



Annual Report

October 1, 2013–September 30, 2014

**In accordance with Contract Number 914-000-10-R,
The Florida Association of Rehabilitation Facilities, Inc.
RESPECT of Florida
Submits the Central Nonprofit Agency FY 2013-2014 Annual Report**

Letter Of Support



RICK SCOTT
GOVERNOR



March 2011

Dear Friends:

The state of Florida is proud of the accomplishments of RESPECT of Florida. For over 35 years, RESPECT of Florida, in partnerships with Florida's state and local government agencies, has provided meaningful employment opportunities to Florida citizens with disabilities.

I encourage all state agencies and political subdivisions to fully comply with the statutory responsibility of purchasing from RESPECT of Florida. Your cooperation is critical to the program and to its continued expansion of employment for Florida citizens with disabilities.

State and local government agencies who participate in the RESPECT program receive high quality products and services which have been reviewed and evaluated by the Department of Management Services for performance and price requirements. Florida residents with disabilities are employed in the production of these products and services, thereby reducing their dependence on government support.

RESPECT of Florida and the participating community-based organizations are working to ensure every individual with a disability in the sunshine state is provided an opportunity to enjoy a higher quality of life and economic independence.

Sincerely,



Rick Scott

RESPECT of Florida

OVERVIEW

Introduction	1-7
RESPECT Awards	8-10

SURVEY RESULTS

Employee/Client Survey	11
Employment Center Survey	12
Customer Survey	13

SALES REPORTS

Employment Centers	14-15
Product Categories	16-17
Customers	18-22
Service Sales	23

Annual Report

October 1, 2013—September 30, 2014

Introduction

The purpose of the RESPECT program is to encourage and assist blind and other severely handicapped individuals to achieve maximum personal independence through useful, productive, and gainful employment while assuring an expanded and constant market for the products and services they produce. The program was established by the Florida Legislature in 1974. Florida ARF dba RESPECT of Florida has managed the program for almost 40 years under varying partnerships and is the designated Central Non-Profit Agency (CNA) that implements the program per a contractual agreement with the Department of Management Services (DMS).

Simply stated, RESPECT fulfills the intent of the law by creating employment opportunities for approximately 1,300 adults with severe handicaps each year. By providing a market for RESPECT products and services, we generate productive employment options for individuals with disabilities thereby helping them achieve their employment goals, while minimizing their dependence on public assistance supports.

Today, RESPECT operates as a preferential purchasing program for governmental agencies within the State of Florida. The statute directs state entities to purchase available commodities and services from certified, non-profit, community agencies throughout Florida who employ individuals with severe handicaps. RESPECT operates as a result of governmental purchasing preferences contingent upon our ensuring that the goods and services produced by Floridians with disabilities are of high quality and are offered at comparable prices. The purchasing preference exempts governmental entities from having to pursue a competitive solicitation process.

Floridians with disabilities, governmental agencies, and Florida citizens all win as a result of the RESPECT program. RESPECT proves that Floridians with severe disabilities are capable of competing in any industry when given the opportunity. The celebrated business model is *“Changing lives one purchase at a time.”*

The RESPECT Model

The RESPECT program is well managed as evidenced by independent audits, an updated website featuring a MyFloridaMarketPlace (MFMP) punch-out catalog system that provides easy ordering access for customers, and a well experienced staff that ensures compliance to contractual requirements. All RESPECT resources are dedicated to achieving the mission of the program.

RESPECT is effective because governmental entities purchase commodities and contractual services produced by Floridians with severe handicaps thereby creating job opportunities for Floridians who would otherwise be reliant on government assistance. Benefits of the program include:

- Through RESPECT, governmental entities receive quality commodities and services at a fair market price as determined by the Florida Department of Management Services.
- By decreasing the amount of Floridians who are dependent upon welfare and other tax supported subsidies, Florida’s overall economy benefits by providing employment opportunities to Floridians with disabilities.

- Beyond providing a paycheck, RESPECT and its partnering Employment Centers also bring independence and a sense of community to individuals with disabilities.

RESPECT offers commodities and services made by Floridians through certified non-profit “Employment Centers.” Jobs include but are not limited to: packaging, kitting, sorting/folding, poly-bagging, providing janitorial and grounds maintenance, call center services, coin collection, electronic assembly, and various office employment opportunities.

Governance

RESPECT governance comes from the Department of Management Services and a RESPECT Oversight Committee (ROC). The ROC meets quarterly and consists of members who represent a cross-section of affiliated Employment Centers and governmental agencies. The ROC serves in an advisory committee role with committee members providing programmatic oversight to ensure that RESPECT achieves its stated mission.

The program also receives input and guidance from a Business Development Committee (BDC). The BDC is made up of individuals with business and human services expertise that pool their expertise and know-how to share business practices that result in sound decision-making for RESPECT initiatives. The BDC serves as a consulting body to RESPECT and is involved in the development of ideas and strategies intended to result in job development for individuals with disabilities. The BDC membership includes representation such as a banking executive and marketing and communications professional.

Metrics

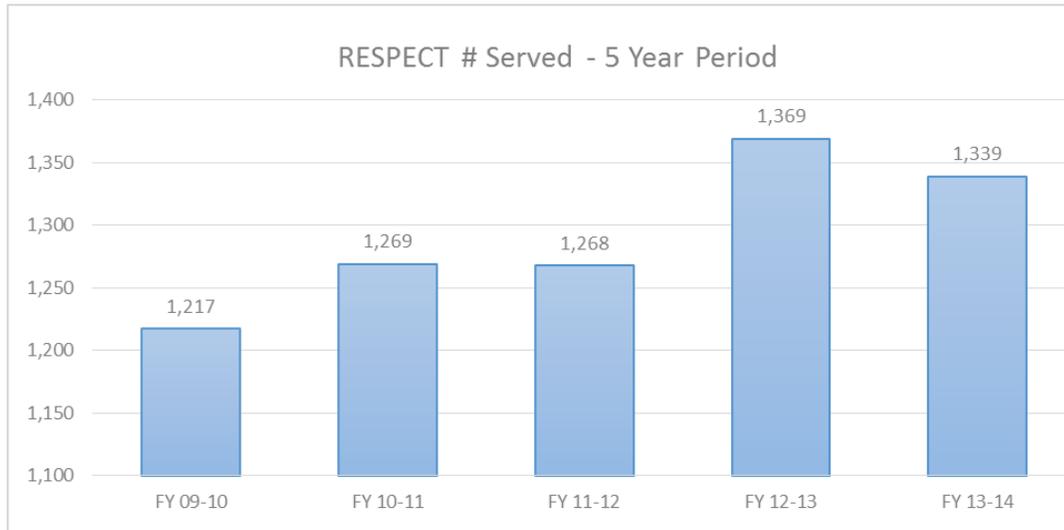
The following key metrics demonstrate RESPECT performance:

<u>Fiscal Year</u>	<u>2012-2013</u>	<u>2013-2014</u>
Individuals Employed:	1,369	1,339
Number of Employment Centers:	52	53
Sales: Services	\$21,052,634	\$21,964,051
Sales: Commodities	<u>\$ 6,845,061</u>	<u>\$ 6,213,463</u>
Sales: Total	\$27,897,695	\$28,177,514

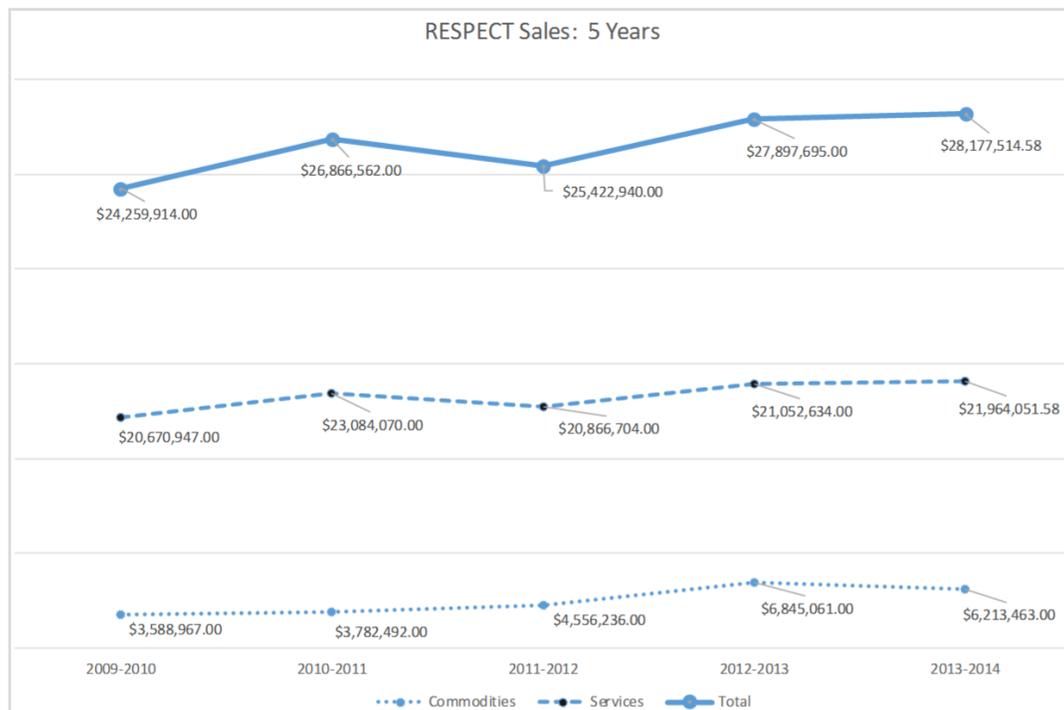
RESPECT is now in its fifth year of the current contractual agreement with DMS. The charts on the next page show the growth patterns for numbers served and sales over the term of the contract. The data show that RESPECT continues to create employment options for individuals with severe handicaps while successfully producing commodities and services for governmental entities.

Highlights and Accomplishments for FY 2013-14

The number of individuals employed during fiscal year 2013-14 decreased slightly, from 1,369 to 1,339. The decline occurred as a result of Employment Centers having to distinguish between work and optional day activities in preparation for Affordable Care Act insurance coverage. It is noted that the 1,339 employee count was effective as of June 30, 2014, and another 65 jobs came on board in the new fiscal year beginning July 1, 2014, of which 75% are to employ individuals with disabilities.



RESPECT's revenues grew by almost 1%. Commodity sales decreased following a previous year spike from Department of Lottery promotional purchases. Service contract sales increased because of the addition of Department of Transportation Asset Maintenance contracts.



During fiscal year 2013-2014, RESPECT placed 59 individuals with disabilities in competitive employment jobs. Another 21 individuals working through the RESPECT program were placed in supported or subsidized employment to prepare them for transition to competitive employment.

The number of employees receiving fringe and other benefits increased by 18.76%: A total of 1,158 employees received benefits compared to 975 in the previous year.

RESPECT saw a net growth of one Employment Center.

RESPECT's website now interfaces with the MyFloridaMarketPlace (MFMP) procurement system for state agencies and features a state-of-the-art, punch-out system that streamlines the ordering process for customers, minimizes human error, and strengthens the security for credit card transactions.

All Employment Centers received quality assurance Program Reviews conducted by staff. The reviews evaluated compliance to disability ratios; revenues over expenses; value added for commodities; and, wage calculations. Appropriate corrective actions were implemented as required.

Throughout the year, targeted surveys were conducted to evaluate satisfaction levels from customers, Employment Centers, and the individuals served through RESPECT. Results of the surveys continue to be overwhelmingly positive and are included in this report on Pages 11-13.

Each year RESPECT tracks several standards and indicators that measure progress toward goals such as enhanced employee wages, benefits for individuals with severe handicaps, and support given to help Employment Centers. As stated in the Florida Department of Management Services contract with RESPECT, the specific standards and indicators for Fiscal Year 2013-14 are listed below.

DMS Standards and Indicators

1. Annually provide a minimum of one training workshop to increase the productivity of Employment Centers managing service contracts that employ Floridians with disabilities. (Met)

Examples of trainings provided include:

- RESPECT staff held a Services Roundtable Conference Call for all employments centers. Topics of training and discussion included emerging opportunities, 2014-2016 vision for RESPECT service contracts, statewide coverage and a new capacity study.
- RESPECT provided Cleaning Industry Management Standard (CIMS) training with Source America in Orlando on July 15-16, 2014. Representatives from many RESPECT employment centers as well as several RESPECT staff attended the training.

2. Annually provide a minimum of one training workshop to increase the capability of Employment Centers to develop and produce commodities that provide employment for people with disabilities. (Met)

- RESPECT conducted a Pricing Commodities Webinar for Employment Centers on April 17, 2014.
- RESPECT staff also conducted informational trainings on the RESPECT Program and buying commodities through RESPECT at several purchasing offices for Florida cities, counties, state Agencies and universities in partnership with Employment Centers:
 - December 9, 2014: DCF/RESPECT Training
 - October 27-29, 2014: Purell/GOJO State Use Training Forum
 - May 29, 2014: DOT District 6 RESPECT Training
 - May 21, 2014: Tampa Bay Purchasing Cooperative/Pinellas County
 - April 24, 2014: DOT District 1 RESPECT/Purchasing Training
 - March 25, 2014: Deland/Orange City Purchasing/RESPECT Training
 - February 27, 2014: FDOT Statewide Procurement/RESPECT training
 - February 26, 2014: City of St. Cloud/RESPECT Training
 - January 24, 2014: Central Fl. NIGP Chapter Meeting/Training for RESPECT
 - January 8, 2014: DCF Drug Testing/RESPECT Training for Central Procurement
- RESPECT offered stipends for approximately 12 individuals who attended Employment Outcomes Professional (EOPII) Training at several regional locations throughout the state.

3. Annually increase the number of individuals being served by 5%. (Not Met)

The number of individuals employed in fiscal year 2013-14 decreased slightly, from 1,369 to 1,339. The decline occurred as a result of Employment Centers having to distinguish between employment and day activities in preparation for Affordable Care Act employee insurance coverage. It is noted that the 1,339 employee count was effective as of June 30, 2014, and on July 1, 2014, another 65 jobs came on board, of which 75% are designated for individuals with disabilities.

4. Increase the average hourly wage equal to or greater than Florida's minimum wage. This goal includes the annual recalculation of the state's minimum wage based on the Consumer Price Index (CPI). (Met)

The ending average hourly wage for FY 2013-14 was \$8.81 for employees funded through RESPECT compared to the hourly average of \$8.55 for FY 2012-13. RESPECT's average salary wage increased 3%, or 26 cents per hour. The CPI for Florida's minimum wage increase was 1.54%, representing a 12 cents per hour increase.

RESPECT wages include some employees earning special wages under 14 (c) Department of Labor certificates.

Internal Performance Measures

As stated in the Florida Department of Management Services contract with RESPECT, the performance measures listed below are evaluated annually. Fiscal Year 13-14 results were as follows:

1. Achieve a minimum score of 90% on employee satisfaction survey responses. (Met)

After responding to a series of five questions, Floridians with disabilities employed through RESPECT programs reported an overall positive satisfaction level of **96%**. Comments from individuals who are employed through the RESPECT program were overwhelmingly supportive and many individuals expressed appreciation for the opportunity to work. See page 11.

2. Achieve a minimum score of 90% on Employment Center satisfaction survey responses. (Met)

After responding to a series of six questions, Employment Centers certified through RESPECT reported a satisfaction level of **99%**. See page 12.

3. Achieve a minimum score of 90% on customer satisfaction survey. (Met)

After responding to a series of four questions, RESPECT's customers—government employees throughout the state—reported an overall satisfaction level of **94%**. These surveys were conducted twice in the fiscal year and customers were encouraged to provide input. See Page 13.

Customers noted more ease when ordering commodities through RESPECT because of the upgrade to the ordering website.

4. Achieve a minimum score of 90% on annual satisfaction survey conducted by Department of Management Services (DMS). (Met)

RESPECT reviewed the DMS Vendor Performance Tracking system that evaluates the following four criteria: Performance to Specifications, Delivery, Invoicing, and Customer Service. Each of these criteria were evaluated on a scale of 1 to 5 as follows:

1. Failed to meet most requirements/expectations
2. Failed to meet some requirements/expectations
3. Met requirements/expectations
4. Exceeded some requirements/expectations
5. Exceeded most requirements/expectations.

Overall, RESPECT received a 3.6 score for the fiscal year which means requirements and expectations were met. Specifically, of 700 entries evaluating the above four criteria, 5 orders were rated as 2, and all of these addressed delivery expectations. The methodology revealed a 99.3% satisfaction rating. Noted delivery concerns are being reviewed by staff and Employment Centers to ensure correction as needed.

The methodology revealed a **99.3%** satisfaction score.

Report Format

The remaining sections of the Annual Report contain supporting documentation and provide detail information on RESPECT sales and customer purchasing practices.

Conclusion

The RESPECT of Florida program remains a viable employment option for more than 1,300 Floridians with severe handicaps. The invaluable partnership between RESPECT staff, its governmental entity customers, and the Employment Centers throughout the state demonstrates that Floridians with severe handicaps are achieving their employment goals.

A handwritten signature in blue ink that reads 'Suzanne Sewell'.

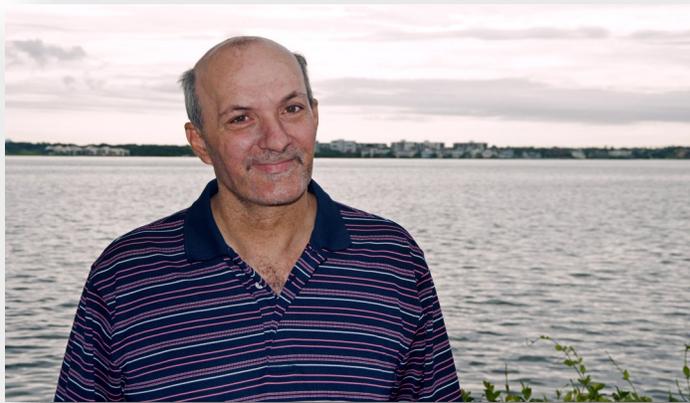
Suzanne Sewell

President & CEO, Florida Association of Rehabilitation Facilities

Interim Executive Director, RESPECT of Florida

Congratulations to:

Employee of the Year for Products/Commodities



**James L.
Of
PARC**

Employee of the Year for Services

**Joshua L.
Of
Goodwill Industries
Big Bend Services**



2013-2014 Employees of the Year

Rookie of the Year



Jessica W.
Of
Pine Castle

Most Improved Employee of the Year

Alfonse R.
Of
SMA Behavioral
Healthcare



2013-2014 Outstanding Employees

Walther V.—Palm Beach Habilitation Center

Michelle L.—Palm Beach Habilitation Center

James H.—Palm Beach Habilitation Center

Audrey K.—Ark of Nassau

James B.—Ark of Nassau

Otis M.—Ark of Nassau

Latavius S.—Pine Castle

Ladiena N.—Brevard Achievement Center

Joshua W.—Brevard Achievement Center

Dustin L.—Goodwill Industries Big Bend Services

James S.—Goodwill Industries Big Bend Services

Deborah B.—PARC

Robert K.—PARC

**2014-2015 RESPECT
Employment Center & Customer Awards**

Employment Center of the Year for Services



Employment Center of the Year for Products/Commodities



Customer of the Year for Services



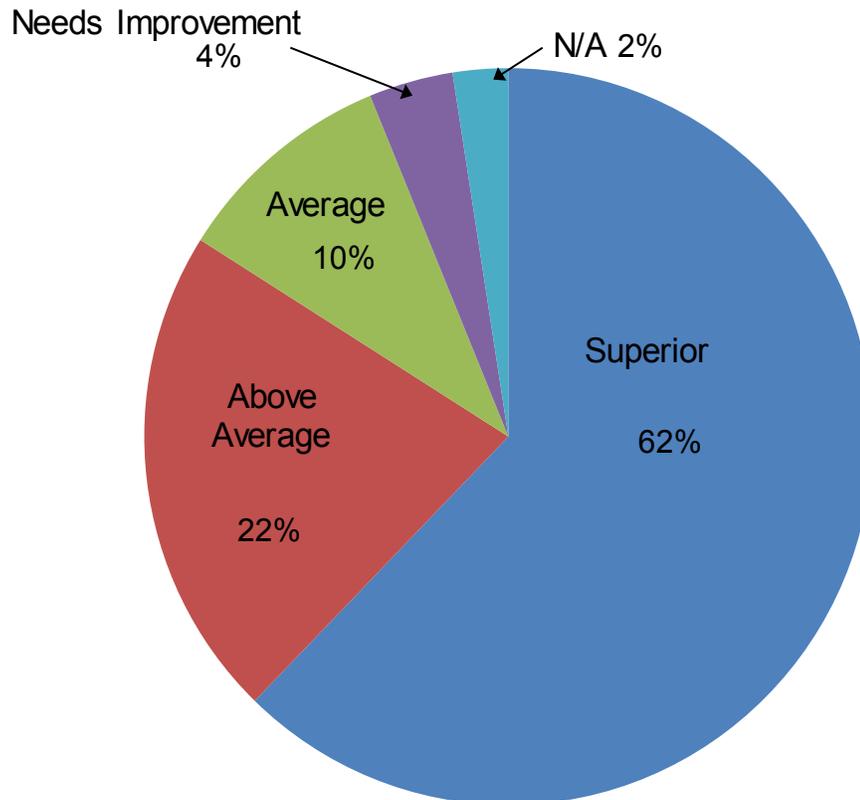
Customer of the Year for Products/Commodities



Employee/Client Satisfaction Survey

October 1, 2013—September 30, 2014

	Superior	Above Average	Average	Needs Improvement	N/A	Total
1) I like what I do in my job.	939	334	156	25	21	1475
2) I am happy with my salary and benefits.	658	356	220	182	59	1475
3) I like where I work.	967	339	128	19	22	1475
4) I get the help I need when I ask for it.	970	322	122	30	31	1475
5) I want to keep my job for another year.	1058	249	100	20	48	1475
TOTAL	4592	1600	726	276	181	7375

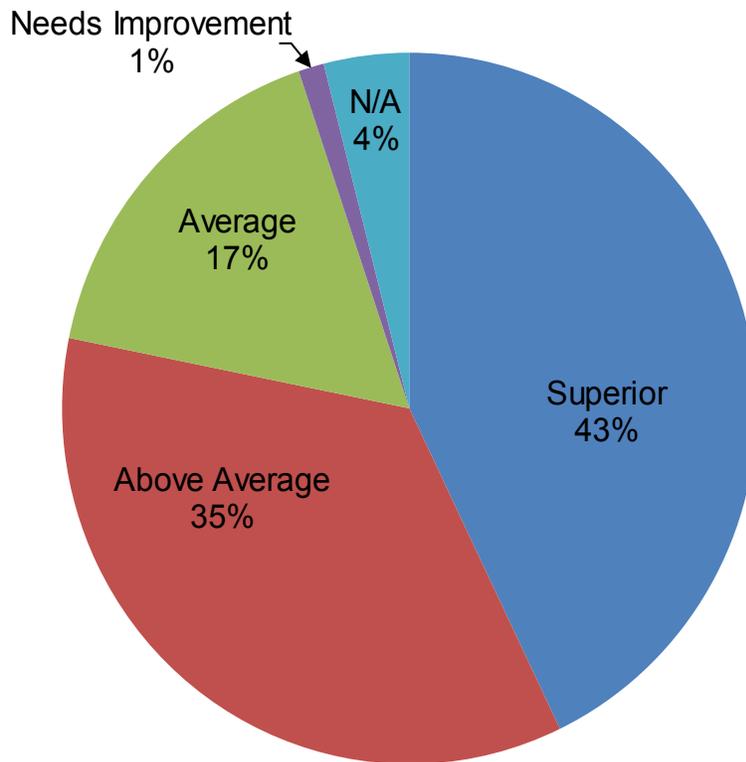


96% of employees surveyed were satisfied with their employment

Employment Center Satisfaction Survey

October 1, 2013—September 30, 2014

	Superior	Above Average	Average	Needs Improvement	N/A	Total
1) ROF's operational procedures are clear. (product development, certification, invoicing procedure, etc.)	11	16	13	0	2	42
2) ROF staff provided complete and accurate information to you.	17	17	6	1	1	42
3) ROF staff was courteous and helpful.	28	11	2	0	1	42
4) When help was requested, ROF staff provided a response in a reasonable amount of time.	22	13	5	0	2	42
5) The ROF web site is easy to navigate.	14	13	11	1	3	42
6) My overall experience with ROF was positive.	16	19	5	1	1	42
TOTAL	108	89	42	3	10	252

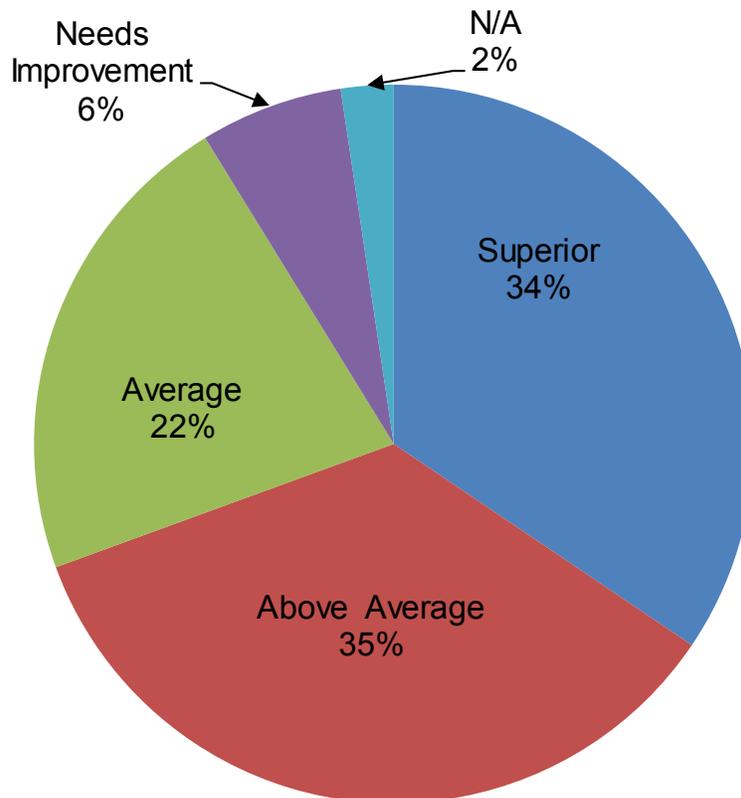


**99% of employment centers surveyed were satisfied with
RESPECT of Florida's performance**

Customer Satisfaction Survey

October 1, 2013—September 30, 2014

	Superior	Above Average	Average	Needs Improvement	N/A	Total
1) What was the quality of customer service you received?	58	52	25	10	3	148
2) How satisfied are you with the product(s) that you purchased?	46	56	35	8	3	148
3) Rate your overall experience with RESPECT of Florida.	62	47	24	14	1	148
4) Please rate your ability to find products on the RESPECT website.	38	52	45	6	7	148
TOTAL	204	207	129	38	14	592



**94% of customers surveyed were satisfied with
RESPECT of Florida's performance**

Product/Commodity & Service Sales by Employment Center

October 1, 2013—September 30, 2014

Name	Products	Services
Arc Big Bend, <i>Madison</i>	\$ 21,762.00	\$ 1,526,733.36
ARC Gateway, <i>Pensacola</i>	\$ -	\$ 718,146.72
ARC Nassau, <i>Yulee</i>	\$ -	\$ 712,966.45
ARC Jacksonville, <i>Jacksonville</i>	\$ -	\$ 161,044.92
ARC Nature Coast, <i>Brooksville</i>	\$ -	\$ 71,508.32
ARC North Florida, <i>Live Oak</i>	\$ -	\$ 1,214,137.44
ARC of Putnam County, <i>Palatka</i>	\$ -	\$ 378,461.30
ARC Santa Rosa, <i>Milton</i>	\$ -	\$ 782,387.21
ARC South Florida, <i>Miami</i>	\$ 306.50	\$ -
ARC of Walton County, <i>Defuniak Springs</i>	\$ -	\$ 178,766.88
ARC of Washington-Holmes Counties, <i>Chipley</i>	\$ -	\$ 1,724,142.14
Alliance for Independence, <i>Lakeland</i>	\$ 6,632.25	\$ -
Brevard Achievement Center, <i>Rockledge</i>	\$ 2,235,036.70	\$ 410,903.10
CARC-Advocates for Citizens with Disabilities, <i>Lake City</i>	\$ 2,424.42	\$ 926,813.81
CHAC-Community Haven for Adults & Children, <i>Sarasota</i>	\$ -	\$ 1,593.92
Challenge Enterprises, <i>Green Cove Springs</i>	\$ -	\$ 5,135.00
Gadsden ARC, <i>Quincy</i>	\$ 19,567.78	\$ 959,704.26
Glades Area ARC-Arc of the Glades, <i>Belle Glade</i>	\$ -	\$ 15,973.40
Goodwill Industries Big Bend Services, <i>Tallahassee</i>	\$ 422,527.05	\$ 1,329,972.44
Goodwill Industries of South Florida, <i>Miami</i>	\$ 79,448.33	\$ 5,190,899.16
Gulf County ARC, <i>Port St. Joe</i>	\$ -	\$ 60,145.25
Gulfstream Goodwill Industries, <i>West Palm Beach</i>	\$ -	\$ 1,005,335.50
Goodwill Industries Suncoast-Jobworks, <i>St. Petersburg</i>	\$ -	\$ -

Product/Commodity & Service Sales by Employment Center

October 1, 2013—September 30, 2014
(continued)

Name	Products	Services
Horizons of Okaloosa County, <i>Ft. Walton Beach</i>	\$ -	\$ 550,375.21
Jackson County ARC, <i>Marianna</i>	\$ -	\$ 574,072.88
Jeff Industries, <i>Hypoluxo</i>	\$ 4,726.80	\$ -
Lakeview Center-Gulf Coast Enterprises, <i>Pensacola</i>	\$ -	\$ 641,512.48
Lighthouse Central Florida-Lighthouse Works, <i>Orlando</i>	\$ 23,407.35	\$ 4,140.00
Lighthouse for the Visually Impaired & Blind, <i>Port Richey</i>	\$ 6,052.11	\$ -
MacDonald Training Center, <i>Tampa</i>	\$ 1,397,240.95	\$ -
MACtown, <i>Miami</i>	\$ -	\$ -
PARC, Inc., <i>St. Petersburg</i>	\$ 20,334.16	\$ -
Palm Beach Habilitation Center, <i>West Palm Beach</i>	\$ -	\$ 202,062.98
Pine Castle, Inc., <i>Jacksonville</i>	\$ 1,402,594.98	\$ -
Seagull Industries for the Disabled, <i>Riviera Beach</i>	\$ 34,421.46	\$ 104,567.00
ServiceSource, <i>Clearwater</i>	\$ -	\$ 214,756.99
Stewart-Marchman-Act Behavioral Healthcare, <i>Daytona Beach</i>	\$ 508,752.89	\$ 2,218,754.94
St. Andrew Bay Center, <i>Lynn Haven</i>	\$ 17,694.66	\$ 25,415.43
WORC, Inc., <i>Daytona Beach</i>	\$ -	\$ -
Sub-Contractors/Sassy's Cleaning Services, <i>Jacksonville</i>	\$ 10,532.61	\$ 53,623.09
ICA Sub-Contractors	\$ -	\$ -
	<u>\$ 6,213,463.00</u>	<u>\$21,964,051.58</u>

Product/Commodity Sales by Categories

October 1, 2013—September 30, 2014

	Total Sales
DRUG TESTING KITS AND SUPPLIES	
Drug Testing Kits & Supplies	\$ 1,164,351.10
	<u>\$ 1,164,351.10</u>

FIRST AID AND SAFETY	
Alcohol Pads	\$ 541.14
Biohazard Kits/Refills	\$ 2,049.06
CRP Kits/Refills	\$ 2,447.57
Ear Plugs	\$ 1,503.39
Elastic Bandages	\$ 229.05
First Aid Kits/Refills	\$ 68,670.50
Hand Sanitizer	\$ 18,862.97
Latex Glove & Dispensers	\$ 237,721.93
Prophylactics (All Types)	\$ 1,883,048.58
Safety Glasses & Goggles	\$ 2,226.10
Safety Vest	\$ 17,832.58
Toothbrushes	\$ 10,744.04
	<u>\$ 2,245,876.91</u>

JANITORIAL AND KITCHEN	
Dust Mops	\$ 1,750.88
Mop Products/Handles	\$ 238,324.38
Shop Towels	\$ 980.45
Soap & Dispensers	\$ 16,173.26
Trash Can Liners	\$ 2,491.05
Zep Meter Mist	\$ 2,580.61
	<u>\$ 262,300.63</u>

MEDICAL	
Clarity Urocheck	\$ 112.14
HemoPoint Meter/Microcuvettes	\$ 6,632.25
	<u>\$ 6,744.39</u>

Product/Commodity Sales by Categories

October 1, 2013—September 30, 2014
(continued)

OTHERS	Total Sales
Bicycle Racks	\$ 700.00
Flags (State, USA, & POW)	\$ 79,448.33
Jumper Cables	\$ 442.03
Mailing	\$ 818.91
Parking Stops	\$ 306.50
Custom Metal Signs	\$ 722.28
Survey Stakes	\$ 5,876.74
Transponders	\$ 1,343,017.24
	\$ 1,431,332.03

OFFICE	
Air Duster Canister	\$ 4,084.80
Bulletin Board	\$ 3.69
Calendars (All Types)	\$ 40,191.82
Chair Mats	\$ 4,485.33
Clipboards & Arch files	\$ 141.81
Clocks	\$ 11,772.26
Laser & Ink-Jet Cartridges	\$ 129,104.83
Mailing Tubes	\$ 991.90
Pens, Pencils, Highlighters & Markers	\$ 15,060.21
Price Per Page Services	\$ 382,297.13
Staplers/Accessories/Hole Punch	\$ 2,424.42
Surge Protector	\$ 1,189.15
Toner Services	\$ 9,473.07
	\$ 601,220.42

PROMOTIONAL	
Award Plaques	\$ 19,567.78
Clothing-Silk Screened/Embroidery	\$ 221,175.85
Document Frames-Wood & Metal	\$ 166.85
Promotional, Various	\$ 260,727.04
	\$ 501,637.52

PRODUCT/COMMODITY GRAND TOTAL	\$ 6,213,463.00
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Product/Commodity & Service Sales by Customer

October 1, 2013—September 30, 2014

Name	CITIES		Total Sales
	Products	Services	
Altamonte Springs	\$ 176.68	\$ -	
Boynton Beach	\$ 635.60	\$ 51,014.10	
Bristol	\$ -	\$ -	
Cooper City	\$ -	\$ -	
Deland	\$ 150.40	\$ -	
Ft Lauderdale	\$ 44.49	\$ -	
Ft. Walton Beach	\$ 277.80	\$ -	
Havana	\$ -	\$ -	
Inglis	\$ 94.09	\$ -	
Kissimmee	\$ 367.50	\$ -	
Lake Butler	\$ -	\$ -	
Lantana	\$ 320.20	\$ -	
Leesburg	\$ -	\$ -	
Oldsmar	\$ 1,636.13	\$ -	
Panama City	\$ -	\$ 561,155.10	
Pensacola	\$ -	\$ 50,469.14	
Tallahassee	\$ -	\$ 168,308.96	
Tampa	\$ 818.91	\$ -	
West Melbourne	\$ -	\$ -	
West Palm Beach	\$ -	\$ 84,297.62	
Wildwood	\$ 110.67	\$ -	
Winter Haven	\$ 1,599.85	\$ -	
	\$ 6,232.32	\$ 915,244.92	

Product/Commodity & Service Sales by Customer

October 1, 2013—September 30, 2014
(continued)

NAME	Total Sales	
	Products	Services
COUNTIES		
Alachua	\$ -	\$ -
Brevard	\$ 1,187.28	\$ 66,567.24
Broward	\$ 1,713.58	\$ -
Escambia	\$ 7,294.33	\$ -
Highland	\$ 505.40	\$ -
Hillsborough	\$ 22,416.60	\$ -
Lee	\$ 2,160.21	\$ -
Martin	\$ 1,033.39	\$ -
Miami/Dade	\$ 19,120.03	\$ 4,859,958.48
Orange	\$ -	\$ -
Palm Beach	\$ 13,030.25	\$ 173,817.49
Pasco	\$ 2,473.80	\$ -
Pinellas	\$ -	\$ -
Seminole	\$ -	\$ 4,140.00
Volusia	\$ 1,100.89	\$ -
Walton	\$ 296.82	\$ -
	<u>\$ 72,332.58</u>	<u>\$ 5,104,483.21</u>

NAME	Total Sales	
	Products	Services
COMMUNITY COLLEGES		
Gulf Coast State College	\$ -	\$ -
St. Johns River State College	\$ -	\$ 407,408.86
	<u>\$ -</u>	<u>\$ 407,408.86</u>

NAME	Total Sales	
	Products	Services
SCHOOL BOARDS		
Broward	\$ 65,431.50	\$ -
Hernando	\$ 92.60	\$ -
Lake	\$ 4,184.40	\$ -
Miami-Dade	\$ 86,814.00	\$ -
Osceola	\$ 7,526.37	\$ -
Pasco	\$ 360,601.38	\$ -
Seminole	\$ 5,988.40	\$ -
St. Lucie	\$ -	\$ -
	<u>\$ 530,638.65</u>	<u>\$ -</u>

Product/Commodity & Service Sales by Customer

October 1, 2013—September 30, 2014
(continued)

NAME	Total Sales	
	Products	Services
OTHERS		
Aerostar Env	\$ 2,404.26	\$ -
Allstar Janitorial	\$ 155.72	\$ -
The Arc of Florida	\$ 753.86	\$ -
CSI-Academy of FL	\$ 156.32	\$ -
Central FL Behavioral	\$ 2,642.03	\$ -
Corrections Corp.	\$ 4,545.82	\$ -
Corizon Medical	\$ 91.60	\$ -
Delehanty Consulting	\$ 89.12	\$ -
Employment Centers	\$ 453.40	\$ -
Envio-Pro-Tech	\$ 144.76	\$ -
FL Council Compulsive Gambling	\$ 25.53	\$ -
G-Tech Architect, Gaming	\$ -	\$ -
Gadsden CI	\$ 6,580.92	\$ -
Golder Association	\$ 962.06	\$ -
Harmony Clinic Services	\$ 51.71	\$ -
Home Builders	\$ 313.02	\$ -
Hydro-Logic Associates	\$ 103.12	\$ -
ITM Group	\$ 795.04	\$ -
Kairos Prison Ministry	\$ 96.00	\$ -
Kohler Construction Co	\$ 25.16	\$ -
Northshore	\$ 166.80	\$ -
PSI	\$ 244.05	\$ -
Private Individuals	\$ 445.59	\$ -
Private Sector Out of State	\$ 3,375.28	\$ -
Salvation Army	\$ 956.94	\$ -
Southwest Florida Water Management	\$ -	\$ 71,508.32
St. John River Water Management	\$ -	\$ 38,048.16
Take-A-Ticket	\$ 47.12	\$ -
Value Environmental	\$ 144.76	\$ -
White Youth Foundation	\$ -	\$ -
Xator Corp.	\$ 225.22	\$ -
	<u>\$ 25,995.21</u>	<u>\$ 109,556.48</u>

Product/Commodity & Service Sales by Customer

October 1, 2013—September 30, 2014
(continued)

STATE AGENCIES	Total Sales	
	NAME	Products
APD	\$ 5,232.06	\$ -
Administrative Services	\$ 1,143.78	\$ -
Agency for Health Care	\$ 3,921.23	\$ -
Agriculture & Consumer Services	\$ 3,357.00	\$ -
Business & Professional Regulation	\$ 6,506.35	\$ -
Children & Families	\$ 154,442.80	\$ -
Citrus	\$ 269.21	\$ -
Corrections	\$ 1,219,841.88	\$ -
Division of Admin Hearings	\$ 31.33	\$ -
Economic Opportunity	\$ 182.68	\$ -
Education	\$ 10,624.57	\$ 47,186.16
Elder Affairs	\$ 646.43	\$ -
Environmental Protection	\$ 41,936.08	\$ 39,987.80
Financial Services	\$ 4,227.35	\$ -
Fish & Wildlife Conservation Commission	\$ 42,502.24	\$ 21,651.39
Governor's Office	\$ 323.60	\$ -
Health	\$ 1,993,012.35	\$ 515,184.92
Highway Safety & Motor Vehicles	\$ 25,319.51	\$ 51,215.30
Juvenile Justice	\$ 103,982.66	\$ -
Judicial	\$ -	\$ -
Law Enforcement	\$ 40,242.78	\$ -
Lottery	\$ 411,285.46	\$ -
Management Services	\$ 8,186.17	\$ 214,756.99
Military Affairs	\$ 7,070.02	\$ -
Parole Commission	\$ 569.27	\$ -
Public Defenders Office	\$ 1,712.06	\$ -
Public Employee Relations	\$ -	\$ -
Revenue	\$ 30,553.07	\$ -
State Attorney's Office	\$ 3,082.78	\$ -
State	\$ 2,984.07	\$ -
Transportation	\$ 1,442,458.13	\$ 7,796,024.88
Veterans' Affairs	\$ 6,489.56	\$ -
Workforce Innovation	\$ 816.58	\$ -
	<u>\$ 5,572,953.06</u>	<u>\$ 8,686,007.44</u>

Product/Commodity & Service Sales by Customer

October 1, 2013—September 30, 2014
(continued)

UNIVERSITIES			Total Sales
NAME	Products	Services	
Florida University	\$ -	\$ -	
Florida A&M University	\$ 269.82	\$ -	
Florida Gulf Coast University	\$ 2,241.72	\$ -	
Florida State University	\$ -	\$ -	
University of North Florida	\$ 1,016.22	\$ -	
	\$ 3,527.76	\$ -	
ASSET MANAGEMENT CONTRACTS			
NAME	Products	Services	
ICA (DOT)	\$ -	\$ 4,355,805.00	
TME Enterprises	\$ 875.17	\$ 1,357,261.82	
Transfield Services (DOT)	\$ 908.25	\$ 891,012.09	
	\$ 1,783.42	\$ 6,604,078.91	
GRAND TOTAL	\$ 6,213,463.00	\$21,964,051.58	

Service Sales by Category

October 1, 2013—September 30, 2014

	Total Sales
Bus Cleaning	\$ 653,877.68
Call Center Operations	\$ 215,271.99
Call Monitoring	\$ 4,140.00
Janitorial,(Non-Rest Area)	\$ 7,516,706.08
Janitorial, Rest Areas	\$ 11,249,540.74
Lawn Care Services	\$ 54,837.94
Litter Pick-Up	\$ 1,774,811.37
Mowing	\$ 275,417.83
Parking Meter Collections	\$ 80,630.64
Refuse Collection	\$ 49,367.27
Sign Maintenance	\$ 89,450.04
	<u>\$ 21,964,051.58</u>