



Highland

Professional Consultants, Inc.

**Statement
of
Qualifications**

March 2019

Acquisition Relocation Property Management Project Management Title & Closing Services



Highland Professional Consultants, Inc.

March 13, 2019

Thank you for reviewing our Statement of Qualifications. Highland Professional Consultants, Inc. (Highland, a WBE firm) is an eminent domain real estate consultant providing the full spectrum of right-of-way services to our clients. Our staff has participated in some of the largest projects in the country and practice only in the right of way field.

Highland specializes in providing our clients with the services they request according to their procedures, without freelancing, argument, or complications. We sincerely wish to be our clients' consultants of choice for **quality** and **value** of services performed.

Highland stands ready to assist your agency in achieving your work program, on time and at budgeted costs. Our firm is staffed with right-of-way professionals cross-trained in several disciplines.

As President of Highland, I encourage you to take a good look at our company, philosophy, and the qualifications of our staff. We have included resumes of key members of our staff, as well as a list of project experience for your convenience. Our website is www.HighlandPCI.com.

We look forward to the possibility of providing the highest quality services to your agency. If you have any questions or need clarification on any issue, please feel free to contact me-or in my stead, Joseph Blair, Vice President.

Sincerely,

Faith A. Blair
President

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Faith A. Blair	
Joseph L. Blair	
Linda D. Mari	
Nathan P. Thomas	



Our high quality, low maintenance services provides our clients with the best possible value.

Performance standards at Highland are not based upon those of other consultants.

Highland's focus is to clear the right-of-way by providing quality, professional services.

Highland Professional Consultants, Inc. (Highland), a certified majority woman-owned business (WBE), is a right-of-way consulting firm with the goal of providing the highest quality services to our clients. Our firm was founded and organized in 2005 due to the owners' perception of a governmental need for a low-maintenance, trustworthy professional consultant. Currently, Highland has its fully functional and staffed headquarters located at 6698 Route 30, Jeannette, PA 15644.

At Highland, we rate ourselves in quality of services: Our goal is to surpass our clients' expectations. Our standards are not based upon those of other consultants. We also measure our performance based on delivering our services on time and within budget. Part of our success includes building long-term relationships with our clients and positively contributing to their work program.

Highland is a unique and knowledgeable resource for state and federal governmental agencies, developers and other land managers that require expertise in the areas of right-of-way acquisition, relocation and management. Our team is highly skilled and experienced in the following disciplines:

- Negotiations
- Acquisition
- Relocation
- Property Management
- Condemnation Package Preparation
- Title and Closing Services
- Quality Control/Assurance

Staff is experienced in Pennsylvania, Florida, Mississippi, New Jersey, and New York.



Staffing Philosophy

Proposed Highland staff will be the ones who work on the project.

The strength of Highland is in the dedication and experience of its staff. Each Highland team member has proper experience, training, and certification to complete your project professionally and efficiently. Highland staff works with one mission in mind: to clear your project on schedule, according to your direction, while adhering to applicable regulations. Highland does not believe in the “bait and switch” method - when an employee is proposed on a project, that employee will work on the project.

At Highland, we employ a universal agent philosophy, which means that our people have a wide variety of skills, giving them the ability to perform multiple right-of-way services for one project. This perspective results in a cost saving to clients because billable hours are reduced, as we staff fewer agents than many other consulting firms-who are forced to staff additional agents that each perform separate functions of the acquisition process.

Highland agents are cross trained in the disciplines of right-of-way.

Our commitment to maintaining quality and value of services make us the best choice for your next endeavor, regardless of size or complexity. Our agents practice in the government eminent domain field **only**, thereby providing our clients with specialized skill and experience in relocation, acquisition, and related services.

Highland has a clear understanding of eminent domain.

Our understanding and approach to projects is based upon years of field experience and a clear knowledge of applicable Federal and State eminent domain laws and procedures, particularly, the Uniform Relocation and Real Property Acquisition Act of 1970 and 49 CFR Part 24. Staff project experience causes adherence to organizational and procedural methods to be second nature. Highland prides itself on the quality of its agents. It is also noteworthy to state that our clients can be assured that the staff of Highland does not take “short cuts” around procedures.

Highland is a right-of-way consulting firm offering services in the following areas:

Project Management

Staff experience is a key to a successful project.

Highland has on staff a project manager with over 20 years of right-of-way experience with various State transportation departments or other agencies. Our philosophy is for our managers to be involved in projects with hands-on leadership, thereby providing our clients the benefit of maximum experience applied to the project. Our project managers lead by example and from experience in the right-of-way field on many diverse projects. Highland can assist in developing project schedules and will track all facets of the project in a multi-relational database and Microsoft Project, if requested. Reports to the client can be industry standard or customized to client needs. Production reports will be transmitted to the clients regularly as requested or provided electronically within minutes of a request.

Highland infrastructure includes “cutting edge” computer technology.



Relevant and timely reports keep team and the Client's staff updated on project status.

"Smart data" will increase efficiency and reduce time for report review.

The Client's staff will be able to browse the Highland database at the parcel level for information, if desired.

Infrastructure

Highland utilizes the latest in technology to assist in production and management. Reports can be available to the client on-line at our website by request, with proper security access. The website address is <http://www.highlandpci.com>.

All project data will be entered into Right-of-Way Office, as well as our multi-relational database for ease of retrieval and increased power for correlation of data. However, the importance of having a database is how effectively one can retrieve data from the database and comparing it with other data, providing condensed, relevant reports. Reports will be generated with key data displayed based upon any relevant field in the database. Our project manager has been a Crystal Reports developer since 1994 and is thoroughly familiar with the requirements of right-of-way reporting. These factors will allow Highland to provide smart data to the client. Instead of providing an acquisition report for all parcels and client staff reviewing the entire report looking for specific dates or numbers in the report, Highland will print a report of only parcels or displacees about which the client requested, thereby saving the client's staff significant effort in reviewing reports. Very effective on larger projects, any time savings to and for our client is important-even on the smaller projects. The reports may be printed in parcel order number, by displacee name in alphabetical order, by date of eligibility presented, or in any fashion desired by the client. The data in the reports will be almost "real time," as data will be entered daily and the reports will be automatically updated by pressing a button.



The Highland telephone system allows agents to be contacted either at their desk or in the field via cell phone.

A toll free number is available for claimants and clients.

It is important to establish lines of communication with the public.

Data will be available to the client via Internet access to the secure Highland server, if the client so wishes. Authorized staff will be able to view up-to-date reports, as well as actually browse the database at the parcel level to find information.

Our specialists are all accessible by telephone, cellular phone, or email to the client and property owners. Highland has established a toll-free number, 877-386-6475, for the Department and those claimants who are out of the local area to contact their agent. We can provide electronically any documents required by the client to be printed on client's letterhead and signed by an authorized individual.

Public Information/Involvement

Seeing the growing need for community outreach and public involvement on projects, Highland developed a philosophy for Public Information and Involvement. Our team works on behalf of clients to successfully navigate project-related issues and educate the public on upcoming projects and the community impacts. We have experience holding public meetings, in designing and sending out informational mailers, and designing and distributing door hangers. We work in a proactive manner that can diffuse tense situations and can often turn the public into an ally for a project rather than an obstacle. As part of the process, we take into account the reason for the project and the climate of the neighborhood that will be affected by construction. This information helps us determine the key issues for the surrounding community.



“Good faith” negotiations are the key to a successful acquisition project.

All contacts will be thoroughly documented.

The goal of Highland is to deliver amicable title to the client at the lowest price.

Negotiations

Highland will provide professional negotiation services to our clients. We realize that costs are kept to a minimum when parcels are settled amicably. Our trained negotiators will bring many years of experience to your projects. Highland believes in education and training for our agents. We encourage and support our agents in attending education courses of the International Right-of-way Association, Community College Real Estate Programs, and other training sponsored by the Department of Transportation or Federal Highway Administration. All agents have a minimum of a four year college degree.

Our specialists are well trained in negotiating claims in accordance with Pennsylvania law and the Department of Transportation’s right-of-way manual. They understand the need to be prepared, provide “good faith” negotiations, and documentation of files. They also have the experience to explain right-of-way procedures, construction plans, and to answer any technical questions by claimants. Our specialists understand the concerns of every property owner and take time to answer all questions. They keep the owners informed to their rights, the process, and anticipated time lines of the project. We pride ourselves on the ability to work with property owners or their attorneys to find a way to an amicable settlement. Highland specialists are aware of what is reasonable and when to recommend an administrative settlement. Our specialists will present all justification of settlements in writing to the client, as well as a cost/benefit analysis, to support any settlement.



DT packages will be prepared to PennDOT manual specifications.

Highland staff members have a great deal of experience in providing relocation services.

IR/WA and PennDOT relocation classes have been successfully completed by staff.

Condemnation Proceedings Services

Highland specialists understand there are times a settlement cannot be reached. We also understand the importance of project scheduling and the need to clear the right-of-way. When a settlement cannot be reached, our team will review the process with the property owner and explain what steps will occur and the notices they will receive. Highland specialist will prepare the necessary documents in order to file for a Declaration of Taking package, or stand ready to provide support services to the client's right-of-way or legal staff.

Highland will process payments for appraisal, engineering or applicable attorney fees. All documents will be submitted to the client's review.

Relocation Services

Highland staff has extensive experience providing relocation advisory services to all types of displacees on all types of projects. Be it residential, business, or personal property relocation problems, our knowledgeable staff will find the proper solution.

From the planning stages through construction, our staff has the experience necessary to ensure a successful project.

- Alternatives/Conceptual Stage Relocation Plans
- Pre-Acquisition Plans (Relocation Plan)
- Replacement Housing Calculations
- Move Cost Calculations
- Relocation Claims Processing
- Decent, Safe, and Sanitary Surveys



Title, an area often overlooked by consultants, will be closely monitored by Highland staff.

Title and Settlement Services

In general, Highland will contract for title services with a local attorney or title company on a fixed fee per parcel basis. Through our subcontractor we will be able to further determine and satisfy or release liens, mortgages, and judgments as required, including local liens such as municipal and utilities. Highland will supply copies of all deeds and leases for affected properties. In addition, we will complete a title update at the time of payment submission and again prior to the final recording of the deed.

Our experience extends into all areas of closing. These include but not limited to obtaining corporate resolutions, recorded powers of attorney, death certificates, or other documents authorizing persons to sign on behalf of the record owner, and researching liens and encumbrances. We understand the need for the IRS Form W-9 and can explain its importance to the property owner. Whether Highland agents provide services on smaller projects or utilize the services of a title company on larger projects, Highland staff will manage the areas of title and settlement services.

Property Management

Highland PCI has on staff Joseph L. Blair, certified Asbestos Building Inspector/Management Planner, with many years of experience in property management. On the Florida Department of Transportation’s 9-A project in District Two, Mr. Blair was the Consultant Property Management Administrator responsible for 350 parcels with over 150 demolitions. Faith Blair and Jordan Hohn are also certified asbestos building inspectors.

Property management services are available through Highland.



A QA plan is necessary to provide professional quality services.

Highland is personally committed to providing the highest quality services.

Highland PCI will follow a strategy that will keep property management costs to a minimum. This will be accomplished by testing for asbestos only when necessary (there are certain circumstances when asbestos testing may be avoided), using economies of scale in ordering services for property maintenance and demolition. A brief list of our services appears below:

- Property inventory
- Maintenance needs
- Securing properties
- Site maintenance (lawn, etc)
- Asbestos management
- Demolition management
- Disposition of surplus property

Quality Control / Quality Assurance

Quality Control / Quality Assurance Plan: The QC/QA Plan is an integral part of all Highland projects. Highland will submit for the client's approval a custom and thorough Quality Control/Quality Assurance Plan (QC/QA Plan) specifically tailored to meet project needs. The QC/QA Plan will be prepared and presented to the client for approval within 30 calendar days of notice to proceed. The QC/QA Plan will establish a system of checks and cross-checks to ensure that all tasks are fulfilled fully and accurately, complying with the policy and procedure. Highland firmly believes in monitoring the quality of its work in order to maintain the highest level of service. The plan will not only assist Highland in providing a constant level of quality service, it will also allow for feedback and improvement of services. This plan will be periodically reviewed and improved.



Project Experience

Highland scores very high on DOT metrics reports.

Highland is a WBE firm, formed with the goals of providing the highest quality consulting services to our clients. The owners bring with them a wealth of right-of-way project experience from several states. Our firm is staffed with right-of-way professionals cross-trained in several disciplines. Several of Highland's successfully completed projects of note are listed below. A more complete list is available at www.highlandpci.com.

<u>Project</u>	<u>Comments</u>
SR 0030-134	Jeannette area Safety and Mobility project, 51 parcels and 28 relocations of all types.
SR 0079-P10	I-79 Meadow Lands Interchange, 17 parcels with 2 residential relocations.
SR 0070-Y20	I-70 at SR 519 Interchange, 22 parcels.
SR 0079-20H	I-79 South Junction project, 16 parcels with 2 residential relocations.
SR 0218-A10	SR 218 Waynesburg Bridge, 29 parcels with 1 large business and 4 residential relocations.
SR 0021-J10	SR 21 Uniontown, 28 parcels with 10 business and 5 residential relocations.
SR 0119-A01	Sony Interchange project, 15 parcels.
SR 0019-Z10	SR 19 at Valley Brook Road interchange, 8 parcels with 2 relocations.
SR 0711-A00	Connellsville Truck Escape Ramp project, 6 parcels with 1 residential relocation.



Highland Staff

Faith A. Blair – President/QA-QC/Sr. Agent Founder 20+ Years

Ms. Blair has over fourteen years experience and a background in all right-of-way disciplines: acquisition, relocation, condemnation suit preparation, property management and appraisal. She has worked on complex projects for various firms and consistently exceeded objectives including: The Department of Transportation: Pennsylvania – District 2-0, 11-0 (E02012), and 12-0; New Jersey; Florida – District 4, and 7. Riviera Beach Community Redevelopment Agency, Florida; Rockland County Water Authority District 1, New York; Brandywine Health & Wellness Foundation, Pennsylvania; Redevelopment Authority of the City of Coatesville, Pennsylvania. Her responsibilities included acquisition and relocation services. Her experience and expertise includes the processing of relocation claims and settlement packages, relocation advisory assistance, appraisal contracting procedures, personal property inventories, as well as the presentation of acquisition offers and relocation eligibilities. In addition to her Right-of-Way experience, Faith is currently serving as Highland's quality assurance/quality control agent on several Pennsylvania DOT Projects, as well as providing administrative and business development duties. She is responsible for organizing, coordinating, and finishing activities for the maintenance of a quality work product. Faith maintains the quality control program, product development, and ensuring compliance with performance standards. Performs internal audit (QAR) of Agent files and provide periodic status reports on the project to the condition of the work and files. She also develops proposals and prepares cost estimates for projects based on client's requirements.

Joseph L. Blair - Vice President/Project Manager Founder 27 Years

Mr. Blair has over twenty years experience and an extensive background in all right-of-way disciplines: acquisition, appraisal, relocation, property management and condemnation suit preparation. He has managed complex projects for various clients and consistently exceeded objectives including: The Department of Transportation: Pennsylvania – District 2-0, 10-0, 11-0, and 12-0; New Jersey; Mississippi; Florida – District 2, 4, and 7. Riviera Beach Community Redevelopment Agency, Florida; Rockland County Water Authority District 1, New York; Brandywine Health & Wellness Foundation, Pennsylvania; Redevelopment Authority of the City of Coatesville, Pennsylvania. Joseph's management skills and experience include conducting public meetings, public speaking, and coordinating with local governmental agencies and private organizations. His Project Management capabilities are further enhanced by his extensive computer and programming skills. He has authored over a hundred database and reporting systems for R/W projects nationwide. Currently Joseph is serving as project manager on several PennDOT projects. Joseph is experienced in directing projects and staff in fast-paced, results-oriented environments. He is an articulate communicator able to elicit outstanding performance from a diverse array of professionals. Joseph is highly successful in developing synergistic relationships to bring projects to completion on time and under budget. He develops Highland's cost estimates for projects based on client's

requirements. Joseph is a leader in staff development, building teams, and cultivating beneficial client relationships. He monitors the progress of consultants accountable for critical projects throughout the design and right-of-way acquisition phases.

Appraisal Services

Highland sub-contracts appraisal services in order to provide the highest quality service at the lowest cost. These services are provided by John D. D'Angelo of KVG. John has worked successfully with Highland since 2006.



By:



Highland
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"Quality through Commitment"

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