STATEMENT OF QUALIFICATIONS

Providing Professional Services (including Strategic Planning, Business Process Improvement, and Program, Project, Construction and Facilities Management) to a Broad Array of National and Regional Private Sector Clients and Governmental Agencies Across the United States

roads and bridges

“You Have Challenges; We Provide Solutions”
ROADS AND BRIDGES
STATEMENT OF QUALIFICATIONS

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LUSTER COMPANY PROFILE

Luster National, Inc. (LUSTER) is both a Veteran Owned Small Business (VOSB) and a Minority Business Enterprise (MBE). We have a proven successful 26-year track record spanning a broad spectrum of Professional Services. Our services include strategic planning, program, project, construction, and facilities management for a broad array of national and regional private sector clients and government agencies across the United States. By incorporating integrated management practices with consulting expertise, we provide effective, timely, and cost-saving strategies that support successful completion of client projects, regardless of complexity, size, or location.

LUSTER supports two sectors: government (in both classified and unclassified environments) and commercial. We have three established operations locations: the Eastern Region, the Central Region, and the Western Region. These operating units support clients in both the commercial and federal arenas within defined geographic areas of the United States. The firm has offices across the United States, from New York to California. The LUSTER organization is built on teamwork, cooperation, and client service. Our mission, vision, and value statements, refined through years of business success, reflect those building blocks.

OUR MISSION

LUSTER generally serves as an “internal” advocate or “owner’s representative” for our clients, but we also perform more conventional Professional Services as an “external” contractor. Regardless of the mission we are required to perform, we provide innovative, sustainable courses of action, and business processes in order to meet our client’s unique and diverse needs.

We constantly strive to achieve superlative results, utilizing exceptional people who are subject-matter experts in their respective fields. We are knowledgeable and certified in industry standard management techniques and processes, such as the Project Management Institute (PMI) and Continuous Process Improvement (CPI). We have the experience, technology, and training expertise to get the job done, no matter what the mission. LUSTER strongly emphasizes both achieving client intent and the professional development of not only our personnel, but also our client’s.

OUR VISION

By providing superior Professional Services to government and commercial agencies, both nationally and regionally, we serve as the ultimate advocate for our clients.

Our motto: “You Have Challenges; We Provide Solutions” defines who we are, what we do, and how we do it.

OUR VALUES

The values upon which this firm was founded 26 years ago remain the steadfast values of the company today:

1) Client Focus: To provide our clients with the best possible Professional Services, using only the most competent, motivated and dedicated employees, in order to design solutions to meet the client’s needs in a timely and cost effective manner. “Mission First; People Always”

2) Professional Integrity: To maintain an organization that exhibits integrity, promotes diversity, and encourages teamwork and creativity; a firm that delivers exactly what is expected on each and every project.

3) Social Responsibility: To be exemplary social, environmental, and cultural stewards in the communities where we are corporate citizens.
LUSTER’S COMMITMENT TO ITS CLIENTS

LUSTER works with a notable collection of diverse clients and has done so for over twenty-six years. We have provided the following services to our patrons:

- Construction Engineering & Inspection (CE&I)
- Program and Project Management
- Construction Management and Oversight
- Utility Coordination
- Engineering and Design
- Materials Testing
- Quality Assurance/Quality Control
- Scheduling and Estimating

We work with a variety of corporate and government agencies to ensure completion is both on time and on budget for complex projects, in addition to more straightforward programs and projects of various sizes. We have excellent relationships with most state Department of Transportation agencies, the U.S. Army Corps of Engineers (“404 permit process”) and FHWA. LUSTER can field entire teams of professionals or provide staff augmentation to mitigate critical customer “gaps”. LUSTER understands the unique requirements of our clients and provides the best possible people and the most cost-effective, unique, and innovative solutions to address critical client issues. We are committed to providing our clients with the highest quality of work in a timely manner.

MANAGEMENT AND DELIVERY

LUSTER is focused on delivering high-quality projects on time and on budget. As such, we utilize a highly skilled staff of subject-matter experts with the skill sets and experience necessary to control cost, timeline, quality, and mitigation of client risk.

As the Program/Project Manager, LUSTER vigilantly directs and supervises work as the project proceeds through the planning, design and construction stages. LUSTER works closely with our clients, regulatory agencies, and other third-party stakeholders to track and direct various types of work based on a Program Management Plan (PMP) developed prior to commencement of the work.

As the Construction Manager, LUSTER helps guide projects through the construction phase to ensure our clients receive the highest quality service and the best value. Our approach is often to function as the owner’s representative, providing both the organizational and technical capabilities vital to achieving project goals. Providing Construction Engineering and Inspection (CEI) Services is an integral part of our Construction Management core. With superior technical expertise, LUSTER’s size and scalability provides the agility and ability to respond quickly to our client’s needs.

Luster Brings It All Together

We provide the most cost-effective solutions, including the development of unique and innovative measures, to deliver exceptional service and value to our clients.

“You Have Challenges; We Provide Solutions”
LUSTER's professional services are designed to achieve the client-stated objective and requirements, as well as mitigate client risk.

LUSTER is prepared for the unexpected and ready to meet all aspects of any challenge. Our experienced staff, specialized skills, and depth of knowledge enable LUSTER to provide our clients with innovative solutions to complex problems. We strive for – and achieve – the successful accomplishment of the project; our goal is the total satisfaction of the client, the stakeholders, and the local community. We strive to provide project solutions that exceed the expectations of everyone involved.
### ROADS & BRIDGES EXPERIENCE

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### REPRESENTATIVE CLIENTS
- Georgia Department of Transportation (GDOT)
- City of Atlanta, GA
- Hartsfield-Jackson Atlanta International Airport
- California Department of Transportation (Caltrans)
- Alameda County Transportation Authority (ACTA)
- City of Bakersfield, CA
- City of Richmond, CA
- City and County of San Francisco, CA

### LUSTER TRANSPORTATION EXPERIENCE
- Program Management
- Project Management
- Construction Management and Oversight
- Construction Engineering & Inspection (CE&I)
- Materials Testing
- Quality Assurance/Quality Control
- Traffic Operations
- Utility Relocation
- Maintenance of Traffic
- Constructability & Staging Review
- Value Engineering
- Schedule and Cost Management
- Geometric Design
- Right of Way Acquisition
- Environmental Services
- Procurement
- Transportation Planning
- Corridor Studies
- Contract Administration
- Claims Support
HIGHWAY AND ROAD PROJECTS

HARTSFIELD JACKSON ATLANTA INTERNATIONAL AIRPORT (HJAIA)
INBOUND ROADS (IBR) PROJECT
ATLANTA, GEORGIA

In August of 2012, LUSTER, as part of a Joint Venture for Hartsfield Jackson Airport, received a Notice to Proceed (NTP) for work on the $110 million Inbound Roads project. LUSTER is currently providing construction management services overseeing General and sub-contractors, Quality Control, Quality Assurance, and utility relocations. For this project, LUSTER provides the Senior Resident Engineer, Senior Civil Construction Inspector, and Safety Manager.

This project upgrades the inbound roadway network between Interstate 85 and Camp Creek Parkway on the north, and Riverdale Road on the south. This will allow airline passengers and other airport users to drive or ride safely and conveniently to the airport. The project will realign Airport Boulevard and various connecting ramps and loops to and from North and South Terminal Parkway, as well as relocate the airport entrance from Riverdale Road to the existing signalized intersection with Airport Boulevard.

To provide safe and convenient travel for existing and future capacities of traffic, upgrades to the inbound terminal roadway network will:

- Realign and widen roadways
- Create binary decisions and increase decision times
- Improve weaving and merging conditions
- Avoid conflicting movements, queuing, and delays
- Enhance signage and way-finding
- Minimize disruption of traffic flow to and from terminals
- Maintain current number of lanes during construction
- Minimize traffic shifts needed to complete construction
- Maintain ease of way-finding
HIGHWAY AND ROAD PROJECTS (cont.)

GEORGIA DEPARTMENT OF TRANSPORTATION (GDOT)
NORTHWEST CORRIDOR PROJECT (NWCP)
ATLANTA, GEORGIA

LUSTER, as a subcontractor, currently provides construction inspection and testing, documentation, contract administration, and contract management services as the owner’s representative for the Georgia Department of Transportation (GDOT) for the $1 billion I-75/I-575 Northwest Corridor Project (NWCP). The NWCP entails the design, construction, and partial private financing of managed lanes, from I-285 to Hickory Grove Road along I-75, and from the I-75/I-575 Interchange to Sixes Road along I-575 in Cobb and Cherokee Counties. This project is a vital part of a system-wide transportation effort to address congestion, mobility, and livability concerns in metropolitan Atlanta. The total project length is 29.7 miles.

This Design-Build-Finance project is the first executed Public Private Partnership (P3) contract in GDOT history and is GDOT’s largest single contract for roadway infrastructure. This is also GDOT’s first use of TIA funds. LUSTER provides construction management and CE&I Services to oversee the work performed by the P3 Team. Due to the size of this project and limited resources, GDOT outsourced its project oversight and has no agency personnel directly assigned to this project. The local GDOT District Office has only limited involvement, such as off-site materials sampling and testing. LUSTER reports directly to GDOT’s Office of Innovative Delivery in GDOT’s headquarters or General Office. Consequently, we function in the same manner as a Resident Engineer’s Office and we also provide oversight in a Regional/District Construction Office-type manner. Currently, LUSTER has seven CE&I/construction management personnel assigned to the NWCP, including the Office Engineer position. LUSTER also provides Senior Roadway Inspectors and Senior Bridge Inspectors, along with other subject matter experts, such as environmental compliance.

LUSTER provides construction management and CE&I for GDOT as its representative in accordance with GDOT’s Federal-Aid Stewardship and Oversight Agreement with FHWA. LUSTER’s staff is thoroughly familiar with the FHWA policies and procedures. We also often refer to FHWA’s Policy & Guidance Center, including the Contract Administration Core Curriculum Guide. Our team is intimately familiar with federal policies and procedures, along with project documentation requirements.

“Luster National, Inc. (LUSTER), as part of the Atkins team, wins $1B GDOT Northwest Corridor (NWC) Construction Engineering & Inspection (CE&I) contract.” - October 29, 2013
HIGHWAY AND ROAD PROJECTS (cont.)

GEORGIA DEPARTMENT OF TRANSPORTATION (GDOT)
TRANSPORTATION INVESTMENT ACT OF 2010
GDOT; CENTRAL SAVANNAH, HEART OF GEORGIA, AND RIVER VALLEY, GA

LUSTER, along with URS, make up the marquee sub-consultants to AECOM as the team overseeing the Georgia Department of Transportation’s statewide transportation program funded by the Transportation Investment Act (TIA) Referendum in July 2012. The referendum passed in three regions: Central Savannah, Heart of Georgia, and River Valley. The forty-six counties and their respective cities are expected to self-generate approximately $1.2 billion in revenue to fund delivery of the 871 projects in TIA dedicated to local transportation improvements.

The LUSTER team collaborates with local and state agencies to ensure timely delivery of TIA projects with a structure that focuses on high-level project management, inter-governmental coordination, transparency and successful program delivery.

Our team is responsible for:
- Program Accounting
- Program Budget and Schedule Adherence
- Project and Construction Management
- Program Communications with internal and external stakeholders
- Program Contract Administration

Our team coordinates and manages work, provides construction management, and assists in engineering for cities and counties on various projects, ranging from roadway resurfacing and bridge replacement, to new location and major reconstruction and widening projects.
HIGHWAY AND ROAD PROJECTS (cont.)

INTERSTATE I-580 / I-680 HIGHWAY INTERCHANGE
ALAMEDA COUNTY, CALIFORNIA

LUSTER provided resident engineering, civil & structural inspection, and office engineering as prime consultant for the $116 million replacement of the southbound I-680 to eastbound I-580 loop, with a direct southbound to eastbound connector ramp. Project construction value was $62 million.

LUSTER worked with an integrated project/construction management team comprised of Caltrans, Alameda County Transportation Authority, and consultant staff. LUSTER also worked with impacted businesses to minimize inconvenience.

This interchange modification provided a freeway-to-freeway connection from southbound I-680 to eastbound I-580. The ramp connecting westbound I-580 to northbound I-680 was improved as well. The I-580/I-680 Interchange is at the crossroads of two of Alameda County’s most significant commute arteries, funneling traffic from the north, south, east, and west. It was estimated at the time that more than 275,000 vehicles traveled the I-580/I-680 Interchange daily.

Early work included major excavation, earthwork associated with ramp construction, and roadwork. In addition, the freeway was restriped to allow room for excavation. Forty-five miles of piles were driven in accordance with city noise policies and numerous detours had to be provided to accommodate work on the busy freeway. Unique project characteristics include:

- 45-miles of piles
- 53,000-cubic yards of concrete
- A one-mile bridge
- Complex staging
- High-traffic volume
- Unique environmental requirements
- 4,400-foot long flyover and 1,800-foot long connector
- Storm water pollution prevention policies
- Public relations and community outreach
- Many detours
- Coordination with multiple agencies

I-580/I-680 Interchange completed 12 months ahead of schedule and $10 million under budget!
HIGHWAY AND ROAD PROJECTS (cont.)

RICHMOND PARKWAY PROJECT
RICHMOND, CALIFORNIA

The $212 million Richmond Parkway Project comprised a 7.3-mile, four-lane arterial connecting I-80 to I-580 in western Contra Costa County.

LUSTER provided utility coordination to ensure that any potential conflicts associated with new, existing, or relocated utilities were resolved before construction. LUSTER surveyed, identified, and coordinated utility work with over 20 separate agencies, including city and state agencies, Southern Pacific Railroad, AT&T, Chevron USA, utility companies, Pacific Bell, Union Oil Co., GTE Mobilnet and Bay Cable Vision.

LUSTER also provided review and management of workplace health and safety issues on the project, as well as designed, implemented, and monitored an innovative on-the-job training program that afforded Richmond’s women and minority residents the opportunity to receive training in various construction management sub-disciplines.

I-285 BRIDGE
HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT
ATLANTA, GEORGIA

LUSTER was the Construction Manager for the construction of a $509 million 1,200-foot-long by 700-foot-wide bridge over I-285 to accommodate the 9,000-foot-long 5th Runway. The bridge sits 70 feet above 10 lanes of east and westbound traffic; approximately 140,000 vehicles pass through this area daily. The construction of this bridge provided a number of challenges. LUSTER coordinated bridge design considerations between the Federal Aviation Administration (FAA) and the Georgia Department of Transportation (GDOT). LUSTER successfully managed the major safety considerations for the public and construction workers during the erecting of concrete beams over live traffic.
HIGHWAY AND ROAD PROJECTS (cont.)

ROUTE 4/BAILEY ROAD INTERCHANGE & ROUTE 4/WILLOW PASS GRADE
PITTSBURG, CALIFORNIA

LUSTER provided construction management services on the Route 4/Bailey Road Interchange and BART Extension Project, and the Route 4/Willow Pass Grade Lowering Project, both in Pittsburg.

Services included negotiation and preparation of change orders; preparation of pay requests for various funding agencies; coordination of communications among the funding agency, Caltrans, BART, utility companies, and others; and contractor progress payment verification.

The $35 million Route 4/Bailey Road Interchange and BART Extension Project involved constructing a new interchange at Bailey Road and adding traffic lanes in both directions on Highway 4. The work was closely coordinated with BART, which built a new station, parking lot, and tracks at Bailey Road.

The $45 million Route 4/Willow Pass Grade Lowering Project included lowering Willow Pass Grade on Highway 4 to accommodate BART’s Pittsburg-Antioch Extension of the Concord line and adding additional traffic lanes. LUSTER worked closely with the funding agency on contract administration matters among BART, Caltrans, and design engineers.

MEASURE “A” HIGHWAY/INTERCHANGE PROJECTS
SANTA CLARA COUNTY, CALIFORNIA

LUSTER provided construction management services on eight separate highway/interchange projects along Route 85. Services included review and monitoring of contractor construction costs and schedules; evaluation of change orders; coordination of field activities with design engineers; resolution of contractor claims; and approval of design engineer invoices.

- Route 85/Saratoga Avenue Interchange Improvements
- Route 85/Los Gatos Creek to Saratoga Creek Project
- Guadalupe River Bridges Project
- Almaden Expressway/Route 85 Interchange Improvements
- Route 85/Saratoga Creek to Prospect Road Project
- Route 85/101 Interchange
- Route 85/Prospect Road to Stevens Creek
- Route 85/Miyuki Road to Great Oaks
HIGHWAY AND ROAD PROJECTS (cont.)

INTERSTATE 5 – STATE ROUTE 22 TO SR91
ORANGE COUNTY, CALIFORNIA

LUSTER prepared a CPM master construction schedule and recommended special provisions and contract terms to ensure schedule compliance. We also developed procedures to assist in claims avoidance and dispute resolution.

SAN FRANCISCO WATERFRONT TRANSPORTATION PROJECTS
SAN FRANCISCO, CALIFORNIA

The City and County of San Francisco built new surface roadways and light-rail and streetcar-line extensions to replace San Francisco’s Embarcadero Freeway, which was damaged during the 1989 Loma Prieta Earthquake.

LUSTER provided project control services for three major project segments, valued at $70 million. Work comprised of analyzing contractors’ schedules, verifying in-place quantities, and approving schedule updates. We also took part in weekly project progress meetings requiring interface/communication with the project’s various participants.

5TH STREET REROUTE AND EXTENSION
LAWRENCE LIVERMORE NATIONAL LABORATORY
LIVERMORE, CALIFORNIA

Traffic congestion at Lawrence Livermore National Laboratory (LLNL) wasted personnel’s time and contributed to pollution in Livermore. This project was designed to alleviate congestion during rush-hour periods.

LUSTER provided construction management services, design review and modification, and claims management support to the University of California at Berkeley at the Lawrence Livermore National Lab. The project involved repair and extension of 5th Street and the construction of a canopy. The project also involved installation of utilities and drainage systems, and replacement of fencing and security access controls.
HIGHWAY AND ROAD PROJECTS (cont.)

RIVERDALE ROAD RELOCATION
HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT
ATLANTA, GEORGIA

LUSTER was the Construction Manager for the $15 million project involving the relocation of Riverdale Road near Hartsfield-Jackson Airport. The project included construction of a two-lane roadway separated by a grass median with intermittent center turning lanes, as well as bike lanes. The project involved demolition of existing structures, placement and removal of security fencing, and installation of traffic signals and signage.

SULLIVAN ROAD RELOCATION
HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT
ATLANTA, GEORGIA

LUSTER was the Construction Manager for the relocation of Sullivan Road near Hartsfield-Jackson Airport. The project included construction of a 6,500-foot, four-lane roadway. The construction team cleared and grubbed the roadway, as well as installed erosion/sediment controls and a sewer system. The team demolished existing structures and installed earthen material, traffic signals, guard rails, lighting, and other signage. LUSTER managed the construction work and implemented the work safety procedures.

BAKERSFIELD WESTSIDE PARKWAY
BAKERSFIELD, CALIFORNIA

LUSTER provided assistance to the City of Bakersfield during the engineering and environmental planning phases of the $175 million, 8-mile expressway. LUSTER worked with the City of Bakersfield to identify and implement all planning elements of the new roadway, including route planning, right-of-way surveys, right-of-way acquisition, environmental planning, master plan development, cost-estimating, and scheduling.
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