



Annual Report

**October 1, 2009 -
September 30, 2010**

In accordance with ITN No. 13-914-000-E,
The Florida Association of Rehabilitation Facilities, Inc.
RESPECT of Florida
Submits the Central Nonprofit Agency FY 2009-2010 Annual Report
to the Florida Department of Management Services



LETTER OF SUPPORT FROM GOVERNOR CRIST



CHARLIE CRIST
GOVERNOR

Dear Friends:

The state of Florida is proud of the accomplishments of RESPECT of Florida. For over 30 years, RESPECT of Florida, in partnership 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,

A handwritten signature in blue ink that reads 'Charlie Crist'.

Charlie Crist



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RESPECT of Florida is a preferential purchasing program established by the Florida Legislature in 1974 through Chapters 413.032-413.037, Florida Statutes. The purpose of the program is to encourage and assist individuals who have substantial disabilities that prevent participation in normal competitive employment to achieve their maximum personal independence through useful, productive, and gainful employment. Purchase of these products or services is made available by RESPECT of Florida, the designated Central Nonprofit Agency, under the umbrella of the Florida Association of Rehabilitation Facilities, Inc. RESPECT of Florida assures an expanded and constant market for the products and services provided by individuals with disabilities.

The statute directs state entities to purchase certain products and services from participating qualified, nonprofit, community agencies throughout Florida who employ individuals with severe disabilities. Under RESPECT, persons with disabilities, governmental agencies, and Florida citizens all win because:

- Meaningful employment is created for individuals with severe disabilities whose opportunities would otherwise be limited;
- Government entities receive quality products and services at a fair market price as determined by the Department of Management Services; and
- Florida has fewer citizens dependent upon welfare and other tax-supported subsidies which is a great economic benefit.

RESPECT is an example of privatized government operating at its best, requiring no direct state funding for operation. Jobs include packaging, janitorial and grounds maintenance, coin collection, electronic assembly, and various office employment opportunities such as call centers. RESPECT of Florida has affirmed that citizens with disabilities are capable of competing in any industry when given the opportunity.

FY 2010-11 Sales: Products and Services

Even with the continued downturn in Florida's economy, RESPECT sales showed some growth compared to last fiscal year. During the year, we worked closely with our Employment Centers and customers to minimize contract costs wherever feasible by re-evaluating contract scopes of services, frequency of service, etc.; at the same time we brought on new contracts and services. This approach resulted in annual service sales totaling **\$21,220,947.03** (\$20,670,947.03 in service contracts and \$550,000 in a supplemental performance contract) compared to a total of \$20,520,555 for the previous year). RESPECT product sales totaled **\$3,588,977.54** (up from \$3,276,094 from the previous year). RESPECT of Florida's total sales of



\$24,809,924.57 enabled **1,217** persons with disabilities to be employed through the RESPECT program. During this period there were 51 DMS certified nonprofit agencies located throughout the State of Florida.

Oversight

The RESPECT Oversight Committee (ROC), a cross-section of employment enter representatives, continues to oversee operations and state use issues. The ROC continues to meet on a quarterly basis and provides peer governance. The ROC has encouraged development of a Business Development Committee and more emphasis on marketing of products and services. Both of these initiatives have been developed and will become operational in FY 2011-12.

Targeted surveys were conducted by the RESPECT headquarters office to solicit feedback from our customers, employment centers, and the individuals we serve. Results of the surveys continue to be overwhelmingly positive and are included in this report.

Below are the "standards and indicators," employment centers are expected to achieve in order to increase employment in integrated settings of those individuals who are blind or have other severe disabilities:

1. Place 5% of individuals with disabilities into competitive and supported employment annually (5.99% were placed);
2. Maintain placement of at least 25% of individuals with disabilities in supported employment annually (48% placement rate was maintained);
3. Increase the number of employment centers by one annually (increased by 2 Employment Centers);
4. Increase the number of individuals being served by 5% annually (increased by 1%);
5. Increase the hourly wage by 3% annually. (*The average hourly wage increased by 8%*).

Success in employment areas occurred in spite of reductions to funding levels for supported employment. Economic factors beyond the control of the Central Non-Profit Agency and employment centers combined with reductions in state expenditures are attributable to the program's failure to meet Indicator 4.

Listed below are the "performance measures" as stated in the DMS contract. These measures are evaluated annually:

1. Increase gross revenue by 5% annually (increased by 4.3%);
2. Achieve a minimum score of 90% on customer satisfaction survey (achieved a score of 98%);
3. Achieve a minimum score of 90% on employee satisfaction survey (achieved a score of 97%);



4. Achieve a minimum score of 90% on employment center satisfaction survey (achieved a score of 98%);
5. Achieve a minimum score of 90% on satisfaction survey conducted by DMS annually (achieved a score of 100%);
6. Increase the number of employment center employees receiving benefits by 3% annually (increased by 22.6%)

RESPECT utilizes newsletters, product promotions, employment center updates, and announcements to communicate its message on a regular basis. This year, our interactive website was updated and has become an integral element of the marketing plan for RESPECT products and services. Orders are received through respectofflorida.org, MyFlorida.com, via Fax and by phone.

Renewal as Central Nonprofit Agency

In July, 2010, Florida ARF, dba RESPECT of Florida, entered into a new five year contract with DMS as the Central Nonprofit Agency (CNA) with an option to renew for an additional five years. RESPECT is committed to working closely with the Department of Management Services to enhance product and services sales. We will continue to pursue all avenues that lead to both increased job opportunities for Florida citizens with disabilities and quality products and services for all government entities within the State of Florida.

Strategic Planning

On July 29, 2010, RESPECT staff participated in a strategic planning process. The process revealed our greatest strength is the experience level of the staff and the teamwork that occurs. As one Employment Center responded, "The program has a good, stable mission-driven leadership, an improved relationship with DMS, some good solid jobs for persons with disabilities, financial good footing, enabling legislation, and relationships/communications with providers are always open and honest."

Areas for improvement included the need for more Employment Center and state agency training/education and internal training. Agencies need help in understanding how to develop products and service contracts and how to perform contracts. Also, more resources should be devoted to marketing.

The number one opportunity identified by staff was potential for growth while the primary threat identified was uncertain economic conditions including uncertain economic forecasts, CPI changes, and unknown costs. The above findings have been incorporated into an Action Plan to further improve the program and to generate growth in FY 2011-12.

Suzanne Sewell
President & CEO

Florida Association of Rehabilitation Facilities

Scott Gaedtk
Executive Director
RESPECT of Florida



**During Fiscal Year 2009-2010 RESPECT OF FLORIDA
PERFORMED THE FOLLOWING RESPONSIBILITIES:**



- Represented participating nonprofit agencies to DMS;
- Represented participating nonprofit agencies to government agencies;
- Recommended products and services to DMS;
- Negotiated contracts with government agencies;
- Processed purchase orders from government agencies;
- Invoiced government agencies for products and services provided;
- Provided administration and reporting for the program;
- Provided technical assistance and training to participating nonprofit agencies;
- Maintained nonprofit agencies' annual DMS certification;
- Developed marketing packages of products & services for government agencies;
- Monitored quality of products and services;
- Conducted annual satisfaction surveys (employee, nonprofit agency, customer);
- Maintained RESPECT of Florida web site;
- Maintained all standards, indicators, and measures as required in the contract between DMS and RESPECT of Florida.

**During Fiscal Year 2009-2010 THE DEPARTMENT OF MANAGEMENT
SERVICES PROVIDED THE FOLLOWING RESPONSIBILITIES:**



- Supported RESPECT of Florida program
- Designated a DMS liaison for RESPECT of Florida
- Designated products and services to be procured by government agencies
- Participated in service provider coordination
- Determined fair market prices for designated products and services
- Assisted the service provider in making program improvements
- Monitored the procurement list for duplications
- Assigned products and service contracts to qualified nonprofit agencies
- Certified nonprofit agencies as qualified to participate in the program
- Assisted the service provider with awards and recognition at state venues
- Established rules and procedures necessary to operate the program



MEET OUR 2009-2010 EMPLOYEES OF THE YEAR

Employee of the Year for Services



Jonathan Berger

**Gulfstream
Goodwill
Industries**

Jonathan Berger has been working at Gulfstream Goodwill for two years. He provides janitorial services and grounds maintenance at the Martin County Rest Area. His supervisors say he is constantly going above and beyond his duties to help management and other employees. He is always looking for ways to help his fellow employees including coming in early on Mondays to help another employee who has greater difficulty finishing tasks. Jonathan has many new and useful ideas to make the job easier for himself and his co-workers. He has an interest in writing and would like to pursue a career as a cook in the future. He does most of the cooking at home for himself and his wife, who is also disabled. His supervisors describe Jonathan as outgoing, confident and helpful and say "It is almost impossible to have a bad day around him."

Employee of the Year for Products

Lorene Woods

**Brevard
Achievement
Center (BAC)**



Lorene has worked for BAC since September of 2005. She is described as being happy, responsible and forth-right. She was nominated and chosen for the award this year because of her positive attitude, leadership amongst her peers and willingness to "go that extra mile". She is able to multi-task at many different RESPECT jobs including packing and weighing gloves, packing and weighing condoms, assembling first aid kits, packaging soap and has just learned how to laminate calendars. She is often honored by her supervisors with a monthly "Perfect Attendance Award". She volunteers at Kennedy Space Center by assembling information packets for the Space Shuttle launches. She has also completed a goal of "conversational sign language". Lorene lives independently and is currently purchasing her own condo. Supervisors say she is always smiling.

Most Improved Employee of the Year



Terri Sloan

**Brevard
Achievement
Center (BAC)**

Terri has been employed at BAC for six years and masters a variety of duties. She packages gloves, condoms, first-aid kits, soap and hand sanitizer. She also stacks pallets for shipping. Terri has developed work skills which are equal to and surpass other employees who have been at BAC for as long as she has. Terri has been appointed to "Bay Helper" and assists her supervisor which entails working on two product lines simultaneously. This requires maturity and a high level of concentration. She does her job in an expeditious way and with minimal supervision. Terri volunteers at the local hospital in the cafeteria, sings in her church choir and is learning to play the harp. Her supervisors describe her as compassionate, determined and helpful.

Rookie of the Year

Reginald Daniels

**Goodwill
Industries Big
Bend Services**



"Reggie" started working with the Litter Removal crew at Goodwill Industries Big Bend Services near the beginning of 2010. His supervisors say he came to his job as an underdog with all odds against him, but has become one of the most dedicated and hard working team members. Reggie had doubts when it came to learning to drive the 4 wheel drive vehicles called "Mules", but is now one of the crews' best drivers. Reggie does a good job keeping the guys on the crew positive when things get tough and he is always willing to help out others. He has learned to take public transportation and is always on time to work. He is saving money to one day buy a car and get married. His supervisors say he is friendly, reliable, honest and is a great role model.

2009-2010 OUTSTANDING EMPLOYEES

Fred Green <i>ARC Gateway</i>	Betty Scott <i>Glades Area ARC</i>	Willie Peacock <i>McDonald Training Ctr.</i>
Jason Pierson <i>McDonald Training Ctr.</i>	Bethany Steinman <i>ARC Nature Coast</i>	Kenyarda Green <i>Lakeview Center</i>
Shalonda Mosley <i>McDonald Training Ctr.</i>	Jazme Wells <i>Goodwill-Big Bend</i>	Anthony Nesmith <i>Pinecastle</i>
Craig Albertson <i>James Ranch</i>	Bobby Lewis <i>Glades Area ARC</i>	Nick Colao <i>ARC Nature Coast</i>
Donnell Haynes <i>Lakeview Center</i>	Betty Young <i>McDonald Training Ctr.</i>	Adam Frese <i>James Ranch</i>
Donna Jackson <i>ARC Gateway</i>	David McDaniels <i>Glades Area ARC</i>	Jantzen Wright <i>Quest</i>
Daniel Aboud <i>McDonald Training Ctr.</i>		Matthew Griffis <i>James Ranch</i>



Everyone at RESPECT of Florida would like to say
 “Job Well Done” to *all* of the employees who play a part in
 producing the quality products and services offered by RESPECT.

THANK YOU for all that you do!

MEET OUR EMPLOYMENT CENTERS OF THE YEAR

Products

**Abilities, Inc. of
Florida**

Clearwater, FL



Services

**Lakeview
Center, Inc.**

Pensacola, FL



MEET OUR CUSTOMERS OF THE YEAR

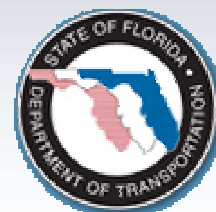
Products

**Florida
Department
of Health**

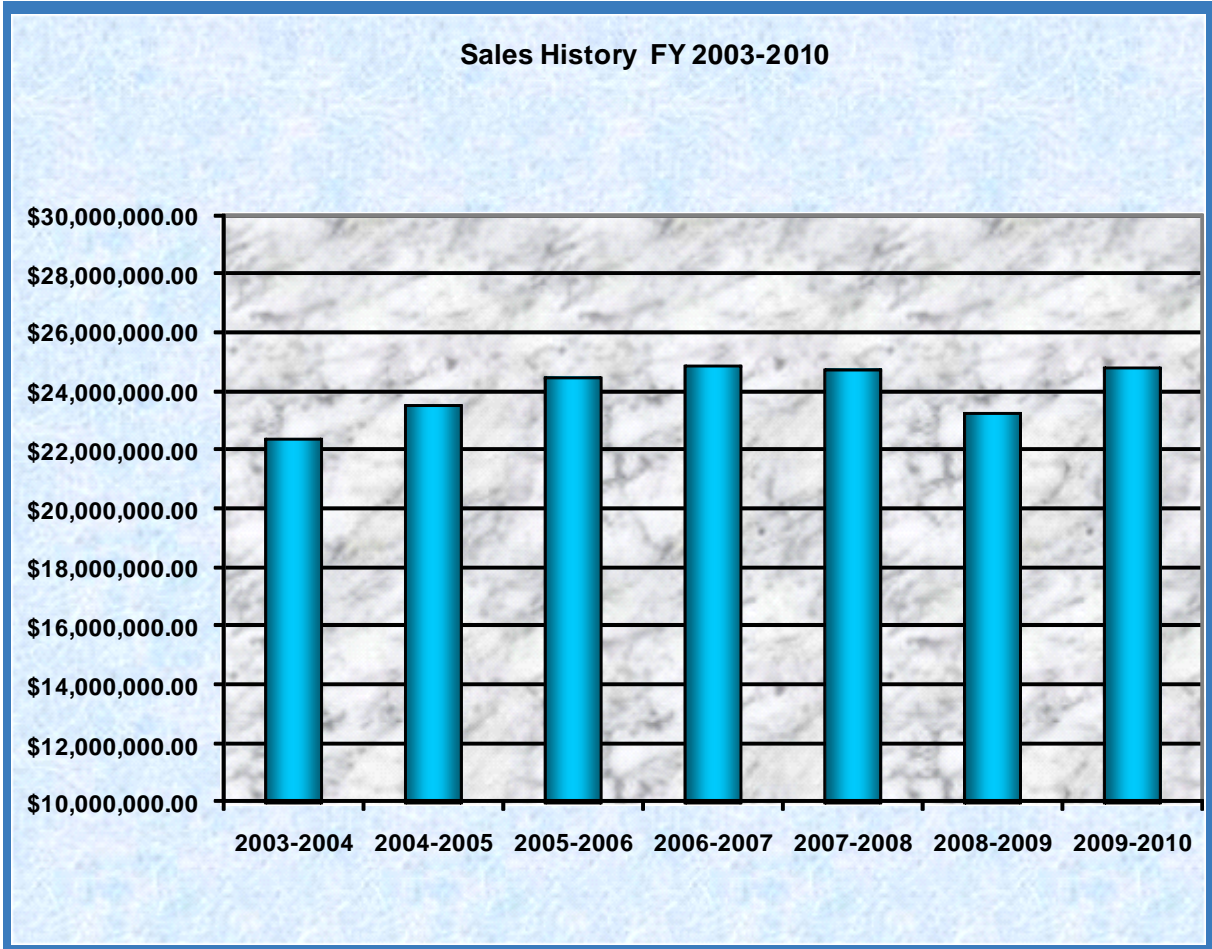


Services

**Florida
Department of
Transportation
District 3**



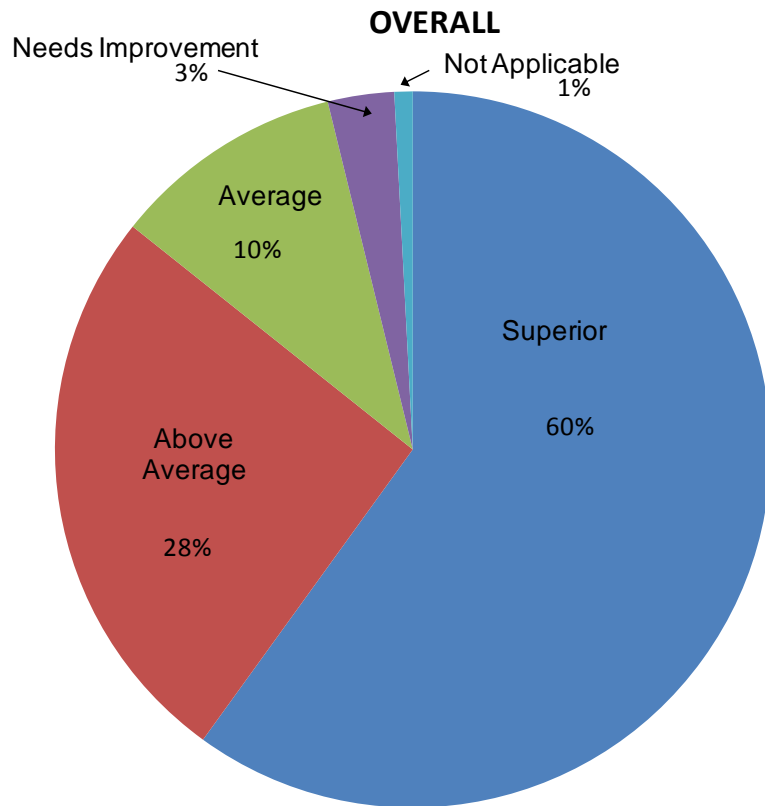
SALES HISTORY
FISCAL YEARS 2003-2010



RESPECT sales for the year ending September 30, 2010 totaled \$24,809,924.57, an increase of more than \$1 million over the previous year's sales.

EMPLOYEE/CLIENT SATISFACTION SURVEY

	5 Superior	4 Above Average	3 Average	2 Needs Improvement	1 N/A	Total
1) I like what I do in my job.	990	390	172	21	6	1579
2) I am happy with my salary and benefits.	667	501	234	154	18	1574
3) I like where I work.	976	422	153	20	8	1579
4) I get the help I need when I ask for it.	1033	392	124	18	10	1577
5) I want to keep my job for another year.	1058	322	143	23	23	1569
TOTAL	4724	2027	826	236	65	7878



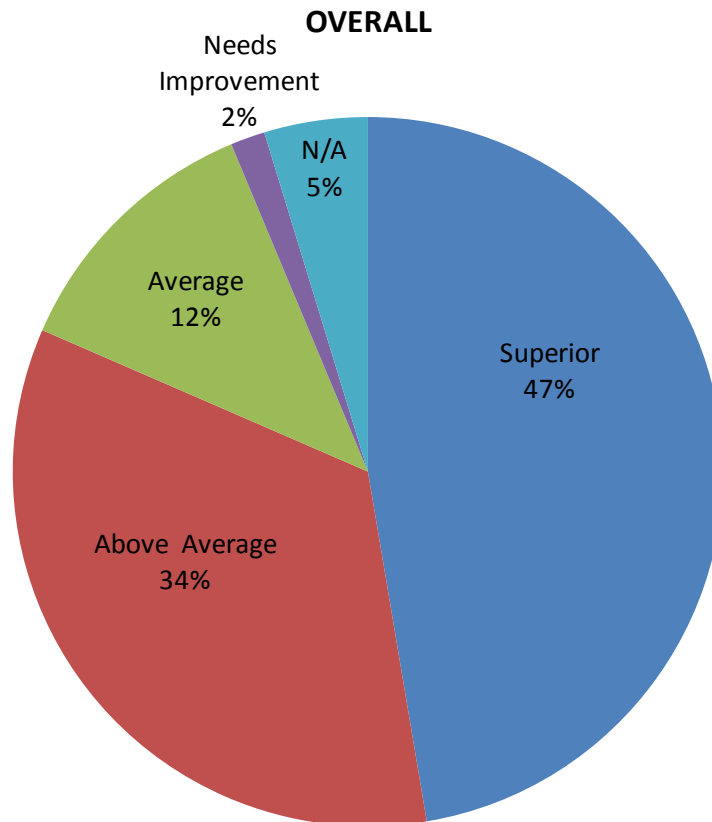
**97% of employees surveyed were satisfied
with their RESPECT employment**



EMPLOYMENT CENTER SATISFACTION SURVEY

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

	5 Superior	4 Above Average	3 Average	2 Needs Improvement	1 N/A	Total
1) ROF's operational procedures are clear. (product development, certification, invoicing procedure, etc.)	34	35	11	2	3	85
2) ROF staff provided complete and accurate information to you.	41	29	9	1	5	85
3) ROF staff was courteous and helpful.	53	25	4	1	2	85
4) When help was requested, ROF staff provided a response in a reasonable amount of time.	44	28	11	1	1	85
5) The ROF web site is easy to navigate.	27	27	16	2	12	84
6) My overall experience with ROF was positive.	42	30	11	1	1	85
TOTAL	241	174	62	8	24	509



**98% of employment centers surveyed were satisfied
with RESPECT of Florida's performance**



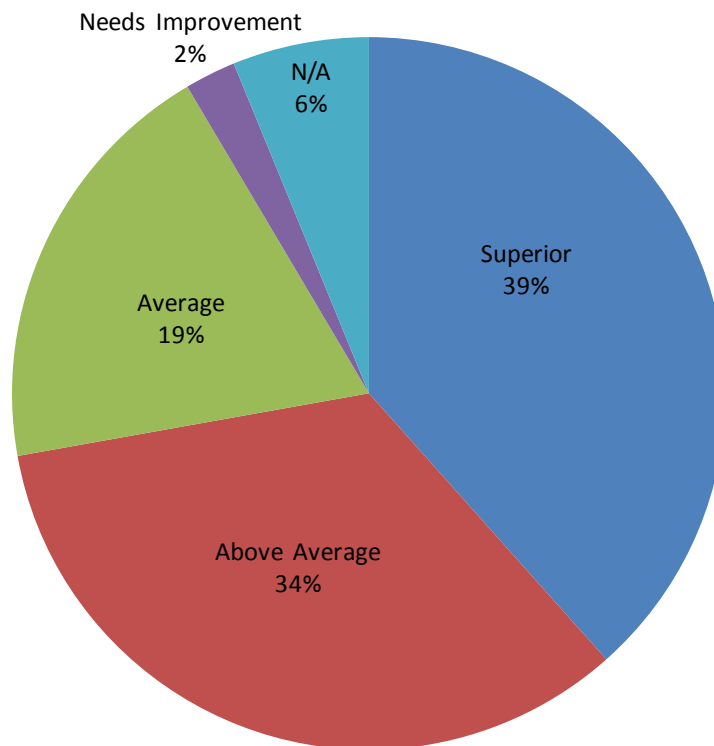


CUSTOMER SATISFACTION SURVEY

COMPLETED DECEMBER 2009

	5 Superior	4 Above Average	3 Average	2 Needs Improvement	1 N/A	Total
1) Is the Respect of Florida website easy to navigate?	33	45	55	6	12	151
2) Is the RESPECT staff courteous and helpful?	72	51	17	1	10	151
3) Did our staff provide complete & accurate information to you?	64	46	27	1	13	151
4) Did we respond in a reasonable amount of time?	60	50	28	5	8	151
5) Was the product/service received from us per the terms of the purchase order/contract agreement?	59	52	26	3	11	151
6) Overall my experience with RESPECT was?	60	62	22	5	2	151
TOTAL	348	306	175	21	56	906

OVERALL



98% of customers surveyed were satisfied with RESPECT of Florida's performance



PRODUCTS AND SERVICES SALES BY EMPLOYMENT CENTERS

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

Name	Product Sales	Service Sales
Abilities, Inc, <i>Clearwater</i>	\$ 650,949.26	\$ 55,940.48
ACT Corporation, <i>Daytona Beach</i>	\$ 26,438.63	\$ 1,809,694.60
ARC of Alachua, <i>Gainesville</i>	\$ -	\$ 19,515.15
ARC Brevard, <i>Rockledge</i>	\$ -	\$ 66,008.88
ARC Gateway, <i>Pensacola</i>	\$ -	\$ 415,755.09
ARC Gulf, <i>Port St. Joe</i>	\$ -	\$ 57,865.96
ARC Jacksonville, <i>Jacksonville</i>	\$ -	\$ 111,625.92
ARC Nassau, <i>Yulee</i>	\$ -	\$ 504,424.60
ARC Nature Coast, <i>Brooksville</i>	\$ -	\$ 236,691.59
ARC Putnam, <i>Palatka</i>	\$ -	\$ 101,117.12
ARC St Johns, <i>St Augustine</i>	\$ -	\$ 89,891.12
ARC South Florida, <i>Miami</i>	\$ 341.20	\$ -
Archways, <i>Ft. Lauderdale</i>	\$ 8,970.43	\$ -
Axon Technologies, <i>Port Richie</i>	\$ 87,814.52	\$ 269,813.44
Brevard Achievement Center, <i>Rockledge</i>	\$ 1,455,521.35	\$ -
CARC, <i>Lake City</i>	\$ 1,576.31	\$ 690,254.84
Comprehensive Community Svs., <i>Live Oak</i>	\$ -	\$ 966,888.56
East Coast Contract Industries, <i>Orlando</i>	\$ 75.00	\$ -
Gadsden ARC, <i>Quincy</i>	\$ 27,518.87	\$ 787,480.68
Glades ARC, <i>Belle Glade</i>	\$ -	\$ 25,530.69



PRODUCT AND SERVICES SALES BY EMPLOYMENT CENTERS

(CONTINUED)

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

Name	Product Sales	Service Sales
Goodwill Industries Big Bend Srvs., <i>Tallahassee</i>	\$ -	\$ 168,709.20
Goodwill Industries-Gulfstream, <i>West Palm Beach</i>	\$ -	\$ 824,830.34
Goodwill Industries-South FL, <i>Miami</i>	\$ 75,709.86	\$ 5,731,141.82
Goodwill Industries-Suncoast, <i>St. Petersburg</i>	\$ -	\$ 16,809.81
Hope Center, <i>Miami</i>	\$ -	\$ 11,463.45
Horizons of Okaloosa County, <i>Ft Walton Beach</i>	\$ -	\$ 134,036.96
Jackson ARC, <i>Marianna</i>	\$ -	\$ 270,244.17
Jeff Industries, <i>Hypoluxo</i>	\$ -	\$ -
Lakeview center, <i>Pensacola</i>	\$ -	\$ 1,635,395.27
MacDonald Training Center/James Ranch, <i>Tampa</i>	\$ 86,346.75	\$ 1,328,002.51
MACtown Inc., <i>Miami</i>	\$ -	\$ 31,782.10
Madison/Jefferson ARC, <i>Madison</i>	\$ 118,190.35	\$ 1,155,690.19
N-Pact, <i>Jacksonville</i>	\$ 752,200.14	\$ -
PARC, <i>St. Petersburg</i>	\$ 5,447.17	\$ -
Palm Beach Habilitation Ctr., <i>Lake Worth</i>	\$ -	\$ 170,476.12
Pine Castle. <i>Jacksonville</i>	\$ 239,077.11	\$ -
Quest, <i>Orlando</i>	\$ -	\$ 69,174.60
The ARC of Santa Rosa County, <i>Milton</i>	\$ -	\$ 1,013,444.82
Seagull Industries f/t Disabled, <i>West Palm Beach</i>	\$ -	\$ 232,255.83
St Andrew Bay Center, <i>Lynn Haven</i>	\$ -	\$ 23,155.32
Walton County ARC, <i>DeFuniak Springs</i>	\$ -	\$ 177,616.68
Washington/Holmes ARC, <i>Chipley</i>	\$ 15,552.52	\$ 1,424,817.30
UCP of East Central FL, <i>Daytona Beach</i>	\$ 37,238.07	\$ -
ICA Sub-Contractors	\$ -	\$ 43,401.82
	<u>\$ 3,588,967.54</u>	<u>\$ 20,670,947.03</u>



PRODUCT SALES BY CATEGORIES

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

COMPUTERS

Personal Computer Up-Grades	\$ 48,545.34
Web Page Design	\$ -
	\$ 48,545.34

FIRST AID AND SAFETY

Back Support Belts	\$ 551.72
Ballistic Vest	\$ -
Biohazard Kits/Refills	\$ 3,462.55
CRP Kits/Refills	\$ 731.76
Ear Plugs	\$ 2,462.73
Elastic Bandages	\$ 824.15
Eyewash Solution/holders	\$ 1,050.55
First Aid Kits/Refills	\$ 34,504.49
Hand Sanitizer	\$ 24,324.14
Latex Glove & Dispensers	\$ 250,181.63
Prophylactics (All Types)	\$1,095,729.20
Safety Glasses & Goggles	\$ 5,557.54
Safety Vest	\$ 12,131.56
Sunscreen Lotion	\$ 387.64
Wheelchairs/Parts	\$ 8,970.43
	\$1,440,870.09

JANITORIAL AND KITCHEN

Wiping Rags	\$ 2,489.60
Dust Mops	\$ 3,822.18
Mop Products/Handles	\$ 239,077.11
Soap & Dispensers	\$ 35,584.04
Scrubbers	\$ 13,062.92
Squeegees	\$ -
	\$ 294,035.85



PRODUCT SALES BY CATEGORIES
(CONTINUED)

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

MUNICIPAL

Admission Kits	\$ -
Bike Racks	\$ -
Condiment Kits	\$ -
Drug Testing Kits	\$ 752,200.14
Flags (State, USA, & POW)	\$ 75,709.86
Jumper Cables	\$ 217.84
Recycled Plastic Products	\$ 341.20
Sandblasting Signs	\$ -
Survey Stakes	\$ 11,041.65
Underpads/WashCloths(Disposable)	\$ -
	<u>\$ 839,510.69</u>

OFFICE

Bulletin Boards	\$ 3,691.32
Calculators	\$ 566.71
Calendars (All Types)	\$ 83,890.17
Chair Mats	\$ 15,146.92
Clipboards & Archfiles	\$ 306.80
Clocks	\$ 12,940.15
Correction Fluid (discontinued)	\$ 36.36
Ergonomic Accessories	\$ 196.47
Laser & Ink-Jet Cartridges	\$ 273,667.99
Mailing Tubes	\$ 99.18
Paper Clips & Push Pins	\$ 75.00
Pens, Pencils, Highlighters & Markers	\$ 38,775.32
Price Per Page Services	\$ 343,257.57
Staplers/Accessories/Hole Punch	\$ 1,576.31
Toner Services	\$ 38,921.75
Two-hole Punch	\$ -
White Marker Boards & Accessories	\$ 3,899.63
	<u>\$ 817,047.65</u>

PROMOTIONAL

Award Plaques	\$ 27,190.72
Clothing-Silk Screened/Embroidery	\$ 118,190.35
Document Frames-Wood & Metal	\$ 3,576.85
	<u>\$ 148,957.92</u>

PRODUCT'S GRAND TOTAL **\$3,588,967.54**



PRODUCTS AND SERVICES
SALES BY CUSTOMER

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

CITIES		
NAME	PRODUCTS	SERVICES
Altamonte Springs	\$ 274.60	\$ -
Boynton Beach	\$ 2,502.93	\$ 49,960.80
Casselberry	\$ 70.92	\$ -
Cooper City	\$ 156.36	\$ -
Ft. Walton Bch .	\$ 399.60	\$ -
Jacksonville	\$ 942.52	\$ -
Kissimmee	\$ 407.60	\$ -
Leesburg	\$ 199.80	\$ -
Melbourne	\$ 92.31	\$ -
Oldsmar	\$ 1,871.98	\$ -
Palm Bay	\$ 147.66	\$ -
Pensacola	\$ 288.32	\$ 691,255.15
Tallahassee	\$ -	\$ 169,736.64
Town of Havana	\$ 307.26	\$ -
Town of Monteverde	\$ 51.38	\$ -
West Palm Beach	\$ -	\$ 80,630.64
Winter Haven	\$ 800.35	\$ -
Winter Park	\$ 483.70	\$ -
	<u>\$ 8,997.29</u>	<u>\$ 991,583.23</u>

COUNTIES		
NAME	PRODUCTS	SERVICES
Bay	\$ 1,931.25	\$ -
Brevard	\$ -	\$ 66,567.24
Broward	\$ 417.11	\$ -
Escambia	\$ 2,339.40	\$ -
Highland	\$ 1,683.25	\$ -
Hillsborough	\$ 55,254.52	\$ 97,781.36
Leon	\$ 26,280.54	\$ -
Martin	\$ 633.40	\$ -
Miami/Dade	\$ 11,722.05	\$ 5,365,977.35
Orange	\$ 24,058.75	\$ 69,174.60
Palm Beach	\$ 12,407.02	\$ 236,480.85
Pasco	\$ 2,655.03	\$ -
Pinellas	\$ 2,313.20	\$ -
Volusia	\$ 1,188.46	\$ -
	<u>\$ 142,883.98</u>	<u>\$ 5,835,981.40</u>



PRODUCTS AND SERVICES SALES BY CUSTOMER
(CONTINUED)

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

UNIVERSITIES

NAME	PRODUCTS	SERVICES
University of Florida	\$ 291.00	\$ -
University of West Florida	\$ 967.29	\$ -
FAMU	\$ 752.99	\$ -
	<u>\$ 2,011.28</u>	<u>\$ -</u>

COMMUNITY COLLEGES

NAME	PRODUCTS	SERVICES
Gulf Coast Community College	\$ 125.44	\$ -
St John's River Community College	\$ -	\$ 326,510.19
	<u>\$ 125.44</u>	<u>\$ 326,510.19</u>

SCHOOL BOARDS

NAME	PRODUCTS	SERVICES
Bay	\$ 207.18	\$ -
Broward	\$ 42,477.06	\$ -
Calhoun	\$ 65.63	\$ -
Columbia	\$ 2,484.50	\$ -
Duval	\$ 1,583.50	\$ -
Gadsden	\$ 1,511.25	\$ -
Hernando	\$ 24.74	\$ -
Lake	\$ 11,710.60	\$ -
Miami/Dade	\$ 93,838.00	\$ -
Okaloosa	\$ 120.00	\$ -
Osceola	\$ 27,869.48	\$ -
Pasco	\$ 343,296.04	\$ -
Seminole	\$ 9,519.36	\$ -
	<u>\$ 534,707.34</u>	<u>\$ -</u>

RESPECT of Florida: "Changing lives one purchase at a time."



PRODUCT AND SERVICES SALES BY CUSTOMER
(CONTINUED)

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

OTHERS

NAME	PRODUCTS	SERVICES
Aerostar Environment	\$ 2,954.95	\$ -
Central FL Behavioral	\$ 974.38	\$ -
Coastal Engineering	\$ 146.28	\$ -
Coastal Technology	\$ 32.28	\$ -
Coker College	\$ 31.67	\$ -
Envir-Pro-Tech	\$ 1,023.82	\$ -
Glades ARC	\$ 120.00	\$ -
Golder Assoc	\$ 1,503.95	\$ -
Liles, Gavin & Costantino	\$ 2,981.25	\$ -
Mt. Carmel	\$ 62.36	\$ -
Professional Svs Ind	\$ 131.26	\$ -
Southwest FL Water Mgmt	\$ -	\$ 218,433.02
St John River Water Mgmt	\$ -	\$ 300,182.88
St Johns Partners (Florida Lottery)	\$ 45,274.80	\$ -
Tech Maint	\$ 18.35	\$ -
Tetra Partners	\$ 227.50	\$ -
Triage Partners	\$ 16.74	\$ -
Triangle Survey & Mapping	\$ 96.67	\$ -
USSI	\$ 429.40	\$ -
Washington ARC	\$ 213.80	\$ -
Wilson Miller	\$ 116.34	\$ -
	<u>\$ 56,355.80</u>	<u>\$ 518,615.90</u>

ASSET MANAGEMENT CONTRACTS

NAME	PRODUCTS	SERVICES
ICA (DOT)	\$ -	\$ 6,614,623.32
VMS (DOT)	\$ -	\$ 853,462.23
	<u>\$ -</u>	<u>\$ 7,468,085.55</u>



PRODUCT AND SERVICES SALES BY CUSTOMER
(CONTINUED)

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

STATE AGENCIES

NAME	PRODUCTS	SERVICES
Agency for Health Care	\$ 1,609.72	\$ -
Agriculture & Consumer Svs	\$ 11,194.56	\$ -
Business & Professional Regulation	\$ 5,565.74	\$ -
Children & Families	\$ 111,799.54	\$ -
Citrus	\$ 70.59	\$ -
Community Affairs	\$ 1,020.10	\$ -
Corrections	\$ 902,672.31	\$ -
Education	\$ 30,242.22	\$ -
Elder Affairs	\$ 43,563.41	\$ -
Environmental Protection	\$ 36,890.22	\$ 31,782.10
Financial Services	\$ 2,152.15	\$ -
Fish & Wildlife Conservation Commission	\$ 4,772.65	\$ 18,049.72
Governor's Office	\$ 590.04	\$ -
Health	\$ 1,216,345.00	\$ 997,186.54
Highway Safety & Motor Vehicles	\$ 21,526.26	\$ 23,319.93
Judicial	\$ 17,381.64	\$ 21,305.67
Juvenile Justice	\$ 181,213.19	\$ -
Law Enforcement	\$ 2,735.54	\$ -
Legal Affairs	\$ 139.42	\$ -
Lottery (Does not include lottery vendor purchases)	\$ 22,407.09	\$ -
Management Services	\$ 7,347.12	\$ 227,972.56
Military	\$ 10,886.21	\$ -
Public Defenders Office	\$ 1,463.37	\$ -
Revenue	\$ 121,304.62	\$ -
State's Attorney Office	\$ 10,019.61	\$ -
Department of State	\$ 2,780.61	\$ -
Transportation	\$ 72,533.66	\$ 4,210,554.24
Veterans' Affairs	\$ 2,891.60	\$ -
Agency for Workforce Innovations	\$ 768.22	\$ -
	<u>\$ 2,843,886.41</u>	<u>\$ 5,530,170.76</u>
 GRAND TOTAL	 <u>\$ 3,588,967.54</u>	 <u>\$20,670,947.03</u>



SERVICE SALES

OCTOBER 1, 2009 - SEPTEMBER 30, 2010

Bus Cleaning	\$ 800,989.36
Call Center Operations	\$ 227,972.56
Desktop Support Services	\$ 97,781.36
Janitorial,(Non-Rest Area)	\$ 8,200,800.50
Janitorial, Rest Areas	\$ 8,192,665.55
Lawn Care Services	\$ 297,712.64
Litter Pick-Up	\$ 1,400,400.24
Mowing-Ponds	\$ 27,181.86
Packing (Transponders)	\$ 1,328,002.51
Parking Meter Collections	\$ 80,630.64
Temp Services	\$ 16,809.81
GRAND TOTAL	<u>\$20,670,947.03</u>



RESPECT of Florida:

“Changing lives one purchase at a time.”

