

- Rest Areas Reopen
- Project Updates
- ICA Accolades
- Employee Profile
- Safety Week
- Milestones
- and more...

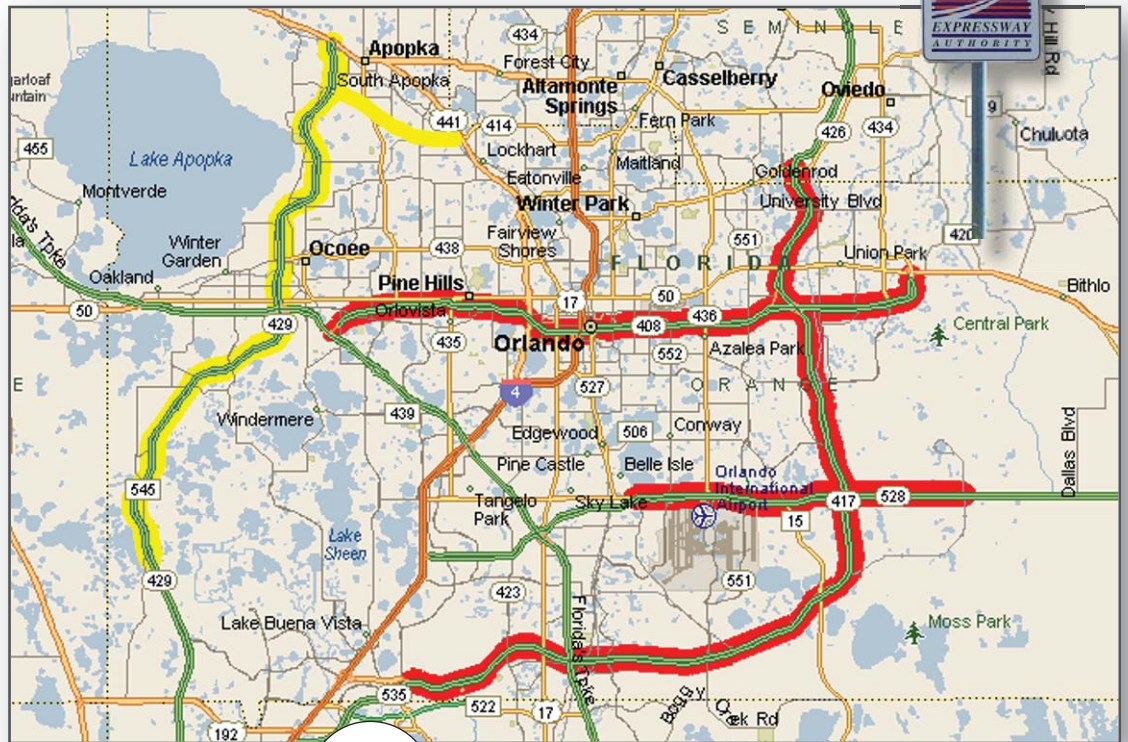
ICA adds more miles in Orlando

ICA recently won a new contract to maintain an additional section of roadway for the Orlando Orange County Expressway Authority (OOCEA) in Orlando, Florida. Since 2001, ICA has managed two contracts to maintain approximately 350 lane miles of the OOCEA system. ICA provides routine and ordinary maintenance services associated with roadway, bridge, and toll facilities on SR-528 Beach Line Expressway, SR-417 Central Florida Greene Way, SR-408 East-West Expressway, SR-551 Goldenrod Road and SR-429 Western Beltway (facilities only). These contracts began in November of 2001 and were renewed in 2006 for an additional five years.

In July, 2010, additional maintenance duties will begin on 157 lane miles of SR-429 Western Beltway, SR-414 and 85 structures. For this new five year OOCEA contract

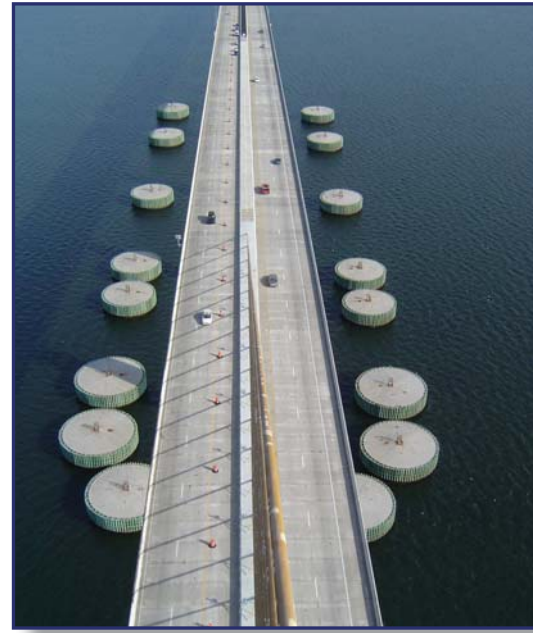
ICA will be responsible for maintenance of roadway and roadside features, vegetation/aesthetics, traffic services features, and drainage. Responsibilities will also include traffic operations, review of bridge inspection reports and implementation of plans for repairs. **Marion Anderson** will be Project Manager and will supervise activities out of an ICA office in Winter Garden, Florida. ICA will now be the sole provider of maintenance services for the entire OOCEA system.

Shown in Red are the two original OOCEA contracts managed by ICA since 2001. Shown in yellow is the additional SR-429 contract which begins July, 2010.



Sunshine Skyway Bridge stays with ICA

ICA has won the reprocurement of another six year contract to provide bridge maintenance services for the Sunshine Skyway Bridge in Tampa, Florida—allowing ICA to provide uninterrupted service to FDOT District Seven. In addition to providing all activities associated with routine bridge maintenance, regular inspection, and assistance with bridge security, the new contract requires a specialty structural engineer to participate in the planning and execution of the inspection of the high level approaches and the main span. FIGG Bridge Inspection Inc., the original designers of the bridge, will be filling this role on the ICA team.



A corrosion specialist has been added to participate in the inspection and maintenance of the corrosive elements of the bridge. New team member Concorr Florida Inc. will be performing this service.

The Sunshine Skyway Bridge is 21,000 feet long, 175 feet high and spans Tampa Bay. It is one of the world's longest concrete cable-stayed bridges and is one of Florida's most high-profile assets. The new contract begins on July 1st when our existing contract comes to an end. **Ted Armstrong, P.E.**, will continue as the project manager.

Another Win!

District Seven awards contract for district-wide technical support for maintenance offices

ICA and its subsidiary, **Centurion Consultant Group, Inc.**, will provide district-wide technical support for District Seven maintenance offices. This includes permit reviews and processing, contract services work, office technical work, and field inspection services for permit and contract related activities. Also included are roadway characteristic inventory services, and highway data collection survey and computation work. This is a two year contract beginning August, 2010. **David Buser, P.E.**—the Project Manager for ICA's Tampa, Florida I-75 project—will head up this project.

As of Third Quarter 2010,
ICA manages 2,674 structures,
216 facilities and 4,129 lane miles.

New supplemental contract adds HCTRA Administrative building



On May 1, 2010 ICA was awarded a one-year supplemental contract with four one-year renewal options to maintain 129,400 sq. ft. area of administrative facilities. ICA will perform all routine maintenance activities required to keep the Harris County Toll Road Authority (HCTRA) administration building campus fully operational. Responsibilities include maintenance of building exterior surfaces and structural items, sanitary sewer systems, HVAC systems, electrical and plumbing, painting and exterior cleaning, potable water facilities, and landscape maintenance for the main office building and two other buildings on an 11.87 acre campus. **Jerry Martin**, formerly Master Electrician for ICA's HCTRA toll facilities project, has been promoted to Supervisor for this contract.

Virginia Rest Areas Reopen

Submitted by Project Manager Kelly True

In July, 2009 VDOT closed nineteen Rest Area facilities on their Interstate System in an effort to cover budget shortfalls. Fifteen of these sites were under ICA's care. In January, 2010 Virginia Governor Bob McDonnell reversed the order and directed all facilities to reopen by April 15th.

Project Manager Kelly True, Contract Manager Jean Greene and Assistant Stacey Pulver immediately began mobilization of the reopening process by conducting site assessments. For nine days they visited facilities, peered into buildings with flashlights (power was still turned off) and made notes of damage repair and cleanup needs—hoping not to see any pairs of bright eyes looking back. They then proceeded to organize crews to repair a partially collapsed ceiling from heavy snows, remove boards from windows, change out rusted parts in commodes, re-commission wastewater treatment plants, and rake and bag leaves. Crews at one rest area alone collected over 13,585 gallons of leaves.

Because of the great team effort of ICA, subcontractors and department personnel, VDOT was able to open all 19 rest areas ahead of the governor's mandated deadline.

Crews bagged hundreds of 55 gallon trash bags of leaves from the grounds of one of the rest area facilities



UPDATES

Virginia

Rest Areas

ICA recently reopened all of its project rest areas that were closed in June 2009 by the CTB in an effort to save funds.

Florida

Sunshine Skyway Bridge

ICA is the winner of the reprocurement of the Sunshine Skyway Bridge contract in Tampa, FL This allows ICA to continue performing asset maintenance on the bridge for an additional six years.

OOCEA

ICA has won the contract for maintenance of roadways and bridges on the Daniel Webster Western Beltway and the John Land Apopka Expressway in Orlando. ICA now maintains all roadways on the OOCEA system.

District 7 Citrus County

ICA is responding to an RFP to provide asset maintenance services for the Citrus County state highway system. This is a seven year contract. Bids are due August 4th.

Texas

HCTRA

Houston County Toll Road Authority (HCTRA) has awarded ICA an additional one year contract to maintain 129,400 sq ft. of office and maintenance facilities.

Clients and motorists rate ICA customer service

ICA receives regular comments from our clients and our customers—the traveling public. Here is just a sample of some recent feedback about our hardworking employees.

In April, a Tampa, Florida area citizen emailed Don Skelton, FDOT District Seven Secretary, regarding graffiti on a bridge that is included in ICA's District One bridge maintenance contract. The email mistakenly went to David Buser, ICA PM for the I-75 project, who forwarded it immediately to ICA's BRIM office whose personnel covered the issue the same day. It goes to show that the public really appreciates the most routine things we do. The citizen was so impressed he contacted Florida Governor Crist.

Dear Governor Crist,
I encountered some very hateful, shameful and embarrassing graffiti while bird-watching at the Courtney Campbell Causeway in Clearwater. I emailed Secretary Skelton in the morning about this problem and at the close of business that day the majority of the graffiti was eliminated. This was no small task considering the large area that required attention. In my opinion, District Seven's staff [ICA] is a very hard working group of dedicated people. Thank you.

Mike F.
Lutz, FL

A voice message was received from a satisfied customer by the North Texas Tollway Authority (NTTA) regarding the President George Bush Turnpike that ICA maintains in Dallas.

Good Afternoon. My name is Kathleen S. I just wanted to tell you that I really appreciate your maintenance Department [ICA] keeping the George Bush Tollway so clean even on the windiest days that we've had just recently. That trash was picked up every day and I just wanted to tell you they are doing an absolutely fantastic job and I appreciate it.

So thank you very much.

Bill's Concrete, one of ICA's Rest Area subcontractors in Virginia, discovered that a wire bringing power into the panel box in the janitor's office of the Greenville Welcome Center/Safety Rest Area had a short. The faulty wiring had resulted in the melting of parts inside the panel box. Because parts were needed, repairs could not be immediately made so Porta-potties and handwash stations were brought on site so power could be turned off to the affected rest rooms. A partial repair was made so power could be safely restored until new panel box parts could be installed. ICA rest Area Project Manager Kelly True kept VDOT's Gene Daliege informed with a daily progress report of actions taken and repairs made. Communication is everything.

To: Kelly True
Thank you for such an in depth report of this situation so all may understand the complexity and seriousness of this problem. I also want to express my gratitude for you personally directing immediate response to this situation, in maintaining 100% operation of the facility and assuring that repairs were made as soon as possible by not accepting one contractor's response but by locating of a contractor who could make the repairs immediately despite the hour. For all of your late night work the traveling public will be able to enjoy the air condition facilities during this heat spell which I am sure they are all appreciative of.

Gene Daliege
Safety Rest Area Facilities Manager, Maintenance Division

4

A regular traveler on the Beach Line Expressway in Orlando reported a very large Palmetto tree growing underneath the overpass of Hwy 520, Exit 31. Although not ICA's responsibility, Bill Inman and a crew from the ICA OOCEA maintenance project office investigated the complaint and took action to remove the hazard because it was the right thing to do.

Ms. T.,
Thank you for notifying Infrastructure Corporation of America (ICA) of your concern regarding the potential danger to motorists from the palmetto bush at Exit 31 on EB SR 528 and the visual obstruction it caused. Upon investigation, the decision was made to remove the plant altogether to improve overall visibility of on-coming traffic to those motorists exiting SR 528 at that location. Please refer to attached before and after photographs. We appreciate your correspondence and hope you continue to use and support the Orlando Orange County Expressway Authority's toll roads in the future.

Sincerely,
Bill Inman, ICA Contract Manager

Mr. Inman:
Thank you so much for your quick response. It does make a difference. Your company does a wonderful job maintaining the right[s]-of-way and your Customer Service is excellent as well. Thanks again.

Judy T.

In April Dawn Spradlin and the crew at ICA's BIS office in Tampa, Florida received this letter after finding and returning a wallet to a traveler. The kindly crew members are Carlos Rios and Larry Goodall.

Hello,
.... This letter is in regards to the individuals who found my wallet. I want to express my gratitude and appreciation for your efforts. Your honesty and integrity is to be commended. I honestly never thought after a week I had any chance of finding it. You have saved me much hassle and time. Thank you so much. I wish more people out there were as honest and nice as your selves. Thank you again and may you all be blessed.

Sincerely, Jeshua H.

The Miami-Dade project office was recently contacted regarding a citizen's concern over the condition of an I-95 sound wall that extended through their Highland Gardens community. Javier Rolon and Wayne Miller met with the citizen to discuss methods of improving the appearance of the wall and the wall was subsequently painted.

Dear Javier:
I would be remiss if I didn't express my gratitude for the consideration and professionalism extended to me recently by yourself and your associate, Wayne Miller...At all times Wayne kept me informed as to the status of my request...I cannot begin to tell you what a dramatic improvement your work has made in our community. The difference is immeasurable. I thank you both for this... Most of all, on behalf of myself and my neighbors, I thank you [ICA]for being such wonderful "neighbors."

Yours truly,
Arlene S.
North Miami Beach, FL

5

KEEPING OUR EYE ON
Customers

Do you know Denise Paine ?



Sarah, Denise and Jeff on a recent vacation in Navarre, Florida

In her more than seven years with ICA, **Denise Paine** has seen her responsibilities grow from working with just a few field offices to supporting twenty-three project and regional offices. As Accounts Payable Coordinator, reporting directly to CFO, Darrell Massengale, Denise handles all aspects of Accounts Payable for all of ICA's field and corporate offices. In addition to ensuring prompt payment of all accounts, her responsibilities include handling property taxes, the accounting of fixed assets, the processing of annual 1099 documents for payees such as subcontractors and suppliers, copy machine leases, insurance certificates and business license taxes for Virginia to name a few. Prior to joining ICA, Denise managed collections for Technology Collections Corp., an equipment leasing company in San Jose, California.

Denise admits that the most challenging part of her job is maintaining close daily communications with twenty-three offices to ensure the timely and efficient processing of all accounts and she is pleased to say that an issue with a vendor is very rare. She strives for accuracy and timeliness while allowing for the uniqueness of the individual projects.

Denise lives in Brentwood, Tennessee with her husband Jeff and daughter Sarah, an honor roll student with an interest in volleyball and photography and who will be starting high school in the fall. And the family Dog, a 100 lb Chocolate Lab named India. Denise loves to travel, festivals, art galleries, garden (when it's not 98°) and enjoys food and wine with friends and family.

ICA Corporate adopts a platoon

Employees at the corporate office were looking for a way to become more involved in the community and to support our armed forces. This Spring they adopted a platoon of seven soldiers in Afghanistan. The Adopt-a-Platoon Program was started by the mom of a soldier deployed to Bosnia in 1998. He wrote home asking for help getting mail to nine of his battle buddies who received no mail. That simple request launched a support network that has served over 1,000,000 active U.S. Service Members deployed on behalf of our nation.

ICA Corporate's platoon is made up of six men and one woman. They are a US Army helicopter maintenance platoon deployed from Georgia to Afghanistan until November 2010. These soldiers live in tents and "B" Huts and have no PX available to them. The corporate team has committed to sending correspondence on a weekly basis

and at least 2 care packages a month, one packed with personal hygiene supplies and one of food, magazines, crossword puzzles, socks and any small fun things we can find.

Employees donate items each month and have fun thinking of things to send. Everyone has been rewarded by the boost they feel every month when packing up all the donated goodies.

If readers are interested in this program you can learn more at www.adoptaplatoon.org. You don't have to spend a lot of money to show our troops they are appreciated. For example, they really enjoy news from home so you can do as little as donate magazines you already receive.

While a commitment must be made to actually adopt, it is nothing compared with the commitment these soldiers make to serve us on a daily basis!

Submitted by Mary Womak

Operation Orange

In solidarity with the Missouri Department of Transportation's Work Zone Safety Week initiative "Operation Orange," ICA conducted its own Operation Orange Safety Week. National Work Zone Safety Week, April 19-23, brings heightened awareness to the public, as well as work crews, of all of the hazards of a roadside work zone. The offices held training sessions on safety related topics and displayed Operation Orange safety banners. Project offices also held employee recognition ceremonies to demonstrate that careful driving and safe practices on the job pay off. In the Chipley, FL office Bronze Safety awards were presented to **Doug Montgomery, Duane Gregg, Greg Hayes, and Joe Mastro.**



Left: the Chipley, FL office celebrates Bronze Award winners. Right: Florida Welcome Center staff helps ICA promote Safety Week awareness.



Orlando employees provide "Professional Grade" service

Submitted by Orlando Contract Manager Dave Miller

On June 15th, 2010, at 11:00 am, ICA employees responded to an overturned dump truck on SR 528 in Orange County, Florida. The truck was loaded with crushed limestone and had lost its approximately ten ton load which also caused gouges in the pavement and damage to the roadway cable guardrail in the median. This effectively closed the road by blocking both lanes of the westbound traffic.

"I am proud of all our ICA-Orlando employees and their daily performance, but these employees' quick reaction on a day when the heat index was at 107 degrees shows that they are deserving of a title we in Orlando use for outstanding work and that is, "Professional Grade".

Mowing Supervisor **Matt Lewis** was in the area and responded within seconds. Matt coordinated the efforts of ICA mowing crewmen on the scene and the arrival of ICA Road Crews. ICA crew members used a skid loader, push brooms, and with the assistance from a road sweeping vendor they were able to clear the roadway of the limestone and patch the gouges to the pavement. After the overturned

continued on page eight...



Baynanza!

On April 17th, 2010 members of the ICA Miami-Dade office participated in the 28th Annual Baynanza Biscayne Bay Cleanup Day, the largest volunteer shoreline cleanup in South Florida.

Hector Perez and **Gustavo Aguilera** worked in the I-195 area helping the Baynanza volunteers by transporting the bags of collected garbage and debris to the main dumpster. **Javier Rolon, Marcos Ingles** and **Wayne Miller** all helped coordinate the event with the ICA crew and the Miami-Dade personnel. Every year volunteers collectively pick up an average 30 tons of trash, some of which is taken to a recycling facility for processing, thus keeping a good portion from going to the County landfills.



ICA crew collects bags of trash to be hauled to Dade Co. recycling and disposal facilities

Anniversaries

10 Years

Gerald Lansaw Jacksonville
Michael Myers Bridges

8 Years

Richard Bruce Lake City
Jose Castro Tampa
Joe Davis Jr. Lake City
Ernest Molina Nashville
Douglas Sunday Lake City
Carolina Terife Miami

7 Years

Kefon Sean Howard Bridges
Gregory J. Martin Bridges
Denise Paine Nashville

6 Year

Cynthia Caluger Nashville

5 Year

David Feliciano Orlando
Wayne L. Miller Miami
Miguel Ramos Turnpike

4 Year

Joseph J.Mastro Jr. Chipley
Miguel Torres Orlando

3 Year

Jesse Aguilar Tampa
Kyle Bianchi Tampa
Robert Campbell Fredericksburg
Robert Little BIS
Norris Shave Williamsburg

2 Year

William Albaugh Centurion
SharonHolmes Centurion
Israel Torres Orlando

1 Year

Hector Amaro Houston
Brigido J. Amaro Jr. Houston
Demetrio Arellano Houston
Keshwaikia Armstrong Houston
Edward Bostain South Carolina
Jimmy Burrell Jr. Houston
Robert W. Byies Fredericksburg
Daniel L. Caballero Irving
Anthony Calderon Orlando

Adulfo Baza
Travis Cromwell
Gabor Csiki
Fran Grimes
Victoria Griswold
Jesus Guevara
Gabriela Guzman
Eddie R. Hall
Kevin Hays
James Hillsman II
Michael D. Hodge
Frank Jennings
Jonathon K. Kaufman
Dolane J. Lazard
Donald A. Lee
Jerry L. Martin
Eric Mccabe
Jonathon Morano
Hung Van Phan
Edison Ramirez
Guillermo Rodriguez
Benjamin Al San Jose
Rony Sandoval
Kai Timm
Elizabeth Uhrig
Charles Weeks Jr.
Juan Yanez Del Castillo

Birthdays

April

Adrian Arnold Tampa
Carole Bartges Staunton
James Beach Lake City
Richard Bruce Lake City
David K. Buser Jr. Turnpike
Arlhey Carmenate-Rodriguez Miami-Dade
Stephanie Corbiere Tampa
Melondy Crain Tampa
Troy Dover Nashville
Larry R. Goode Jacksonville
Duane A. Gregg Chipley
Carl Grice Tampa
Marcos Ingles Miami-Dade
Jonathon K. Kaufman Fredericksburg
Ernest Martinez III Houston
William Mccomas Staunton
Steven McGuire Turnpike
Luther Messick Turnpike
Glenwood Neff Staunton
Michael E.Polson Tampa
Amanda M. Tolley Bridge/Build
Elizabeth Uhrig South Carolina
Russell Virgil Orlando

Houston
Orlando
Bridges
Nashville
Centurion
Houston
Houston
Houston
Orlando
Houston
Bridges
Fredericksburg
Fredericksburg
Houston
Lake City
Houston
Fredericksburg
Houston
Irving
Tampa
Miami
Houston
Fairfax
Houston
South Carolina
South Carolina
Bridges

Tony Ray Watson Jr.
Ryan Williams
Frank Ray Woollums

May

Nicholas Alvarez Irving
Tajuanna Blackman Miami-Dade
Daniel L. Caballero Irving
Robert Campbell Fredricksburg
Jose Castro Tampa
Kevin C Collins BIS
Gabor Csiki Bridges
Tori Epperson Nashville
Jesus Guevara Houston
David Lopez Orlando
Gary D. Monroe Bridge/Build
Jonathon Morano Houston
Denise Paine Nashville
Ramon J. Rivera Irving
Stephen Ryan South
Michael Shinn Tampa
Dawn Spradlin BIS
Lyle F. Steady Jr. Tampa
Arturo Trevino Irving
Harry Vance Bridges
Tamecko Wilder Orlando

June

Isabella Alfonso Bridges
Hector Amaro Houston
Jonathan Blackwell Fredricksburg
Duncan Ebanks Houston
Keri Lynn Elliott Jacksonville
Philippe Foti Bridges
Gabriela Guzman Houston
Kevin Hays Orlando
Fabio A. Henao Orlando
Martin Hernandez Houston
Michael D Hodge Bridges
Summer Howell Lake City
Vernet Jones Arlington
Phillip Mclendon Tampa
Alfred Montgomery Chipley
Hung Van Phan Irving
Guillermo Quinteros Houston
Edison Ramirez Tampa
Miguel Ramos Turnpike
Hector M. Rosario Orlando
William Ryan Centurion
Steven Slater Williamsburg
Rudell Small Jr. Tampa
Michael Taylor BIS
Edward Thompson Chipley
Bessie I. Wood Tampa

from page seven...

truck had been removed, ICA crew members quickly repaired the cable guardrail while other crew members removed the limestone from the median and a drain inlet. The roadway was re-opened in stages as the ICA crew continued their work.

The following ICA employees assisted Matt in getting the road cleared: **Kevin Hays, Israel Torres, Marvin McLain, Morris Cobourne, Angel Rive-**

ra, Jesus Rosario, Hector Rosario, Fabio Henao, and Mecko Wilder.

Contract Manager **Dave Miller** writes, "I am proud of all our ICA-Orlando employees and their daily performance, but these employees' quick reaction on a day when the heat index was at 107 degrees shows that they are deserving of a title we in Orlando use for outstanding work and that is, 'Professional Grade'".