

# The Quality Report

November, 2011

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## Did You Know?

Each quarterly newsletter will profile one of QC's unique product offerings or services you may not know about. If you are interested in learning more about the service described below please contact your local office representative:

## Specialized Studies

QC has experience in almost every type of transportation data collection study. Saturation flows, gap studies, occupancy counts - if you can count it, we've probably done it. Ask your local QC contact about rates and availability to learn more!

## Health, Yes!

Quality Counts is committed to the health of our employees! Many of us were college athletes - baseball, basketball, soccer, etc - and we still love to exercise. We have mountain bikers, half marathoners, crossfitters, martial artists (two!), hikers, weight lifters - you name it! The links above take you to what we're doing now.

## Dear Carlos,

Thanks for taking the time to peruse The Quality Report. Each and every quarter The Quality Report will keep you up to date on the latest happenings around QC and the industry. Thanks again for taking a look and enjoy!

## A Banner Year



An infamous ad campaign once declared "you've come a long way, baby". That's certainly the case here at QC, and much has changed since the first edition of The Quarterly Report in 2004.

We've been very privileged to work and grow with some of the best clients in any industry. Our clients have often provided the impetus to jump to new markets helped us refine our services to better serve the marketplace, and for this we are grateful.

QC now offers a litany of services that have been developed over the past nine years to suit your needs, from high-definition video counts to radar units. But technology is only a tool. Our real strength has come from our relationship with you, and our commitment to offering the best product at the best price on a consistent basis.

That consistency is really the core of what QC has been refining over the past few years. We want your relationship with our company to be something you can count on to make your job easier.

As we worked on our consistency and relationships, new office opportunities naturally presented themselves: Washington DC, San Francisco, etc. And not only new offices. QC has had the privilege of working on projects in almost every area of the United States - and even

In addition, QC often sponsors athletic events for its employees - 2012 will see QC feature a crack racing squad (or something like that) in North America's largest relay race, Hood to Coast.

We often enjoy hosting interactive athletic events for our clients. If you're interested in a basketball open gym or flag football (etc), let your local office manager know and we'll let you know if there's anything going on in your area.



### BCS Champs?

We've noticed that engineers tend to be a really smart bunch, so we decided to see what you all think about the upcoming college football championship game. We'll post results next quarter...

QC's BCS 2012 Survey!

### A Few Good Men & Women

Quality Counts is always interested in speaking with motivated, entrepreneurial people. We have current needs in Texas, but accept qualified resumes in any of our markets for individuals willing to travel and/or relocate. Often, our best contacts come from client referrals. If you know someone who might be interested, please contact Carlos Stevenson at [cstevenson@qualitycounts.net](mailto:cstevenson@qualitycounts.net) for job descriptions and other information.

internationally - to support our clients' needs.

We here at QC are very pleased to look back on a successful last nine years. But we're equally committed to continuing to make QC your partner, regardless of where your project takes you. The consistency of great service and high value is our goal and commitment to you, and we hope you'll continue to take us with you as we grow together.

## New Video Center Opens

Quality Counts is pleased to announce that a long-running goal has been completed: establishing a Video Reduction Center (VRC) on the East Coast that will increase our capacity and responsiveness.

Over the past nine years QC has continued to refine our system for performing turning movement counts, settling with an internally-designed HD video system capable of capturing extended periods of data. This video is then manually reduced by permanent, trained counters. This approach allows us great flexibility in data collection and reduction, and has proven in our internal testing to be the most accurate methodology available.

Until recently the vast majority of our data has been reduced at our West Coast operations center in Portland, OR. Since expanding nationally in 2005, Quality Counts has sought an opportunity to establish a similar VRC to better serve our East Coast clients and offices. That goal was achieved this year under the direction of David Crisman (QC's VRC manager) as we expanded our Tampa, FL location to accommodate a counting center. Heading this new operation is Andrew Walters, who had several years of experience in helping to manage the original VRC.

This center immediately increases our internal capacity for data reduction, and also improves our "production line" ability, as efficiencies are gained from operating on both coasts. This has been made possible entirely through the continued support of our customers around the nation; you've allowed us to expand, create new jobs in our local markets, and continue to look to the future. Thank you!



Counting stations in use

## Quick Focus on: Andrew Walters

As mentioned above, Andrew Walters has assumed

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responsibility as QC's new East Coast VRC manager. We want to take a moment to congratulate Mr. Walters for this promotion, which was hard-earned and well-deserved. Andrew has been with QC since 2007, when he joined as a video counter and occasional shift supervisor. Through hard work, Andrew worked his way up QC's system, and is now an integral part of our team. Great work Andrew, we're excited to have you in this role with QC.

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## Employee Profile - Washington, DC

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Adam Patterson joined QC's Washington DC (WDC) area office this year. Adam comes to QC with a strong educational background and a wealth of experience, having served as a US Army Ranger from 2002-2006, and more recently as a manager at several private companies. This experience serves him well in his new role as the WDC Operations Manager. In this role, Adam is responsible for working with clients and QC project managers and field technicians to facilitate the smooth functioning of his office. In taking this position Adam has allowed Carlos Stevenson - WDC's previous Operations Manager - to step into a greater corporate role and focus on regional growth.

In addition to his professional experience, Adam brings a good deal of personal interests and ambition to QC. Already well-traveled in southeast Asia and North America, he hopes to soon add the two other Americas and Europe to his long list of 'visited'. He also continues to be engaged in athletic endeavors, playing football, baseball and basketball. Paramount, however, is spending time with his brand-new daughter Gwen - tell him congrats if you see him around!



Adam with his family

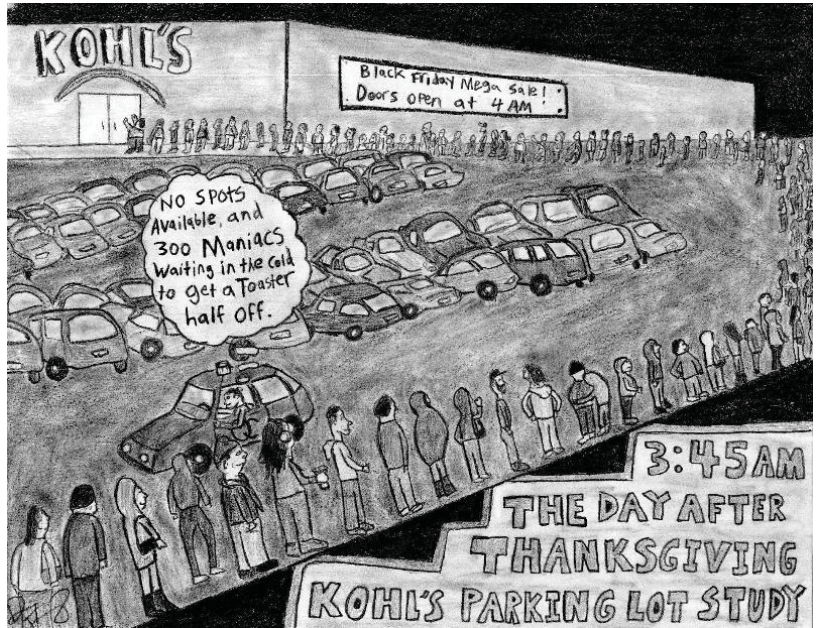
We here at QC are very excited about what Adam brings to the table, and feel our clients will benefit as much as we will from having him join our growing team.

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## Quarterly Comics

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Thanks again to Bay Area Operations Manager Dan Franz for his continued support of The Quality Report through his artistic talent.



We appreciate you taking the time to read The Quality Report and hope you've enjoyed it.

This will be our last newsletter of 2011, and we want to take the opportunity to wish you a very

**merry Christmas and happy New Year!**

from our family to yours. Have a great time off, enjoy safe travels, and let's prepare for a great 2012.

**Sincerely,**

Quality Counts LLC

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