives – well before construction projects begin – and to develop new relationships in the community. The Turnpike held two events this fall as part of this effort, one at the Towamencin Fire Company and another at the "22nd Annual Hempfield-Greensburg Fire Prevention Day" in Greensburg, Pennsylvania. In 2018, Quest will work with the Turnpike's Public Relations and Marketing Department to enhance this program and explore other opportunities for outreach.
- Quest developed a complete Public Communications Outreach Plan for the removal of all call boxes along the Turnpike's 360-mile system for the Turnpike's Public Relations Department. Information was presented to drivers about innovative communication alternatives, as well as new initiatives planned by the Turnpike to provide additional roadside assistance in the absence of the call boxes. In summer 2017, all call boxes were removed from the Turnpike system with little to no customer backlash or disapproval.
- Quest was asked to help develop and collaborate on "Mileposts", the new Turnpike employee newsletter. Chad Newton serves as coordinator of the Mileposts Advisory Panel, a group comprised of Turnpike staff that was assembled to create and discuss story ideas. Newton and Sophia Fox wrote and edited articles for several of the issues.
- Sophia Fox has also been managing all Turnpike social media accounts since she joined Quest this summer. This includes creating content, scheduling posts and updates on the Turnpike's Facebook, Twitter and Instagram accounts.
- Quest also assisted in the production of several agency reports this year, including the Baker's Fiscal Year (FY) 2018 Annual Report on Operating & Capital Budgets.



Chad Newton



Sophia Fox

ENTREPRENEURS TO ENGINEERS AT THE ASCE CONFERENCE

QUEST VICE PRESIDENT Jessica Francois and Corporate Marketing Manager Nicolette Hoffman traveled to New Orleans, Louisiana, in October for the American Society of Civil Engineers (ASCE) 2017 Convention. The four-day convention included a wide-range of guest speakers from entrepreneurs to engineers, group sessions, networking events, technical-engineering courses and tours around New Orleans.

According to Nicolette, "Each attendee was able to pick and choose which daily group sessions they wanted to participate in throughout the four-day convention. The sessions were informative and interesting, especially the professional development sessions where I was able to learn new communications strategies, tactics and skills that I now use daily in my role at Quest."

ASCE represents members of the civil engineering profession worldwide. As members, you get access to civil engineering leading experts and information through their many conferences.

"I'm extremely thankful to have been given the opportunity to attend the convention," said Jessica. "And now with a full service office in Pennsylvania, we look forward to attending the 2018 International Congress in Transportation & Development Conference July 15-18 in Pittsburgh. We also plan to attend the 2018 National Convention October 12-15 in Denver."

"It was an amazing experience to be able to network and chat with engineers from all over the world."
– Jessica Francois, Vice President



Jessica Francois

Nicolette Hoffman

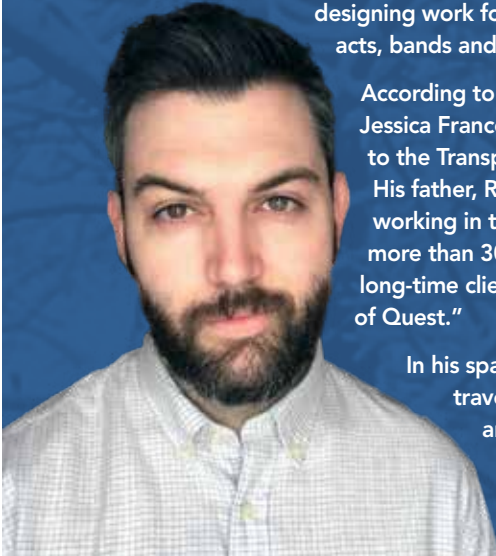
Welcome Chris Ward!

WE ARE PLEASED to announce Chris Ward as our newest graphic designer, supporting Quest's Northeast Florida and Northwest Florida teams.

Previously, he worked as a graphics artist for the Orlando Science Center for four years. Chris has also worked as a freelance graphic artist, designing work for various touring acts, bands and other local business.

According to Vice President Jessica Francois, "Chris is not new to the Transportation Industry. His father, Rick Ward, has been working in transportation for more than 30 years, and is a long-time client and supporter of Quest."

In his spare time, Chris enjoys traveling, photography, art, music and technology.



AMERICA'S OLDEST CITY HAS IT ALL

COBBLESTONE STREETS, BEACHES, intricate architecture, golf courses, traditional Spanish cuisine... and, some roadway improvements. What's not to love about St. Augustine as the San Marco Avenue, San Carlos Avenue and May Street Intersection Improvement project begins.

Construction on the San Marco Avenue, San Carlos Avenue and May Street Intersection Improvement project kicked off in October. Quest's Sean Allen serves as Public Information Officer for the project, working closely with Atkins Global, JEA Construction and Petticoat-Schmitt. He performs community outreach for this project, talking to residents and local business owners impacted by the construction.

Quest is proud to be supporting this project with press releases and door-to-door outreach to inform the residents and tourists of St. Augustine.

According to Quest's Sean Allen, "The intersection of San Marco Avenue, San Carlos Avenue and May Street is one of the busier ones in St. Augustine. Many tourists and residents use the route to travel from the historic district to the beach. It is important to keep the community informed on the project's progress, and the benefit it will have for commuters, once completed."



Sean Allen

QUEST SUPPORTS "IMPAIRED DRIVING PREVENTION MONTH" SAFETY PROGRAM

QUEST IS EXCITED to be working with Tindale Oliver throughout Northeast Florida supporting the Florida

Department of Transportation's (FDOT) District Wide Traffic Safety Program. Currently, Quest Associate Christine Aronow assists the department by preparing mailings that include information about impaired driving prevention. In 2016, Governor Scott proclaimed the month of December as "Impaired Driving Prevention Month". December is traditionally one of the most dangerous times of the year for impaired driving.

According to Quest Associate Karen Harrell, "The Holiday Season is a time for celebrating with friends and family. Plan ahead and ensure you have a safe way home by choosing a designated driver. Stay safe and keep those around you safe."



Karen Harrell



Christine Aronow

FULLER WARREN BRIDGE/I-10/I-95 INTERCHANGE IMPROVEMENT UPDATE

THE FULLER WARREN BRIDGE carries Interstate 95 (I-95) across the St. Johns River in Jacksonville, Florida. The current bridge was designed by HNTB Corporation in 1990 and built by Balfour Beatty Construction. The entire bridge is over 7,500 feet long.

Construction is underway on the Fuller Warren Bridge in downtown Jacksonville, as part of the Interstate 10 (I-10)/I-95 interchange improvement project, and Quest is here to support!

Quest's Northeast Florida team is supporting Atkins Global as part of the Florida Department of Transportation's General Engineering Consultant contract, providing public information and community outreach for the project, as well as to Professional Engineering Consultant Eisman and Russo and Contractor Archer Western.

The interchange improvements include widening of the Fuller Warren Bridge, expanding northbound and southbound lanes from three lanes to four lanes, and constructing a Shared Use Path on the Fuller Bridge for pedestrians and bicyclists, connecting the San Marco and Riverside areas of Jacksonville.

Quest associate Sean Allen, public information officer for the project, has worked closely with Atkins and the rest of the team to ensure the public is aware of upcoming lane closures and traffic shifts using media releases, door-to-door outreach and public speaking engagements.

"I've had the opportunity to take part in several speaking engagements with local civic and community clubs in the Jacksonville area with Atkins Public Information Officer Odette Struys. It is rewarding to see residents interested in the growth of Jacksonville and to be able to answer their questions," Sean said.

The project began in May 2017, with completion anticipated in summer 2020. The Northeast Florida team looks forward to continuing to support this great project.



QUEST TEE'S OFF AT ANNUAL CCD GOLF TOURNAMENT

NORTHEAST FLORIDA TEAM members Jeannie Greenwald and Karen Harrell volunteered at the Northeast Florida Construction Careers Day (CCD) Fifth Annual Golf Tournament at Eagle Landing Golf Club in Orange Park, Florida, in November. It was a beautiful day for golf, and more than 145 transportation industry members came out to support the effort. Jeannie and Karen were the roving photographers, shooting pictures of the participants throughout the tournament. They also developed a slide show featuring all the golfers that played during the dinner event.

The tournament raised \$14,300, which exceeded last year's results. The money raised will go to the Northeast Florida CCD scholarship program, awarded to deserving students pursuing careers in transportation construction.



QUEST'S NORTHEAST FLORIDA TEAM CLOSES OUT BIG INTERCHANGE PROJECT

QUEST IS PROUD to have helped close out the Interstate 95 (I-95) at J. Turner Butler Boulevard Interchange Improvements project. Supporting Parsons Transportation Group and Florida Department of Transportation (FDOT), Nick Lulli served as public information officer for the \$67 million project that began in August 2014.

The project, on Jacksonville's southside, added two new flyover bridges to reduce weaving and congestion.

The flyover from I-95 southbound to Butler Boulevard eastbound was built to reduce traffic congestion backing up onto the interstate during peak hours. Previously, traffic wishing to exit I-95 for destinations such as Jacksonville Beach or the St. Johns Town Center were directed to a signalized intersection. Traffic wishing to go eastbound now enjoys a two-lane, wide-shoulder bridge with fast access to Butler Boulevard.

Another flyover bridge put Butler Boulevard westbound traffic into dedicated lanes for I-95 northbound. This configuration helped cut down on the previous weaving pattern, when motorists jockeyed for position to enter I-95 northbound or southbound.

Many parts of the project were also resurfaced, providing a new and clean riding surface for the thousands of vehicles that pass through the area each day.

A big thank you to Parsons Transportation Group and FDOT for allowing us to contribute to the success of this project!

Nick Lulli



OVERLAND BRIDGE PROJECT GETTING CLOSER TO COMPLETION

KNOWN AS THE Overland Bridge project, traffic along Interstate 95 (I-95) from south of Fuller Warren Bridge to north of Emerson Street is destined to improve. A shout out to designer RS&H, contractor Archer Western, and Quest client Eisman & Russo for allowing us the opportunity to serve. According to Company Owner/President/CEO Sharlene Francois Lairsey, "It's an honor to serve Florida Department of Transportation (FDOT) Project Manager John Patterson as well as CEI Project Manager John Kemp on this project."

Quest is proud to continue supporting Eisman and Russo into 2018 on the Overland Bridge Replacement Project. Quest's Nick Lulli serves as Public Information Officer, also supporting FDOT on this massive project that began in January 2013.



Recently, the project team separated I-95 northbound traffic into two separate roadways: a mainline road, carrying traffic over the Fuller Warren Bridge to points north and west; and a collector distributor, or access road, that takes traffic to the downtown and San Marco-area exits.

"This has been a long time coming," said Nick. "We were able to give the public advance warning of the change through media blitzes and community email alerts."

With the separation of traffic, it meant the exit to downtown was moving nearly two miles back from where it originally was. This change was necessary to reduce the dangerous weaving movement as traffic approached downtown.

The project team has also been busy working to re-construct the mainline of I-95 southbound to have a similar configuration. Currently, all traffic is traveling on the southbound access road while construction is completed.

Welcome **ASHLEY LAY!**

THE NORTHWEST FLORIDA team is proud to welcome Communications Manager Ashley Lay! Working in small business for 10 years, she recognizes and appreciates the importance of providing excellent client services. Having served as a Milton City Councilwoman for the past three years, Ashley has extensive experience interacting with municipalities and government officials. She thoroughly enjoys cultivating new relationships and working in government relations. She will use those relationships to further build Quest's presence in Escambia and Santa Rosa counties. Ashley has hit the ground running and is excited to pursue new opportunities in the Panhandle.

In her spare time, Ashley enjoys being involved and giving back to her community, but most of all, she takes great joy from being a new mom and watching her baby boy Max reach new milestones and discover the world around him.



IT'S ALL ABOUT MOBILITY

QUEST RECENTLY SUPPORTED stakeholder interviews and workshops for alternative mobility funding in the City of Tallahassee and Leon County. According to Vice President Sandee Launch, "Because residents, developers and businesses have a vested interest in a project or study, stakeholder interviews are a vital part of the Alternative Mobility Funding System (AMFS) Study for the City of Tallahassee and Leon County."

Working in tandem with client Wantman Group, Inc. (WGI), Quest's Amanda Hopkins and Sandee Launch conducted more than 25 interviews of elected officials, land use attorneys, chamber representatives, business representatives, developers, consultants and regulatory agencies.

The stakeholder interviews were supplemented by a public engagement booth at the local Downtown Harvest Festival and two public workshops. The booth, staffed by Quest, WGI and City and County personnel, provided study information and allowed for public input from festival attendees. The interactive public workshops gave local residents an opportunity to identify areas of mobility concerns in and around Tallahassee. Quest's Amanda Hopkins, Bret Lairscey, Sandee Launch, Ashley Lay and Rebecca White staffed the workshops and assisted attendees with the interactive displays.

WGI anticipates completing Phase I of the study in early 2018. The City and County will then determine if the study will continue on to Phase II.

"It was so interesting to hear the wide variety of perspectives on mobility in Tallahassee and Leon County" said Quest's Vice President Sandee Launch. "Each of these stakeholders provided insight that will allow the study team to create a mobility funding plan to truly benefit not only auto drivers, but bicyclists, pedestrians and transit users as well."



COMMUNITY SUPPORT A PLUS FOR US 98 PD&E ALTERNATIVES PUBLIC MEETINGS

QUEST'S KAREN HARRELL supports client RS&H with public involvement services for the US 98 State Road (SR) 30 Project Development and Environment (PD&E) Study from Portside Drive to SR 393 (Mary Esther Boulevard) in Santa Rosa and Okaloosa counties. According to Karen, "The PD&E Study analyzes the existing characteristics, evaluates community needs and impacts, and develops proposed conceptual improvements to meet future capacity demands on the heavily traveled coastal highway. The study also evaluates roadway safety, access management features, the efficiency of intersection operations, and bicycle and pedestrian facilities along the corridor."



Karen Harrell

Karen, supported by Quest's Jeannie Greenwald, Ashley Lay and Rebecca White, provided meeting support for two alternative public meetings held in Navarre, Florida, at the Navarre Conference Center in October. "Our team worked with RS&H and the Florida Department of Transportation's staff to obtain local input about the proposed alternatives," said Karen. More than 300 people turned out for the alternatives public meetings.

The public hearing for the US 98 PD&E Study is tentatively scheduled for October 2018. Quest staff will again provide first-rate deliverables and support.



QUINCY LOOP NORTH PD&E PUBLIC HEARING WELL RECEIVED IN GADSDEN COUNTY

THE FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) conducted a public hearing for the Project Development and Environment (PD&E) Study on a proposed east-west

connection between State Road (SR) 12 and SR 267 (Bainbridge Highway) in Gadsden County in December. The study analyzes existing characteristics, evaluates community needs and impacts, and develops proposed conceptual improvements with the intent to alleviate traffic congestion through the downtown historical Quincy district, increase safety, augment emergency evacuation capabilities and increase the mobility of people and goods.

Quest's Vice President Sandee Launch and Northwest Florida Business Unit Manager Rebecca White set up and assisted with the hearing held at the Florida Army National Guard Armory in Quincy.

The public hearing provided the public with a formal platform to provide input concerning proposed improvements.



CONSTRUCTION COMPLETE ON NEW SEWER AND WATER LINES IN CORAL SPRINGS

CONSTRUCTION IS COMPLETE on the first phase of the City of Coral Springs Sample Road Sewer and Water Lines Replacement Project, which replaced sewer and water lines that were more than 50 years old with new, larger-capacity pipelines, providing more reliable service for existing customers and preparing the City's infrastructure for a growing and revitalized downtown. According to Quest's Southeast Florida Business Unit Manager Beth Zsoka, "Quest's Public Information team worked with the City of Coral Springs to educate and update the community and businesses in the area about the project. Our activities included door-to-door outreach, a public meeting, website and social media updates. It was important to let the community know about the impacts up front, and work to minimize the impacts while communicating the importance of this project for the City."

The improvements were made along a portion of Sample Road between University Drive and Coral Hills Drive. Construction on the \$3 million project began in January 2017 and is part of the City of Coral Springs Capital Improvement Plan. The City plans to replace additional sewer and water mains along Sample Road up to Coral Springs Drive in the coming years.

The project included replacement of the 12-inch water main on Sample Road with a 16-inch water main; replacing the 16-inch sewer main with a 20-inch sewer main; installing a 12-inch water main on Coral Hills Drive; and the addition of a right-turn lane from eastbound Sample Road to Northwest 94th Avenue. In addition, both Sample Road and Coral Hills Drive were milled and resurfaced within the project limits.



Beth Zsoka

"The project demonstrates the City's commitment to taking proactive steps to replace aging infrastructure and preparing for future redevelopment. By completing these upgrades now, the City is ensuring critical infrastructure is in place to support a vibrant downtown."

QUEST ASSOCIATE RECOGNIZED FOR COMMUNITY OUTREACH EFFORTS

QUEST SOUTHEAST FLORIDA Senior Communications Manager Peter Dobens met with more than 60 students in two sessions at the annual Henry D. Perry Education Center College and Career Festival in Miramar, Florida, as part of Quest's ongoing Florida Department of Transportation's (FDOT) Construction Career Consultants Contract. Peter worked to encourage students to register for the FDOT statewide initiative, Onboard4Jobs. At the event, high school students had the opportunity to explore future careers and higher education, as well as meet with industry and educational leaders.

"On behalf of the Center, I would like to extend a big thank you to Peter for attending our 2017 Fall College and Career Fair and making it such a successful event," said Center Career Adviser Lorenda Brown. "We appreciate him for taking time out of his busy schedule to meet with our students and discuss ways to get their college and career paths started. We look forward to seeing Peter at our 2018 fair."



Peter Dobens

GOVERNMENT AGENCIES LISTEN TO THE PEOPLE

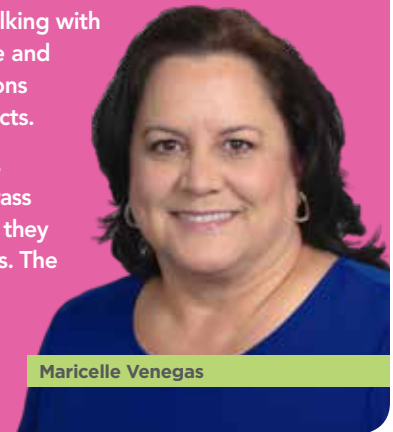
SO WHY SHOULD you forfeit some of your precious time to attend a workshop? According to Quest Vice President Maricelle Venegas, "Public workshops can address problems or issues. Government listens when participants share their insights and thoughts, which can offer a fresh perspective to a project."



Quest worked closely with Lakes Engineering and the Florida Department of Transportation to facilitate a public workshop, allowing the opportunity for businesses and members of the community to ask questions and provide feedback on the

Northwest 136th Avenue at State Road 84/Interstate 595 Design Project in Broward County. Quest's Peter Dobens, Maricelle Venegas and Beth Zsoka supported Eugenio Ochoa and Kathy Lajo with Lakes Engineering on talking with business leaders from the City of Sunrise and Broward County, helping answer questions about project timing and potential impacts.

Representatives from IKEA and the Stiles Corporation, and managers of the Sawgrass Corporate Park attended the meeting as they had questions about construction impacts. The Quest team worked to solicit comments and provide meeting follow up with businesses regarding the project.



Maricelle Venegas

SOUTH FLORIDA'S CONSTRUCTION CAREER DAYS

MORE THAN 2,300 high school students from the South Florida area attended the annual Florida Department of Transportation (FDOT) South Florida Construction Career Days at the Bergeron Rodeo Grounds in Davie, Florida. Quest conducted our annual "In the News" learning lab where students had the opportunity to create their own public service announcement and act it out on camera using a television on site.



Our South Florida team members Peter Dobens, Isabelle Gonzales, Sophia Tingle and Beth Zsoka introduced the students to a different opportunity in the construction industry and gave them a brief overview of the job responsibilities of a Public Information Officer. Students had a glimpse into the vital role communications plays in a successful project such as alerting the public to the project, and engaging stakeholders during the conceptual stage, design stage and construction stage, as well as the Project Development and Environment Study stage.

PUBLIC WORKSHOP FOR OSLO ROAD

NEARLY 70 INTERESTED stakeholders attended the joint Oslo Road Public Workshop at the Indian River State College - Mueller Campus in October for the Oslo Road/County Road (CR) 606 Widening Project.

Quest worked closely with TranSystems, the Florida Department of Transportation (FDOT) and Stantec to facilitate the workshop, providing an opportunity for residents and businesses to ask questions and voice concerns regarding both the widening and interchange project.

For this project, Quest prepared a Community Awareness Plan and coordinated with local agencies and the public regarding the project and public



workshop. Quest performed a grass roots, door-to-door effort for businesses and schools in the area. The team also identified key homeowner associations in the area and informed them of the project activities. Southeast Florida team members Peter Dobens and Beth Zsoka worked closely with the local agencies including Indian River County to publicize the event and identify the key stakeholders.

Quest continues to work with TranSystems on the design for the widening project which involves widening the east-west Oslo Road facility from two to four lanes in Vero Beach. The project will provide additional capacity to accommodate future traffic needs that are expected to come with an expanding population and job growth in the area. In addition, it will provide the capacity needed to support a future Interstate 95 interchange at Oslo Road that will be located at the western edge of the project.

"Our team enjoys working with and supporting the TranSystems team on design projects. It is important to facilitate meetings in a way to give the public the opportunity to provide feedback that can be used to benefit the design," said Southeast Florida Business Unit Manager Beth Zsoka. "We look forward to continuing to serve this project and TranSystems on future projects."

NORTHLAKE BOULEVARD PD&E COMES TO A CLOSE

QUEST WRAPPED UP another Project Development and Environment (PD&E) Study in Southeast Florida as they supported the public hearing for the Northlake Boulevard PD&E Study. Quest has been supporting the Northlake Boulevard Study since 2015 working closely with Stanley Consultants, the Florida Department of Transportation and Scalar Consulting. Quest's Southeast Florida team including Dylan Conway, Peter Dobens, Sophia Tingle and Beth Zsoka actively supported the project with community outreach and website design. Our team created and maintained the project website, www.95northlake.com; drafted project newsletters throughout the study; completed a thorough outreach to many businesses along the corridor prior to the different meetings and project phases; and supported the public meetings and a public hearing with public involvement activities.



Throughout this project, the project team was recognized for their outreach efforts, gaining compliments from the City of Palm Beach Gardens at the public hearing. Also, throughout the project, meetings took place with the local community, City of Palm Beach Gardens and Palm Beach County.

The project is approximately one and a half miles north and south of the interchange, and along Northlake Boulevard from Military Trail to east of Sandtree Drive in Palm Beach County. According to Beth, "The project should help eliminate traffic cueing and spill back into the Interstate 95 (I-95) high speed travel lanes by improving traffic flow at the I-95 interchange at Northlake Boulevard, and help improve mobility and safety for motorists, bicyclists and pedestrians."

In June 2017, funding was approved for design, right-of-way and construction from the Palm Beach Metropolitan Planning Organization, and the project is identified in the Cost Feasible Plan for the 2040 Long Range Transportation Plan and the Five-Year Transportation Improvement Plan.

QUEST PARTNERS WITH LOCAL WATER DISTRICT

QUEST'S WORK IN the City of Coral Springs led to another opportunity in the area, this one with the Sunshine Water Control District. The district is a special-purpose local government serving an area of north-central Broward County, and has 5,422 acres of canals and right-of-way property providing drainage and flood protection to 16,850 landowners in the central core of Coral Springs. In April, the district will embark on a project to widen and deepen a canal that runs behind 58 homes. The project is necessary to improve storm water management and flood protection.

The district sought the help of Quest to develop a communication and outreach strategy for these 58 impacted homeowners. Quest developed all of the project collateral, including fact sheets and door hangers. Senior Communications Manager Peter Dobens went door-to-door to share information with residents on this important project and how it will affect them. They are also maintaining a project hotline and managing all databases related to contact with residents.

"We've been able to resolve issues at a field level, so that it does not escalate to the district or even the City of Coral Springs," Dobens said. "We began our outreach months before the project begins, so that residents are informed, know what to expect and can prepare well in advance."



CENTRAL FLORIDA FIRST TO RECEIVE NEW TECHNOLOGY TO ASSIST TRUCK DRIVERS

IMAGINE DRIVING 11 hours through bad weather and heavy traffic. You are required by law to rest, but there are no parking spaces available at the rest stop. Where are you supposed to go? You're out of hours and your truck electronically tracks movement and sends it to your employer. Then, your manager calls and scolds you for driving over your legal hours. Or worse, you get fined for a legal infraction, which comes out of your paycheck.

To help alleviate this situation, the State of Florida conducted a study of new technology to assist truck drivers in locating available parking along their route. As a result, Central Florida is the first area in the state to begin construction of the Truck Parking Availability System (TPAS) at rest areas and weigh stations along Interstate 95 and Interstate 4. Quest's Senior Communications Manager Carolyn Fitzwilliam helped publicize the improvements.

From the study, FDOT understood the biggest problem statewide is an imbalance of truck parking capacity due to a lack of parking information management. FDOT further found an overflow of parking at some locations while others remain underutilized.

TPAS will use in-ground sensors in truck parking spaces at interstate rest areas and welcome centers, as well as entrance and exit counts at weigh stations to monitor the number of available truck parking spaces.

The Regional Traffic Management Centers will receive the data electronically from the sensors, process it, and then distribute the information via Florida's SunGuide system to roadside signs, the Florida 511 and other third-party applications.

Construction on the \$1.8-million project began in October and projection for completion is spring 2018.



Carolyn Fitzwilliam

“This project should greatly help truck drivers plan their trips and their stops so they don’t find themselves in a tough situation,” Carolyn said. “The state is aggressively installing this technology, and we’re lucky that Central Florida was first.”

FDOT LEESBURG OPERATIONS WINS BIG FOR I-75 PROJECT

FLORIDA DEPARTMENT OF TRANSPORTATION'S (FDOT) Leesburg Operations recently won two awards for a major Interstate 75 (I-75) project that was completed earlier this year in Sumter County, Florida.

The project widened I-75 from four to six lanes and completely reconstructed the interchange at Exit 314 State Road 48/County Road 48.

The project won the Florida Transportation Builders' Association's "Best in Interstate Construction" Award, and the Design-Build Institute of America's "Merit Award for Design-Build".

Quest congratulates Eddie Ferris and Eric Jagers of Leesburg Operations for their efforts in managing this outstanding project.



VOLUNTEERING FOR TRANSPORTATION

A ALWAYS WILLING TO lend a helping hand, Quest has jumped in enthusiastically to participate in Central Florida's Construction Career Days (CCD) event in Orlando. Quest's Finance Manager Lori Morgan is this year's treasurer; Communications Manager Sara Shepherd is organizing the public information learning lab; and Central Florida Business Unit Manager Lisa Mark is the schools committee co-chair working closely with Central Florida school districts and promoting outreach to the schools.

As more people relocate to or visit Florida, the demand for qualified construction workers grows. Governor Rick Scott announced in August that a record-breaking 60.7 million tourists had already visited the Sunshine State in the first half of 2017, and researchers estimate that 1,000 people a day move to Florida. This large influx of tourists, combined with rapid population growth, demands new and improved roadways and bridges, and skilled workers to build and maintain them.

CCD was created on a national level by transportation officials in response to growing transportation

industry needs. Produced by public and private sector transportation industry partners, this educational outreach program introduces high school students to the wide variety of skilled construction careers. Currently, Florida holds five CCD events a year, and the next event is in January in Orlando. These local events give students the chance to get a feel for the field by participating in learning lab activities, operating machinery and speaking to experienced industry veterans.

Central Florida's 2018 CCD will be held January 25-26 at the Central Florida Fairgrounds.



Sara Shepherd

Lori Morgan

Lisa Mark

EXTENSIVE EXPERIENCE + A GREAT TEAM = BIG WIN!

QUEST IS THRILLED to be selected again to provide public information services for the Central Florida Expressway Authority's (CFX) Five-Year Work Plan. The \$1.6 billion plan is the largest in CFX's history. Quest's work with this dynamic organization stretches back to 2002 when we began providing public information services for construction projects.

CFX reported that a significant factor in its decision to award this contract to Quest is the level of expertise, knowledge and experience possessed by the key personnel on our team. This included Quest Program Manager Kathy Putnam, who had served the agency for several years when previously part of the Quest team. Senior Public Information Officer (PIO) Cliff Davy brought his high-level community engagement strategies and innovative techniques to the proposal effort.

Lead PIO Shari Croteau did an outstanding job of breaking down the schedules, scopes, issues and communications strategies for upcoming projects. Sara Shepherd and Lisa Mark showed Quest's ability to support communications efforts in Lake and Brevard counties. Vice President Maricelle Venegas demonstrated critical support for bilingual communications. Vice President Jill Cappadoro's transit experience provided added value as the agency's charter



Mary Brooks, Shari Croteau, Maricelle Venegas, Cliff Davy, Kathy Putnam, Jill Cappadoro

“Our team is ready to raise the bar with increased outreach on projects with targeted use of technology, as well as boosting efficiencies through tight program management.” –Kathy Putnam

now includes evaluating multi-modal mobility solutions. The winning effort was led by Vice President Mary Brooks, who has set the bar of excellent service with CFX since the beginning of our relationship with the agency.

CFX is authorized to build, operate and maintain a transportation facility in Lake, Orange, Osceola and Seminole counties. The opening of the next portion of the Wekiva Parkway in early 2018 will bring CFX's system to 118 centerline miles of limited access expressway (815 lane miles), 69 interchanges, 14 mainline plazas, three mainline gantries, 74 ramp facilities and 335 bridges.

Under the new engagement, Quest will carry out communications efforts for multiple CFX projects.

“We are honored to be selected again to serve this forward-thinking agency and our community,” said Kathy.

QUEST SUPPORTS CFX CONCEPT STUDIES PUBLIC MEETINGS

QUEST'S CENTRAL FLORIDA TOLLS DIVISION recently tackled the Public Kickoff Meetings for four Concept, Feasibility and Mobility Studies on behalf of the Central Florida Expressway Authority (CFX).

Quest scheduled the meetings in Osceola and Polk counties so the agency could get community input on the proposed alternatives for the Poinciana Parkway Extension/Interstate 4 Connector, Southport

Connector Expressway, Northeast Connector Expressway and Osceola Parkway Extension. According to Vice President Mary Brooks, “Our team handled the flurry of planning, collateral and presentation production, meeting site coordination and notification tasks for the September and October meetings. They also worked with the CFX webmaster to create the four studies.”

More than 400 people attended the public meetings and submitted more than 300 written comments. Meetings were heavily attended by elected and appointed officials, as well as environmental advocates and community members.

“With the Study goals including addressing area congestion and connectivity challenges, and trying to plan for future growth, it was heartening to see such robust community participation at the meetings,” said Mary. “We have been proud to support CFX in engaging the community in the development of this future, game-changing corridor.”

Our team is already working on the next public meetings – planned for February – that will review the latest alternatives and Study recommendations. The CFX Board is scheduled to consider the recommendations – and public input – in deciding which alternatives move forward.



**CENTRAL
FLORIDA
EXPRESSWAY
AUTHORITY**

QUEST'S TEAM STEPS UP FOR TEAMFL

QUEST'S KATHY PUTNAM has been asked to chair the newly-reformed Public Relations/Public Involvement Focus Group for the Transportation and Expressway Authority Membership of Florida (TEAMFL). The organization is the state's platform for communication between Florida's toll, expressway and bridge authorities, and the private sector partners who work with them.



“Proactive public involvement is critical to project success in transportation – especially toll facilities,” said Kathy, who has more than three decades of communications experience. “Quest is thrilled that TEAMFL is reinstating this focus group. We look forward to producing dynamic, useful programs during future TEAMFL meetings.”

TEAMFL's May 2018 meeting in Coral Gables will include a Public Relations/Public Involvement Focus Group session.

“We've seen how robust public outreach efforts impact transportation projects, and we feel that communications-focused programs will benefit our members,” said TEAMFL Vice President Brady Nepple. “TEAMFL is grateful to Quest for leading this focus group.”



Kathy Putnam

LOUGHMAN COMMUNITY TURNS OUT FOR CONCEPT STUDY MEETING

THE CENTRAL FLORIDA EXPRESSWAY AUTHORITY (CFX) values the public engagement that is critical to studying, planning and constructing the roads that provide transportation options to residents and visitors in our region. In early November, Quest Senior Communications Managers Cliff Davy and Kathy Putnam helped coordinate a community meeting in Loughman to discuss the Concept, Feasibility and Mobility Study for the proposed Poinciana Parkway Extension/ Interstate 4 (I-4) Connector Expressway, one of four projects the agency is currently studying. Quest team members Mary Brooks, Carolyn Fitzwilliam and others have been leading the community involvement for the year-long study.



Residents of Loughman, situated in northeast Polk County near the Osceola County line, attended the meeting to learn about the alternative proposed alignments, ask questions about potential impacts and benefits, and give their input through discussion and comment cards. Cliff Davy and Kimley-Horn project manager Cliff Tate gave a presentation, showed maps depicting the proposed alignments, and encouraged residents to indicate their

preferred alignment, as well as fill out comment cards.

"We had a great turnout and a productive discussion," said Kathy. "The Loughman residents were knowledgeable, asked thoughtful questions and provided valuable insight into the community's history and values."

The study corridor encompasses portions of both Osceola and Polk counties and includes a proposed interchange with I-4. Quest team members are successfully communicating the goals of this proposed new limited-access facility, which include improving the roadway connection from I-4 to the greater Poinciana area, enhancing mobility of the area's growing population and economy, relieving congestion on local roads and promoting regional connectivity.

The Quest team continues planning for future community meetings as the concept study progresses.

LEARNING ABOUT PUBLIC SAFETY

HOW DO YOU get kids interested in transportation as a career? One way is to recruit them as work zone "safety ambassadors" and show them all the cool wildlife protections that are part of building the Wekiva Parkway.

Vice President Mary Brooks shared the project to complete Central Florida's beltway with more than 90 Zellwood Elementary students and staff during the annual Teach-In event in

November. According to Mary, "The kids were excited to learn about all the animals along the parkway being protected by wildlife bridges, jump-outs, bat houses and more. They also took the safety ambassador pledge, promising to tell their friends and family members how to stay safe in work zones."

The fourth and fifth graders loved the wildlife coloring sheets, squeeze cars and other agency mementos. They also appreciated getting a peek at possible careers in transportation. And the teachers were eager

to learn about when the next sections of the 25-mile parkway would be available for their daily commute.

Mary has been helping to build excitement about the parkway for the Central Florida Expressway Authority and the Florida Department of Transportation since 2004. She says the children's wide-eyed enthusiasm and energy are invigorating.

School Program Coordinator Joy Nelson said, "I have had so many people stop me with expressions of gratitude for your time and many have said it was the best one yet! So, again, my deepest appreciation for your time and the impact it made on our students."



WEKIVA PUBLIC MEETING

WHEN A MAJOR transportation project is going to transform the landscape, people usually turn out in masses to public meetings. So, Quest team members had all-hands-on-deck for a recent pre-construction public meeting for six miles of the Wekiva Parkway through the heart of the Wekiva River Basin.

Quest Associates Alicia Arroyo and Sara Shepherd helped staff the meeting that drew 170 people in late September. Quest's Justin Clark, Kym Graves and Carolyn Fitzwilliam also pitched in on the meeting preparations.

Quest has been guiding the messaging for years on this high-profile project that will thread through the Rock Springs Run Reserve, Seminole State Forest and Lower Wekiva River Preserve.



Quest team members worked with the project team to prepare a detailed, audiovisual presentation including videos and animations of the "top-down" construction that will be employed to build the Wekiva River bridges. The complex procedure is required to protect the National Wild and Scenic River and Outstanding Florida Water.

The Quest team understands how such a game-changing project can cause uncertainty for many in the community. "In our hundreds of community presentations over the years, we've seen the fear of change in many people's eyes – even though they all admit that something needs to be done to improve the heavy, speeding traffic in this area," said Vice President Mary Brooks, who has led the community engagement on the parkway since 2004. "I think it helps that we've been there with them over the years to answer every question, return every call and email. They've come to trust us and the information we provide on behalf of the department."



Alicia Arroyo

Sara Shepherd

Welcome **MARIA CAMACHO!**

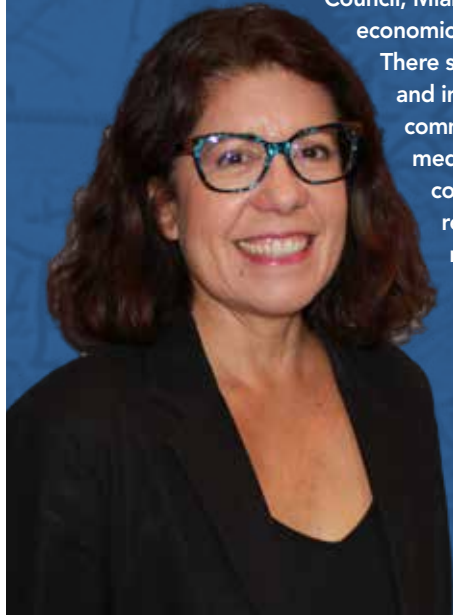
LONGTIME COMMUNICATIONS PROFESSIONAL Maria Camacho recently joined Quest's South Florida team. Maria brings more than 20 years of experience working as a print journalist, magazine writer and editor, and public relations and marketing professional to her role as Senior Communications Manager.

Maria has nearly a decade of experience representing the Florida Department of Transportation on multiple projects including leading strategic media plans and campaigns aimed at informing commuters about infrastructure renovations, as well as contributing to Public Involvement Plans and Project Development and Environment Studies. For the past five years, she represented the interests of the local business community as communications manager for the Beacon

Council, Miami-Dade County's official economic development organization.

There she managed the development and implementation of marketing communications plans, the Council's media strategy and all media communications including press releases, media alerts, social media accounts, webinars, videography and printed promotional materials.

Maria enjoys spending her spare time with her children, boating in the Keys and skiing. She also likes listening to 80s pop/rock music and playing with her 13-year-old Jack Russell Terrier, Henry.



UPGRADES TO ONE OF MIAMI'S BUSIEST STREETS

PEDESTRIAN SAFETY IMPROVEMENTS are underway in the City of Miami's Little Havana neighborhood. State Road (SR) 90/Southwest 8 Street, better known as Calle Ocho, is the cultural epicenter of Miami's Cuban community. Calle Ocho is home to the Latin Walk of Fame, where stars are found along a stretch of sidewalk as a dedication to influential Hispanic people such as Willy Chirino, Celia Cruz and Gloria Estefan.

South Florida Business Unit Manager Sergies Duarte is the Community Outreach Specialist for this Florida Department of Transportation (FDOT) construction project. As part of this project, 10 mid-block crosswalks with pedestrian flashing beacons will be installed along Calle Ocho between Southwest 27 Avenue and Southwest 3 Avenue.

In an effort to reduce the amount of jaywalking, a pedestrian will be able to cross at the designated mid-block crosswalk. The pedestrian will press a push button to activate the overhead flashing beacons, which alerts drivers to stop and allow the pedestrian to safely cross the road.

"Due to the amount of pedestrians along Southwest 8 Street, this is a great safety improvement for the community. We are implementing extensive community outreach for this project since this is one of the first projects of its kind," says Sergies. "We will be communicating construction project updates as the work progresses and also incorporating an educational component to teach the community more about how to use these pedestrian flashing beacons."



Sergies Duarte

SOUTH FLORIDA TEAM PROMOTES HOLIDAY SAFETY THROUGH "WAY2GO" CAMPAIGN!

QUEST'S SOUTH FLORIDA team was recently tasked with creating a Florida Department of Transportation (FDOT) holiday public safety outreach campaign for pedestrians, cyclists and drivers. The team brainstormed ideas with the objective of getting safety tips and statistics out to the community in a positive way and finding a logo/tagline that would apply to all three modes of traveling. The team came up with FDOT's District Six "Way2Go" campaign which uses positive reinforcement as a way to convey safety messages and has the dual meaning of moving whether it's walking, biking or driving.

Since the start of the campaign, the team has spread positive safety tips and messages at community events throughout Miami-Dade and Monroe counties. Maria Camacho,



Isabel Gonzalez, Alex Gratereaux and Sophia Tingle distributed "Way2Go" bookmarks and "Drive Safe" materials during the Islamorada Chamber of Commerce holiday event on December 1 at Founders Park Beach. The family-oriented event featured a "snow" hill for children, holiday parade and a visit from Saint Nick.

Isabel and Maria also participated in the Town of Miami Lakes Super Saturday in the Park event on December 2 at the Miami Lakes Picnic Park West. At the event, they interacted with residents to discuss safety tips and networked with other participating organizations. The team plans to continue promoting "Way2Go" safety tips at community events throughout the holiday season.

QUEST SUPPORTS HART IN NEW PILOT PROGRAM

TRANSPORTATION IS CHANGING. Automation, the Internet of Things, and the connected vehicle environment promise to bring greater benefits in safety, mobility, efficiency and accessibility to our communities. To fully take advantage of these opportunities, the way we think about, organize, operate, live, and work in our cities, must be rethought. Existing infrastructure and investments in roadways, public transportation, and land use must be leveraged and utilized more effectively to truly realize a smart city.

Quest was recently selected to provide educational and outreach services for the Hillsborough Area Regional Transit Authority (HART) Autonomous Mobility Services project. HART is responsible for providing public transportation service within Hillsborough County, including the City of Tampa.

"Under the project, HART will launch a one-year pilot program to deploy a low-speed, automated vehicle along the Marion Street Transitway," said Quest's Michelle Greene. The Autonomous Vehicle (AV) service will address current mobility needs in downtown and act as a catalyst for similar projects throughout the region.



The Marion Street Transitway provides an ideal location to pilot an autonomous shuttle system that will allow us to visualize how this technology can be leveraged to move people and goods more effectively in downtown Tampa while providing the nation with a real environment and a true example for how to deploy this burgeoning technology. The self-driving vehicle will be equipped with advanced technology and connected vehicle technology to transport passengers along the corridor during daytime hours. This pilot program will operate in conjunction with HART's public transportation network and document the service's anticipated safety benefits.

Quest's Jessica Francois and Michelle Greene are proud to work with Stantec, Coast Autonomous, HART, and the Florida Department of Transportation to provide outreach and education on the project, with activities kicking off early 2018.

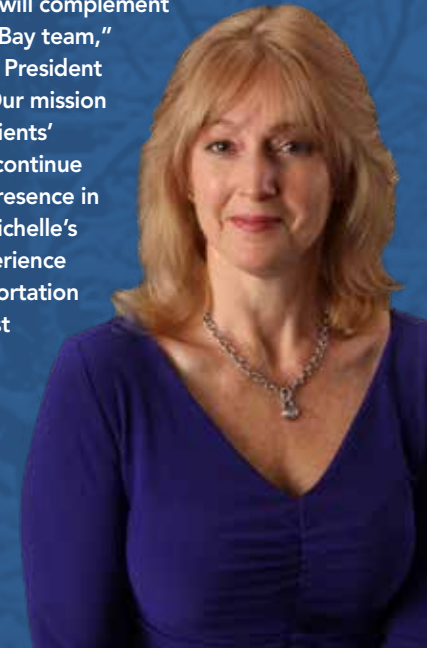
Welcome MICHELLE GREENE!

WE ARE PLEASED to announce Michelle Greene as our West Central Florida Business Unit Manager serving Citrus, Hernando, Hillsborough, Pasco and Pinellas counties.

Michelle has more than 18 years of experience in community outreach and communications. She has a strong background in environmental studies, multi-modal transportation and community planning. She has worked on a wide variety of projects including Project Development & Environment studies, feasibility, bridge design and replacement, trails and bike paths, roadway design and construction.

"I'm pleased about having Michelle come onboard, knowing her skills will complement our strong Tampa Bay team," shared Quest Vice President Jill Cappadoro. "Our mission is to exceed our clients' expectations and continue to grow Quest's presence in this region, and Michelle's well-rounded experience serving the transportation industry will do just that."

When she is not working, you can catch Michelle at a local car show or participating in regional auto conventions.



WEST BUSCH BOULEVARD (SR 580) CORRIDOR PLANNING STUDY VISIONING WORKSHOP

QUEST IS EXCITED to be able to provide public involvement support to CH2M on the Florida Department of Transportation's (FDOT) West Busch Boulevard/State Road (SR) 580 corridor study in Tampa. The study area includes portions of incorporated Hillsborough County and the City of Tampa. The FDOT is looking for ways to improve West Busch Boulevard/SR 580 for pedestrians, bicyclists, transit users and motorists.

So, what exactly is a corridor study? A corridor study is the first step in planning by defining the corridor's needs. It generally defines the relationships between a roadway and its adjacent land.

The West Busch Boulevard/SR 580 corridor study will use FDOT's Complete Streets policy to showcase how Complete Streets approaches can shape a corridor. The study, which began in spring 2017, is expected to be completed by fall 2018 and will include technical work and data analysis, along with various

opportunities for the public to be involved in discussing a vision for West Busch Boulevard/SR 580 that makes it accessible for all users.

A Corridor Visioning Workshop was held at the Christian Family Church in Tampa in November. According to Quest's Karen Harrell, "The goal of the workshop was to enlist the public's help to identify improvements that can be implemented in the West Busch Boulevard corridor." Quest team members Jessica Francois and Karen Harrell led the community outreach, developing invitation letters, newsletters, postcard invitations and a press release. Quest also distributed the meeting invitation along the project corridor.

Quest's West Central Florida Public Involvement team received praise from CH2M Project Manager Carol Barker after the Corridor Visioning Workshop. "Thank you for your hard work last night. You make my life much easier," said Barker.



Karen Harrell

GOING OLD SCHOOL IS NEW AGAIN

COMMUNITY OUTREACH IS all about going to the people – ensuring that the community has the information in their hands before a project kicks off. When it comes to sharing news about a project or initiative, there are a variety of tools at our disposal. Depending on the target audience and desired outcome, communication efforts frequently include radio and TV spots, website hosting and social media posts.

The increased use of electronic communication methods has proven to be an efficient way to present information and, many people have come to expect it. However, often times, the most effective means of conducting meaningful outreach is through the use of a simple and frequently overlooked print media tool – the flier.

The challenge with using electronic tools as the only form of communication is the assumption that every member of a target audience is connected. Fliers, on the other hand, are tangible and ensure that every household or business is informed. Social media and other grassroots platforms, while convenient and potentially far-reaching, cannot replace the personal touch associated with the door-to-door distribution of this “old school” tool.

We always appreciate when a client understands the value of “boots on the ground” outreach. New client Whitaker Contracting reached out to Quest to assist them in taking a proactive approach in communicating potential impacts associated with upcoming paving projects within a large master planned community. Quest’s Kym Graves, Michelle Greene and Nicolette Hoffman traveled door-to-door, distributing fliers to residents within the Meadow Point Community in Wesley Chapel, Florida.

The team serves as an extension of Whitaker Contracting Corporation’s field staff, canvassing five communities and more than 500 homes in Wesley Chapel, educating residents on an upcoming pavement preservation project, which is intended to extend the life of the streets decades past their design life and save residents more than \$1,000,000 of road resurfacing costs.

Quest is proud to be working closely with Whitaker Contracting and Stantec on this project providing community outreach and project awareness services.

Kym Graves, Nicolette Hoffman



Michelle Greene, Kym Graves

US 301 WIDENING PROJECT CONSTRUCTION OPEN HOUSE

QUEST PROUDLY SERVED the Florida Department of Transportation in coordinating the open house highlighting the widening project of US 301 from State Road 674 (Sun City Center Boulevard) to south of Balm Road in Hillsborough County.

Quest Vice Presidents Jessica Francois and Maricelle Venegas and Technical Support Specialist David Alberts were on site at the South Shore Regional Library in Ruskin to facilitate the public gathering, assist residents with their project-related questions and concerns, and to sign-up residents to receive future alerts on progress via the project’s webpage. Community members had the opportunity to view the project plans, consult with the project team, and provide feedback on the upcoming improvements.

“Using tablets for electronic sign-in helped make the meeting even more successful. District Seven has committed to using more innovative technology when it comes to community outreach,” said Maricelle. “More than 140 people signed up to receive future alerts on project. Now, anytime I send out a project notification, they instantly receive an alert in their email. Meeting attendees were also able to view the newly revamped District Seven website, which provides easy access to all of the project information.”

This four-mile project will add ease to the flow of traffic in the area by widening the roadway to a six-lane divided rural road with a raised median, paved shoulders, a five-foot sidewalk to the west side, and a 12-foot multi-use path to the east side of the roadway. A new roadside drainage system and storm water ponds to manage water running off the roadway will also be an added benefit to the area upon completion. This project is expected to finish in late 2020. Check out www.FDOTtampabay.com for more details and updates on this project.



Jessica Francois

David Alberts

TAMPA BAY NEXT LAUNCHES CITIZENS TRANSPORTATION ACADEMY SERIES

INTERESTED IN LEARNING more about how transportation is planned, developed, funded and implemented? Quest team members Lori Buck, Jill Cappadoro and Maddie Pfingsten, working closely with the Florida Department of Transportation (FDOT) and their Program Management team HNTB, launched a new transportation webinar series to share easy to understand information about transportation.

This webinar series was created in direct response to questions and comments the team received at Community Working Groups and Public Outreach events. The series offered easy to understand information about transportation topics and was presented by agency experts from FDOT, the Federal Highway Administration, Hillsborough Area Regional Transit Authority, Hillsborough Metropolitan Planning Organization, Forward Pinellas and others. Participants were able to engage electronically through the webinar or attend in person at the FDOT District Seven office.

"FDOT District Seven and the Tampa Bay Next team initiated the Citizens Transportation Academy in response to community input about wanting to better understand how transportation is planned, developed, funded and implemented," shared Quest's Jill Cappadoro. "It was exciting for Quest to support HNTB throughout this six-webinar series. It reinforces FDOT's commitment to helping the community learn more about the transportation development process and how citizens can actively be a part of it."

Quest's Maddie Pfingsten provided her technical expertise in setting up and facilitating the webinars, and Jill Cappadoro served as moderator for all of the sessions. The online series is available now and is free and open to the public.



Jill Cappadoro

Maddie Pfingsten

Lori Buck

WHATS NEXT? TAMPA BAY NEXT

QUEST, ALONG WITH the HNTB Program Management team for Florida Department of Transportation's Tampa Bay Next program, continues to gain momentum with new public engagement opportunities. According to Vice President Jill Cappadoro, "The program aims to modernize Tampa Bay's regional transportation infrastructure and provides the community an opportunity to participate in the discussion and share ideas." Recently, the program team opened a satellite office in Ybor City to allow for easy access to information and news related to Tampa Bay Next.

Quest's Maddie Pfingsten is on hand each Wednesday to answer questions and gather feedback. This office provides a great resource opportunity for the community to engage in-person with representatives about transportation needs and ideas.

"Many times, the public is just learning of Tampa Bay Next for the first time, and they bring new creative ideas," shared Quest Public Involvement Specialist Maddie Pfingsten.

The Public Involvement team coordinated and facilitated the Tampa Interstate (TIS) Supplemental Environmental Impact Statement (SEIS) Public Workshop in October. More than 250 people attended the workshops, which provided the public with the opportunity to review and discuss interchange concepts for Downtown, Westshore and Northwest (Veterans) Expressway design changes. Quest Program Manager Lori Buck greeted the public and directed them to tablets and headphones to view an informational video about the SEIS process and the workshop format.

Tampa Bay Next continues to reach out to the regional community through presentations, Community Working Groups and community events. You Talk. We Listen.



"The tablets were well received and allowed for great interaction with participants, as well as provided program information", shared Quest's Lori Buck.

CONGRATULATIONS ANANTH PRASAD!

THE FLORIDA TRANSPORTATION BUILDERS' ASSOCIATION'S (FTBA) Board of Directors named former Department of Transportation Secretary Ananth Prasad as President-Designate of the statewide organization. Prasad will work with current FTBA President Bob Burleson as President-Designate through December 31, 2018. Burleson will retire at the end of 2018 after 30 years of service with the transportation construction industry group. Prasad began work at FTBA on December 1, 2017 and assumes the title of FTBA President on January 1, 2019.

Prasad has more than 26 years of experience in the transportation industry, including 22 years with the Florida Department of Transportation (FDOT) where he most recently held the governor-appointed position of Secretary of FDOT. Prior to his appointment as Secretary of FDOT, Prasad served as Assistant Secretary and Chief Engineer for the agency. Prasad spent 15 years working in the construction field and has held positions of Construction Project Manager and Resident Engineer in District 2 and the Director of Construction in the Central Office.



QUEST LOVES FTBA!

THE FLORIDA TRANSPORTATION BUILDERS' ASSOCIATION (FTBA) is the statewide association representing the transportation construction industry in Florida. Founded in 1933 and headquartered in Tallahassee, FTBA has more than 420 members consisting of individuals and business firms actively engaged in the construction of transportation systems or in the furnishing materials, equipment or services for such construction.

Quest is proud to be a member of FTBA and also proud to support their various sponsored events around the state. Be sure to catch us at the upcoming Annual Construction Conference!



Join Us at the 2018 FTBA Construction Conference

February 8-9 at the
Hyatt Regency Orlando
9801 International Drive
Orlando, Florida, 32819

To learn more about the
conference, visit
[ftba.com/2018-
construction-conference](http://ftba.com/2018-construction-conference)



THE QUESTIVAL IS COMING TO TOWN!

Look for
Quest's booth
at the
2018 FTBA
Construction
Conference



Thank You!

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

Clerical

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

Communications & Marketing

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

Compliance

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

Construction Support

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

Creative & Web

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

Customer Surveys

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

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