



**“NO PERSON LEFT BEHIND”  
Project**

**November 30, 2005**

**Created and Designed by:  
Linda Carter  
Chairperson  
ADA Advisory Board  
Of Southwest Florida**

**The ADA Advisory Board of Southwest Florida is  
sponsored by the Center for Independent Living – Lee  
County, 3626 Evans Ave, Ft Myers, Florida 33901**

**© Copyright 2005 by Linda Carter,  
ADA Advisory Board of Southwest Florida**

**All rights reserved. This document may be reproduced in any form or by electronic or mechanical means including information storage and retrieval systems by notifying the author, and a reviewer who may quote brief passages in a review.**

**This project is dedicated to all the people with disabilities  
in the State of Florida**

**We want to thank the following agencies, departments and  
organizations for their assistance in the creation of this project  
for all the people with disabilities.**

**ADA Advisory Board of Southwest Florida  
Career and Service Center of Lee County  
Center for Independent Living – Lee County  
Deaf Service Center of Southwest Florida  
Division of Blind Services  
Families First of Southwest Florida  
FEMA Publication Supply Center  
Florida Gulf Coast University  
Lee County Emergency Management  
Lee County Parks and Recreation  
Lee County Transportation (Passport)  
Ruth Cooper Center  
Visually Impaired Persons Center of Southwest Florida  
WGCU - Florida Gulf Coast University  
Wink TV – Ft Myers  
Workforce Alliance of Southwest Florida**

**Without the hard work from the individuals from the agencies,  
departments and organizations listed above, this project could  
not have been made possible.**

**We also would like to thank  
Accent Business Products – Fort Myers, Florida  
for the printing of this booklet.**



# **“No Person Left Behind”**

## **EXECUTIVE SUMMARY**

**January 9, 2006**

### **Statement of the Problem**

More than one-third of Florida’s 6,341,130 households include at least one person with a disability. Over the last two years with multiple hurricane threats in various counties, it became even more evident that dedicated support for emergency preparedness for persons with special needs of all ages is critical. Those who have medically stable conditions but need a source of power, specialized personnel or equipment may not have considered all their options related to being able to shelter-in-place or needing to evacuate. There is no standardized template for pre-registration, nor an easy-to-understand state information source for who should consider going to special care units or special needs shelters. Hospitals may not have the space, personnel or supplies to care for a large number of shelter persons, and face liability issues and a lack of reimbursement for services provided.

### **Background on Pilot Program:**

The ADA Advisory Board of Southwest Florida has a “No Person Left Behind” pilot program that has been operational for 19 months and could be considered as a model program for the state. The goals of this program include:

- Communication with a coalition of agencies to include all types of disabilities.
- Establishing a centralized website, [www.nopersonleftbehind.org](http://www.nopersonleftbehind.org), for information and links to resources including the Southwest Florida ADA website, [www.adaboardswfl.org](http://www.adaboardswfl.org). The website allows secure pre-registration to identify basic needs for persons with disabilities.
- 100% accountability of all pre-registered persons with disabilities during disasters.
- Education of persons with disabilities and their families on disaster preparedness and empowerment to take control of their disaster planning.

A coalition of organizations in Southwest Florida are working together (largely volunteer participation) on “No Person Left Behind” and include: the ADA Advisory Board of Southwest Florida, the Career and Service Center of Lee County, Lee County Center for Independent Living, Deaf Service Center of Southwest Florida, Division of Blind Services, Families First of Southwest Florida, FEMA Publication Supply Center, Florida Gulf Coast University, Lee County Emergency Management, Lee County Parks and Recreation, Lee County Transportation (Passport), Ruth Cooper Center, Visually Impaired Persons Center of Southwest Florida, WGCU - Florida Gulf Coast University, Wink TV (Ft Myers), Workforce Alliance of Southwest Florida and the Fort Myers Senior Friendship Center.

Active assistance is offered in distributing multilingual FEMA Hurricane and Disaster Publications to persons with disabilities and to the Spanish communities of Southwest Florida. Information is shared including in Tape, Braille, Large Print, and electronic formats.

**Proposed Statewide Solution:**

“No Person Left Behind” can be expanded around Florida with the following support:

- Dedicated staff and a state office for this program.
- Designation of a dedicated public communication channel for persons with disabilities.
- Development of common template for pre-registration/identification of persons with special needs.
- Establish links from the database to the Emergency Operations Centers to use for mass care and evacuation planning, and search and rescue in the event of a disaster.
- Develop recommendations for health care facilities (acute, long-term, and disaster) to use to advance their preparedness in supporting persons with disabilities.
- Work with media to include information to support persons with special needs before, during and after disaster events.

**Budget:**

To expand this program from the current pilot to a statewide program, it is anticipated that \$500,000 would be needed for the following basic needs:

- State Office with a toll-free phone number and dedicated full-time staff.
- Regional Office Space (perhaps based with EOC's)
- Master database, primary and backup servers, IT support to set up registration software and processing with inter-link into the phone system.

**Contact Information:**

Linda Carter, Chairperson  
“No Person Left Behind” Project  
ADA Advisory Board of Southwest Florida  
704 Homer Ave North  
Lehigh Acres, Florida 33971-1142  
239-368-6846 (H); 239-826-8696 (Cell)  
[mrlindacarter@comcast.net](mailto:mrlindacarter@comcast.net)  
[MsLinda@adaboardswfl.org](mailto:MsLinda@adaboardswfl.org)

[www.nopersonleftbehind.org](http://www.nopersonleftbehind.org)  
[www.adaboardswfl.org](http://www.adaboardswfl.org)



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

#### **Background:**

Last year, during Hurricane Charlie, the Visually Impaired Persons Center located in Port Charlotte was heavily damaged when Port Charlotte took a direct hit, and that Center ceased to be operational. Immediately following the hurricane, and for several days thereafter, the visually impaired of that county could not be contacted.

Eight weeks after Hurricane Katrina hit New Orleans, CBS news reported that families, whose family members with disabilities had been flown out of New Orleans, could not get the status or location of their family members with disabilities. They were apparently lost.

People with disabilities were left behind in nursing homes, and others were just left behind to fend for themselves. Many of these people who were left behind perished, since there were no specialized resources to help evacuate them from the affected areas.

Prior to these hurricanes, information that was being distributed to the general populace was not being distributed to those with disabilities, because when power goes out, and the only news is on the television or radio, the hearing impaired cannot hear it. Nor can they use their TTY to communicate with others since that device requires electricity. Those doing search and rescue in an area where there are hearing impaired are not able to use sign language to communicate with them. Persons with disabilities who have service animals had transportation issues and problems getting into shelters. Disabled persons using power chairs, scooters and other accessibility devices requiring power were not able to recharge those devices once they were discharged.

Shelter staff are generally not trained to deal with people with disabilities and sometimes create a very adverse atmosphere for them in their frustration. So some persons with disabilities prefer to stay at home and risk the disaster rather than subject themselves to the degradation they might endure not only in trying to get to a shelter but after they arrive.

Being a person with disabilities myself, some of the problems I observed and encountered were:

- The counties, agencies, and departments trying to help persons with disabilities did not have the appropriate tools.
- ✓ For example, there was no way that a person with a visual impairment could access or read the information he or she was given at FEMA Disaster Centers, since no information was available in large or alternate print nor were there any magnification devices such as CCTVs to use for reading.
- ✓ There were no translators for those who were hearing impaired, making communication with FEMA at the Disaster Assistance Centers impossible.



## **“NO PERSON LEFT BEHIND”**

### A Hurricane/Disaster Plan for People with Disabilities

#### Prepared by the ADA Advisory Board of SWFL

- ✓ Materials being sent to the visually impaired were printed in small fonts, for people with “normal” eyesight; so for those whose power was out, which would be most of those who had damage to their houses, they could not read the materials in the appropriate time frame due to inoperative adaptive devices and the lack of power or devices at assistance centers.

I realized the need for a plan to see that no person was left behind in 1994 but could not get anyone interested at that time. After the active hurricane season of 2004, I began gathering all the information usually distributed to the general populace, converting it to large print and sending it to agencies, departments and organizations to distribute to those who are visually impaired, as this had never been done. This information was gratefully accepted and appreciated by those agencies and individuals who received it.

Next, I created a plan for correcting the problems that had been identified and presented it to our local Center for Independent Living of SW FL., ADA Advisory Board, requesting their input and support. The ADA Advisory Board of Southwest Florida comprises Lee, Charlotte, Collier, Henry and Glades Counties.

The ADA Advisory Board wholeheartedly supported this plan, so with the help of their members, we started to fine tune a plan of identifying and addressing all the issues that can arise for persons with disabilities during a hurricane or disaster. We have worked on a plan to ensure that no person with disabilities gets “left behind.”

Consequently, we have created a registration form and processing procedure, so that we can account for everyone who registers. We enlisted the aid of our county Emergency Management System, since our plan helped to fill a void that they were unable to accomplish or did not have the staff to support and manage. They provided valuable input, showing us how we should proceed with implementing a project of this size.

FEMA Publications Supply Center was then contacted to find out what relevant material was available and whether it was available in alternate formats, (i.e. tape, disk, Braille, large print, and/or languages other than English). Armed with this information, we ordered over two tons of alternately formatted, FEMA literature to be distributed to those persons with disabilities, agencies, departments, and organizations within Lee, Charlotte, Collier, Hendry, and Glades Counties. The grateful recipients of these materials had been unaware that the materials were available.

We now have FEMA alternate format publications in all counties of Southwest Florida, and in our large Spanish communities. With the assistance of the State of Florida Division of Blind Services, we were able to get combination large print/Braille maps for use by the visually impaired. We are also pushing for all Emergency Publications to be made available in all formats for persons with disabilities.





## **“NO PERSON LEFT BEHIND”**

### **A Hurricane/Disaster Plan for People with Disabilities**

#### **Prepared by the ADA Advisory Board of SWFL**

During Hurricane Wilma, we were able to call and account for the growing number of registered Persons with Disabilities to see if they were safe. These people were very grateful that someone “out there” was aware of them and concerned with their safety. The word of our checking on them quickly spread, and an increase was noted in registration.

Currently we are promoting “No Person Left Behind” for persons with disabilities through local media, Emergency Management Agencies, Centers and Agencies that work with Persons with Disabilities, the ADA Advisory Board Web Site, links to other web sites, Hurricane Expos, Training and Education Seminars with other groups within our area, and any other means that can promote the “No Person Left Behind” project.

After the last two active hurricane seasons in Florida, the great amount of damage, and the large number of persons being moved and relocated, this project “No Person Left Behind” has proven to be extremely important to the survival of disabled persons who are citizens of Florida.

Our program is the first of its kind to be created in the State of Florida that focuses on Persons with Disabilities and a new way to help those in areas affected by a Hurricane or Disaster. We would like to take this proven program statewide to cover all citizens of the State of Florida.

We, as citizens of the State of Florida, must take the lead and make sure that “No Person Left Behind” is promoted to each and every citizen of Florida.



**“NO PERSON LEFT BEHIND”**  
A Hurricane/Disaster Plan for People with Disabilities  
Prepared by the ADA Advisory Board of SWFL



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

#### **Mission Statement:**

The mission of this initiative is to ensure that all persons with disabilities are accounted for and have an action plan in place in the event of a hurricane or other disaster.

#### **Goal:**

The goal of this project is to ensure the health and safety of all persons with disabilities in the State of Florida in the event of a disaster. To this end, we seek endorsement and funding from the Florida legislature to establish a Commission to gather and organize information on residents with disabilities in a consistent manner state-wide.

#### **Performance Objectives:**

1. Identify persons with disabilities residing in Region
  - a. Use all agencies, both private and public to gather information on group to be served
2. Voluntary registration and action plan for each individual
3. State-wide database established by input from each region with all pertinent information about the regional residents with disabilities.
4. Establish access points for disbursement of information in event of a disaster with that region.



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

#### **Organizational Outline**

1. Obtain Non-Profit Status – 501 (3) C status, State Committee Status or Coordinating Council.
2. Mission – The mission of this initiative is to ensure that all persons with disabilities are accounted for and have an action plan in place in the event of a hurricane or disaster.
3. Scope - The initial Project will involve all of counties of Southwest Florida, Southeast Florida, Central Florida and any other county within the State of Florida who will wish to join in this. The ultimate Goal is to have all of 67 counties involved and all persons with disabilities accounted in the State of Florida for if we receive and catastrophic hurricane or disaster within the State.
4. Each and every Agency, Organization or Group that works or deals with the persons with disabilities who live within the State of Florida will be highly encouraged to have there clients voluntary Register for this State Wide infinitive “No Person Left Behind” and left un-informed as to what to do, and how to do it in case they are confronted with a Hurricane or Disaster within the State of Florida.



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

#### **Organizational Structure**

##### **1. Main Headquarters**

- a. 1 - Organization or State Wide Executive Director
  - i. To run organize and over see the day to day operations of this organization
- b. 1 - Assistant Organization or State Wide Executive Director
  - i. To assist the Organization or State Wide Executive Director in the day to day operations of this organization
- c. 1 - Organization Secretary
  - i. To assist the Organization or State Wide Executive Director or Assistant Organization or State Wide Executive Director in all correspondence that is handled on a day to day business for the organization
- d. 1 - Organization Accountant
  - i. To assist, account and provide the Organization or State Wide Executive Director and organization with a 100% accounting of all funds received and expended.
- e. 1 - Organization Public Relation/Media Specialist
  - i. To assist the Organization or State Wide Executive Director and Organization with all media request received and sent out to the public.
  - ii. To work with all medial outlets with in the State of Florida and Surrounding States as needed.
  - iii. To work with FEMA Publication Supply Center for all for copies of all Hurricane and Disaster in all formats to include Braille, tape, alternate Language and other items as needed for all disabled State Wide.
- f. 1 - Organization Information Technical Manager
  - i. To assist the Organization or State Wide Executive Director and Organization with all Information Technical issues that may arise.
  - ii. To maintain the organizational servers
  - iii. To maintain the organization website



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

g. 7 - Organization Information Data Specialist Staff

- i. To assist the organization on a day to day basis with data input
- ii. To assist the organization on a day to day basis with verification of data that has been collected
- iii. To assist the organization in creating reports that are needed by State agencies and departments for the assistance and planning in Hurricane and Disaster Preparedness.

2. Regional Staff

a. 1 - Regional Director for each region – 8 each

- i. To report to the Organizational Executive Director the status of there region on a day to day basis.
- ii. Assist the County Director during a hurricane or disaster as needed.
- iii. Submit reports of all activities to the within there region to Organizational Executive Director.
- iv. Oversee the County Directors within there region.

b. 1 - Regional Secretary - 8 each

- i. To assist the Regional Director in all correspondence that is handled on a day to day business for the organization
- ii. To assist the Regional Director in preparing, submitting reports to the Organizational Headquarters that are required on a day to day basis.
- iii. To assist the Regional Director in submitting reports required during a Hurricane or Disaster in that region.
- iv. Assist the County Staff in reports and or request that are received for processing.

c. 2 - Regional Information Data Specialist Staff

- i. To assist the Region Director on a day to day basis with data input received.



## **“NO PERSON LEFT BEHIND”**

### A Hurricane/Disaster Plan for People with Disabilities

Prepared by the ADA Advisory Board of SWFL

- ii. To assist the Region Director on a day to day basis with verification of data that has been collected
- iii. To assist the Region Director in creating reports that are needed by State agencies and departments for the assistance and planning in Hurricane and Disaster Preparedness within their region.

### 3. County Staff

#### a. 1 - County Director for each county – 67 each

- i. Reports to the Regional Director within their region
- ii. Works with all organizations, agencies with in there county so that the mission of the organization is accomplished and that all disabled individuals within their county are voluntary registered.
- iii. Works with the County Emergency Management Personal to provide data to any agency that has requested it during a hurricane or disaster.
- iv. Assist the county in planning for the persons with disabilities within their county.
- v. Distributes FEMA Hurricane and Disaster Publications to organizations, and agencies within there county that request them.
- vi. Other duties and or tasks that are required to be done to full fill the mission of the organization.

#### b. 1 - County Secretary for each county – 67 each

- i. To assist the County Director in all correspondence that is handled on a day to day business for the organization
- ii. To assist the County Director in preparing, submitting reports to the Organizational Headquarters that are required on a day to day basis from their county.
- iii. To assist the County Director in submitting reports required during a Hurricane or Disaster in their county.



## **“NO PERSON LEFT BEHIND”**

### **A Hurricane/Disaster Plan for People with Disabilities**

#### **Prepared by the ADA Advisory Board of SWFL**

- iv. Assist the County Director on reports and or request that are received for processing.
- v. Other duties and or tasks as required for the organization.
- c. 2 - Organization Information Data Specialist Staff
  - i. To assist the County Director on a day to day basis with data input that is received.
  - ii. To assist the County Director on a day to day basis with verification of data that has been collected.
  - iii. To assist the County Director in creating reports that are needed by State agencies and departments for the assistance and planning in Hurricane and Disaster Preparedness.

#### 4. Positions

- a. Salaried
  - i. To be Determined
- b. Volunteer
  - i. To be Determined
- c. At least 51% of all salaried positions will be staffed by persons with disabilities with a goal of 90%.
- d. Staff Motto – Disabled helping Disabled

#### 5. Hours of Operation – State – Regions – Counties

- a. Non – Emergency
  - i. 8 am - 5 pm
  - ii. Monday thru Friday
  - iii. All Federal Holidays on Emergency Standby notification.
  - iv. Weekends on Standby by use of an Emergency Call Roster.
- b. Emergency





**“NO PERSON LEFT BEHIND”**  
A Hurricane/Disaster Plan for People with Disabilities  
Prepared by the ADA Advisory Board of SWFL

- i. 24 hour status so that all information request can be responded to immediately.



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

#### **Scope of Task**

##### **1. County**

- a. Promote the Organization Mission – “No Person Left Behind” during and Hurricane or Disaster and that they will be accounted for within their county.
- b. Works with all organizations, agencies and departments within there county that deal with “Persons with Disabilities” so that the mission of the organization is accomplished and that all persons with disabilities within their county are voluntary registered.
- c. Provide Education, Training on Hurricane and Disaster Planning to individuals, agencies, departments and organizations within their county.
- d. Provide FEMA Hurricane and Disaster Publications to persons with disabilities, organizations, departments and agencies within their county.
- e. Work with media of the county on promoting the mission of the organization.
- f. Work with the county special needs department so that all are aware, educated on the programs for persons with disabilities.
- g. Work with the county and or county agencies that will provide emergency electrical recharge points for those who are in power chairs and scooters.
- h. Promote and Assist individuals, agencies, departments and organizations in creating there own Hurricane and Disaster Plan incase of an emergency.
- i. Create a list of Agencies, Departments and Organizations that work with the persons with disabilities within there county and with an Emergency Point of Contact – name , organization or agency, address, phone, and mobile phone so that contact can be made during an Emergency that has been declared by that county.
- j. Keep the Region notified of all activity.

##### **2. Region**

- a. Promote the Organization Mission – “No Person Left Behind” during and Hurricane or Disaster and that they will be accounted for within their county.



## **“NO PERSON LEFT BEHIND”**

### A Hurricane/Disaster Plan for People with Disabilities

#### Prepared by the ADA Advisory Board of SWFL

- b. Works with all organizations, departments, and agencies within their region so that the mission of the organization is accomplished and that all persons with disabilities within their county are voluntarily registered.
- c. Provide Education, Training on Hurricane and Disaster Planning to the persons with disabilities, agencies, departments and agencies within their region.
- d. Provide FEMA Hurricane and Disaster Publications to persons with disabilities, organizations, departments and agencies within their region.
- e. Work with media of the region on promoting the mission of the organization.
- f. Coordinate with the counties special needs department within their region so that they are aware, educated on the programs for persons with disabilities.
- g. Work with their counties within their region to maintain a master list of all emergency electrical recharge points that will provide emergency power charging for those who are in power chairs and scooters.
- h. Promote and Assist individuals, Agencies, Departments, and Organizations in creating their own Hurricane and Disaster Plan in case of an emergency within their regions and to assist their counties as needed.
- i. Create and maintain a list of Agencies, Departments, and Organizations that work with persons with disabilities within their region, by county an Emergency Point of Contact – name, organization or agency, address, phone, and mobile phone so that contact can be made during an Emergency that has been declared by a county or counties in their region.
- j. Keep the Organization Headquarters notified of all activity within their region.

### 3. Headquarters

- a. Promote the Organization Mission – “No Person Left Behind” during a Hurricane or Disaster and that they will be accounted for within the State of Florida.



## **“NO PERSON LEFT BEHIND”**

### A Hurricane/Disaster Plan for People with Disabilities

#### Prepared by the ADA Advisory Board of SWFL

- b. Works with all organizations, agencies and departments within the state that deal with persons with disabilities, so that the mission of the organization is accomplished and that all persons with disabilities within the state are voluntarily registered.
- c. Provide Education, Training on Hurricane and Disaster Planning to persons with disabilities, agencies, departments, organizations with the State of Florida.
- d. Provide FEMA Hurricane and Disaster Publications to persons with disabilities, organizations, departments and agencies within the State of Florida in all formats.
- e. Work with media in the State of Florida on promoting the mission of the organization.
- f. Work with the State Emergency Operations Staff and agencies, departments so that all are aware, educated on the programs for persons with disabilities.
- g. Work with the State, Regions and County agencies so that emergency electrical recharge points are created, for those who are in power chairs and scooters.
- h. Promote and Assist individuals, agencies, and organizations in creating their own Hurricane and Disaster Plans in case of an emergency.
- i. Create and maintain a list of Agencies, Departments and Organizations that work with persons with disabilities within the State and with an Emergency Point of Contact – name, organization or agency, address, phone, and mobile phone so that contact can be made during an Emergency that has been declared by the State, Region or County.
- j. Keep the State notified of all activity.



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

#### **Technical Information**

##### 1. Hardware

a. Perpetual maintenance, insurance, and other items as needed to make this project work in accordance with its mission and goal.

##### b. Servers

i. Servers will be custom designed to meet the needs of this organization and project for which they will be needed.

ii. Servers will be redundant so that in event of a catastrophic Hurricane or Disaster all information will be up and running and we will be able to provide requested information, and data to those who have an authorized request.

##### iii. Backups

1. All servers will be backed up daily.

2. Data will be backed up to an off site secure site in event that the servers in the State of Florida are down due to a catastrophic failure due to a Hurricane or Disaster.

##### iv. Locations

##### 1. In-State

a. Southwest Florida

b. Northwest Florida

c. Northeast Florida

##### 2. Out of State

a. Location to be determined

b. Justification – in case of a major catastrophic Hurricane or Disaster to the State of Florida, immediate access to the data will be able to be accessed and we can continue with our mission of accounting for the disabled so that “No Person Left Behind” is accomplished.

##### 2. Software



## **“NO PERSON LEFT BEHIND”**

### **A Hurricane/Disaster Plan for People with Disabilities**

#### **Prepared by the ADA Advisory Board of SWFL**

- a. Servers will use Windows Server 2003
- b. VPN Software will be used so that all servers will be connected and redundant so that no data will be lost due to a hurricane or disaster within the State of Florida.
- c. Adobe Corporation – will submit and plan on how we can accomplish the following:
  - i. All Registration forms will be in PDF Secured format for entry into the database.
  - ii. Once a Registration form is filled out and submitted it will be automatically added to the database without manual input.
  - iii. Access to the database will be given to those who provide a reason for access to either input data, create reports and or to distribute data to those who have put in a formal request for information.

### 3. Database Access Control Procedures

The following procedures will be used to maintain the Hurricane and Disaster Database, and they will be modified as needed to meet the requirement for the State, Agencies, Departments, and Organizations access in case of a Hurricane or Disaster:

**ADA Board Officers** – A limited group of ADA Advisory Board members will have access to the full database on a day-to-day basis. This group will consist of the Chairperson, Vice-Chairperson and the Secretary. They will have free access and control over the database at all times. They would provide data entry, data updates and routine quality control of the database.

**ADA Board (Full Group)** – The entire group of the ADA Advisory Board will control who/what agency is granted access to use the data. Approval by the Board would be granted based on an application process.

#### **Agency/Personal Users** –

1. Must be prearranged and pre-approved.
2. Complete an application form (to be developed).

The application would identify and include at least the following:



## **“NO PERSON LEFT BEHIND”**

### A Hurricane/Disaster Plan for People with Disabilities

#### Prepared by the ADA Advisory Board of SWFL

- Name of agency or person who will have the data or be responsible for it. A request from the Chief/Sheriff/Director will be submitted for those bona fide emergency agencies (fire, law enforcement, emergency medical services, public safety) who will need access to this data.
- Why is the data needed?
- What specific services will the agency/person provide?
- Are services offered for free or will there be costs (for-profit / non-profit)?
- Confidentiality Statement to protect data (no reproduction or redistribution unless specifically approved, by the ADA Advisory Board and is approved before hand). Data will only be used for the specific purposes outline in the application.

**Approval Process** – permission would be granted by the ADA Advisory Board after discussion of the Application and a yes/no vote. (Parameters of the voting process to be determined, simple majority, 2/3 majority, each agency gets a vote and individual concerned citizen members get one vote).

**Emergency Approval Process** – the application/approval process should typically be done in advance. However, there should be contingency plans to allow emergency access to data. The Chairperson, Vice-Chairperson and Secretary will meet or communicate with each other when this situation arises to meet the current emergency needs. It would take a 2/3 vote of the designated personnel to concur before granting approval.

**Declaration of an Emergency** - No data will be given out to any agency until a declaration of an emergency will be issued by the County Commissioners or the State of Florida. A copy of this declaration of emergency will be kept on file with the data.

**Safeguard and Storage of Data** – All files will be stored in a fireproof safe when not being used. The database will be used / stored on a CD-RW/DVD-RW or other backup device that will



## **“NO PERSON LEFT BEHIND”**

### A Hurricane/Disaster Plan for People with Disabilities

#### Prepared by the ADA Advisory Board of SWFL

hole the required data so that it can be removed from the computer and stored in the safe when not being used. In case of an evacuation to another location the database CD/DVD or Backup Device can be transported to that location for use, by ADA Advisory Board members.

#### **Basic Assumptions:**

1. The data in this database is sensitive and must be protected. However, it is useless if not available when needed.
2. Most organizations having a legitimate need for the data are preexisting and are known to the ADA Board.
3. These agencies/persons can be “pre-approved” for access to the data in a disaster. Who, What, When and How can all be determined in advance of an incident.
4. The process should be flexible enough to allow for rare exceptions to the “pre-approval process”.





**“NO PERSON LEFT BEHIND”**  
A Hurricane/Disaster Plan for People with Disabilities  
Prepared by the ADA Advisory Board of SWFL

**ADA Advisory Board Hurricane Database Application**

Name of Agency or person Requesting access to Database:

---

Address of Agency or person Requesting access:

---

City, State, Zip Code:

---

Phone Number of Agency or person requesting access:

---

Why is the data needed? (Please state in detail)

---

---

---

What specific services will the agency/person provide?

---

Are services offered for free or will there be costs (for-profit / non-profit)?

---



**“NO PERSON LEFT BEHIND”**  
A Hurricane/Disaster Plan for People with Disabilities  
Prepared by the ADA Advisory Board of SWFL

**Confidentiality Statement:** In order to protect data, no reproduction or redistribution unless specifically approved, by the ADA Advisory Board, and is approved before hand will be authorized. Data will only be used for the specific purposes outline in this application.

---

Agency or Person requesting Data

---

Date



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

#### 4. Communications

##### a. Servers

- i. Will be connected by redundant T-1 phone lines
- ii. Will have the ability to be used by alternate means incase of catastrophic failure in any part of Florida.

##### b. Phone Service Added

- i. Possible 311, 611, 811, access so that persons with disabilities anywhere in the state can access the system and notify us that they are ok or need assistance.
  1. This will work on all land line phones in the State of Florida
  2. Request that be added to all cellular carriers in the State of Florida so instant access can be done incase of land line phone system being down.
- ii. A Nation wide number for access to the system so that persons with disabilities can access and give us there location and check in to let us know that they are ok.
- iii. Integrated with our database for reverse 911 system, as an example - Dialogic System.
- iv. Each applicant will be given a pin number to update, alert and notify us of the individual’s location.

##### c. Offices

##### i. Non-Emergency

1. Will have 2 primary lines for day to day access

##### ii. Emergency

1. Will have the ability to use up to 15 lines to use as a Emergency Disabled Call Center to check on people and to communicate with other agencies are trying to request data and information during the Emergency.
2. The Organizational Headquarters should 1 line to use as a direct link to the State Emergency Operations Center for direct communications during a Hurricane or Disaster for the use of data and information request and to



## **“NO PERSON LEFT BEHIND”**

### **A Hurricane/Disaster Plan for People with Disabilities**

#### **Prepared by the ADA Advisory Board of SWFL**

relay data and information as needed and requested by the State  
Emergency Operations Center.

#### d. Devices Needed

##### i. TTY

1. Each office will have a TTY for use by those who are hearing impaired.

##### ii. FAX

1. Each office will have a dedicated fax machine to use to send and receive documents as needed.

##### iii. Printers

#### 1. Large Print/Braille

- a. The organization will have at least 1 combination large print / braille printer so that all documents can be printed for those who need large print or Braille.

#### 2. Large Format Printers

- a. The Organization Headquarters will have at least 1 large print printer or printers that can handle large volumes, so that documents can be printed and sent to those who request them in large print.
- b. Each Region will have at least 1 large print printer or printers that can handle large volumes, so that documents can be printed and sent to those who request them in large print as a back up for the headquarters

#### 3. Computers

- a. All offices will have computers with high speed internet connections, large monitors, and able to work with zoomtext, jaws, and any other adaptive devices needed so that staff can perform there duties as needed.



# **“NO PERSON LEFT BEHIND”**

## **A Hurricane/Disaster Plan for People with Disabilities**

### **Prepared by the ADA Advisory Board of SWFL**

#### **Staff and Wage Requirements**

All wages are determined by the use of the Occupational Employment and Wages Guidelines from the Agency for Workforce Innovation – [www.floridajobs.org](http://www.floridajobs.org) and [www.labormarketinfo.com](http://www.labormarketinfo.com)

1. Headquarters -1
  - a. 1 Executive Director
    - i. Wage \$27.50 per hour
  - b. 1 Assistant Executive Director
    - i. Wage \$25.00 per hour
  - c. 1 Secretary
    - i. Wage \$15.00 per hour
  - d. 1 Accountant
    - i. Wage \$17.00 per hour
  - e. 1 Public Relation/Medial Specialist
    - i. Wage 17.00 per hour
  - f. 1 Information Technical Manager
    - i. Wage \$17.00 per hour
  - g. 7 Information Data Specialist
    - i. Wage \$11.00 per hour
2. Regional - 8
  - a. 1 Director per region
    - i. Wage \$22.50 per hour
  - b. 1 Secretary per region
    - i. Wage 12.50 per hour
  - c. 2 Information Data Specialist per region
    - i. Wage \$11.00 per hour
3. County - 67
  - a. 1 Director per county



**“NO PERSON LEFT BEHIND”**  
A Hurricane/Disaster Plan for People with Disabilities  
Prepared by the ADA Advisory Board of SWFL

- i. Wage \$20.00 per hour
- b. 1 Secretary per county
  - i. Wage \$11.50 per hour
- c. 2 Information Data Specialist per county
  - i. Wage \$11.00 per hour



**“NO PERSON LEFT BEHIND”**  
A Hurricane/Disaster Plan for People with Disabilities  
Prepared by the ADA Advisory Board of SWFL

Contact Information

Website –

[www.nopersonleftbehind.org](http://www.nopersonleftbehind.org)  
[adaboardswfl.org](http://adaboardswfl.org)  
[adaboardswfl.org/hurricane/hurricane.htm](http://adaboardswfl.org/hurricane/hurricane.htm)

Mailing Address –

“No Person Left Behind” Project  
ADA Advisory Board of Southwest Florida  
c/o Linda Carter, Chairperson  
704 Homer Ave North  
Lehigh Acres, Florida 33971-1142

Phone –

Linda Carter – Chairperson  
239 368 – 6846 Home  
239 826 – 8696 Cell  
239 997 – 7797 Work (VIP Center of Southwest Florida)







# Southwest Florida Hurricane & Disaster Registration Form

(Lee, Collier, Charlotte, Hendry, Glades)

Please PRINT and fill out the requested information below in case of Hurricane or Disaster, assistance may be provided by any agencies who are assisting in this emergency.

Date Submitted \_\_\_\_\_

Last Name \_\_\_\_\_

First Name \_\_\_\_\_

Middle Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

County \_\_\_\_\_

Email Address \_\_\_\_\_

Home Phone \_\_\_\_\_

Work Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_

Do you use a TTY? \_\_\_\_\_

If so, what is the TTY  
Number? \_\_\_\_\_

Nearest Cross Streets \_\_\_\_\_



# Southwest Florida Hurricane & Disaster Registration Form

(Lee, Collier, Charlotte, Hendry, Glades)

## Please Enter Local Emergency Contact Information

Name of Nearest Local  
Emergency Contact

---

Phone Number of Local  
Emergency Contact

---

## Please Enter ALTERNATE Emergency Contact Information

Person outside of the  
local area not impacted  
by this emergency

---

Phone Number of  
Alternate Emergency  
Contact

---

## Please enter information about you and your disability

Gender

---

Age

---

Type of Disability

---

Functional Limitations or  
Impairments

---

## Please enter information about your service animal

Do you have a Service  
Animal?

---

(enter Yes or No)

Type of Service Animal?

---

Does your Service  
Animal have an ID?

---

(enter Yes or No)



# Southwest Florida Hurricane & Disaster Registration Form

(Lee, Collier, Charlotte, Hendry, Glades)

Name of Agency Issuing Service Animal ID \_\_\_\_\_

Name of Service Animal \_\_\_\_\_

If you use a manual wheel chair, power chair, or scooter – please enter a – yes, if not leave blank (click as many as applies)

Do you use a manual wheel chair? \_\_\_\_\_ (enter Yes or No)

Do you use a power chair? \_\_\_\_\_ (enter Yes or No)

Do you use a scooter? \_\_\_\_\_ (enter Yes or No)

Can you use a manual wheel chair, in case of an Emergency? \_\_\_\_\_ (enter Yes or No)

Enter Information about your doctor in case of emergency

Name of Doctor \_\_\_\_\_

Phone Number of Doctor \_\_\_\_\_

Address of Doctor \_\_\_\_\_

Enter Information about your family situation

Do you live with family? \_\_\_\_\_

Do you live alone? \_\_\_\_\_

List names of family living with you \_\_\_\_\_



# Southwest Florida Hurricane & Disaster Registration Form

(Lee, Collier, Charlotte, Hendry, Glades)

If you drive enter the following information

Type of vehicle \_\_\_\_\_

License Plate of Vehicle \_\_\_\_\_

In case of an Emergency Before \_\_\_\_\_ (enter Yes or No)  
will you be needing

transportation After \_\_\_\_\_ (enter Yes or No)

Enter information about your living situation

Type of Dwelling you live in? (Check One)

Condo \_\_\_\_\_

Apartment \_\_\_\_\_

Single Residence \_\_\_\_\_

Duplex Residence \_\_\_\_\_

Mobile Home \_\_\_\_\_

Manufactured Home \_\_\_\_\_

If you have shutters for  
your residence, do you  
need help putting them  
up for the hurricane? \_\_\_\_\_ (enter Yes or No)

Enter information about what type of water system you have

Well \_\_\_\_\_

City \_\_\_\_\_

Who is your water  
supplier \_\_\_\_\_



# Southwest Florida Hurricane & Disaster Registration Form

(Lee, Collier, Charlotte, Hendry, Glades)

Phone Number of your  
water supplier \_\_\_\_\_

Enter information about your electric company

Who is your electric  
company? \_\_\_\_\_

Phone Number of your  
electric company \_\_\_\_\_

Enter information if you have a generator for use

Do you have a generator  
that use in case of  
power loss? \_\_\_\_\_

(enter Yes or No)

What size is your  
generator? \_\_\_\_\_

Comments not listed above:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Southwest Florida  
Hurricane & Disaster  
Registration Form**  
(Lee, Collier, Charlotte, Hendry, Glades)

If you are registered with your local county Special Needs Program, Please list the county and agency you are listed with below. This can be from any county (Lee, Charlotte, Collier, Hendry, Glades)

Are you registered with your county agency? \_\_\_\_\_ (enter Yes or No)

County Registered with \_\_\_\_\_

Name of agency you are listed with \_\_\_\_\_

This form can be completed online at: [adaboardswfl.org](http://adaboardswfl.org)

And it will be emailed to:  
[Hurricane-Disaster-Form@adaboardswfl.org](mailto:Hurricane-Disaster-Form@adaboardswfl.org)

**Mailing Instructions:**

Place this form in an envelope and mail to the following address:

Southwest Florida ADA Hurricane & Disaster Center  
704 Homer Ave North  
Lehigh Acres, Florida 33971

Please make a copy for your records.

**DISCLOSURE:**

By Voluntarily submitting this form: I grant permission to medical providers and transportation and others, to provide care and to disclose of any information necessary to respond to my needs. I hereby grant permission for the release of this information to the emergency response agencies and also pre-authorized these agencies to enter my residence for the purpose of emergency search and rescue.

December 5, 2005

Support letter

To Whom it May Concern:

I am writing this letter to report on some very positive experiences during the aftermath of Hurricane Wilma.

I am the single parent of a 14 year old autistic, Williams Syndrome child. My son is also partially paralyzed and has cardiac complications. As a result of the efforts of the ADA Hurricane Preparedness Task Force which includes many agencies involved in meeting the needs of people with developmental and physical challenges, I was contacted a couple of days after Wilma to find out how everything was and if Kevin or I needed anything. This did not happen after Charlie when I was without electricity for a week and no one from any agency contacted me. Lee County Parks and Recreation offered respite which helped so much: Kevin cannot run outside and play with other children or really participate in any unsupervised activity. With school not in session for a week, this was a great service.

I cannot stress enough how much help the effort made by this task force was and how valuable the form developed by the task force was after Hurricane Wilma. State and Local EOC offices do an incredibly good job, but they are not, by their own admission, able to meet many of the needs during and after a storm that families like mine have.

Thank you for your consideration and attention regarding this matter.

Sincerely,

Lynn James  
Parent of a child with behavioral,  
developmental, and physical challenges.  
4821 Tarpon Ct. #D  
Cape Coral FL 33904  
(239) 699-0985



Agency for Workforce Innovation  
Career and Service Center  
4150 Ford Street Extension  
Fort Myers, FL 33916

December 5, 2005

Recruitment will be conducted through the One-Stop Career Centers, the public/private employment partnerships throughout the state of Florida. Job descriptions will be developed and entered into the computer system for local, statewide, and national access. Emphasis will be on encouraging qualified candidates with disabilities to apply.

On-site interviewing at the Career and Service Centers will be conducted to facilitate the employment process. Networks have already been formed with organizations assisting persons with disabilities through The Mayor's Alliance, Services for People with Disabilities. These include Goodwill, Visually Impaired Persons, Agency for Persons with Disabilities, Division of Vocational Rehabilitation, Division of Blind Services, Agency for Workforce Innovation, etc. These will be a valuable source of hiring. Florida's Work Opportunity Tax Credit Program will be utilized as an incentive to employers to promote employment.

Linda Carter, Visually Impaired Persons Center, is a community leader in bringing this consolidated effort to our attention. In the 11 years I have worked with her, in such endeavors as the Professional Placement Network, as well as the Visually Impaired Persons Center, she has demonstrated the leadership and administrative skills to make this project a reality.

Barbara Hartman  
Agency for Workforce Innovation  
Career and Service Center  
4150 Ford Street Extension  
Fort Myers, FL 33916  
Phone: (239) 278-7140, Ext. 170



# Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004		Hourly Wage			
		Employment	(2005 wage estimates in dollars)			Exp***	
			Mean	Median	Entry**		
00-0000	Total all occupations	200,300	16.36	12.85	8.17	20.45	
13-2011	Accountants and Auditors	1,290	26.73	24.01	16.80	31.69	
11-3011	Administrative Services Managers	210	31.28	32.39	14.50	39.66	
11-2011	Advertising and Promotions Managers	60	38.16	31.85	21.60	46.44	
41-3011	Advertising Sales Agents	210	24.62	22.05	13.00	30.44	
49-3011	Aircraft Mechanics and Service Technicians	80	17.76	18.32	12.89	20.19	
39-3091	Amusement and Recreation Attendants	1,090	8.36	7.68	6.07	9.51	
13-2021	Appraisers and Assessors of Real Estate	NR	39.10	32.62	15.30	51.00	
17-1011	Architects, Except Landscape and Naval	110	32.76	32.88	27.72	35.29	
17-3011	Architectural and Civil Drafters	250	19.49	18.45	13.83	22.33	
27-1011	Art Directors	NR	27.74	26.89	20.15	31.54	
51-2099	Assemblers and Fabricators, All Other	90	10.92	10.57	8.08	12.35	
27-2021	Athletes and Sports Competitors	60	31,661 *	32,560 *	23,580 *	35,701 *	
27-4011	Audio and Video Equipment Technicians	30	12.24	10.40	7.77	14.48	
29-1121	Audiologists	NR	30.95	31.40	27.16	32.84	
49-3021	Automotive Body and Related Repairers	320	22.56	23.46	13.53	27.09	
49-3023	Automotive Service Technicians and Mechanics	1,390	17.17	16.26	10.23	20.64	
39-6011	Baggage Porters and Bellhops	80	6.84	6.46	5.97	7.28	
51-3011	Bakers	150	10.70	10.77	8.11	12.00	
35-3011	Bartenders	1,070	9.51	7.33	6.08	11.23	
43-3011	Bill and Account Collectors	510	13.36	13.07	10.83	14.64	
43-3021	Billing and Posting Clerks and Machine Operators	660	12.76	12.61	9.79	14.26	
51-5011	Bindery Workers	NR	13.81	12.95	10.30	15.56	
19-1029	Biological Scientists, All Other	20	25.00	25.18	19.80	27.60	
19-4021	Biological Technicians	NR	13.28	13.04	11.64	14.10	
43-3031	Bookkeeping, Accounting, and Auditing Clerks	3,500	14.08	13.55	9.98	16.14	
47-2021	Brickmasons and Blockmasons	450	18.15	18.30	13.09	20.68	
27-4012	Broadcast Technicians	90	16.09	11.80	9.25	19.51	
43-4011	Brokerage Clerks	70	13.54	13.40	11.56	14.53	
13-2031	Budget Analysts	70	23.55	23.16	18.05	26.29	
37-2019	Building Cleaning Workers, All Other	NR	11.70	11.81	9.67	12.71	
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	500	18.18	17.65	14.68	19.93	
53-3022	Bus Drivers, School	760	12.10	11.73	10.02	13.12	
13-1199	Business Operations Specialists, All Other	820	28.01	23.50	15.21	34.41	
25-1011	Business Teachers, Postsecondary	70	76,549 *	74,274 *	45,064 *	92,291 *	

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004		Hourly Wage (2005 wage estimates in dollars)			
		Employment	Mean	Median	Entry**	Exp***	
							Mean
51-3021	Butchers and Meat Cutters	220	13.42	13.20	11.41	14.43	
51-7011	Cabinetmakers and Bench Carpenters	320	12.55	12.40	9.77	13.93	
53-5021	Captains, Mates, and Pilots of Water Vessels	70	23.66	21.14	15.08	27.94	
43-5011	Cargo and Freight Agents	40	15.66	14.63	10.88	18.04	
47-2031	Carpenters	3,100	15.03	14.68	11.36	16.85	
47-2041	Carpet Installers	20	11.84	13.27	6.64	14.44	
41-2011	Cashiers	6,540	8.57	8.34	7.00	9.35	
47-2051	Cement Masons and Concrete Finishers	1,240	15.18	14.90	10.56	17.49	
35-1011	Chefs and Head Cooks	320	20.62	19.41	13.96	23.94	
11-1011	Chief Executives	570	72.27	NR	39.82	88.50	
39-9011	Child Care Workers	600	8.33	8.15	7.60	8.70	
21-1021	Child, Family, and School Social Workers	230	17.88	15.90	12.83	20.41	
29-1011	Chiropractors	70	47.13	40.29	31.58	54.92	
17-3022	Civil Engineering Technicians	230	20.05	20.21	13.55	23.30	
17-2051	Civil Engineers	520	34.86	33.20	26.34	39.11	
13-1031	Claims Adjusters, Examiners, and Investigators	260	22.79	21.78	15.66	26.36	
53-7061	Cleaners of Vehicles and Equipment	580	9.56	9.30	7.24	10.72	
21-2011	Clergy	30	17.38	18.51	12.69	19.73	
19-3031	Clinical, Counseling, and School Psychologists	NR	81.56	NR	NR	NR	
27-2022	Coaches and Scouts	130	41,570 *	32,992 *	23,459 *	50,624 *	
51-9121	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	30	12.51	12.43	8.86	14.33	
49-9091	Coin, Vending, and Amusement Machine Servicers and Repairers	NR	12.39	11.59	9.74	13.72	
35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	3,870	7.27	6.92	6.04	7.88	
53-2012	Commercial Pilots	10	59,078 *	64,137 *	44,421 *	66,407 *	
25-1122	Communications Teachers, Postsecondary	10	42,211 *	42,566 *	26,971 *	49,831 *	
21-1099	Community and Social Service Specialists, All Other	120	18.23	17.38	13.75	20.47	
11-3041	Compensation and Benefits Managers	50	32.34	26.69	18.37	39.34	
13-1072	Compensation, Benefits, and Job Analysis Specialists	110	25.56	24.54	16.75	29.96	
13-1041	Compliance Officers, Except Agriculture, Construction, Health and Safety, and Transportation	80	18.51	16.73	14.30	20.62	
11-3021	Computer and Information Systems Managers	90	37.65	34.75	24.61	44.18	
43-9011	Computer Operators	140	17.10	16.93	11.67	19.83	
15-1021	Computer Programmers	140	25.49	23.72	18.17	29.13	
25-1021	Computer Science Teachers, Postsecondary	40	74,771 *	74,671 *	45,548 *	89,382 *	
15-1031	Computer Software Engineers, Applications	110	30.61	28.66	23.26	34.29	
15-1032	Computer Software Engineers, Systems Software	NR	36.47	36.64	27.03	41.20	
15-1099	Computer Specialists, All Other	NR	16.89	16.30	11.32	19.67	

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004 Employment	2005 wage estimates in dollars)			
			Hourly Wage			
			Mean	Median	Entry**	Exp***
15-1041	Computer Support Specialists	500	17.62	16.95	11.87	20.48
15-1051	Computer Systems Analysts	290	27.22	27.04	19.05	31.29
49-2011	Computer, Automated Teller, and Office Machine Repairers	90	15.41	15.68	10.48	17.87
39-6012	Concierges	50	10.06	9.91	7.80	11.19
47-4011	Construction and Building Inspectors	250	20.82	20.62	17.45	22.50
47-4099	Construction and Related Workers, All Other	560	15.84	15.30	11.54	18.00
47-2061	Construction Laborers	2,950	10.50	10.19	7.78	11.86
11-9021	Construction Managers	640	41.72	32.75	24.45	50.37
49-9012	Control and Valve Installers and Repairers, Except Mechanical Door	20	18.11	17.68	13.09	20.60
53-7011	Conveyor Operators and Tenders	50	14.56	13.49	11.70	15.99
35-2019	Cooks, All Other	30	11.18	11.01	9.68	11.93
35-2011	Cooks, Fast Food	580	7.77	7.82	6.51	8.40
35-2012	Cooks, Institution and Cafeteria	280	10.93	11.08	8.85	11.98
35-2014	Cooks, Restaurant	1,410	11.14	10.73	8.70	12.36
35-2015	Cooks, Short Order	310	9.26	9.61	6.90	10.43
13-1051	Cost Estimators	620	23.20	22.50	15.93	26.84
21-1019	Counselors, All Other	NR	17.47	16.34	15.63	18.37
41-2021	Counter and Rental Clerks	780	10.62	9.76	6.88	12.49
35-3022	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	1,550	8.00	7.84	6.24	8.88
43-5021	Couriers and Messengers	210	9.06	8.90	6.41	10.39
23-2091	Court Reporters	NR	24.30	24.66	23.42	24.74
43-4031	Court, Municipal, and License Clerks	120	14.03	13.47	11.45	15.31
53-7021	Crane and Tower Operators	60	15.51	15.30	12.33	17.10
13-2041	Credit Analysts	70	36.06	37.91	23.20	42.48
43-4041	Credit Authorizers, Checkers, and Clerks	90	22.70	15.88	11.35	28.38
25-1111	Criminal Justice and Law Enforcement Teachers, Postsecondary	20	66,044 *	59,659 *	49,535 *	74,300 *
43-4051	Customer Service Representatives	3,360	12.82	12.02	9.54	14.46
51-4031	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	60	13.25	12.23	9.62	15.08
43-9021	Data Entry Keyers	480	12.32	11.92	9.39	13.79
15-1061	Database Administrators	110	23.88	23.62	16.94	27.35
41-9011	Demonstrators and Product Promoters	160	13.13	9.65	7.53	15.92
31-9091	Dental Assistants	NR	15.78	15.76	13.70	16.82
29-2021	Dental Hygienists	270	31.63	32.48	28.34	33.27
51-9081	Dental Laboratory Technicians	50	16.83	15.86	11.27	19.61
29-1021	Dentists, General	120	69.64	60.21	37.25	85.83
43-9031	Desktop Publishers	NR	18.35	15.79	14.86	20.09

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004		Hourly Wage		
		Employment	(2005 wage estimates in dollars)			
			Mean	Median	Entry** Exp***	
33-3021	Detectives and Criminal Investigators	90	26.96	24.42	18.41	31.24
29-2032	Diagnostic Medical Sonographers	150	26.36	26.30	21.86	28.61
29-2051	Dietetic Technicians	20	11.70	10.93	10.06	12.52
29-1031	Dietitians and Nutritionists	40	21.98	20.73	17.72	24.12
35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	670	7.36	6.88	6.01	8.03
21-2021	Directors, Religious Activities and Education	30	11.06	10.19	8.40	12.39
35-9021	Dishwashers	980	7.47	7.39	6.06	8.18
43-5032	Dispatchers, Except Police, Fire, and Ambulance	170	14.11	12.88	10.42	15.94
17-3019	Drafters, All Other	NR	15.19	15.57	12.90	16.35
51-4032	Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic	30	12.29	12.43	9.02	13.92
53-3031	Driver/Sales Workers	810	13.21	12.72	6.32	16.64
47-2081	Drywall and Ceiling Tile Installers	620	15.92	15.41	11.38	18.20
47-5021	Earth Drillers, Except Oil and Gas	20	13.22	13.24	11.44	14.11
11-9039	Education Administrators, All Other	10	32.84	28.25	25.06	36.73
11-9032	Education Administrators, Elementary and Secondary School	180	72,706 *	73,154 *	62,647 *	77,735 *
11-9033	Education Administrators, Postsecondary	80	32.79	27.29	21.53	38.41
11-9031	Education Administrators, Preschool and Child Care Center/Program	30	15.84	15.93	14.64	16.44
25-9099	Education, Training, and Library Workers, All Other	60	22.11	14.85	11.93	27.21
21-1012	Educational, Vocational, and School Counselors	180	28.30	28.89	17.82	33.54
17-3023	Electrical and Electronic Engineering Technicians	330	18.08	14.79	13.07	20.58
51-2022	Electrical and Electronic Equipment Assemblers	50	12.82	13.93	9.14	14.67
17-3012	Electrical and Electronics Drafters	30	21.84	21.66	18.39	23.56
49-2093	Electrical and Electronics Installers and Repairers, Transportation Equipment	40	15.60	15.50	13.17	16.82
49-2094	Electrical and Electronics Repairers, Commercial and Industrial Equipment	NR	18.77	18.86	13.60	21.36
17-2071	Electrical Engineers	40	31.41	31.18	23.36	35.44
49-9051	Electrical Power-Line Installers and Repairers	110	20.75	22.27	14.66	23.80
47-2111	Electricians	1,280	15.29	15.51	11.76	17.06
49-2096	Electronic Equipment Installers and Repairers, Motor Vehicles	10	14.82	13.52	10.76	16.86
49-2097	Electronic Home Entertainment Equipment Installers and Repairers	30	14.49	14.13	11.04	16.23
17-2072	Electronics Engineers, Except Computer	160	31.47	32.81	27.22	33.59
25-2021	Elementary School Teachers, Except Special Education	1,310	55,396 *	54,778 *	41,079 *	62,555 *
13-1061	Emergency Management Specialists	10	25.45	24.83	20.85	27.75
13-1071	Employment, Recruitment, and Placement Specialists	220	20.95	17.35	14.98	23.94
11-9041	Engineering Managers	140	47.13	41.68	30.17	55.61
17-2199	Engineers, All Other	60	20.99	19.28	13.74	24.63
25-1123	English Language and Literature Teachers, Postsecondary	40	50,259 *	48,176 *	31,283 *	59,748 *

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004 Employment	Hourly Wage (2005 wage estimates in dollars)				
			Exp***				
			Mean	Median	Entry**	Exp***	Exp***
27-2099	Entertainers and Performers, Sports and Related Workers, All Other	20	17.87	8.19	5.90	23.87	
17-2081	Environmental Engineers	10	27.52	26.03	20.12	31.22	
19-4091	Environmental Science and Protection Technicians, Including Health	70	16.27	15.98	13.29	17.76	
19-2041	Environmental Scientists and Specialists, Including Health	190	21.75	19.77	15.53	24.86	
53-7032	Excavating and Loading Machine and Dragline Operators	130	14.62	14.15	12.03	15.91	
43-6011	Executive Secretaries and Administrative Assistants	2,260	15.91	15.42	11.96	17.89	
29-1062	Family and General Practitioners	180	90.30	NR	NR	NR	
25-9021	Farm and Home Management Advisors	20	24.96	23.94	17.93	28.47	
49-3041	Farm Equipment Mechanics	NR	14.16	14.76	11.46	15.51	
45-2092	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	150	7.46	7.30	6.11	8.14	
51-2091	Fiberglass Laminators and Fabricators	150	12.54	12.41	8.50	14.57	
43-4071	File Clerks	740	10.13	9.90	7.99	11.20	
27-4032	Film and Video Editors	20	11.64	10.44	7.27	13.82	
13-2051	Financial Analysts	70	30.53	25.86	18.30	36.65	
11-3031	Financial Managers	330	39.16	35.49	26.19	45.64	
13-2099	Financial Specialists, All Other	110	23.14	21.39	14.60	27.41	
33-2011	Fire Fighters	730	18.97	19.01	13.38	21.77	
33-2021	Fire Inspectors and Investigators	50	25.13	25.43	20.98	27.20	
47-1011	First-Line Supervisors/Managers of Construction Trades and Extraction Workers	3,000	20.64	17.98	14.94	23.48	
45-1011	First-Line Supervisors/Managers of Farming, Fishing, and Forestry Workers	20	13.59	15.27	8.27	16.25	
33-1021	First-Line Supervisors/Managers of Fire Fighting and Prevention Workers	110	29.75	29.97	20.36	34.45	
35-1012	First-Line Supervisors/Managers of Food Preparation and Serving Workers	980	16.26	16.16	11.47	18.66	
53-1021	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	90	16.38	15.82	10.78	19.17	
37-1011	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	320	15.02	15.13	10.28	17.39	
37-1012	First-Line Supervisors/Managers of Landscaping, Lawn Service, and Groundskeeping Workers	310	19.22	17.94	13.59	22.03	
49-1011	First-Line Supervisors/Managers of Mechanics, Installers, and Repairers	720	25.86	22.35	16.44	30.56	
41-1012	First-Line Supervisors/Managers of Non-Retail Sales Workers	560	35.25	26.96	18.13	43.82	
43-1011	First-Line Supervisors/Managers of Office and Administrative Support Workers	1,940	20.41	18.68	13.40	23.90	
39-1021	First-Line Supervisors/Managers of Personal Service Workers	290	21.76	23.10	14.84	25.22	
33-1012	First-Line Supervisors/Managers of Police and Detectives	80	35.03	35.57	26.76	39.17	
51-1011	First-Line Supervisors/Managers of Production and Operating Workers	610	23.06	21.33	14.13	27.52	
41-1011	First-Line Supervisors/Managers of Retail Sales Workers	1,940	23.44	17.51	12.15	29.09	
53-1031	First-Line Supervisors/Managers of Transportation and Material-Moving Machine and Vehicle	280	23.37	21.44	15.63	27.25	
33-1099	First-Line Supervisors/Managers, Protective Service Workers, All Other	50	17.35	15.06	10.39	20.83	
39-9031	Fitness Trainers and Aerobics Instructors	200	13.19	11.52	8.00	15.78	
27-1023	Floral Designers	130	10.68	10.56	8.09	11.96	

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004		(2005 wage estimates in dollars)			
		Employment	Mean	Median	Hourly Wage		Exp***
					Entry**	Entry**	
35-9099	Food Preparation and Serving Related Workers, All Other	70	9.72	8.45	6.97	11.11	
35-2021	Food Preparation Workers	1,190	9.63	9.51	7.47	10.72	
35-3041	Food Servers, Nonrestaurant	770	7.70	6.97	6.10	8.51	
11-9051	Food Service Managers	390	23.19	23.14	13.66	27.95	
19-4092	Forensic Science Technicians	40	19.85	19.58	14.17	22.68	
11-9061	Funeral Directors	20	30.06	23.26	19.96	35.12	
51-7021	Furniture Finishers	20	16.87	16.26	14.49	18.05	
39-1011	Gaming Supervisors	10	31.01	25.24	20.78	36.14	
11-1021	General and Operations Managers	1,870	45.63	38.07	23.58	56.66	
47-2121	Glaziers	180	14.56	14.85	12.04	15.81	
27-1024	Graphic Designers	220	17.29	15.48	11.42	20.23	
51-9022	Grinding and Polishing Workers, Hand	40	13.10	13.17	9.40	14.95	
37-3019	Grounds Maintenance Workers, All Other	NR	9.99	10.06	8.75	10.61	
39-5012	Hairdressers, Hairstylists, and Cosmetologists	730	12.99	11.54	7.77	15.59	
29-1199	Health Diagnosing and Treating Practitioners, All Other	200	27.31	28.63	19.50	31.20	
21-1091	Health Educators	80	17.06	16.08	9.47	20.85	
25-1071	Health Specialties Teachers, Postsecondary	70	54,053 *	54,986 *	34,754 *	63,704 *	
29-2099	Health Technologists and Technicians, All Other	160	15.21	13.73	11.47	17.08	
29-9099	Healthcare Practitioners and Technical Workers, All Other	NR	30.04	36.14	14.03	38.04	
31-9099	Healthcare Support Workers, All Other	220	12.29	11.76	9.44	13.71	
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	1,080	16.22	16.05	11.22	18.71	
47-3019	Helpers, Construction Trades, All Other	NR	10.92	11.88	7.96	12.41	
47-3011	Helpers--Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters	NR	11.24	10.90	9.48	12.12	
47-3012	Helpers--Carpenters	380	10.39	10.51	9.15	11.01	
47-3013	Helpers--Electricians	370	10.51	10.34	9.63	10.94	
49-9098	Helpers--Installation, Maintenance, and Repair Workers	230	9.75	9.18	7.79	10.72	
47-3014	Helpers--Painters, Paperhangers, Plasterers, and Stucco Masons	NR	11.28	11.50	8.95	12.44	
47-3015	Helpers--Pipefitters, Plumbers, Pipefitters, and Steamfitters	170	11.92	10.73	9.43	13.17	
51-9198	Helpers--Production Workers	180	9.03	9.01	7.02	10.04	
47-4051	Highway Maintenance Workers	50	13.79	13.42	10.71	15.32	
49-9031	Home Appliance Repairers	60	13.86	14.17	9.87	15.86	
31-1011	Home Health Aides	730	10.29	10.17	8.32	11.29	
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	700	7.78	7.59	6.04	8.66	
43-4081	Hotel, Motel, and Resort Desk Clerks	450	9.86	9.84	8.52	10.52	
43-4161	Human Resources Assistants, Except Payroll and Timekeeping	170	14.86	14.50	10.59	17.00	
11-3049	Human Resources Managers, All Other	20	42.35	38.88	28.73	49.16	

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics



## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004		(2005 wage estimates in dollars)			Hourly Wage	
		Employment	Mean	Median	Entry**	Exp***	Entry**	
							Mean	Median
13-1079	Human Resources, Training, and Labor Relations Specialists, All Other	160	23.72	22.24	16.47	27.34		
17-3026	Industrial Engineering Technicians	40	17.33	15.94	12.42	19.79		
17-2112	Industrial Engineers	80	23.42	21.49	17.35	26.44		
49-9041	Industrial Machinery Mechanics	50	16.35	15.40	13.11	17.97		
11-3051	Industrial Production Managers	50	38.04	31.05	20.35	46.88		
53-7051	Industrial Truck and Tractor Operators	530	12.28	11.33	9.65	13.60		
43-4199	Information and Record Clerks, All Other	380	14.81	13.58	10.59	16.91		
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	340	16.38	15.43	11.42	18.86		
49-9099	Installation, Maintenance, and Repair Workers, All Other	310	15.58	14.44	11.09	17.82		
25-9031	Instructional Coordinators	40	29.35	30.79	19.71	34.17		
47-2131	Insulation Workers, Floor, Ceiling, and Wall	170	16.64	17.97	11.35	19.29		
47-2132	Insulation Workers, Mechanical	NR	14.47	14.58	12.36	15.52		
43-9041	Insurance Claims and Policy Processing Clerks	240	14.99	14.16	12.16	16.41		
41-3021	Insurance Sales Agents	650	21.16	19.30	13.88	24.81		
27-1025	Interior Designers	310	25.34	21.46	13.39	31.32		
29-1063	Internists, General	60	89.75	NR	NR	NR		
27-3091	Interpreters and Translators	20	15.98	16.43	11.22	18.36		
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	2,430	10.92	9.59	7.38	12.70		
51-9071	Jewelers and Precious Stone and Metal Workers	NR	15.80	17.96	10.13	18.64		
25-2012	Kindergarten Teachers, Except Special Education	230	55,544 *	55,143 *	41,641 *	62,496 *		
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	1,810	9.42	9.04	7.25	10.51		
17-1012	Landscape Architects	20	24.05	23.50	16.89	27.64		
37-3011	Landscaping and Groundskeeping Workers	3,290	10.36	9.87	7.48	11.80		
51-6011	Laundry and Dry-Cleaning Workers	450	9.03	8.59	6.98	10.05		
23-1011	Lawyers	700	41.65	30.78	19.29	52.83		
43-6012	Legal Secretaries	290	15.83	16.06	12.82	17.33		
23-2099	Legal Support Workers, All Other	40	20.80	20.43	17.13	22.63		
11-1031	Legislators	40	16.86	13.12	12.34	19.12		
25-4021	Librarians	190	25.52	24.39	17.89	29.34		
29-2061	Licensed Practical and Licensed Vocational Nurses	910	17.01	16.99	14.92	18.06		
19-4099	Life, Physical, and Social Science Technicians, All Other	90	14.94	14.24	12.59	16.12		
33-9092	Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers	30	11.76	11.12	9.38	12.95		
13-2071	Loan Counselors	NR	18.80	18.85	16.39	20.00		
43-4131	Loan Interviewers and Clerks	370	14.47	14.19	9.99	16.72		
13-2072	Loan Officers	580	27.78	20.84	15.54	33.89		
39-3093	Locker Room, Coatroom, and Dressing Room Attendants	30	9.89	9.64	7.88	10.89		

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004		Hourly Wage			
		Employment	(2005 wage estimates in dollars)			Exp***	
			Mean	Median	Entry**		
49-9094	Locksmiths and Safe Repairers	40	15.41	13.92	9.37	18.44	
11-9081	Lodging Managers	100	30.32	24.45	18.27	36.34	
13-1081	Logisticians	20	28.37	25.70	18.35	33.37	
51-4041	Machinists	140	14.61	14.46	10.69	16.57	
47-2012	Maids and Housekeeping Cleaners	1,670	8.74	8.41	7.29	9.46	
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	100	11.19	11.10	7.93	12.82	
49-9042	Maintenance and Repair Workers, General	2,250	14.08	13.11	9.73	16.25	
49-9043	Maintenance Workers, Machinery	130	14.81	14.69	12.04	16.20	
13-1111	Management Analysts	400	29.70	25.09	17.71	35.69	
11-9199	Managers, All Other	310	35.11	33.51	20.66	42.34	
39-5092	Manicurists and Pedicurists	80	9.60	8.94	6.57	11.12	
19-3021	Market Research Analysts	150	24.16	22.44	16.43	28.03	
11-2021	Marketing Managers	130	38.09	34.60	23.08	45.60	
31-9011	Massage Therapists	50	10.99	11.41	6.22	13.36	
53-7199	Material Moving Workers, All Other	NR	8.97	8.21	6.84	10.04	
25-1022	Mathematical Science Teachers, Postsecondary	40	54,553 *	52,488 *	37,598 *	63,030 *	
51-3022	Meat, Poultry, and Fish Cutters and Trimmers	70	12.26	12.04	9.87	13.46	
17-3013	Mechanical Drafters	150	21.52	21.60	13.35	25.61	
17-3027	Mechanical Engineering Technicians	NR	20.44	20.40	15.83	22.76	
17-2141	Mechanical Engineers	90	30.05	28.01	20.95	34.61	
29-2012	Medical and Clinical Laboratory Technicians	60	14.51	14.23	11.09	16.22	
11-9111	Medical and Health Services Managers	260	43.98	35.65	25.98	52.98	
21-1022	Medical and Public Health Social Workers	130	20.92	19.55	14.31	24.22	
31-9092	Medical Assistants	910	11.92	12.09	10.05	12.85	
49-9062	Medical Equipment Repairers	20	16.78	14.66	11.52	19.40	
29-2071	Medical Records and Health Information Technicians	340	15.45	13.46	10.25	18.05	
19-1042	Medical Scientists, Except Epidemiologists	NR	27.83	26.36	21.23	31.13	
43-6013	Medical Secretaries	NR	12.54	12.58	10.45	13.58	
31-9094	Medical Transcriptionists	100	12.82	13.91	8.07	15.20	
13-1121	Meeting and Convention Planners	20	20.49	19.56	12.84	24.33	
21-1023	Mental Health and Substance Abuse Social Workers	50	18.78	17.55	14.13	21.11	
21-1014	Mental Health Counselors	110	17.72	17.07	12.98	20.09	
27-1026	Merchandise Displayers and Window Trimmers	120	12.20	11.36	8.02	14.29	
43-5041	Meter Readers, Utilities	NR	13.50	13.03	11.40	14.55	
25-2022	Middle School Teachers, Except Special and Vocational Education	650	56,285 *	55,137 *	42,093 *	63,381 *	
49-3042	Mobile Heavy Equipment Mechanics, Except Engines	240	18.12	17.75	13.38	20.48	

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004 Employment	(2005 wage estimates in dollars)			
			Mean		Hourly Wage	
			Mean	Median	Entry**	Exp***
51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	NR	14.84	13.58	9.23	17.65
51-4072	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	50	11.13	11.04	7.82	12.79
39-3021	Motion Picture Projectionists	20	7.98	6.62	6.05	8.94
53-3099	Motor Vehicle Operators, All Other	320	7.24	7.39	6.14	7.80
49-3051	Motorboat Mechanics	210	15.62	15.41	11.87	17.49
53-5022	Motorboat Operators	20	13.94	11.96	10.09	15.87
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	10	14.32	14.67	11.20	15.89
27-2041	Music Directors and Composers	20	29.92	21.01	13.87	37.95
27-2042	Musicians and Singers	NR	25.57	24.27	13.77	31.47
11-9121	Natural Sciences Managers	20	46.84	36.60	21.84	59.34
15-1071	Network and Computer Systems Administrators	160	26.81	25.81	19.43	30.49
15-1081	Network Systems and Data Communications Analysts	180	22.69	21.41	14.90	26.59
43-4141	New Accounts Clerks	200	13.75	13.67	9.88	15.70
39-2021	Nonfarm Animal Caretakers	240	9.00	8.71	7.44	9.79
31-1012	Nursing Aides, Orderlies, and Attendants	2,000	10.61	10.55	9.04	11.39
29-9011	Occupational Health and Safety Specialists	10	21.57	20.48	15.86	24.43
29-1122	Occupational Therapists	170	29.14	29.41	21.03	33.20
43-9199	Office and Administrative Support Workers, All Other	40	12.38	12.38	9.60	13.78
43-9061	Office Clerks, General	4,820	11.53	11.02	8.23	13.18
43-9071	Office Machine Operators, Except Computer	110	11.22	10.64	9.15	12.26
47-2073	Operating Engineers and Other Construction Equipment Operators	940	14.71	14.30	11.87	16.14
15-2031	Operations Research Analysts	70	21.73	20.75	14.44	25.36
51-9083	Ophthalmic Laboratory Technicians	NR	12.95	11.49	8.53	15.17
29-2081	Opticians, Dispensing	150	16.22	16.69	12.29	18.18
29-1041	Optometrists	60	34.99	27.48	24.50	40.25
43-4151	Order Clerks	420	12.25	11.66	8.89	13.93
49-3053	Outdoor Power Equipment and Other Small Engine Mechanics	50	19.38	19.77	13.08	22.53
51-9111	Packaging and Filling Machine Operators and Tenders	270	10.04	9.66	7.65	11.23
53-7064	Packers and Packagers, Hand	NR	7.17	6.94	6.02	7.74
47-2141	Painters, Construction and Maintenance	920	14.05	13.19	11.10	15.51
51-9122	Painters, Transportation Equipment	70	16.95	14.97	10.59	20.13
51-9123	Painting, Coating, and Decorating Workers	40	10.90	10.68	9.65	11.53
47-2142	Paperhangers	70	14.55	13.68	12.10	15.77
23-2011	Paralegals and Legal Assistants	270	17.52	16.88	14.28	19.14
53-6021	Parking Lot Attendants	250	6.76	6.56	6.08	7.09
41-2022	Parts Salespersons	310	16.50	15.00	12.09	18.70

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004 Employment	(2005 wage estimates in dollars)			
			Hourly Wage		Entry**	Exp***
			Mean	Median		
47-2071	Paving, Surfacing, and Tamping Equipment Operators	80	15.18	13.94	11.16	17.19
43-3051	Payroll and Timekeeping Clerks	270	13.92	13.32	10.37	15.70
39-9021	Personal and Home Care Aides	690	10.82	10.39	9.74	11.36
39-9099	Personal Care and Service Workers, All Other	150	8.63	6.90	5.98	9.95
13-2052	Personal Financial Advisors	130	37.68	27.79	16.30	48.37
37-2021	Pest Control Workers	430	12.39	11.90	8.77	14.21
37-3012	Pesticide Handlers, Sprayers, and Applicators, Vegetation	NR	12.33	11.75	8.61	14.20
29-1051	Pharmacists	420	43.12	43.76	37.73	45.81
31-9095	Pharmacy Aides	NR	10.39	10.25	8.07	11.54
29-2052	Pharmacy Technicians	470	11.03	10.75	8.63	12.23
25-1126	Philosophy and Religion Teachers, Postsecondary	10	44,647 *	48,080 *	32,263 *	50,838 *
27-4021	Photographers	50	13.23	12.67	9.29	15.18
51-9132	Photographic Processing Machine Operators	100	9.65	9.59	7.75	10.60
31-2022	Physical Therapist Aides	60	10.10	9.86	6.73	11.79
31-2021	Physical Therapist Assistants	100	22.24	21.31	17.97	24.38
29-1123	Physical Therapists	260	35.93	32.52	26.79	40.51
29-1071	Physician Assistants	40	37.85	36.22	32.44	40.55
29-1069	Physicians and Surgeons, All Other	NR	87.06	NR	NR	NR
47-2151	Pipelayers	180	12.57	12.20	10.42	13.64
51-8099	Plant and System Operators, All Other	NR	19.00	19.23	14.91	21.04
47-2161	Plasterers and Stucco Masons	170	17.26	17.11	14.17	18.81
47-2152	Plumbers, Pipefitters, and Steamfitters	800	16.76	16.60	12.34	18.97
33-3051	Police and Sheriff's Patrol Officers	1,000	20.81	20.30	16.20	23.13
43-5031	Police, Fire, and Ambulance Dispatchers	180	15.13	14.04	12.02	16.68
43-5051	Postal Service Clerks	150	22.68	23.70	18.55	24.74
43-5052	Postal Service Mail Carriers	630	21.40	22.38	16.18	24.01
43-5053	Postal Service Mail Sorters, Processors, and Processing Machine Operators	470	20.32	21.17	15.07	22.94
11-9131	Postmasters and Mail Superintendents	10	31.50	31.41	25.82	34.35
25-1199	Postsecondary Teachers, All Other	230	39,840 *	36,346 *	20,889 *	49,314 *
51-5022	Prepress Technicians and Workers	50	14.91	15.42	10.03	17.36
25-2011	Preschool Teachers, Except Special Education	420	10.66	9.03	7.48	12.25
51-6021	Pressers, Textile, Garment, and Related Materials	90	8.53	8.35	7.38	9.10
51-5023	Printing Machine Operators	160	14.51	13.96	11.24	16.14
33-9021	Private Detectives and Investigators	160	9.65	7.51	6.13	11.42
27-2012	Producers and Directors	70	31.41	27.48	17.48	38.37
51-9199	Production Workers, All Other	20	7.67	6.79	6.03	8.49

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004					Hourly Wage		
		Employment	(2005 wage estimates in dollars)						
			Mean	Median	Entry**	Exp***			
43-5061	Production, Planning, and Expediting Clerks	230	17.77	17.37	12.78	20.25			
11-9141	Property, Real Estate, and Community Association Managers	650	24.51	23.43	16.25	28.64			
33-9099	Protective Service Workers, All Other	480	13.77	12.89	11.59	14.87			
29-2053	Psychiatric Technicians	120	13.52	12.78	10.38	15.09			
11-2031	Public Relations Managers	40	42.79	34.39	21.07	53.65			
27-3031	Public Relations Specialists	270	22.58	21.95	16.00	25.86			
13-1023	Purchasing Agents, Except Wholesale, Retail, and Farm Products	290	19.55	18.25	13.11	22.76			
11-3061	Purchasing Managers	NR	23.35	18.00	16.84	26.60			
27-3011	Radio and Television Announcers	90	15.03	12.30	7.53	18.78			
29-2034	Radiologic Technologists and Technicians	NR	22.26	23.05	16.88	24.95			
41-9022	Real Estate Sales Agents	680	30.66	19.69	12.28	39.86			
43-4171	Receptionists and Information Clerks	2,110	10.95	10.96	8.50	12.17			
39-9032	Recreation Workers	450	12.31	11.21	8.10	14.41			
29-1125	Recreational Therapists	20	17.95	17.08	14.49	19.68			
53-7081	Refuse and Recyclable Material Collectors	190	13.68	14.52	10.27	15.39			
29-1111	Registered Nurses	3,200	25.44	25.08	20.97	27.68			
21-1015	Rehabilitation Counselors	160	11.95	10.99	8.95	13.46			
47-2171	Reinforcing Iron and Rebar Workers	30	12.43	12.60	10.28	13.52			
27-3022	Reporters and Correspondents	120	21.20	18.20	12.20	25.69			
43-4181	Reservation and Transportation Ticket Agents and Travel Clerks	370	16.39	13.44	10.08	19.54			
39-9041	Residential Advisors	20	17.88	18.64	12.31	20.67			
29-1126	Respiratory Therapists	230	19.97	20.13	18.35	20.78			
41-2031	Retail Salespersons	9,420	13.25	10.83	7.71	16.02			
51-4023	Rolling Machine Setters, Operators, and Tenders, Metal and Plastic	20	14.01	12.69	9.43	16.29			
47-2181	Roofers	460	13.69	13.75	10.17	15.45			
41-9099	Sales and Related Workers, All Other	330	22.81	17.74	10.03	29.20			
41-9031	Sales Engineers	50	40.00	33.07	17.83	51.08			
11-2022	Sales Managers	330	44.79	34.88	18.98	57.71			
41-3099	Sales Representatives, Services, All Other	600	22.19	17.77	11.28	27.65			
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	2,380	24.36	19.59	12.55	30.26			
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	400	28.52	21.87	11.82	36.86			
51-7041	Sawing Machine Setters, Operators, and Tenders, Wood	40	12.65	12.69	10.99	13.49			
43-6014	Secretaries, Except Legal, Medical, and Executive	2,780	12.47	12.26	9.02	14.19			
41-3031	Securities, Commodities, and Financial Services Sales Agents	270	47.36	37.10	13.18	64.45			
49-2098	Security and Fire Alarm Systems Installers	NR	16.78	16.95	11.58	19.37			
33-9032	Security Guards	1,820	9.50	9.33	7.13	10.68			

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004		Hourly Wage (2005 wage estimates in dollars)			
		Employment	Mean	Median	Entry**	Exp***	
25-3021	Self-Enrichment Education Teachers	260	17.61	16.65	12.62	20.11	
47-4071	Septic Tank Servicers and Sewer Pipe Cleaners	NR	16.14	15.46	10.06	19.18	
53-6031	Service Station Attendants	NR	11.18	9.64	7.81	12.87	
51-6031	Sewing Machine Operators	110	10.00	9.69	7.56	11.22	
39-5093	Shampooers	60	7.39	7.66	6.45	7.86	
47-2211	Sheet Metal Workers	460	15.98	16.02	13.03	17.46	
43-5071	Shipping, Receiving, and Traffic Clerks	700	11.95	11.50	8.90	13.47	
39-5094	Skin Care Specialists	40	11.03	9.38	6.12	13.47	
11-9151	Social and Community Service Managers	60	26.36	24.30	17.70	30.70	
21-1093	Social and Human Service Assistants	230	12.83	12.70	9.97	14.26	
19-4061	Social Science Research Assistants	NR	11.21	10.81	10.47	11.58	
19-3099	Social Scientists and Related Workers, All Other	10	27.99	30.53	19.18	32.40	
21-1029	Social Workers, All Other	20	21.18	20.15	15.12	24.21	
29-1127	Speech-Language Pathologists	120	32.41	31.80	26.17	35.52	
43-5081	Stock Clerks and Order Fillers	3,930	9.50	9.24	7.24	10.64	
47-2221	Structural Iron and Steel Workers	NR	14.18	14.86	10.47	16.05	
51-2041	Structural Metal Fabricators and Fitters	100	13.77	13.81	9.73	15.78	
21-1011	Substance Abuse and Behavioral Disorder Counselors	90	18.05	13.78	11.00	21.57	
29-1067	Surgeons	NR	93.47	NR	NR	NR	
29-2055	Surgical Technologists	310	18.31	16.98	15.51	19.72	
17-3031	Surveying and Mapping Technicians	360	14.21	13.22	9.19	16.72	
17-1022	Surveyors	130	25.05	23.71	15.61	29.77	
43-2011	Switchboard Operators, Including Answering Service	290	10.47	10.23	8.23	11.59	
51-6052	Tailors, Dressmakers, and Custom Sewers	80	10.55	7.75	5.91	12.86	
47-2082	Tapers	NR	17.60	19.30	12.95	19.91	
13-2081	Tax Examiners, Collectors, and Revenue Agents	130	21.08	17.17	12.55	25.35	
13-2082	Tax Preparers	100	14.62	11.97	9.99	16.92	
53-3041	Taxi Drivers and Chauffeurs	120	9.96	10.00	7.41	11.24	
25-9041	Teacher Assistants	1,040	21,902 *	21,489 *	17,482 *	24,112 *	
25-3099	Teachers and Instructors, All Other	790	15.50	10.77	9.41	18.55	
51-2092	Team Assemblers	850	10.70	10.40	7.96	12.06	
27-3042	Technical Writers	30	17.21	17.17	14.47	18.59	
49-9052	Telecommunications Line Installers and Repairers	230	13.67	12.75	10.33	15.33	
41-9041	Telemarketers	310	9.84	8.70	7.15	11.17	
43-3071	Tellers	820	10.93	10.55	9.21	11.78	
29-1129	Therapists, All Other	20	21.49	19.44	12.64	25.91	

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics

## Fort Myers - Cape Coral MSA Occupational Employment and Wages

Occupational Code	Title	2004		Hourly Wage		
		Employment	(2005 wage estimates in dollars)			
			Mean	Median	Entry**	Exp***
47-2044	Tile and Marble Setters	NR	15.20	14.20	11.29	17.15
49-3093	Tire Repairers and Changers	80	10.62	10.48	8.17	11.84
23-2093	Title Examiners, Abstractors, and Searchers	NR	19.33	17.77	15.68	21.16
51-4111	Tool and Die Makers	10	18.34	19.08	14.03	20.50
11-3042	Training and Development Managers	10	31.12	31.96	17.29	38.04
13-1073	Training and Development Specialists	240	20.39	18.43	14.97	23.10
39-6032	Transportation Attendants, Except Flight Attendants and Baggage Porters	240	9.89	9.62	7.86	10.90
53-6099	Transportation Workers, All Other	60	9.49	8.99	7.13	10.67
11-3071	Transportation, Storage, and Distribution Managers	60	39.74	40.46	27.12	46.04
41-3041	Travel Agents	110	14.10	13.02	11.42	15.44
37-3013	Tree Trimmers and Pruners	NR	12.86	13.11	12.16	13.22
53-3032	Truck Drivers, Heavy and Tractor-Trailer	1,630	14.71	13.99	11.19	16.47
53-3033	Truck Drivers, Light or Delivery Services	1,940	12.17	10.89	8.20	14.16
51-6093	Upholsterers	NR	14.27	14.06	12.26	15.27
19-3051	Urban and Regional Planners	150	26.21	25.23	20.03	29.31
29-1131	Veterinarians	80	42.97	34.01	28.93	50.00
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	110	9.94	9.98	8.26	10.77
29-2056	Veterinary Technologists and Technicians	100	11.54	10.74	9.73	12.43
25-1194	Vocational Education Teachers, Postsecondary	70	18.76	20.16	10.19	23.05
35-3031	Waiters and Waitresses	5,690	7.27	6.45	6.05	7.88
51-8031	Water and Liquid Waste Treatment Plant and System Operators	230	17.24	17.35	13.46	19.13
51-4121	Welders, Cutters, Solderers, and Brazers	280	14.75	14.77	12.15	16.04
51-4122	Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders	NR	11.56	9.76	7.95	13.38
13-1022	Wholesale and Retail Buyers, Except Farm Products	190	29.50	20.47	15.07	36.72
51-7099	Woodworkers, All Other	30	9.85	9.81	8.22	10.67
51-7042	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	120	12.16	12.22	10.30	13.10
43-9022	Word Processors and Typists	350	11.45	10.99	8.66	12.83

\*\* Entry Wage - This is the wage an entry-level worker might expect to make. It is defined as the average (mean) wage earned by the lowest third of all workers in a given occupation.

\*\*\* Experienced Wage - This wage represents what an experienced worker might expect to make. It is defined as the average (mean) wage earned by the upper two-thirds of all workers in a given occupation.

N/R-Not releasable \*Annual wage \*\*Entry level wage \*\*\*Experienced level wage  
Wages based on 4th quarter 2004 survey adjusted by the 2005 3rd quarter Employment Cost Index  
Source: Florida Agency for Workforce Innovation, Labor Market Statistics





# Wage Conversions

HOUR	WEEK *	MONTH	YEAR
\$5.15 **	\$206	\$893	\$10,712
\$6.15 ***	\$246	\$1,066	\$12,792
\$6.50	\$260	\$1,127	\$13,520
\$7.00	\$280	\$1,213	\$14,560
\$7.50	\$300	\$1,300	\$15,600
\$8.00	\$320	\$1,387	\$16,640
\$8.50	\$340	\$1,473	\$17,680
\$9.00	\$360	\$1,560	\$18,720
\$9.50	\$380	\$1,647	\$19,760
\$10.00	\$400	\$1,733	\$20,800
\$10.50	\$420	\$1,820	\$21,840
\$11.00	\$440	\$1,907	\$22,880
\$11.50	\$460	\$1,993	\$23,920
\$12.00	\$480	\$2,080	\$24,960
\$12.50	\$500	\$2,167	\$26,000
\$13.00	\$520	\$2,253	\$27,040
\$13.50	\$540	\$2,340	\$28,080
\$14.00	\$560	\$2,427	\$29,120
\$14.50	\$580	\$2,513	\$30,160
\$15.00	\$600	\$2,600	\$31,200
\$15.50	\$620	\$2,687	\$32,240
\$16.00	\$640	\$2,773	\$33,280



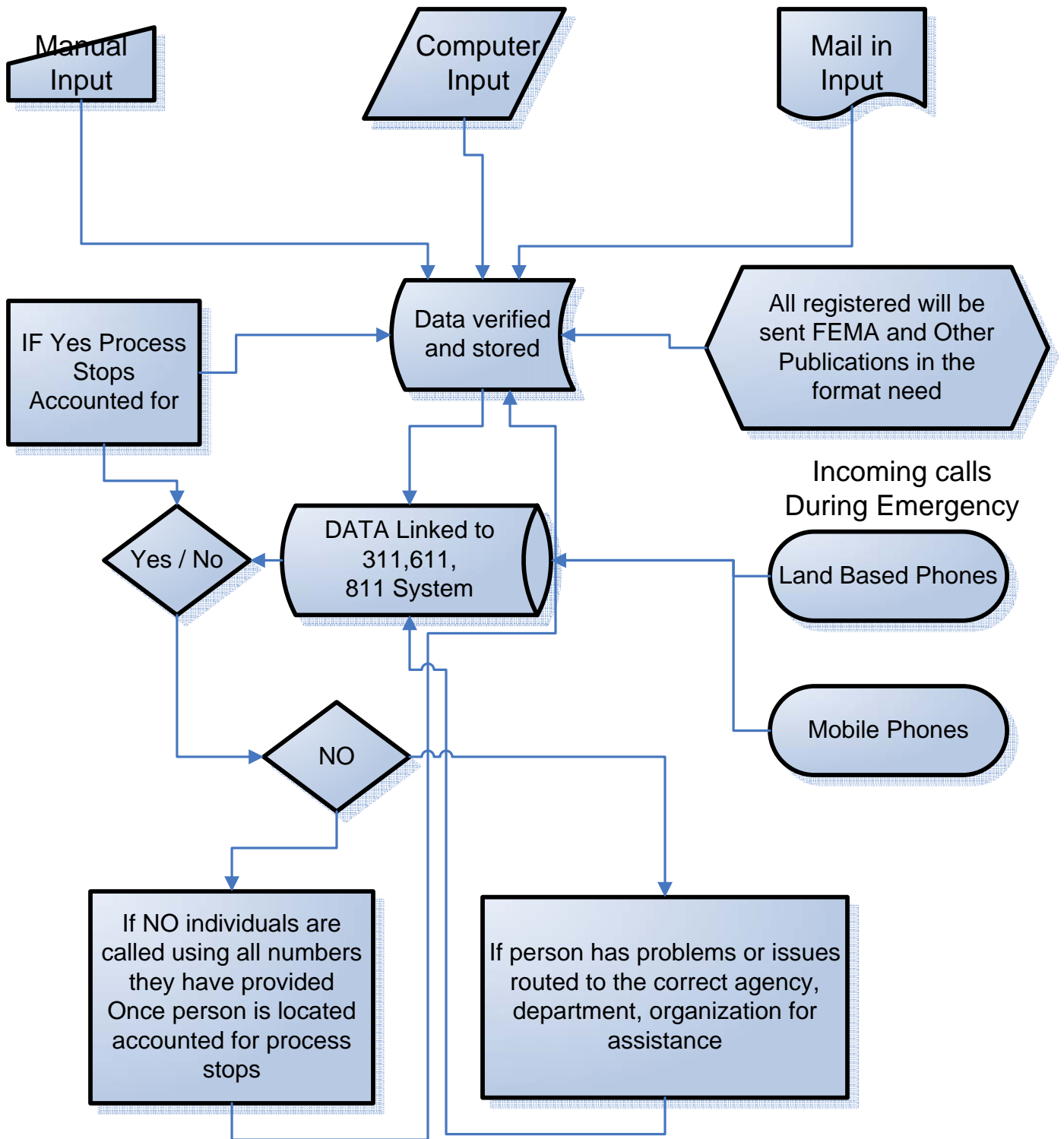
AGENCY FOR WORKFORCE INNOVATION  
 LABOR MARKET STATISTICS  
 107 East Madison Street MSC G-020 Tallahassee FL 32399-4111  
[www.floridajobs.org](http://www.floridajobs.org) [www.labormarketinfo.com](http://www.labormarketinfo.com)



\*conversions based on a 40-hour work week  
 \*\*Federal Minimum Wage \*\*\*Florida Minimum Wage, effective May 2, 2005  
 (Florida's minimum wage will change on January 1, 2006)



Data is collected and then used as needed and or verified and passed on to other agencies to assist those in need



Individuals on system will have a pin number so that they can access there data to keep it updated and at the same time call in and let us know that they need assistance

System will also auto dial those in the system after storm to check and see if assistance is needed.



## **X800CSN Server**

### **Features**

- **Motherboard supports up to 12GB installed DDR memory (4Gigs Installed)**
- **Dual Channel Memory Bus**
- **2 Xeon CPUs**
- **All CPUs 800MHz FSB Xeon**
- **2x 64-bit 66MHz PCI-X (3.3V)**
- **2x 32-bit 33MHz PCI (5V)**
- **Single/Double Gigabit Ethernet port**
- **Firewire (IEEE1394) port**
- **AC'97 Audio CODEC**
- **x4 Rear(only) USB ports**
- **Intel® E82875P Chipset**
- **Tower (Full Size Server)**
- **8 Hard Drive Bays**
- **2x645 Watt Power Supplies**
- **x4 Hot-Swappable Fans**
- **7" x 17.1" x 25.5"**
- **RAID 5 Controller**
- **4 to 8 7200rpm SATA Drives**
- **Up to 2TB Storage Capacity**
- **Added drives can be migrated**
- **Staggered drive spin-up**
- **Sony 16x DRD-R/RW CD/R-RW DL**

**Windows Small Business Server Standard 2003 32-bit (With 5 Licenses)  
Dual Xeon 3.2GHz 800MHz FSB EMT64 CPU's  
4GB (four 1GB modules) PC2-3200 DDR2 Reg. ECC Memory  
1 Terabyte (250GBx5 RAID 5) 7200rpm SATA Storage Capacity  
1 Modem**

**Price: \$18,954.12 (per server)**

**Price of 4 (four): \$75,816.48**

Note: Price **does not include** shipping, tax or set-up. All systems come with a one year standard warranty. Extended warranty available at extra cost. Please call for extended warranty information and exclusions. We do not warranty software conflicts, and no warranty is expressed or implied as to the usability of this server. Other configurations available upon request. It takes approximately 30 days to build and test each of these servers. They are custom built for each individual application, and as with all custom built systems they take time to complete.

All prices are in US Dollars, and payable in full before actual assembly. Money Orders, or Certified Checks are the only 2 forms of payment accepted. These servers or their respective components are intended for US use only and may not be shipped out of the U. S. without prior government approval and proper end-user certification.

Monitor, keyboard, mice, and cabling are extra and will be quoted on a different form. Hubs, network devices and KVM's are also quoted on a different form. These are 3<sup>rd</sup> party items and are resold to fit each individual server. Terminals are built for each application as well, and again, are quoted on a separate form.

Before you purchase a server from me it is advisable to contact me to discuss your specific needs from a server. It's something to remember: I do this for a living, and I will not try and tell you what you need to run your business, so please remember that I know computers and will not sell you something that is over-priced or incompatible with the application(s) you have discussed with me. Communication is the key to the perfect product.

Sincerely,  
Zina Rae Brownlee  
E and Z Company Sales  
3125 Churchill Road  
Sacramento, California 95864-3813  
(916) 519-0915  
(866) 638-6995 (Toll Free Fax)

**From:** [Guy Henson](#)  
**To:** [mslindacarter@comcast.net](mailto:mslindacarter@comcast.net);  
**CC:**  
**Subject:** Adobe Pricing  
**Date:** Friday, November 18, 2005 4:17:25 PM  
**Attachments:**

---

Linda,

Here is the basic pricing to accomplish what we discussed the other day. His should at least get you started!

Adobe Workflow Server Bundle	\$115,000
1 CPU Workflow Server	
1 CPU Forms Manager	
1 CPU LiveCycle Forms	
BAM Basic	
Workflow Designer	
Adobe Reader Extension Server (minimum 10 forms) users	\$6,375/form unlimited
Adobe Document Security Server per CPU	\$50,000

Maintenance is 20% of price

Hopefully you and Charles have had a chance to talk about what you are looking to do. From there we can put together the exact configuration required.

guy

*Guy P. Henson  
Senior Enterprise Account Executive  
Government & Education Sales  
223 69th Street  
Virginia Beach, VA 23451  
757-621-8236 Mobile  
757-491-0729 Fax  
757-491-7856 Home Office  
ghenson@adobe.com*







A Comprehensive On-site Solution for  
Critical Notification

Proposal

Prepared for

**ADA Advisory Board Southwest  
Florida**

This proposal is valid for 90 days from December 14, 2005

*For  
Complete  
Management  
of Critical  
Communications  
via the  
Internet*



**David R. Manley – Account Manager**

Dialogic Communications Corporation

730 Cool Springs Blvd., Suite 300

Franklin, TN 37067

800.723.3207 • [dccusa.com](http://dccusa.com)



## Table of Contents

<b>Introduction .....</b>	<b>3</b>
<b>Concept .....</b>	<b>3</b>
<b>Capabilities.....</b>	<b>5</b>
<b>Methodology.....</b>	<b>6</b>
<b>Proposed Solution.....</b>	<b>7</b>
<b>Proposed Uses.....</b>	<b>7</b>
<b>Recommended Options.....</b>	<b>9</b>
<b>Pricing.....</b>	<b>10</b>
<b>Additional Resources .....</b>	<b>10</b>
<b>Summary .....</b>	<b>12</b>
<b>License Agreement.....</b>	<b>13</b>



---

## Introduction

ADA Advisory Board Southwest Florida is considering an Emergency Notification System (ENS) to enhance the processes of contacting numbers of people quickly and staffing of key personnel. To accomplish this objective, Dialogic Communications Corporation (DCC) proposes the acquisition of its cornerstone product, Communicator! NXT.

DCC is the leading provider of emergency notification technology in the healthcare sector. The company's on-premise and hosted solutions have become the standard for business continuity communications. Its impressive client base, including hundreds of publicly traded and privately held organizations worldwide, demonstrates DCC's long-standing commitment to innovation and customer service. DCC was established in 1982 and is located in Franklin, Tennessee (a suburb of Nashville).

## Concept

DCC's Communicator! NXT contacts personnel on all communication devices (e.g., phone, pager, email, fax, etc.) delivering incident-specific information or instruction, confirming message receipt and documenting notification results in comprehensive reports. Common uses are:

- Staffing of Key Personnel
- Evacuations
- Phone tree replacement
- Critical communications to management
- Inbound bulletin board (for making information available to callers)
- Contact information management

Communicator! NXT provides comprehensive capabilities that can be used for all Staffing and Business Continuity (BC) phases to include nurse staffing, IT outage notifications, weather alerts and recovery processes ultimately keeping staff and other invested parties apprised of upcoming and existing events and situations at-hand.

In the planning phase, Communicator! NXT can be used to gather and sort data to expedite plan creation. These plans are automated by developing scenarios to document the members to be contacted, the instructions or information to be delivered, the devices on which it will be delivered and the reports to be generated for each type of event. And because multiple scenarios can run at the same time, scenarios can be built for any audience or phase within a Business Continuity Plan.

In the notification phase, Communicator! NXT is used to automatically deliver the information to everyone involved on their existing communication devices. If a call recipient is not available on the first device (such as a phone), the system will send the notification to additional devices and confirm the information is received. Messages can be modified "on-the-fly" prior to activation allowing event-specific information to be added



---

for more control of the notification process. Call recipients can be linked to a conference bridge to allow for group communications and aid business continuity decision processes. If a decision involves activating another scenario, it can be accomplished quickly by an authorized user via the Internet or by phone.

During the recovery phase, Communicator! NXT is used to provide the most current status on the event and to verify the well-being of staff members. Whether ensuring personal safety or assigning alternate office locations, all steps to recovery can be accomplished via call-out notifications. During this phase it is important to reassure employees, capture information and provide essential facts and instructions. This can be accomplished using the Inbound Bulletin Board as a hotline with information on counseling, operational updates, benefits and other information geared for the intended audience.

Although most corporations and agencies focus on internal utilization of this technology, it can also be used to notify affected vendors and related agencies, improving relationships with those outside the organization. With many operations using a variety of workforce options, such as consultants, suppliers, vendors, contractors and temporary services, these groups and individuals can be easily included in your notifications. For example, some external groups may need to be informed not to report to work, while another group may need to be contacted with instructions to open an alternate facility as part of a disaster recovery plan. Contact data may be acquired individually from these groups or imported from vendor and customer databases.

Communicator! NXT's contact database can contain any number of individuals that may need to be notified during any event. This includes their basic contact information, the various devices on which they can be reached and user-defined fields, allowing an operation to group members for specific call-out notifications. The contact information may be imported from existing data sources or made available using DCC's XML API.



## Capabilities

Communicator! NXT provides a full spectrum of benefits suitable for any operation. A sampling of benefits include:

- **Automates any notification procedure, regardless of complexity or reach**
- **Notifies persons within minutes instead of hours and confirms message receipt**
- **Allows notifications to be launched remotely through an Internet connection or by phone**
- Contacts people and/or groups through existing communications devices
- Reduces the risk of human error and manual call tree breakdown
- Frees key personnel and support teams from placing and receiving calls
- Promotes faster, more informed decision-making
- Automates communications related to crisis management for better handling of operations in times of emergency
- Runs multiple call-out scenarios simultaneously, alerting any number of people of escalating events
- Places outbound and receives inbound calls simultaneously
- Prompts for yes/no responses to qualifying questions and logs ETAs
- Delivers results via email during (at any interval) and after notification
- **Allows notifications sent via email to include multiple attachments**
- Allows individuals to update their own contact information
- Allows pre-planning of intelligent call-out scenarios, with on-the-fly call-out update capabilities
- Provides full inbound calling capabilities via optional Inbound Bulletin Board
- **Generates extensive reports for management and accountability**
- Uses an open architecture and web capability using Microsoft® NET™ and Microsoft® SQL Server technologies
- Supports ISDN, analog and T1 configurations
- **Uses an optional XML API (Application Program Interface) to integrate your existing data sources**
- **Offers both on- and off-site (hosted) solutions or a combination of the two for primary/back-up communications**
- Offers extensive on-line, interactive help
- Allows call-outs to be stopped and reactivated, picking up where the original call-out left off and enabling the update and delivery of the most recent information
- Includes an import tool to transfer data into the system



## Methodology

Communicator! NXT uses an intelligent scenario system. Scenario refers to the specific type of event, and contains notification “rules” for that particular situation. When the need arises, the scenario is simply activated via the Internet or touch-tone phone. Communicator! NXT knows who to contact and how, delivering the notifications with speed and confirming receipt. In addition, Communicator! NXT can field calls and act as a bulletin board service.

Communicator! NXT's power and speed is enabled through phone lines coupled with intelligent notification technology designed to maximize use of available bandwidth.

***For the purposes of ADA Advisory Board Southwest Florida consideration, DCC recommends a 48-port configuration*** with possible port expansion.

Through a 48-port system:

- Approximately 96 people could be contacted per minute (assuming a 30-second message).
- 500 people could be contacted in less than 6 minutes.
- One-thousand people could be contacted in less than an 11 minutes.

Price determinants include:

- System Size: Number of phone lines utilized
- Connectivity: Network seats
- Redundancy/Replication: Back-up and notification supplementation capabilities
- Implementation/Consultation: Services for system set-up, operation

Other DCC products/services available include:

- Off-site hosting services
- Implementation consultation and management
- System back-up and supplementation
- Geographic Information Systems (GIS) modules for map-driven call-outs
- SMS (Short Message Service) capabilities
- Automatic links to existing or external databases
- Interfaces to other DCC products
- Integration using DCC's XML API to interface existing databases or other incident management products
- A variety of training options, to include: on-site, at the customer facility; off-site, at DCC's corporate headquarters; Computer-Based, via CD; and on-line, through WebEx™



---

## Proposed Solution

- Communicator! NXT Critical Communications System, version 2.1
- 48 Port Capability at ADA Advisory Board Southwest Florida
- Training at DCC Headquarters and Web based training optional.
- Installation
- 24/7 Support (first year is no cost)
- 24/7 Support (years 2 & 3)

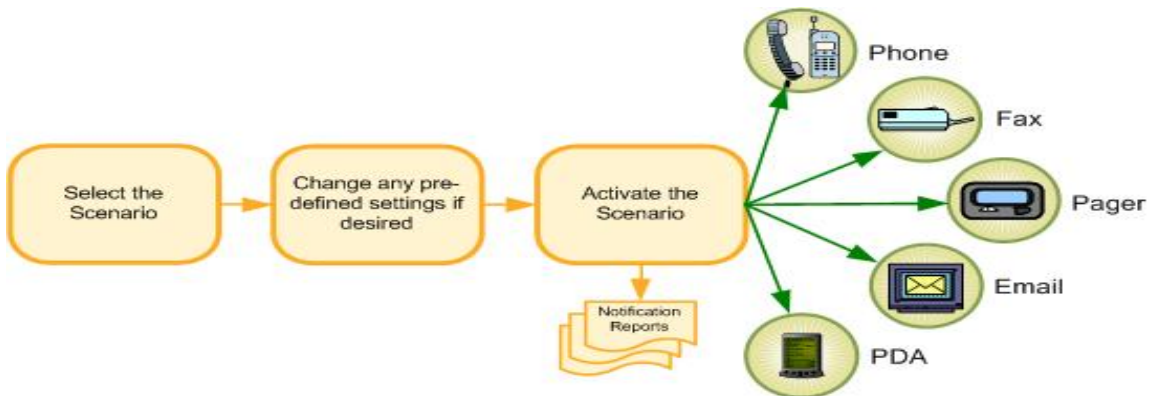
## Proposed Uses

- Nurse Staffing
- Employee recall
- Tech/IT Alerts
- Virus Alerts
- Weather / Evacuation Warnings
- In bound Bulletin Board for Status Updates

## Activating a Group-based Call-out Using Communicator! NXT

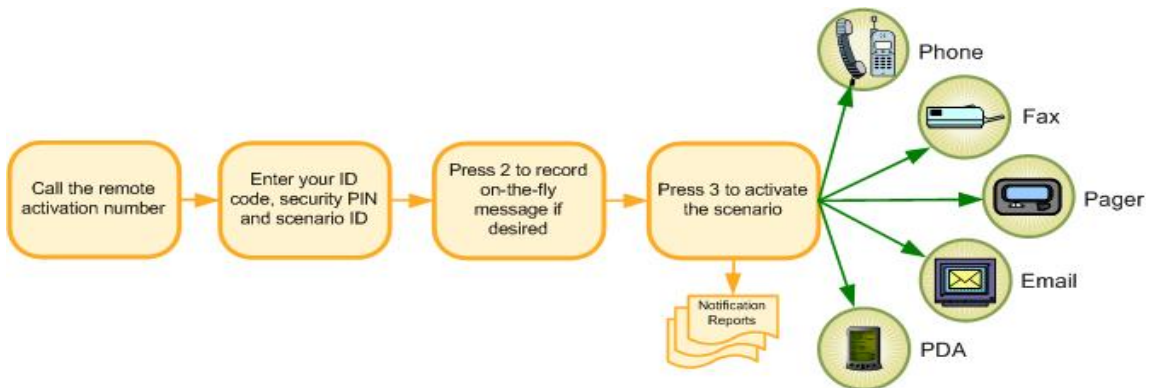
### Group-based notification using Communicator! NXT (via PC)

Authorized users will be able to activate a scenario in as little as three clicks after logon or change settings and messages quickly as part of the activation. Reports are automatically distributed based on the predefined report distribution for the notification. Scenarios that include a predefined activation schedule will automatically send notifications without any user intervention.



### Group-based notification using Communicator! NXT (via phone)

Authorized users will be able to call the remote activation number and activate a scenario following the prompts provided by the system. The user can activate a call-out, stop a call-out, change the notification, send to everyone or send to those not previously contacted. Users can also find out whether a call-out is still in progress or if it is completed.







---

## Recommended Options

*Software Development Kit (XML API):* This Software Development Kit will allow you to integrate Communicator! NXT with other technologies in your organization to further streamline your critical communications processes.

*Additional Concurrent User Licenses:* The base package comes with two concurrent user licenses. This means that any two authorized users may access the system at a time. Based on the anticipated volume, DCC recommends 5-10 number of additional concurrent user licenses.

*Inbound Bulletin Board:* This option provides a means to make routine information available or provide updates on existing events to inbound callers. Based on your recall issue, the Inbound Bulletin Board will allow ADA Advisory Board Southwest Florida to provide updated information to customers or facilities. Starbucks uses this feature on a regular basis.

*Automatic Conference Bridge Link / Call Transfer:* The Automatic Conference Bridge Link / Call Transfer option serves as a virtual meeting place, enabling individuals to come together by phone for group communications.

*Web/Phone Check-In:* Web/Phone Check-In provides automatic validation of the well-being of your personnel, maximizing accountability. This option also allows your personnel to designate the best number at which to reach them. The updated information can then be used for future call-outs. Gold Kist Inc may want to use this if a facility is devastated by a disaster.

*SMS Messaging:* SMS (Short Message Service), similar to paging, is the transmission of short text messages to and from mobile phones, PDAs and IP addresses. This service allows the user to be notified and acknowledge message receipt using various wireless devices, further improving the distribution of your notifications. DCC recommends Simplewire™, which has a 140-160 character message-length limit, including spaces.

*DataSync Back-up:* DCC's DataSync Back-up option provides near real-time back-up of your Communicator! NXT system information to a standby server located in the DCC Hosting Center using SQL Server™ log shipping. This option creates a redundant system, allowing your operation to use an alternate server should your primary server be unavailable. If a situation arises that mandates access to the standby server, the system will automatically promote the back-up server as the primary server, and the synchronization activity (back-up activity) will cease. Once your on-site system is ready to go back online, you need only work with DCC Customer Support to re-establish your original primary server and re-schedule your back-ups. The schedule for data transfer can occur at any interval, although it should be based on the overall size of your database and the time it takes to complete each back-up cycle.



### Pricing Proposal

Communicator! NXT 48-line system (50 Con-Current Users)	\$ 89,000
Automatic Conference Bridge Link and configuration	Included
Inbound Bulletin Board Module and configuration	Included
Hot Sync NXT Data Replication and Back-up Included in Year One (1st year, 25,000 free calls, \$0.15 per call after 25,000 and \$3,500 after Year One)	Included
SDK – Auto Roster Import Programming	Included
Text-To-Speech Messaging Module	Included
Support and Maintenance	Included in Year One

### Hardware

#### Standard

Hardware Package	\$4,500
Server and 48 Port T-1 Talker Card	\$6,000
SQL Server Pro License for NXT	\$5,000
Shipping	\$295

### Installation/Training

#### Standard

3 Day On-Site Installation	\$ 4,500
2 Onsite Training Class Site Specific 2 Days (10 People)	Included

<b>Sub Total</b>	<b>\$ 109,295.00</b>
------------------	----------------------

<b>Total Price</b>	<b>\$ <u>109,295.00</u></b>
--------------------	-----------------------------

### Terms and Conditions

- Hardware: Net 30 from purchase order with 20% down.
- Installation Terms: Net 10 after customer acceptance.
- Training: DCC University Terms: Due Upon Receipt
- On-Site Training Terms: Net 10

### Additional Resources

We understand that it may be overwhelming to consider all of the notification and alert possibilities and to prepare for implementation. Rest assured - DCC will be with you as you go through the installation and implementation processes to include:



- 
- An experienced member of DCC's Installation Team will be assigned to your agency and provide any necessary project planning support related to the installation of your solution.
  - As your account manager, I will work closely with you to assist in the use of your application prior to transitioning over to the DCC Support Team.
  - DCC University training provides hands-on training in a secure and focused environment where you will learn how to use all of the components of your system. Training manuals and supplemental materials are provided, as well.
  - A New User's Kit including samples of procedures, implementation guidance, scenario worksheets, forms and white papers will be provided to aid in your internal processes.

Once you transition from implementation to daily use, you will receive assistance through DCC Support:

- DCC's support team will be available to answer any questions you may have, whether it is how to use a specific feature or technical questions about your system.
- DCC's support website is always available to include tips, tricks, patch information and downloads, manuals, etc.

Both applications include on-line context sensitive help, as well.

DCC wants your agency to become an effective user of the system so that your emergency communication needs are met and even exceeded. We want your first responders and citizens to have confidence in your communication capabilities. And we are committed to helping you meet these objectives.



---

## Summary

This proposed solution is specific to your operation and has been compiled based upon input and collaboration between DCC and ADA Advisory Board Southwest Florida. In the event additional services or products are being considered, please contact David R. Manley to update this proposal.

Thank you for your consideration, and we look forward to working with ADA Advisory Board Southwest Florida.

**Contact:**  
**David R. Manley**  
**Regional Sales Manager**  
**Dialogic Communications Corporation**

**Cell: 615-734-9506**  
**DID: 615-791-3934**  
**Office: 800.723.3201 or 800.723.3207**  
**[David.manley@dccusa.com](mailto:David.manley@dccusa.com)**



---

## License Agreement

This License and Maintenance Agreement (“**Agreement**”) is between Dialogic Communications Corporation (“**DCC**”) and the entity accepting this Agreement (“**Licensee**”) and is part of the proposal or other documentation prepared by DCC and accepted by Licensee’s signature (“**Proposal**”) pursuant to which DCC is making the Product available to Licensee. In exchange for the covenants below and other good and valuable consideration, the parties agree as follows:

**Definitions.** “**Documentation**” means any written and/or on-line material provided by DCC to assist Licensee in the use of the Software. “**Equipment**” means any equipment sold to Licensee by DCC or approved by DCC in writing. “**Product**” means the Software and Documentation. “**Site**” means Licensee’s offices identified in the Proposal. “**Software**” means the DCC software made available to Licensee by DCC and any updates, modifications and corrections to the Software made available to Licensee by DCC. “**Third Party Software**” means any software owned by a third party and made available to Licensee by DCC.

**License.** DCC grants Licensee a non-exclusive license to use the Product at the Site for its internal business purposes in accordance with this Agreement and the Documentation (the “**License**”), subject to any user, seat, volume or other restrictions or limitations in the Proposal. DCC reserves all other rights. Licensee will use the Software only on the Equipment. Licensee will not use the Product on behalf of any third party and will not allow any third party to use the Product. Licensee may make one copy of the Product for backup purposes but will include therein all proprietary marks and notices included in the original.

**Maintenance Services.** Licensee will provide DCC all assistance, access and information that DCC may require to provide services hereunder. Subject to the terms of this Agreement, DCC will (i) provide such assistance as it deems reasonably necessary to cause the Software to perform materially in accordance with the then current Documentation provided that Licensee has installed all updates, modifications and corrections provided by DCC, (ii) provide such updates, modifications and corrections to the Software as are approved for release to Licensee by DCC, (iii) use commercially reasonable efforts to correct Software errors or defects reported by Licensee that DCC is able to confirm through independent testing, and (iv) provide reasonable telephone Software support 8 a.m. to 5 p.m. central time Monday through Friday, excluding holidays. For emergencies, DCC personnel will be available by pager 24 hours per day/7 days per week.

**Payment and Taxes.** Licensee will pay DCC the amounts listed in the Proposal at the times listed in the Proposal. All amounts owed pursuant to an invoice will be paid to DCC within thirty days of the date of invoice. Licensee will pay all shipping and insurance charges for shipments between DCC and Licensee. Licensee will pay all taxes arising out of or related to this Agreement and the Proposal, except taxes on DCC’s income. Licensee will pay DCC an amount equal to 1.5% of any amount not paid when due for each month it is past due or, if less, the maximum amount permitted by applicable law.

**Warranties.**

DCC warrants to Licensee that so long as DCC is providing maintenance services under this Agreement the Software will operate in material conformance with its then current Documentation. LICENSEE’S EXCLUSIVE REMEDY, AND DCC’S ENTIRE LIABILITY IN CONTRACT, TORT OR OTHERWISE FOR BREACH OF THIS WARRANTY WILL BE TO USE DCC’S COMMERCIALY REASONABLE EFFORTS TO PROVIDE A CORRECTION OR WORK AROUND FOR ANY MATERIAL NONCONFORMITY. DCC DISCLAIMS ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. ANY EQUIPMENT, THIRD PARTY SOFTWARE AND SERVICES ARE PROVIDED “AS IS”.

DCC WILL NOT BE LIABLE TO LICENSEE OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR LOSS OF PROFITS ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE PROPOSAL, THE PRODUCT, SERVICES PROVIDED BY DCC, THIRD PARTY SOFTWARE OR EQUIPMENT, EVEN IF DCC HAS BEEN ADVISED OF THE POSSIBILITY OR KNEW OF OR SHOULD HAVE KNOWN THEREOF. DCC’S TOTAL LIABILITY, IF ANY, WILL IN NO EVENT EXCEED THE TOTAL AMOUNT PAID TO DCC BY LICENSEE HEREUNDER IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO LIABILITY.



---

## License Agreement (continued)

DCC's warranty will not apply to any defects or problems caused in whole or part by (i) failure of equipment, power, telecommunications facilities, third party software or other matters that are beyond DCC's reasonable control, (ii) modifications to the Software by anyone other than DCC, (iii) any software, hardware, firmware, peripheral or communication devices used with the Software, (iv) failure to follow DCC's most current instructions for proper use of the Software, (v) negligence of Licensee or any third party, or (vi) failure to install and use any updates, modifications and corrections provided by DCC. If Licensee requests services related to a defect or problem covered by one of the foregoing exceptions, Licensee will pay DCC for such services at DCC's then current time and materials rates.

**Confidentiality.** Neither party will not disclose the other party's Information other than to its employees who have a need to know and who it will require to comply with this Agreement. Neither party will use the other party's Information except in accordance with this Agreement. "Information" means all information made available by one party to the other, including the Product, any databases and all intellectual property related thereto, but excluding all information generally available to the public or that is required to be disclosed by law.

**Ownership.** The Product is DCC's exclusive property. DCC owns all copies. DCC shall own all rights in all corrections, modifications, enhancements, programs, information and work product conceived, created or developed, alone or with Licensee or others, as a result of or related to the performance of this Agreement and the Proposal, including all proprietary rights therein. Licensee will not modify, disassemble, decompile or reverse engineer the Software.

**Term and Termination.** Maintenance services will continue for a term of one year from DCC's notice to Licensee that the Software has been installed. Thereafter, maintenance services will automatically renew annually at DCC's then current prices unless either party provides the other notice of nonrenewal of maintenance services at least thirty days before the end of the then current term. DCC may terminate the License without further obligation or liability to Licensee if Licensee commits any material breach of this Agreement or the Proposal, including failure to timely pay any amount due, and fails to cure such breach within ten days of notice from DCC. Licensee may terminate the License if DCC commits any material breach of this Agreement and fails to cure such breach within sixty days of notice from Licensee. Upon termination, Licensee will immediately cease all use of the Product and return the Product and all copies thereof to DCC, all amounts owed to DCC will be immediately due and payable, and DCC will cease performance of all obligations under this Agreement without liability to Licensee. All payment obligations accruing prior to termination, nonrenewal or expiration and the terms of this Agreement (other than the License and the Section titled "Maintenance Services") will survive termination, nonrenewal or expiration. DCC's remedies will be cumulative.

**Installation and Training.** If applicable, DCC shall provide installation and training at Licensee's site for the number of days, if any, specified in the Proposal.

**Equipment.** If applicable, Licensee will properly prepare the Site for installation of any Equipment. DCC will not be responsible for any delay in delivery or installation or any damages to Licensee resulting from any delay. Licensee will bear the risk of loss or damage to any Equipment following its delivery to Licensee. Title to any Equipment will pass to Licensee upon payment of all amounts due to DCC.

**Third Party Software.** Additional terms may apply to any Equipment and Third Party Software. Licensee will comply with such terms. DCC assigns and Licensee assumes any licenses and other agreements and warranties related to any Third Party Software and Equipment that by their terms may be assigned to Licensee.

**Indemnity.** Licensee will indemnify, defend and hold DCC, its employees, officers, directors, agents, successors and assigns harmless from all loss, cost, liability and claims (including reasonable attorneys' fees) arising out of or related to Licensee's use of the Product, Third Party Software and Equipment.

**Assignment.** Neither the Proposal nor this Agreement may be assigned, sublicensed or transferred by Licensee by assignment, operation of law, change of control or otherwise, without DCC's prior written consent.

**U.S. Government Restricted Rights.** The Product includes commercial technical data, commercial computer software and/or commercial computer software documentation, respectively, pursuant to DFAR Section 227.7202 and FAR Sections 12.211 and 12.212, as applicable, which were developed exclusively at private expense. Any use, modification, reproduction, release, performance, display or disclosure of the Product by the United States Government is governed solely by the terms of this Agreement and is prohibited except to the extent expressly permitted by the terms of this Agreement.



## License Agreement (continued)

**Compliance.** Licensee will comply with all applicable international and national laws that apply to the Product and its use, including the U.S. Export Administration Regulations.

**General.** If any part of this Agreement or Proposal is ruled unenforceable by a court, the balance of this Agreement and the Proposal will be unaffected. This Agreement and the Proposal may not be amended or waived except in writing signed by the parties. This Agreement and the Proposal do not create any third party beneficiary. The parties are independent contractors. In the event of a conflict between the terms of this Agreement and the Proposal, the terms of this Agreement shall control. This Agreement and the Proposal are the entire agreement of the parties with respect to the subject matter hereof, and supersede all prior agreements between the parties with respect to the subject matter hereof.

**Governing Law and Venue.** This Agreement and the Proposal will be governed by the laws of the State of Tennessee, without regard to its conflict of laws provisions. Venue for any action arising out of or related to this Agreement or the Proposal will be exclusively in state or federal court in Davidson County, Tennessee. Any action arising out of or related to this Agreement or the Proposal must be commenced within one (1) year after the cause of action accrues.

**Force Majeure.** If an act of God, government, war, fire, flood, power shortages or blackouts, telecommunications failure, failure of the Internet, or other causes beyond the reasonable control of DCC prevent DCC from performing its obligations, such nonperformance will be excused and will not be a breach for so long as such conditions prevail.


<b>Licensee:</b>	<b>Dialogic Communications Corporation</b>
By: _____ Name and Title:	_____ David B. Hanna, Vice President of Business Services





# DataSync Back-up

*Ensuring Notification Readiness, Every Hour of Every Day*



As a user of DCC's web-based critical notification solution, **Communicator! NXT**, you know first-hand the importance of rapid, accurate communications in times of emergency. That is why you have crafted comprehensive contingency plans and taken the time to develop and maintain accurate databases and event-specific scenarios. Now, to better ensure data is completely replicated — *and current* — on a secondary, or back-up, server, DCC is pleased to offer its new DataSync Back-up option for Communicator! NXT.

Whether assembling first responders, notifying crisis action teams or warning high volumes of people (e.g., communities-at-risk, employees, etc.), Communicator! NXT's DataSync Back-up option promotes your notification readiness, every hour of every day.

---

## *Here's How:*

DataSync Back-up provides a way to automatically “mirror” or duplicate data from your primary notification server to an alternate server (namely, DCC's state-of-the-art hosting center) for uninterrupted communication at all times. This option securely transfers data updates through SQL log files - the same technology used for back-up and recovery of databases. These files are uploaded to the alternate server every hour to maintain data synchronization, with a full SQL database back-up sent every week for complete system integrity. (For clients whose network capacity is a concern, rest assured that SQL logs are generally very small in size and contain only the changes that have been made to the database during a given period. This means very little network capacity will be consumed.)

And, to keep your data secure, SQL logs residing on the primary server use 2048-bit encryption (the highest level available), providing maximum stability when transferred to a shared FTP server. This strategy ensures no one can read your data, except for authorized DCC personnel, during downloads and file decryption. Moreover, take comfort in knowing that these SQL logs are never visible on the public network.

Gaining access to the back-up server is just as easy as the primary. When the first user signs on, the alternate system is automatically activated, with data prepared for immediate use. While the secondary server is in operation, synchronization is automatically disabled, ensuring that you are in full control of your data. Once you are ready to resynchronize your hosted alternate system, simply call DCC support at 615.550.0200, and they will quickly work to re-establish synchronization for you. Because you can still conduct full back-ups of your SQL databases on a regular basis, you can quickly and easily recover data on your primary server at any time.

By using DataSync Back-up with Communicator! NXT, your primary and secondary servers are continually in sync, ensuring 24/7 readiness for any notification need.

*For more information on DCC's DataSync Back-up, please call 800.723.3207 or email [marketing@dccusa.com](mailto:marketing@dccusa.com).*



[www.dccusa.com](http://www.dccusa.com)



## DCC University: Your Training Options

In order to assist you with implementing DCC's Communicator! NXT into your operation, the company has tailored its training programs to meet virtually everyone's needs. Dubbed "DCC University," the company's customer education program, led by a skilled team of instructors, offers a variety of comprehensive "starter" classes for new clients, as well as "refresher" courses for those seeking continued education. Best of all, DCC's comprehensive training is offered in-house (at DCC headquarters), regionally or via the Internet.

**Communicator! NXT In-House training:** For new users, DCC offers customer training at its headquarters located in Franklin, Tennessee, a suburb of Nashville. These comprehensive courses typically run Tuesday through Wednesday, 8 a.m. to 4 p.m. CST. Instruction covers all material necessary for optimum system performance and usage for Communicator! NXT. Along with this learning experience, you will also become familiar with DCC, its team and other system users, making it a relaxed, yet informative, setting for everyone to enjoy. The cost is \$1,000 per attendee for this two-day course.

**Communicator! NXT In-House training with GIS module:** For new users, DCC offers customer training at its headquarters located in Franklin, Tennessee, a suburb of Nashville. These comprehensive courses typically run Tuesday through Wednesday, 8 a.m. to 4 p.m. CST, and a half-day on Thursday for GeoCast Web training. Instruction covers all material necessary for optimum system performance and usage for Communicator! NXT. Along with this learning experience, you will also become familiar with DCC, its team and other system users, making it a relaxed, yet informative, setting for everyone to enjoy. The cost is \$1,200 per attendee for this two-and-a-half-day course.

**Communicator! NXT Regional training:** This option brings a DCC instructor directly to your facility to train up to 10 people in your operation. For two days, you and your co-workers will gain all necessary information for optimum system performance and usage for Communicator! NXT. The cost is \$5,000 for the entire class.

**Communicator! NXT Web-Based training:** A truly web-based training program, this option is designed to provide end users and system administrators with a general working knowledge of the Communicator! NXT software and feature sets. This program allows you to choose the date and time most conducive to your schedule, with the full class running four to six hours. Real-time streaming video and interactive methodology powered by WebEx™ creates an environment perfect for learning and for theorizing contingency planning solutions. The cost is \$500 per attendee, per class.



**Communicator! NXT Web-Based training - monthly package:** This package offers the Web-Based training program, which is designed to provide end users and system administrators with a general working knowledge of Communicator! NXT software and feature sets, on a monthly basis. (See Communicator! NXT Web-Based training.) With this option, you can send a maximum of five individuals to the program per week anytime during the month purchased. This opportunity is ideal for an organization that requires flexibility for multiple users in a training environment via the Internet. The cost is \$1,000 for the month.

**Communicator! NXT Web-Based training - yearly package:** With this package, you have access to DCC's Web-Based training program, which is designed to provide end users and system administrators with a general working knowledge of Communicator! NXT software and feature sets, for an entire year. (See Communicator! NXT Web-Based training.) This option provides you with the opportunity to send a maximum of five individuals to the program per week throughout the year. It also includes Site-Specific training if needed. (See Communicator! NXT Site-Specific training.) This opportunity is ideal for an organization that requires flexibility for multiple users in a training environment via the Internet. The cost is \$2,500 for the year.

**Communicator! NXT Web-Based Site-Specific training:** Designed for users requiring a refresher course, this two-hour Web-Based class covers specific aspects of Communicator! NXT as requested by the customer. Prior to the session, customers should provide the topic for discussion to the instructor. The cost is \$150 per two-hour class.

**GIS Web-Based training:** The GIS Web-Based training is for customers that utilize DCC's map-driven software, including GeoCast, GeoCast Web or GeoNotify. Held in one two-hour class, this training covers the basics of software usage, ranging from map management to actual activation. The cost is \$150 per two-hour class.

*If you have any questions or concerns regarding training, contact the Training Department at 800.723.3207 or email [DCCTraining@dccusa.com](mailto:DCCTraining@dccusa.com).*







## *Communicator! NXT*

*DCC's notification technology is used by:*

- Financial Institutions
- Healthcare Providers
- Insurance Companies
- Investment Firms
- Public Safety Operations
- All Levels of Government
- U.S. Military
- Nuclear Facilities
- Chemical Plants
- Public Utilities and more...

Know you're  
**READY.**  
Notify with  
**confidence**

730 Cool Springs Blvd.  
Suite 300  
Franklin, TN 37067  
800.723.3207  
615.790.2882  
Fax 615.790.1329  
dccusa.com



dccusa.com



dccusa.com

# Business Continuity

**Communicator! NXT is ideal for:**

- Data Disruptions
- Inclement Weather
- Employee Accountability
- Terrorism Threats
- Power Outages
- Security Breaches
- Evacuations *and more...*

**Know you're ready**

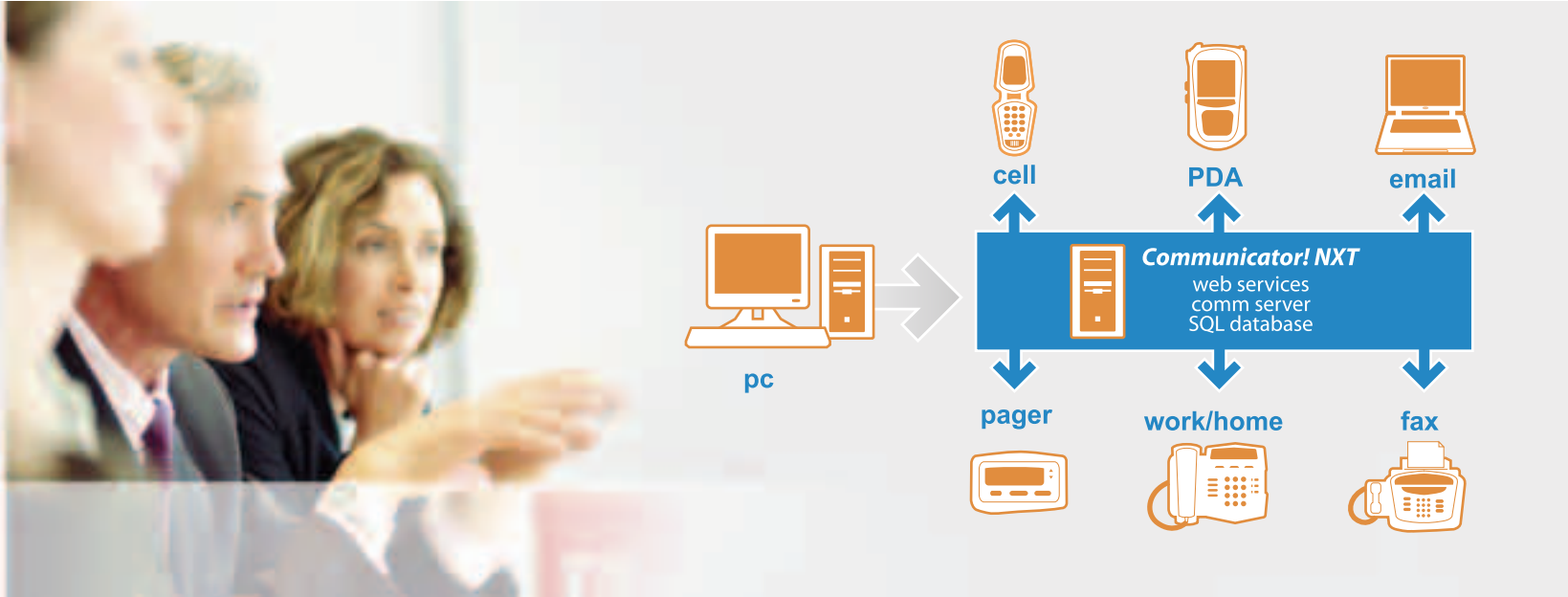
You've identified the risks... Done the planning. Now take the guesswork out of your business continuity communications.

Communicator! NXT, the latest innovation from DCC (Dialogic Communications Corporation), is a true, web-based notification solution. It provides complete automation of call trees, catering to the critical communications needs of today's fast-paced corporate environment. This ultimately helps you maintain operations, secure company assets and confirm employee safety every business day.

Using only an Internet connection and the Microsoft® Internet Explorer web browser, you can now easily manage the notification process from start to finish. Simply access the software from your location; then update contact databases, activate scenarios or monitor communications in progress. It's that easy, and it's completely safe and secure.

Communicator! NXT combines Microsoft® .NET™ and SQL technologies to provide the industry's most advanced, yet easy-to-use notification solution. It delivers voice and text messages to virtually all devices (e.g., phone, pager, Blackberry, etc.), placing important information into the hands of those who need it most. And, the software intelligently gathers the feedback so vital to timely and appropriate response.

Whether you choose an on-premise or hosted solution, Communicator! NXT provides the flexibility and redundancy necessary for business continuity communications. Use it to assemble members of one team or to alert thousands of employees across your entire organization. However you opt to use Communicator! NXT, the technology is ideal for even the most critical and widespread of notifications.



**Features & Benefits**

- Automates any manual communications procedure
- Activates remotely by phone or the web
- Delivers voice and text messages to all types of devices
- Uses on-premise or off-site (hosted) phone lines
- Allows messages to be prepared on-the-fly
- Runs multiple notification scenarios simultaneously
- Supports client/server access over LANs, WANs or the Internet
- Includes text-to-speech capabilities
- Captures feedback in comprehensive reports (email/hardcopy)
- Offers optional conference bridging capabilities
- Adheres to industry-standard database architectures
- Provides an XML API for third party software integration
- Offers optional SMS (Short Message Service) messaging
- Provides maximum Internet security (128-bit data encryption)
- Supports GIS integration for map-driven communications
- Ensures round-the-clock readiness for any notification need

With Communicator! NXT and DCC, your business continuity communications needs are met 24/7. The technology is supported by a highly-skilled team of technical professionals, dedicated to providing customer service that is second to none. Software training and continuing education, offered through what is now dubbed "DCC University," furthers your success with Communicator! NXT by getting – and keeping – you up to speed at all times.

Know you're ready. Notify with confidence using Communicator! NXT from DCC. To learn more, call **800.723.3207** or visit **www.dccusa.com**.



*Access Communicator! NXT from virtually anywhere*



*Control business continuity communications with a few mouse clicks*



*Navigate easily using Communicator! NXT's tab-based interface*

**Notify with confidence**

**From:** [Jim Boback](mailto:Jim Boback)  
**To:** [mslindacarter@comcast.net](mailto:mslindacarter@comcast.net);  
**CC:** ["Jeff Walls"](#);  
**Subject:**  
**Date:** Friday, December 16, 2005 6:10:10 PM  
**Attachments:** [Photo walls retail.jpg](#)  
[walls retail.pdf](#)

---

Linda here is specific information per your request.

The building is 15,000sf total. It is completely gutted inside as we are in the process of rezoning and redeveloping the location. We will have 60 parking spaces. Our plans are to lease finished space at \$16-\$17 sf plus CAM (expenses) fee of \$3.50 +/- sf and sales tax.

Another option is to lease space at \$12 -\$13 +/- unfinished and you can do your own buildout.

We would be interested in selling the building for \$1.8 million.

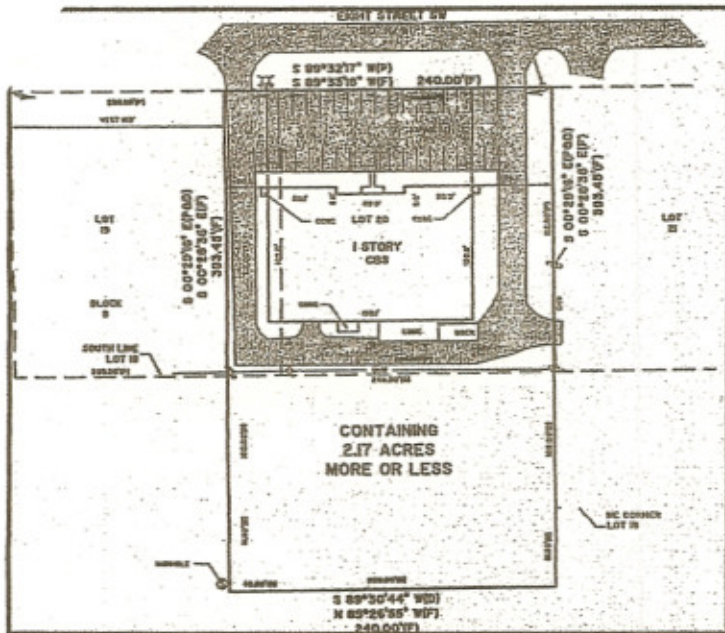
Please keep in mind the floorplan in the attachment is not accurate at this time. The building has been gutted to prepare for renovation.

Please contact me after you review the information with your people.

Jim Boback  
Boback Commercial Group  
7980 Summerlin Lakes Drive, Suite 201  
Ft. Myers, FL 33907  
(O) 239-790-3351  
(C) 239-565-2616  
(Fax) 239-437-4469

RE/MAX Realty Group

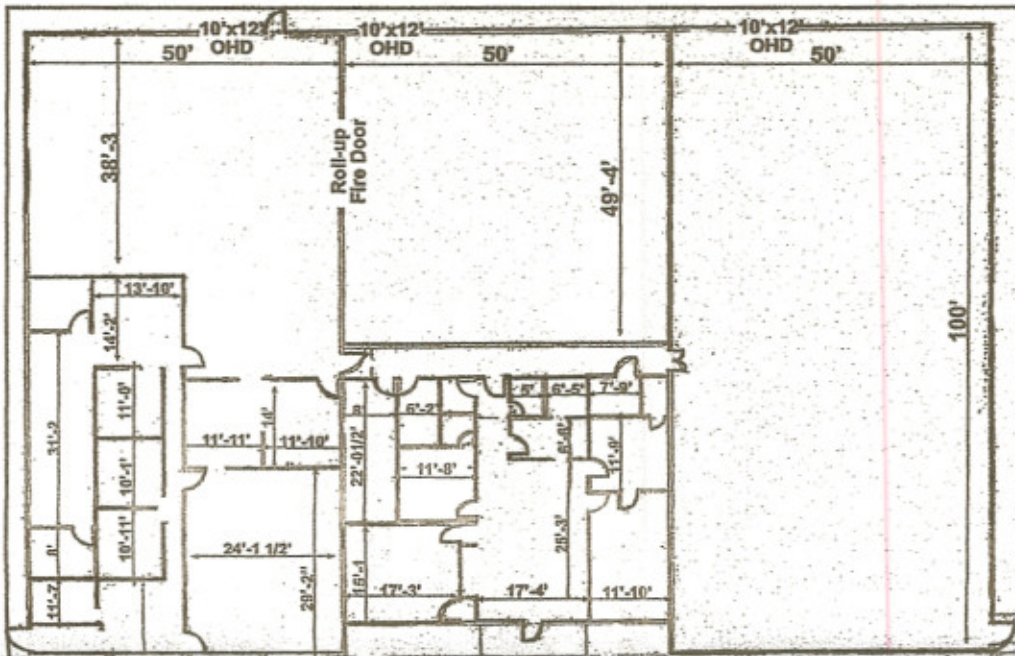
# 8Th St W, Lehigh Acres, FL 33971



Survey



Floor Plan









**From:** [Mary Russell](#)  
**To:** [Angela Van Etten](#); [Day Ann Logue](#); [Trish Mann](#); [Tonya Shaw](#); [Thom DeLilla](#); [Stephen Sundarrao](#); [Skip Koch](#); [Sheree Fugate](#); [Sharon Griffin](#); [Reid Jaffe](#); [mike hill](#); [Lynda Hartnig](#); [John Irvine](#); [Jo Ann Hutchinson](#); [David Crisp](#); [Connie Wells](#); [Christopher Wagner](#); [Charles Kimber](#); [Bill and Pat Kane](#); [Bette Strickland](#); [charles ball](#); [Gerri](#); [Paula Shea](#); [mslinda@adaboardswfl.org](mailto:mslinda@adaboardswfl.org); [mslindacarter@comcast.net](mailto:mslindacarter@comcast.net);  
**CC:**  
**Subject:** RE: ADA Proposal - State Final - NoPersonLeftBehind  
**Date:** Wednesday, December 21, 2005 3:58:51 PM  
**Attachments:** [ADA AB Logo.jpg](#)  
[ada - line.JPG](#)

---

Day & Disability Task Force Team members- I'd like to commend Linda Carter for her leadership in recognizing the gaps in notification and communication, plans and procedures, facility and technology support, public information dissemination and recovery operations for persons with disabilities. She has documented the definite need for multiagency education and preparation and that state preparations should be co-developed with persons who can guide them as to what is needed. It would be awesome if her goal of establishing a statewide database could be jumpstarted through our conference. I'm also wondering if her ideas of what is needed around our state is to position representatives within major EOC's within Regions, perhaps to work alongside JIC's (Joint Information Centers) to support the media distribution of messaging. It would seem that at a minimum, a breakout session would be a great way to promote advocacy for ongoing development of what is still needed.

With specific reference to her proposal:

-I'm sure that the mission of "No Person Left Behind" is not intended to be limited to evacuation scenarios. Might need to make sure that it is inclusive for persons who are sheltering in place. Reminds me of "No Child Left Behind"- has a mixed reaction with the public. A term that is a bit more upbeat might be considered. Somehow being ahead of things instead of behind is what is hoped for.

-It would be awesome if a resource with concrete practical recommendations could be developed to support preparedness for community-living persons with disabilities.

Not sure if anyone has read the new publication "Storm Gourmet" yet- it's a book of how to cook without power and what to stock etc. What are alternates if there is no power (ie. a magnifying device instead of an electrically powered computer).

-I work in a hospital environment. It would be wonderful if recommendations for healthcare facilities could also be developed. We see persons with special needs every day, but I bet we could do things even better than we currently are.

-Absolutely our Special Care Units/Special Needs Shelters would benefit from insight offered through such a proposal. I believe that better support could be offered through such a dedicated program.

-Perhaps Florida could consider her proposal with a Regional approach that we use to advance other Emergency Preparedness efforts.

Just some thoughts. Thank you Linda, for sharing this with us! ~ Mary

Mary Russell EdD MSN  
Research & Organizational Preparedness Specialist  
Boca Raton Community Hospital  
800 Meadows Road  
Boca Raton, FL 33486  
Phone: 561-955-5319  
Fax: 561-955-5093  
Email: [mrussell@brch.com](mailto:mrussell@brch.com)



**From:** [Cantrell, Marsha](#)  
**To:** [MsLindaCarter;](#)  
**CC:**  
**Subject:** RE: "No Person Left Behind" - EXECUTIVE SUMMARY  
**Date:** Wednesday, January 11, 2006 11:25:53 AM  
**Attachments:** [ADA AB Logo.jpg](#)  
[ada - line.JPG](#)  
[PSTP.jpg](#)

---

Dear Ms. Carter:

Thank you for contacting Lt. Governor Jennings. She appreciates hearing from you and asked me to respond on her behalf. The Lt. Governor commends the excellent work accomplished by the ADA Advisory Board's pilot program in Southwest Florida, as well as the effort to expand critical support measures throughout the State. This is the essence of the recent \$565 million budget recommendation by Governor Bush and Lt. Governor Jennings - to establish a "culture of preparedness" and mitigate future threats to public safety and infrastructure. Recognizing that Florida's elderly and disabled population are among the most vulnerable of our citizens, requiring focus on special-needs accommodations, the budget request contains a \$30 million item to install permanent generators to serve the special-needs population. Other funds requested for the general public would apply to special-needs programs as well.

The Lt. Governor asked me to mention that this request is just that - a request. In order to become a reality, the funding must be approved by the Legislature. She encourages you to continue working with members of the Florida Legislature, especially President Lee, Speaker Bense and respective Appropriations Committee leadership, to adopt these important recommendations. Coordination with Shelly Brantley, Director of the Agency for Persons with Disabilities; Carole Green, Secretary of the Department of Elder Affairs, and Craig Fugate, Director of Emergency Management, is also important as these are the agencies through which funds will be disbursed and that will have responsibility for implementing the programs funded.

Governor Bush and Lt. Governor Jennings are extremely proud of the progress that has been made in Florida following the devastating 2004 hurricane season and share your enthusiasm for providing the information and infrastructure necessary to protect all Floridians.

Please stay in touch and let us know when this office can be helpful to you.

Sincerely,

Marsha Cantrell  
Executive Assistant to Lt. Governor Toni Jennings



Order 7 day  
Delivery  
Get a FREE gift

ADVERTISEMENT

**FREE \$10  
GIFT CARD**

Subscribe to daily home  
delivery and get a \$10 gift card  
to one of your favorite stores!



Click to  
subscribe!

**THE NEWS-PRESS**
**NEWS**

- [Local & State](#)
- [Bonita Springs](#)
- [Cape Coral](#)
- [Estero](#)
- [Fort Myers](#)
- [Lehigh Acres](#)
- [N. Fort Myers](#)
- [S. Fort Myers](#)
- [Sports](#)
- [Prep Sports](#)
- [Lifestyles](#)
- [Business](#)
- [Opinion](#)
- [Growth & Dev](#)
- [Education](#)
- [Environment](#)
- [Nation & World](#)
- [Hurricane Issues](#)
- [Health & Fitness](#)
- [Columnists](#)
- [Obituaries](#)
- [Celebrations](#)
- [Communities](#)
- [Archives](#)

**ENTERTAINMENT**

- [Arts & Theater](#)
- [Beaches](#)
- [Boating & Fishing](#)
- [Dating](#)
- [Destinations](#)
- [Dining](#)

## Program assists disabled in storms

By Michelle L. Start

[mstart@news-press.com](mailto:mstart@news-press.com)

Originally posted on December 26, 2005

When power went out after Hurricane Wilma, Cape Coral resident Linda Crawford was home alone and worried about losing her refrigerated medications.

In the early stages of multiple sclerosis, Crawford had decided to wait out the Oct. 24 storm at home instead of going to a shelter. It was the first hurricane Crawford, 48, who was from Brownsburg, Ind., had ever experienced, and she wasn't sure what to expect.

Before the storm, she'd registered with the Americans with Disabilities Act Advisory Board of Southwest Florida hurricane and disaster program.

The registration allows the agency to track those with disabilities after a storm and see if they need help.

"They called me right after Wilma," Crawford said. "They just verified that I was OK and didn't need anything."

She said the call, which came just before power came back on, made her feel like she wasn't alone.

Launched 18 months ago, the North Fort Myers-based program may take on statewide and even national significance.

Linda Carter, chairperson of the advisory board, has

### HOW TO REGISTER

- [Visit the Web site](#) and complete the form.
- Call Linda Carter at 368-6846 to request a registration form.

### RELATED NEWS ON THE WEB

Latest headlines by topic:

- [Hurricane](#)

 Powered by [Topix.net](#)

### DELIVERING YOUR WORLD

- ▶ [Subscribe to The News-Press](#)
- ▶ [Signup for daily email news](#)
- ▶ [Printer friendly version](#)
- ▶ [Email this article](#)

ADVERTISEMENTS

[<archive search>](#)


Click To Access  
The News-Press  
Archives.

 Delivering your world  
**THE NEWS-PRESS**  
[news-press.com](#)

- [Golf](#)
- [Movies](#)
- [Music: VibeWire](#)
- [Outdoors](#)
- [Travel](#)

**ARCHIVE SEARCH**

been pushing the program that she calls “No Person Left Behind” for a decade. But she finally got it up and running right before Hurricane Charley struck Southwest Florida in August 2004.

“It’s a very simple registration form,” she said. “It lists everything we need to know about our people with disabilities.”

A total of 100 people have filled out the registration forms, but Carter is hoping to register all of Lee County’s estimated 90,000 disabled residents. But she would need more volunteers to man telephone lines and resource centers after storms.

After Wilma, volunteers worked out of the north Fort Myers office of Visually Impaired Persons of Southwest Florida, calling to check on those who had registered.

The Lee County Parks and Recreation Department partnered with Carter’s program during Wilma, setting up charge stations for motorized wheelchairs and scooters.

If the program grows, Carter would like to set up an independent office with an automated computer system to make the calls and offer a menu of services. She said the program could be used year-round for educational purpose.

Over the past several months, Carter has met with Lee County commissioners, businesses and city leaders in an effort to raise funds and obtain the necessary services.

After seeing disabled people stranded in New Orleans after Hurricane Katrina, Carter began speaking with legislators about taking the program statewide. She estimates creating such a program would cost \$5 million.

Earlier this week, when Iowa Sen. Tom Harkin proposed a bill to create federal funding for emergency preparedness and response for disabled people, Carter called his office to talk about her program and asked to be the national pilot.

“Hurricane Katrina’s aftermath has shown us that we need to have a better emergency response plan, especially one that includes preparations for assisting people with disabilities,” Harkin said in a press release. “This bill is an important step to ensure that the needs of disabled Americans will be addressed in case of an emergency.”

His plan includes determining the needs of disabled people, developing first-responder training, setting up telephone hot lines and Web sites with evacuation information and providing guidance about the rights of disabled people regarding post-storm evacuation and relocation.


Each is an issue Carter and others locally have been working on for some time.

“We lump people with disabilities into one group, and within that group you have people with varying needs,” said Marian Geiger, secretary of the board of directors for Visually Impaired Persons of Southwest Florida. “When you start a project like this and want it to be accessible and useful to every disabilities group, it’s not an easy undertaking.”



**Miss a day.  
Miss a lot.**

our automated  
credit card  
billing program



**effortless.**

**TOP Jobs**

[news-press.com](http://news-press.com)  
FREE WORKERS' PAGES

**Orthodontic Assistant Experience, benefits, FT 239-936-2175**

**CLASS A CDL DRIVERS DUE TO GROWTH**

**SCHWAB**

**HOLE MONTES Has Immediate openings in NAPLES and FT MYERS**

**STANLEY STEEMER**

[All Top Jobs](#)



No Person Left Behind would operate in conjunction with local special needs shelters during hurricane evacuation. Officials said the shelters are typically not very accessible to the disabled.

For instance, Geiger said her husband, who is blind, refuses to stay in a shelter because he would have trouble learning the route to the restroom and his wife would not be able to accompany him inside. Instead, they evacuated to hotels in Central Florida.

In the past, there also have been some problems when families with autistic children have been evacuated to shelters, officials said.

The system also would be able to track evacuees around the country so there would not be anyone left unaccounted for, which was the case in New Orleans after Hurricane Katrina, Carter said.

Marylou Tuckwiller, executive director for Visually Impaired Persons of Southwest Florida, said the registration forms will help local officials plan prior to a storm and give them an idea of any special accommodations that might need to be made.

"Right now the most important part, while we have memories of whispering winds and falling trees, is to get people with disabilities to accept how vulnerable they are and how important it is to plan," she said.

« [Return to previous page](#)

---

For similar stories [search our paid archives](#) dating back to 1999.

---

TOP HEADLINES FROM HURRICANE

- [Program assists disabled in storms](#)
- [Flood maps spur concerns](#)
- [How new mapping may affect county](#)

ALSO ON NEWS-PRESS.COM

- [Bucs unwrap win](#)
  - [Kwanzaa: a celebration of heritage and principles](#)
  - [Top 10 local business stories of 2005](#)
  - [The case for DUI checks](#)
- 

To e-mail this article just enter the following information:

Recipient's e-mail:

Sender's name:

Sender's email:

Your comments:

Partners: [Jobs \(CareerBuilder.com\)](#) - [Cars \(Cars.com\)](#) - [Real Estate \(Apartments.com\)](#) - [Classified \(news-press.com\)](#) - [Shopping \(ShopLocal.com\)](#)

Copyright 2005, The News-Press. Use of this site signifies your agreement to the [Terms of Service](#) and [Privacy Policy](#), updated June 7, 2005.  
[Customer Service](#) - [Subscribe Now](#) - [Renew Subscription](#) - [Place a Classified Ad](#) - [Contact Us](#)

