



October 1, 2010 —  
September 30, 2011

# Annual Report

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In accordance with ITN No. 914-000-10-R,  
The Florida Association of Rehabilitation Facilities, Inc.  
RESPECT of Florida  
Submits the Central Nonprofit Agency FY 2010-2011 Annual Report  
to the Florida Department of Management Services

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**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,

A handwritten signature in blue ink, appearing to read "Rick Scott".

Rick Scott

RESPECT of Florida

THE CAPITOL  
TALLAHASSEE, FLORIDA 32399 • (850) 488-2272 • FAX (850) 922-4292



# Table of Contents

## **OVERVIEW**

Introduction . . . . .	2-5
RESPECT/DMS Responsibilities . . . . .	6
RESPECT Awards . . . . .	7-9
Sales History . . . . .	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 . . . . .	18-21
Service Sales . . . . .	22



## Introduction

RESPECT of Florida (RESPECT) is a preferential purchasing program established by the Florida Legislature in 1974 through Sections 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, under the umbrella of the Florida Association of Rehabilitation Facilities, Inc.

RESPECT, as the designated Central Nonprofit Agency (CNA), works with the Florida Department of Management Services (DMS) to provide an expanded and constant market for the products and services provided by individuals with disabilities.

The statute directs state entities to purchase available 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 helps participating nonprofit Employment Centers market products and services produced by people with disabilities while requiring no direct state funding for operations. Jobs include but are not limited to, packaging, janitorial and grounds maintenance, coin collection, electronic assembly, and various office employment opportunities. RESPECT believes that citizens with disabilities are capable of competing in any industry when given the opportunity and needed supports.

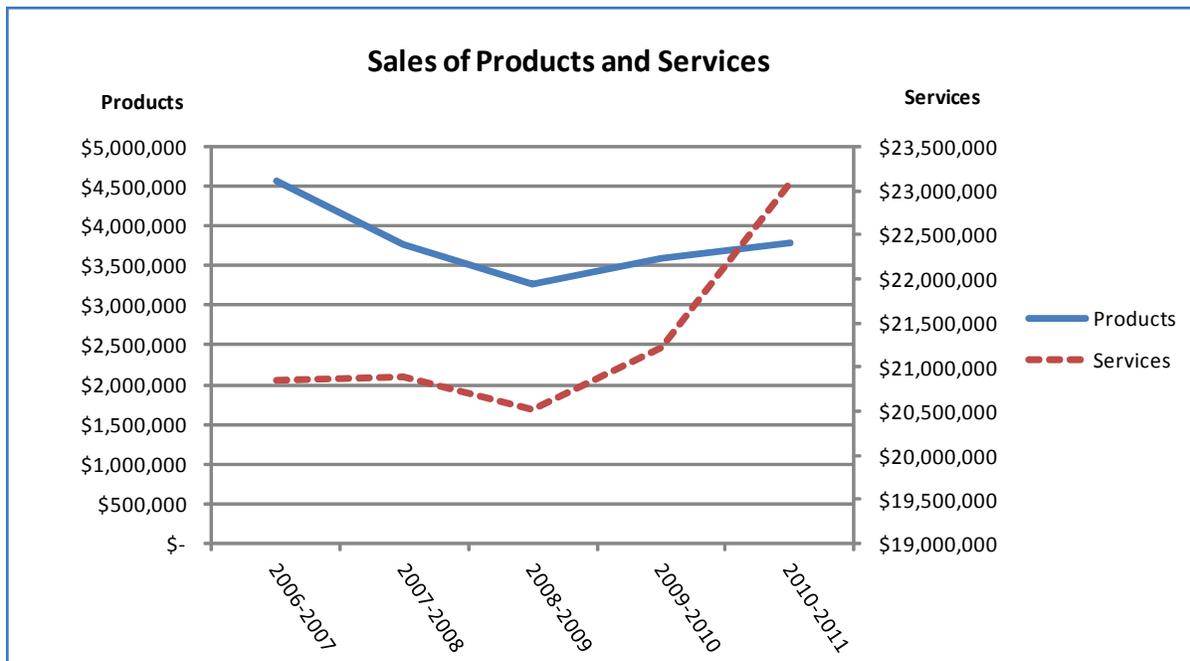
### **FY 2010-2011 Facts at a Glance**

Even with the continued downturn in Florida's economy, RESPECT sales showed growth compared to last fiscal year. We continued to work closely with our Employment Centers and customers to minimize contract costs wherever feasible.

The following key metrics demonstrate growth in the last year:

<u>Metric</u>	<u>FY 2010-2011</u>	<u>FY 2009-2010</u>
Service Sales	\$23,084,070*	\$21,220,947*
Product Sales	\$3,782,764	\$3,588,977
Total Sales	\$26,866,834	\$24,809,924
Individuals with Disabilities Employed	1,268	1,217
Number of RESPECT Employment Centers	51	51

\*Includes \$22,534,070 and \$20,670,947 in 2010/2011 and 2009/2010, respectively in service contracts and a \$550,000 supplemental performance contract with the Florida Department of Transportation, in both years.



## Governance

RESPECT’s primary governance is the RESPECT Oversight Committee (ROC). The committee meets quarterly and consists of twelve members representing a broad cross section of RESPECT-affiliated Employment Centers and government agencies. The ROC serves in an advisory committee, think-tank and programmatic oversight role to help RESPECT pursue its stated mission.

The ROC encouraged the development of 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 will 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 that will result in job development for individuals with disabilities. In the last year, this Committee has been established with representation from the ROC’s chair, business leaders and a local university.



## Standards and Indicators

Targeted surveys were conducted by RESPECT 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. (See pages 11-13.)

Below are the "standards and indicators" specified in the DMS contract, and the corresponding RESPECT efforts made to help Employment Centers achieve these standards to increase employment in integrated settings of those individuals who are blind or have other severe disabilities:

1. Provide a minimum of one training annually to increase the capabilities of Employment Centers managing service contracts that employ people with disabilities (three trainings were held).
  - NISH MODAPTS Training – May 23-26, 2011 in Orlando, FL;
  - Federal Wage-Hour Law Webinar for Facilities Providing Employment and Training to Persons with Disabilities – July 6-7, 2011; and,
  - Cleaning NISH Smart Workshop - Estimating, Productivity, Work Loading – August 23-24, 2011 in Orlando, FL.
2. Provide a minimum of one training annually to increase the capability of Employment Centers to develop and produce products that provide employment for people with disabilities (more than five targeted trainings were held).
  - RESPECT staff conducted several Employment Center specific trainings to help develop and produce products in the areas of drug testing, lead testing, promotional items and safety products; and,
  - In addition to the targeted trainings that were provided, the document *Transitioning to Community Employment: A Perspective That Works* was published on the Florida ARF website. Employment Centers were directed to this business case study to assist them in identifying and securing contracts.
3. Increase the number of Employment Centers by one annually.
  - RESPECT added six new Employment Centers and lost six this year. One of the losses was the result of a merger by an existing Employment Center that merged with a new Center. The number of certified Employment Centers remains at 51.
4. Increase the number of individuals being served by 5% annually (increased by 4.2%\*).
5. Increase the average hourly wage by 3% annually (increased by 5.3%).

\*Continued growth in employment occurred in spite of reductions to funding levels for supported employment and other factors outside of RESPECT's control.



## Performance Measures

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 8.3%);
2. Achieve a minimum score of 90% on customer satisfaction survey (achieved a score of 96%);
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. No complaints were reported and feedback has been positive, meaning a satisfaction score of 100%; and,
6. Increase the number of employment center employees receiving benefits by 3% annually (decreased by 0.2%\*).

\*Only two fewer employees received benefits this year than received last year. This trend, although insignificant in the number of employees affected, may continue into future periods until the economy makes a more robust recovery.

## Strategic Plan

In August 2011, RESPECT hired a new Executive Director who assumed responsibility for the prior strategic plan. The fiscal year closed with almost all objectives being met and this success was reported to the ROC in November 2011; most notable was an 8.3% increase in gross revenues.

The new Executive Director will have a new strategic plan drafted and approved by the ROC by April 1, 2012. The new plan will emphasize a continuation of successful strategies while providing a framework for improvements. Such changes may include an upgraded web site, an emphasis on collaboration with corporate partners and changes in the RESPECT business model.

**Suzanne Sewell**  
**President & CEO**  
**Florida Association of**  
**Rehabilitation Facilities**

**John McBride**  
**Executive Director**  
**RESPECT of Florida**



**During Fiscal Year 2010-2011 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 the 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 2010-2011 THE DEPARTMENT OF MANAGEMENT SERVICES  
PERFORMED 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;
- Determined fair market prices for designated products and services;
- Assisted RESPECT 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 RESPECT with awards and recognition at state venues; and
- Established rules and procedures necessary to operate the program.

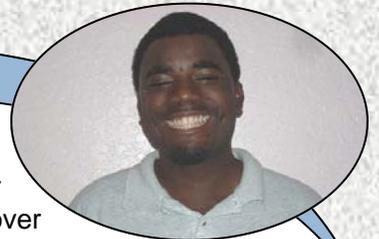


## Meet Our 2010-2011 Employees of the Year



Brian has been with the work crew at **Palm Beach Habilitation Center** for 10 months. His supervisors often request Brian because they know he will “get the job done” on time, thoroughly and correctly. He is cheerful, respectful, listens to directions and takes great pride in his work. Brian has gained the confidence and skills to open bank accounts and keep an accounting of the balances. He has obtained a driver’s license and maintains his vehicle. Brian has sought out the assistance of mentors to help assure himself a positive future. Brian enjoys bowling with his friends and has hopes of some day having a family and home of his own.

**Brian Prosch**  
**Employee of the Year**  
**for Services**



Kavi has worked on the parking meter crew at **Palm Beach Habilitation** for over a year. Because of his training he is now able to work with all types of people and has acquired first-rate work habits. Kavi works the early morning hours and is always prepared to work his shift. Throughout the course of his employment on the meter crew, Kavi has learned new skills, increased his self confidence, maintained interpersonal skills and become very motivated to work. He is always willing to help out when needed. Supervisors say that Kavi constantly maintains a pleasant attitude and high energy. He is always ready to “step up” and get the job done.

**Kavi Ross**  
**Most Improved**  
**Employee of the Year**



Michael has worked in the production of chair mats and survey stakes at **UCP East Central Florida** since November of 2009. He has learned to use power tools and acquired woodworking skills through RESPECT contracts. Recently, Michael volunteered his time and woodworking skills to help build classrooms at his Church. He collects scrap metals for recycling. Michael’s long term goal is to be employed in a position of selling or repairing electronics. He has a vision of what he wants to accomplish. His supervisors say Michael works well in team situations, or independently. He is described as ambitious, courteous and a positive role model to both his peers and co-workers.

**Michael Whiteley**  
**Employee of the Year**  
**for Products**



Edward has worked on the RESPECT SunPass packaging contract at **MacDonald Training Center** for just 7 months. During that time he maintained excellent attendance and has learned many different packaging tasks. His supervisors report he worked steadily and accurately, stayed on task and cooperated with his peers and supervisors. Edward volunteers two days a week at a local food bank by helping stock the shelves and would like to increase his social skills and be active each day. His goal for the future is to live in his own apartment.

**Edward Carris Aikens, Jr.  
Rookie of the Year  
Co-Winner**



Joshua has worked at **Goodwill Industries Big Bend Services** for 7 months. He is part of the janitorial crew at the Northwest Florida Beaches International Airport in Panama City, Florida. Josh has worked hard to become a full time employee and he has greatly improved his job duty knowledge. Airline passengers have taken the time to write in about the pride and conviction that they have seen Josh display in his cleaning duties. He is described as dedicated, helpful and enthusiastic. A future goal for Josh is to move out of his father's home and into a townhouse of his own.

**Joshua Hull  
Rookie of the Year  
Co-Winner**

**2010-2011 Outstanding Employees**

**Employee of the Year for Services:**

- Daisy Ramos*                      *MacDonald Training Center*
- Ed Kramer*                        *James Ranch*
- Charlie Bens*                     *Glades Area ARC*
- William M. Knight*           *Lakeview Center*
- David Laguna*                   *Goodwill Industries*  
*Big Bend Services*

**Rookie of the Year:**

- Annetia Richardson-Stokes*    *PARC*
- Shawn McHenry*                *James Ranch*
- Ida M. Jackson*                 *ARC Gateway*
- Ronald Pierre-Louis*           *Palm Beach*  
*Habilitation Center*

**Employee of the Year for Products:**

- Stacy Brinkley*                 *Pine Castle*
- Cathleen Chaffee*              *PARC*

**Most Improved Employee of the Year:**

- Christopher Paulk*              *PARC*
- Margie Nelson*                 *James Ranch*



# 2010-2011 Employment Centers of the Year



Employment  
Center of the Year  
for Products

Employment  
Center of the Year  
for Services



Customer  
of the Year  
for Products

# 2010-2011 Customers of the Year

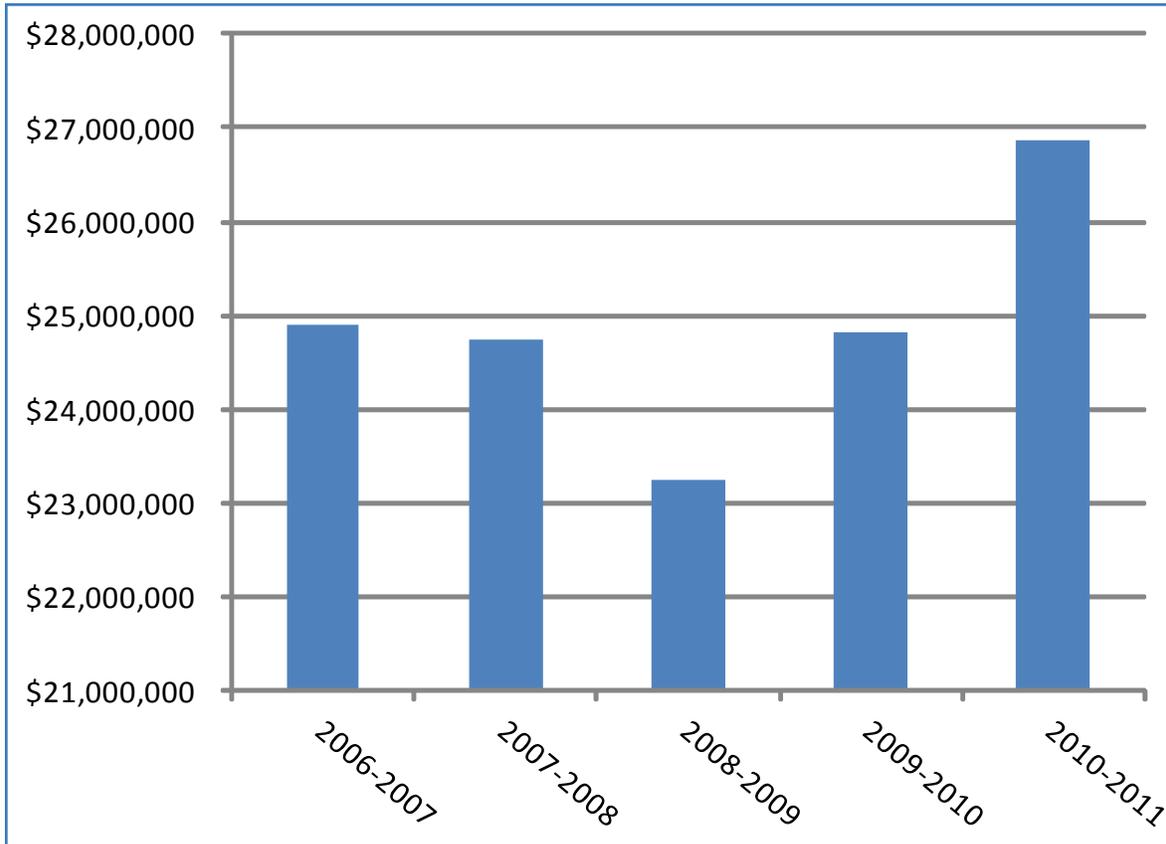
Customer  
of the Year  
for Services



Hillsborough County  
Health Dept.

**Sales History**  
Fiscal Years 2006-2011

**RESPECT Sales History Fiscal Years 2006-2011**

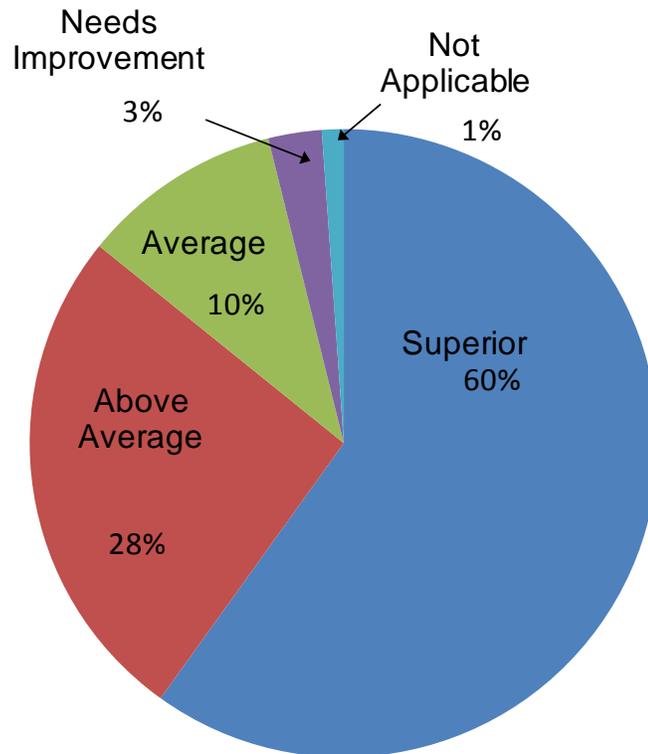


***RESPECT sales for the year ending September 30, 2011 totaled \$26,866,834, an increase of \$2,056,910 over the previous year's sales.***



## Employee/Client Satisfaction Survey October 1, 2010 - September 30, 2011

	Superior	Above Average	Average	Needs Improvement	N/A	Total
I like what I do in my job.	1047	449	169	17	12	1694
I am happy with my salary and benefits.	728	523	256	155	32	1694
I like where I work.	1053	448	168	13	12	1694
I get the help I need when I ask for it.	1064	444	146	26	14	1694
I want to keep my job for another year.	1183	328	136	22	25	1694
<b>TOTAL</b>	<b>5075</b>	<b>2192</b>	<b>875</b>	<b>233</b>	<b>95</b>	<b>8470</b>

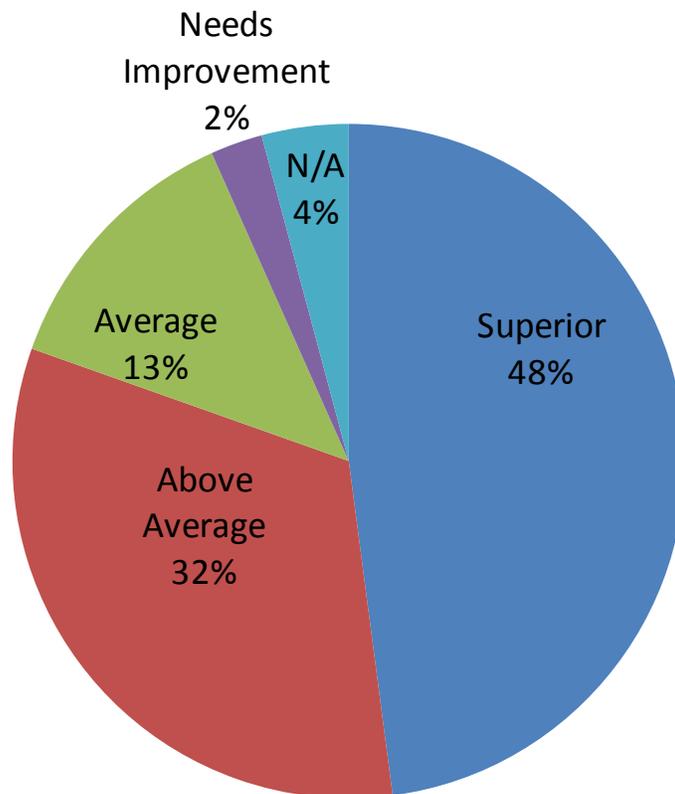


**97% of employees surveyed were satisfied with their RESPECT employment**



## Employment Center Satisfaction Survey October 1, 2010 - September 30, 2011

	Superior	Above Average	Average	Needs Improvement	N/A	Total
RESPECT's operational procedures are clear (product development, certification, invoicing procedure, etc.).	12	16	9	1	2	40
RESPECT staff provided complete and accurate information to you.	22	11	6	0	1	40
RESPECT staff was courteous and helpful.	26	10	3	0	1	40
When help was requested, RESPECT staff provided a response in a reasonable amount of time.	20	14	4	1	1	40
The RESPECT web site is easy to navigate.	13	15	6	2	4	40
My overall experience with RESPECT was positive.	22	12	3	2	1	40
<b>TOTAL</b>	<b>115</b>	<b>78</b>	<b>31</b>	<b>6</b>	<b>10</b>	<b>240</b>

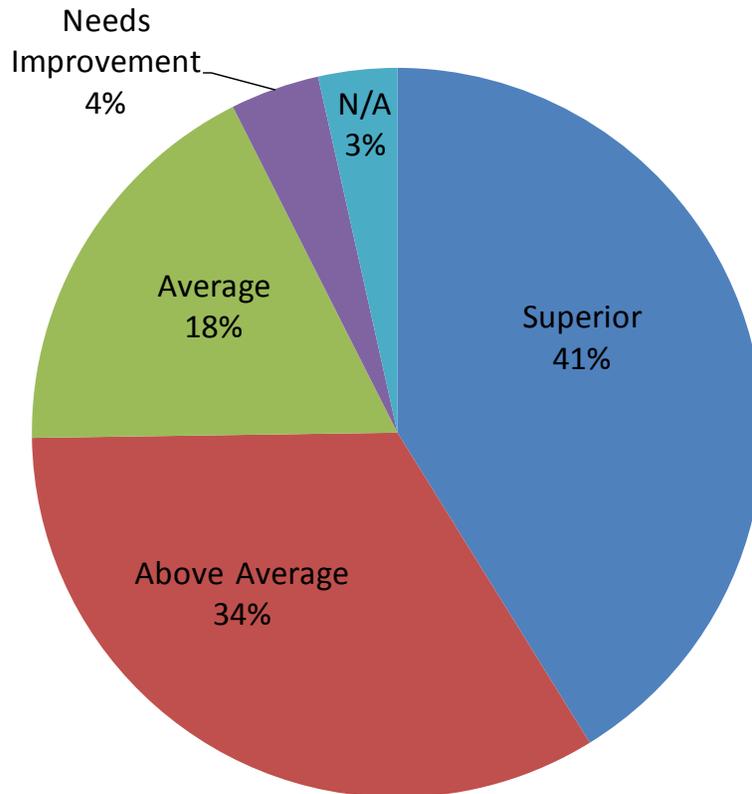


**98% of employment centers surveyed were satisfied with RESPECT of Florida's performance**



## Customer Satisfaction Survey October 1, 2010 - September 30, 2011

	Superior	Above Average	Average	Needs Improvement	N/A	Total
What was the quality of customer service you received?	97	72	24	9	13	215
How satisfied are you with the product purchased?	88	67	44	9	7	215
Rate your overall experience with RESPECT.	93	79	34	5	4	215
On the RESPECT website, rate the ability to find products.	76	71	51	11	6	215
<b>TOTAL</b>	<b>354</b>	<b>289</b>	<b>153</b>	<b>34</b>	<b>30</b>	<b>860</b>



**96% of customers surveyed were satisfied with RESPECT of Florida's performance**



**Products & Services Sales  
by Employment Center  
October 1, 2010 - September 30, 2011**

Name	Product Sales	Service Sales
Abilities, Inc. of Florida (Service Source), <i>Clearwater</i>	\$ 725,036.71	\$ 225,679.88
ARC Gateway, <i>Pensacola</i>	\$ -	\$ 567,340.38
ARC Jacksonville, The, <i>Jacksonville</i>	\$ -	\$ 155,000.64
ARC Madison Jefferson, Inc., <i>Madison</i>	\$ 119,901.62	\$ 1,136,129.85
ARC Nassau, <i>Yulee</i>	\$ -	\$ 526,108.12
ARC Nature Coast, Inc., The, <i>Brooksville</i>	\$ -	\$ 207,406.79
ARC of Putnam County, The, <i>Palatka</i>	\$ -	\$ 328,797.77
ARC Santa Rosa, The, <i>Milton</i>	\$ -	\$ 1,009,156.08
ARC of the St Johns, Inc., The, <i>St Augustine</i>	\$ -	\$ 33,709.17
ARC of Washington-Holmes Co., Inc., <i>Chipley</i>	\$ 7,142.74	\$ 1,463,196.90
Brevard Achievement Center, <i>Rockledge</i>	\$ 1,663,009.55	\$ -
Bridges BTC, Inc., <i>Rockledge</i>	\$ -	\$ 65,001.39
CARC-Advocates for Citizens with Disabilities, <i>Lake City</i>	\$ 2,612.46	\$ 679,460.98
Comprehensive Community Services, Inc., <i>Live Oak</i>	\$ -	\$ 919,412.83
Gadsden ARC, Inc., <i>Quincy</i>	\$ 23,748.34	\$ 918,876.06
Glades Area ARC, Inc., <i>Belle Glade</i>	\$ -	\$ 25,851.20
Goodwill Industries Big Bend Services, <i>Tallahassee</i>	\$ -	\$ 1,008,973.33
Goodwill Industries of South Florida, <i>Miami</i>	\$ 75,888.68	\$ 5,858,192.70
Gulf County ARC, Inc., <i>Port St. Joe</i>	\$ -	\$ 62,194.81
Gulfstream Goodwill Industries Inc., <i>West Palm Beach</i>	\$ -	\$ 884,005.10



**Products & Services Sales  
by Employment Center (CONTINUED)  
October 1, 2010 - September 30, 2011**

Hope Center, Inc., <i>Miami</i>	\$ -	\$ 5,274.71
Horizons of Okaloosa County, Inc., <i>Ft Walton Beach</i>	\$ -	\$ 134,074.08
Jackson County ARC, Inc., <i>Marianna</i>	\$ -	\$ 265,810.97
Jeff Industries, Inc., <i>Hypoluxo</i>	\$ 4,709.50	\$ -
Lakeview Center, Inc., <i>Pensacola</i>	\$ -	\$ 1,709,818.52
Lighthouse Central Florida, Inc., <i>Orlando</i>	\$ 2,256.11	\$ -
MacDonald Training Center, Inc./James Ranch, <i>Tampa</i>	\$ 61,069.99	\$ 1,767,029.98
MACtown Inc., <i>Miami</i>	\$ -	\$ 35,107.32
Npact Florida, Inc., <i>Jacksonville</i>	\$ 848,686.58	\$ -
PARC, <i>St. Petersburg</i>	\$ 30,732.25	\$ -
Palm Beach Habilitation Center, Inc., <i>Lake Worth</i>	\$ -	\$ 161,624.32
Pine Castle, Inc., <i>Jacksonville</i>	\$ 167,923.35	\$ -
Quest, Inc., <i>Orlando</i>	\$ -	\$ 8,646.83
Seagull Industries for the Disabled, Inc., <i>Riviera Beach</i>	\$ -	\$ 214,603.73
Stewart-Marchman-Act Behavioral Healthcare, <i>Daytona Beach</i>	\$ 28,655.44	\$ 1,926,766.15
St Andrew Bay Center, Inc., <i>Lynn Haven</i>	\$ -	\$ 23,155.32
Walton County ARC, Inc., <i>Defuniak Springs</i>	\$ -	\$ 167,439.98
UCP of East Central Florida, <i>Daytona Beach</i>	\$ 21,118.81	\$ -
ICA Sub-Contractors	\$ -	\$ 40,224.30
	<b><u>\$ 3,782,492.13</u></b>	<b><u>\$ 22,534,070.19</u></b>

**Product Sales by Categories**  
**October 1, 2010 - September 30, 2011**

**DRUG TESTING KITS AND SUPPLIES**

Drug Testing Kits & Supplies	\$ 848,686.58
	<b><u>\$ 848,686.58</u></b>

**FIRST AID AND SAFETY**

Back Support Belts	\$ 220.58
Biohazard Kits/Refills	\$ 827.70
CRP Kits/Refills	\$ 466.18
Ear Plugs	\$ 2,445.88
Elastic Bandages	\$ 727.73
Eyewash Solution/ HOLDERS	\$ 1,625.24
First Aid Kits/Refills	\$ 41,891.65
Hand Sanitizer	\$ 13,664.59
Latex Glove & Dispensers	\$ 276,480.21
Prophylactics (All Types)	\$ 1,296,667.94
Safety Glasses & Goggles	\$ 3,331.12
Safety Vest	\$ 8,275.02
Sunscreen Lotion	\$ 1,231.50
	<b><u>\$ 1,647,855.34</u></b>

**JANITORIAL AND KITCHEN**

Wiping Rags	\$ 1,253.10
Dust Mops	\$ 3,355.51
Mop Products/Handles	\$ 167,923.35
Soap & Dispensers	\$ 24,233.94
Scrubbers	\$ 5,889.64
	<b><u>\$ 202,655.54</u></b>

**OTHERS**

Flags (State, USA, & POW)	\$ 75,888.68
Jumper Cables	\$ 348.40
Shovel & Rakes	\$ 2,256.11
Survey Stakes	\$ 6,830.02
	<b><u>\$ 85,323.21</u></b>



**Product Sales by Categories (CONTINUED)**  
**October 1, 2010 - September 30, 2011**

**OFFICE**

Air Duster Canister	\$	1,935.00
Bulletin Boards	\$	1,759.59
Calendars (All Types)	\$	60,611.60
Chair Mats	\$	9,216.51
Clipboards & Arch files	\$	200.38
Clocks	\$	16,108.87
Ergonomic Accessories	\$	157.43
Laser & Ink-Jet Cartridges	\$	345,661.86
Mailing Tubes	\$	32.60
Pens, Pencils, Highlighters & Markers	\$	28,419.24
Price Per Page Services	\$	346,268.08
Staplers/Accessories/Hole Punch	\$	2,612.46
Toner Services	\$	32,453.49
Vinyl Counter Mats for Lottery	\$	862.20
White Marker Boards & Accessories	\$	2,861.93
	<b>\$</b>	<b>849,161.24</b>

**PROMOTIONAL**

Award Plaques	\$	23,748.34
Clothing-Silk Screened/Embroidery	\$	124,611.12
Document Frames-Wood & Metal	\$	450.76
	<b>\$</b>	<b>148,810.22</b>
<b>PRODUCTS GRAND TOTAL</b>	<b>\$</b>	<b>3,782,492.13</b>



**Products & Services Sales  
by Customer  
October 1, 2010 - September 30, 2011**

**CITIES**

<b>NAME</b>	<b>PRODUCTS</b>	<b>SERVICES</b>
Boynton Beach	\$ 400.92	\$ 41,634.00
Bristol	\$ 218.25	\$ -
Cooper City	\$ 286.66	\$ -
Ft. Walton Beach	\$ 1,845.91	\$ -
Hallandale Beach	\$ 254.30	\$ -
Jacksonville	\$ (136.00)	\$ -
Kissimmee	\$ 274.60	\$ -
Melbourne	\$ 64.56	\$ -
Oldsmar	\$ 2,205.17	\$ -
Ormond Beach	\$ 282.00	\$ -
Palm Bay	\$ 204.84	\$ -
Panama City	\$ -	\$ 558,969.93
Pensacola	\$ 273.35	\$ 868,137.24
Stuart	\$ 8.07	\$ -
Tallahassee	\$ -	\$ 169,736.64
Town of Havana	\$ 578.96	\$ -
West Palm Beach	\$ -	\$ 80,505.64
Wildwood	\$ 74.58	\$ -
Winter Haven	\$ 357.70	\$ -
	<b>\$ 7,193.87</b>	<b>\$ 1,718,983.45</b>

**COUNTIES**

<b>NAME</b>	<b>PRODUCTS</b>	<b>SERVICES</b>
Bay	\$ 4,154.00	\$ -
Brevard	\$ -	\$ 66,567.24
Broward	\$ 569.18	\$ -
Escambia	\$ 3,069.05	\$ -
Hillsborough	\$ 37,527.90	\$ -
Leon	\$ 11,624.62	\$ -
Miami/Dade	\$ 25,786.01	\$ 5,631,011.50
Orange	\$ 84,207.45	\$ 8,646.83
Palm Beach	\$ 9,466.92	\$ 224,311.53
Pasco	\$ 3,007.97	\$ -
Pinellas	\$ 298.18	\$ -
Volusia	\$ 2,384.17	\$ -
	<b>\$ 182,095.45</b>	<b>\$ 5,930,537.10</b>



**Products & Services Sales  
by Customer (CONTINUED)  
October 1, 2010 - September 30, 2011**

**UNIVERSITIES**

NAME	PRODUCTS	SERVICES
Florida Agricultural & Mechanical University	\$ 530.31	\$ -
University of Florida	\$ 260.52	\$ -
University of North Florida	\$ 1,278.50	\$ -
	<b><u>\$ 2,069.33</u></b>	<b><u>\$ -</u></b>

**COMMUNITY COLLEGES**

NAME	PRODUCTS	SERVICES
Gulf Coast Community College	230.13	\$ -
St Johns River Community College	\$ -	\$ 517,507.58
	<b><u>230.13</u></b>	<b><u>\$ 517,507.58</u></b>

**SCHOOL BOARDS**

NAME	PRODUCTS	SERVICES
Bay	\$ 204.18	\$ -
Broward	\$ 71,974.40	\$ -
Columbia	\$ 6,881.00	\$ -
Duval	\$ 1,583.50	\$ -
Hernando	\$ 68.60	\$ -
Lake	\$ 14,527.30	\$ -
Leon	\$ 25.43	\$ -
Miami/Dade	\$ 62,491.50	\$ -
Osceola	\$ 24,981.88	\$ -
Pasco	\$ 343,519.84	\$ -
Seminole	\$ 6,941.11	\$ -
	<b><u>\$ 533,198.74</u></b>	<b><u>\$ -</u></b>



**Products & Services Sales  
by Customer (CONTINUED)  
October 1, 2010 - September 30, 2011**

**OTHERS**

NAME	PRODUCTS	SERVICES
Aerostar Environmental	\$ 3,580.47	\$ -
Central Behavioral Ctr	\$ 7,482.77	\$ -
Coastal Tech Corp	\$ 19.92	\$ -
Enviro-Pro-Tech	\$ 512.12	\$ -
eQ Health Solutions	\$ 1,743.93	\$ -
Drimp, Inc.	\$ 274.60	\$ -
Gobie	\$ 15.00	\$ -
Golder Association	\$ 1,191.40	\$ -
Home Builders Institute	\$ 358.31	\$ -
MVP, Inc.	\$ 76.29	\$ -
PSI	\$ 56.70	\$ -
Southwest Florida Water Mgmt	\$ -	\$ 205,378.06
St Johns Partners	\$ 65,169.00	\$ -
St Johns River Water Mgmt	\$ -	\$ 300,182.88
USSI	\$ 429.40	\$ -
	<b><u>\$ 80,909.91</u></b>	<b><u>\$ 505,560.94</u></b>

**ASSET MANAGEMENT CONTRACTS**

NAME	PRODUCTS	SERVICES
Infrastructure Corporation of America (FDOT)	\$ -	\$ 6,614,623.32
Transfield Services (FDOT)	\$ -	\$ 863,286.66
	<b><u>\$ -</u></b>	<b><u>\$ 7,477,909.98</u></b>
	\$ -	



**Products & Services Sales  
by Customer (CONTINUED)  
October 1, 2010 - September 30, 2011**

**STATE AGENCIES**

NAME	PRODUCTS	SERVICES
Agency for Health Care	\$ 1,616.11	\$ -
Agriculture & Consumer Services	\$ 5,458.95	\$ -
Business & Professional Regulation	\$ 7,429.86	\$ -
Citrus	\$ 239.45	\$ -
Children & Families	\$ 171,268.11	\$ -
Community Affairs	\$ 926.95	\$ -
Corrections	\$ 731,622.55	\$ -
Division of Administrative	\$ 657.60	\$ -
Education	\$ 64,948.05	\$ 76,519.35
Elder Affairs	\$ 1,220.06	\$ -
Environmental Protection	\$ 39,170.94	\$ 70,741.82
Financial Services	\$ 1,630.24	\$ -
Fish & Wildlife Conservation Commission	\$ 12,940.83	\$ 17,649.72
Governor's Office	\$ 146.53	\$ -
Health	\$ 1,408,265.35	\$ 921,979.33
Highway Safety & Motor Vehicles	\$ 24,168.85	\$ 16,448.00
House of Representatives	\$ 211.89	\$ -
Juvenile Justice	\$ 151,549.49	\$ -
Judicial	\$ 514.02	\$ 16,143.40
Law Enforcement	\$ 16,342.92	\$ -
Legal Affairs	\$ 567.22	\$ -
Lottery	\$ 55,301.32	\$ -
Management Services	\$ 14,400.67	\$ 225,679.88
Military Affairs	\$ 10,402.51	\$ -
Public Defenders Office	\$ 916.82	\$ -
Revenue	\$ 125,813.73	\$ -
State's Attorney Office	\$ 3,491.41	\$ -
Department of State	\$ 2,592.92	\$ -
Transportation	\$ 120,256.62	\$ 5,038,409.64
Veterans' Affairs	\$ 1,612.90	\$ -
Agency for Workforce Innovation	\$ 1,109.83	\$ -
	<b><u>\$ 2,976,794.70</u></b>	<b><u>\$ 6,383,571.14</u></b>
<b>GRAND TOTAL</b>	<b><u>\$ 3,782,492.13</u></b>	<b><u>\$ 22,534,070.19</u></b>



**Service Sales**  
**October 1, 2010 - September 30, 2011**

Bus Cleaning	\$ 1,248,723.16
Call Center Operations	\$ 225,679.88
Janitorial,( Non-Rest Area)	\$ 8,939,516.46
Janitorial, Rest Areas	\$ 8,260,510.70
Lawn Care Services	\$ 222,869.20
Litter Pick-Up	\$ 1,635,598.70
Mowing	\$ 153,636.47
Packing (Transponders)	\$ 1,767,029.98
Parking Meter Collections	\$ 80,505.64

**GRAND TOTAL**

**\$ 22,534,070.19**

***RESPECT of Florida:***  
***“Changing lives one purchase at a time.”***

