



Heath & Lineback Engineers, Inc.

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May 27, 2021

**Statement of Qualification
Engineering and Design Services of
Hartwood Marsh Road – Phase 1
21-0921
Lake County, FL**

7. Other Information

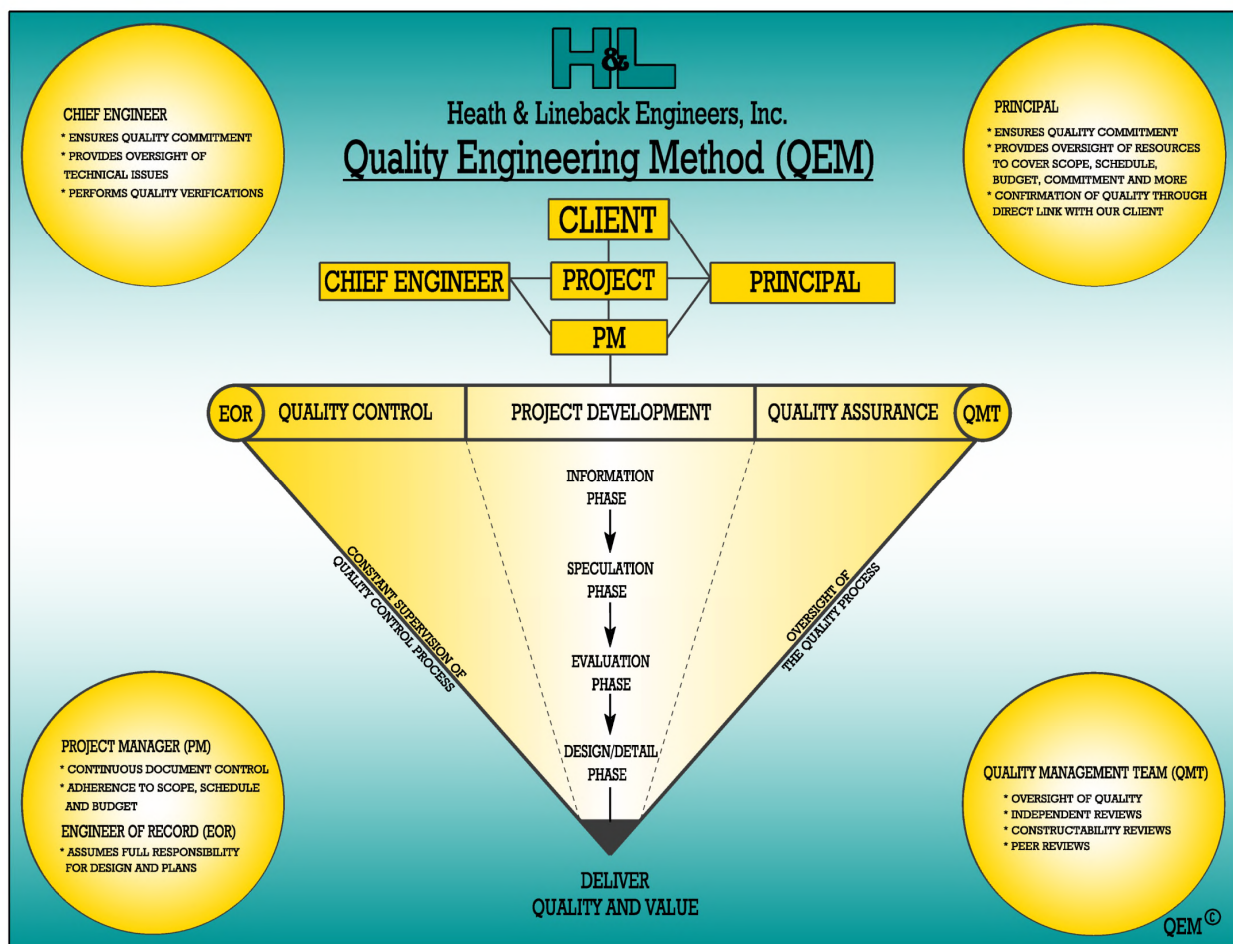
7. OTHER INFORMATION

Our Mission

H&L's mission is to provide consistent excellence in engineering service. Our plan for meeting this mission is to use our philosophy of open communication, continual education, and caring and support for our staff. This philosophy fosters a workplace atmosphere of pride in workmanship and inspires commitment to our clients and their projects. It is fundamental to all that we do.

Our Philosophy

The philosophy at H&L is to realize our vision, meet our mission, and ensure profitability of our company by building our business on a core belief in ethical practices enhanced by a policy of education and support for our staff. Our philosophy fosters a foundation of professional pride in what we do, and what we do is controlled by a structured Quality Engineering Method. The realization of this philosophy is growth of our company and, ultimately, the profitability needed to ensure success.

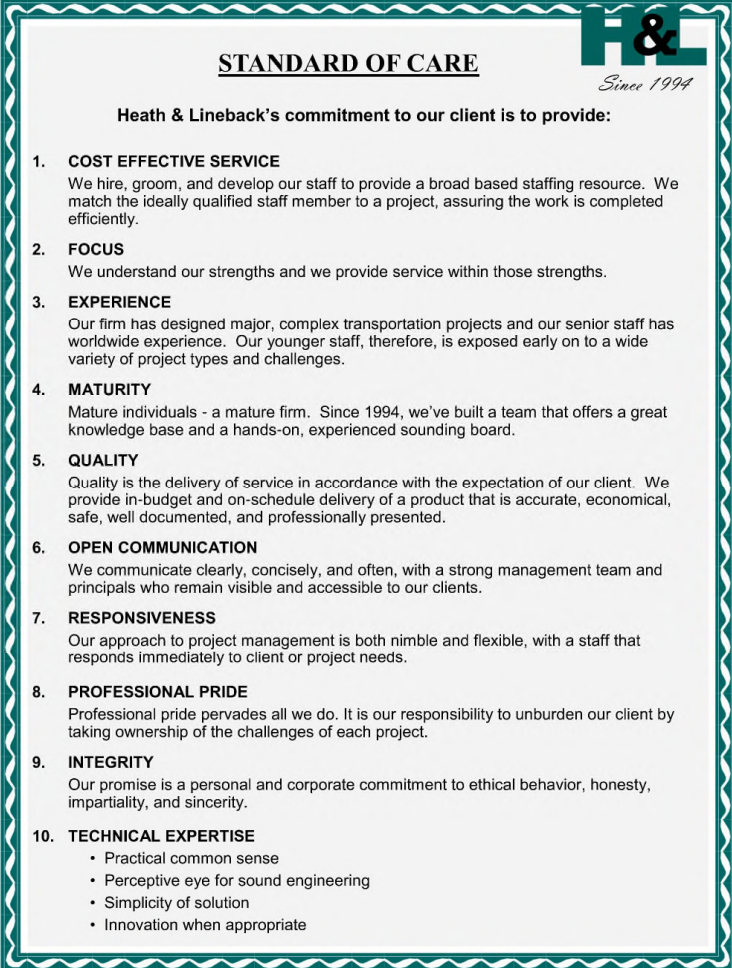


Standard of Care

“QUALITY STANDS BEHIND EVERYTHING WE DO” IS OUR BOLD PROMISE, BACKED BY OUR TEN-POINT STANDARD OF CARE THAT OUTLINES OUR COMPANY VALUES. Our *Standard of Care* document was developed by our employees. It is a component of our Quality Engineering Method (QEM), and all employees are educated on its importance. It’s what we believe in and strive for in every project.

Practical Design

H&L adheres to the philosophy of Practical Design. Practical Design is a recent initiative, promoted originally by FHWA to advance the idea of designing to meet the specifically defined goals of a project without ‘creeping’ into adding benefits. The goal of practical design is to ensure that each project consumes only the minimum amount of money and resources to do the job, leaving money available to use on other projects to complete the entire program. Our culture to question scope of work requirements and ‘scope creep’ and proposed flexibility in design with continuous value engineering is ingrained in our management and staff. Ideas such as identifying design exceptions and design variances are critical to this culture, and the practical design goal of designing a project that is ‘good enough’ and ‘safe enough’ is fundamental. Practical design has been a part of our philosophy for many years.



STANDARD OF CARE

Heath & Lineback’s commitment to our client is to provide:

- 1. COST EFFECTIVE SERVICE**
We hire, groom, and develop our staff to provide a broad based staffing resource. We match the ideally qualified staff member to a project, assuring the work is completed efficiently.
- 2. FOCUS**
We understand our strengths and we provide service within those strengths.
- 3. EXPERIENCE**
Our firm has designed major, complex transportation projects and our senior staff has worldwide experience. Our younger staff, therefore, is exposed early on to a wide variety of project types and challenges.
- 4. MATURITY**
Mature individuals - a mature firm. Since 1994, we’ve built a team that offers a great knowledge base and a hands-on, experienced sounding board.
- 5. QUALITY**
Quality is the delivery of service in accordance with the expectation of our client. We provide in-budget and on-schedule delivery of a product that is accurate, economical, safe, well documented, and professionally presented.
- 6. OPEN COMMUNICATION**
We communicate clearly, concisely, and often, with a strong management team and principals who remain visible and accessible to our clients.
- 7. RESPONSIVENESS**
Our approach to project management is both nimble and flexible, with a staff that responds immediately to client or project needs.
- 8. PROFESSIONAL PRIDE**
Professional pride pervades all we do. It is our responsibility to unburden our client by taking ownership of the challenges of each project.
- 9. INTEGRITY**
Our promise is a personal and corporate commitment to ethical behavior, honesty, impartiality, and sincerity.
- 10. TECHNICAL EXPERTISE**
 - Practical common sense
 - Perceptive eye for sound engineering
 - Simplicity of solution
 - Innovation when appropriate