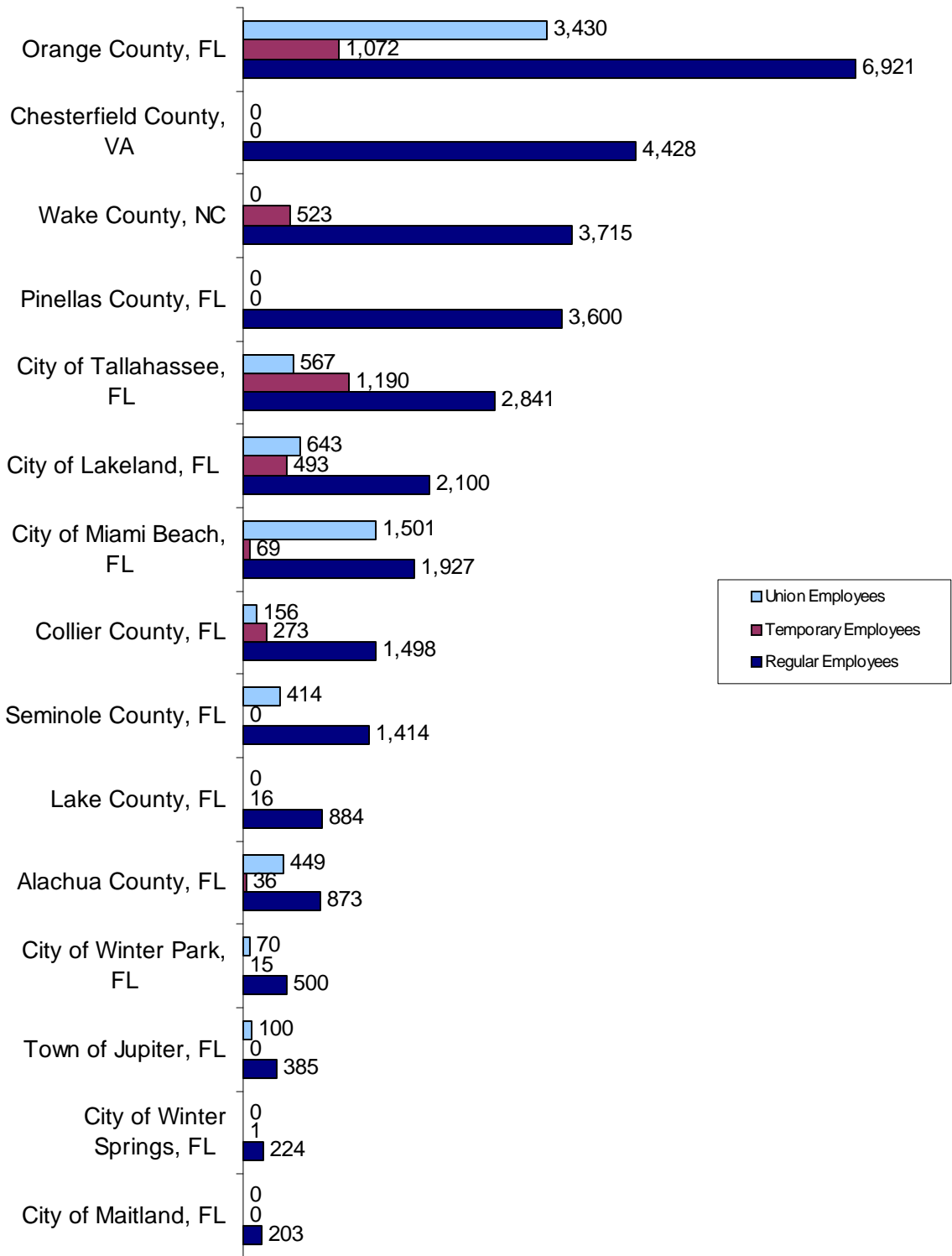


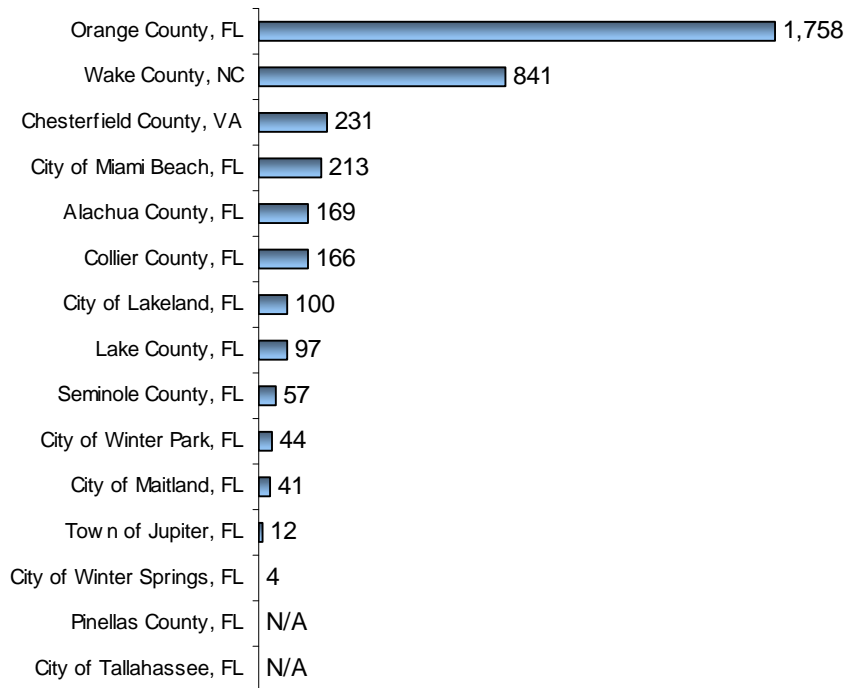
Orange County FMLA Survey Participating Organizations June 2009

	2000 Census Population	2009 Employee Population
Pinellas County, FL	921,482	3,600
Orange County, FL	896,344	7,993
Wake County, NC	627,846	4,238
Seminole County, FL	365,196	1,414
Chesterfield County, VA	259,903	4,426
Collier County, FL	251,377	1,771
Alachua County, FL	217,955	909
Lake County, FL	210,528	900
City of Tallahassee, FL	150,624	4,031
City of Miami Beach, FL	87,933	1,996
City of Lakeland, FL	78,452	2,593
Town of Jupiter, FL	39,328	385
City of Winter Springs, FL	31,666	225
City of Winter Park, FL	24,090	515
City of Maitland, FL	12,019	203

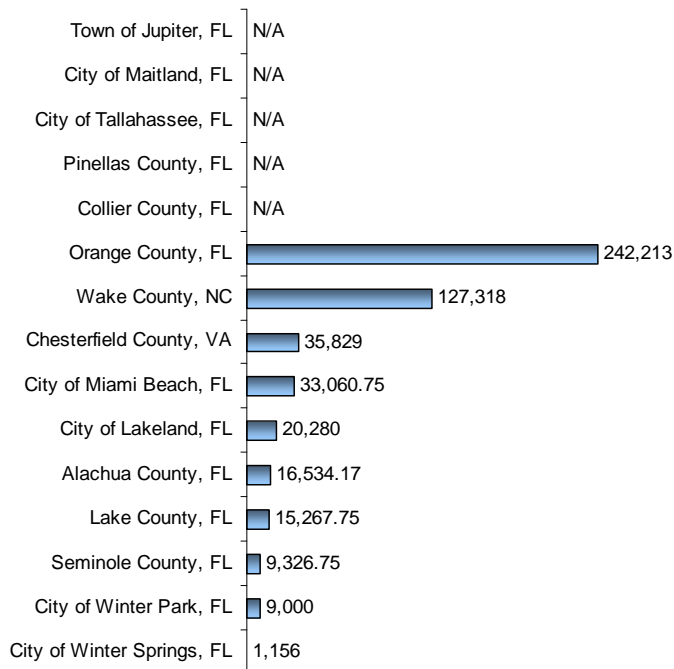
Employee Population Breakdown



Employees on FML*

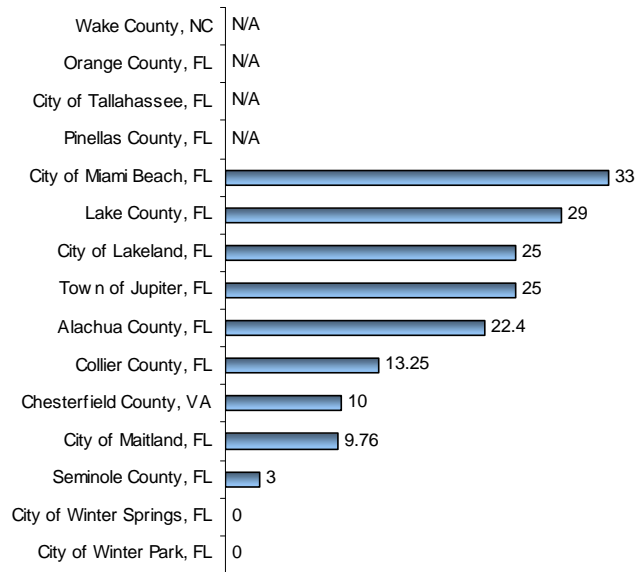


Hours Not Worked*

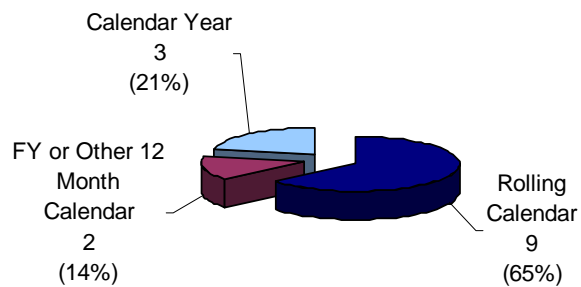


*Both charts refer to the last 12 calendar months.

Percent on Intermittent FML



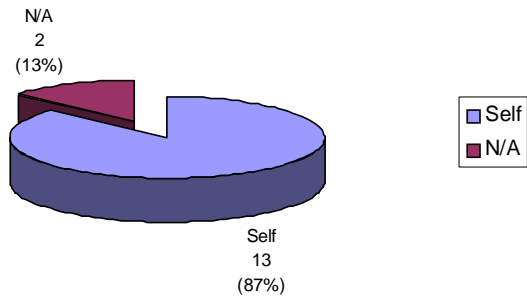
Calendars Used



*Alachua County and Chesterfield County use Fiscal Year or Other Specified 12 Month Calendar.

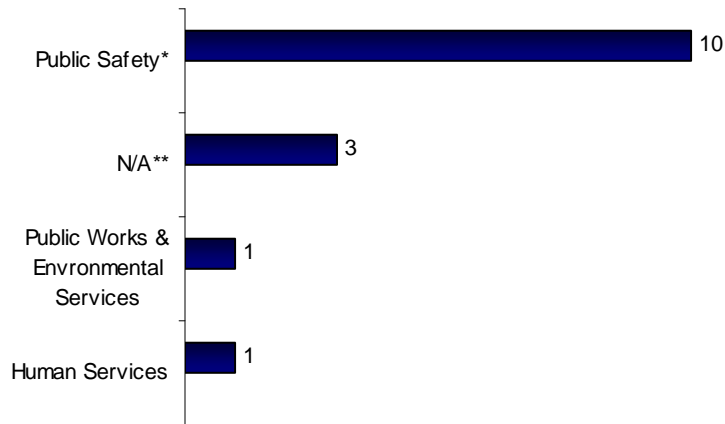
**Pinellas County, City of Winter Springs and Tallahassee use Calendar Year.

Most Common FML Delegation*



*All organizations responded that FML-Self was the most commonly requested and used form of FMLA. Pinellas County and the City of Tallahassee responded N/A to this survey question.

Department with Highest FML Usage*

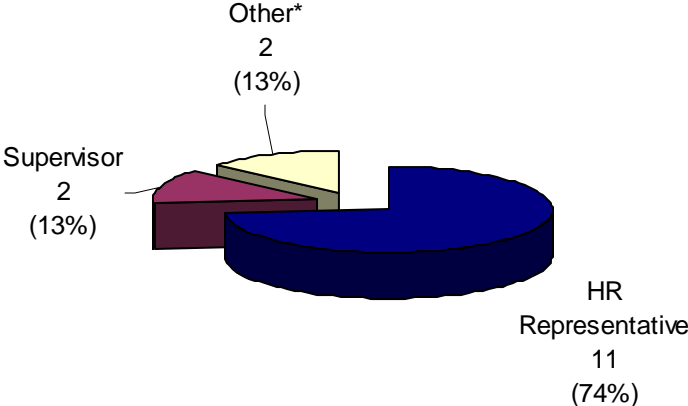


*Public Safety was compiled to include Police, Fire Rescue and Emergency Services.

**Pinellas County, City of Maitland and City of Tallahassee.

Paperwork Preparation/Acceptance

Who prepares, accepts and maintains FML paperwork for employees?



*The City of Tallahassee, FL which has Department Administrative Staff handle paperwork, and Chesterfield County, VA where the department initiates paperwork and sends it to HR for approval and filing.

FML Tracking Mechanisms

Alachua County, FL	Excel and implementing Sungard
Chesterfield County, VA	Excel for logging, Integral for Payroll hours
City of Lakeland, FL	Crystal Reports
City of Maitland, FL	Excel
City of Miami Beach, FL	Eden InformGold Standard database
City of Tallahassee, FL	N/A
City of Winter Park, FL	Excel
City of Winter Springs, FL	Time Sheets
Collier County, FL	SAP and Excel
Lake County, FL	MUNIS
Orange County, FL	Excel and PeopleSoft
Pinellas County, FL	N/A
Seminole County, FL	Excel
Town of Jupiter, FL	Excel
Wake County, NC	Genesys

Medical Certification

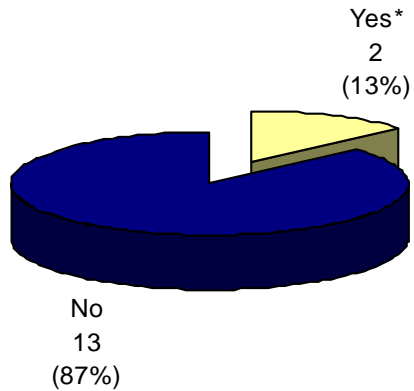
How often is recertification requested?

Alachua County, FL	Recertification can be requested every 30 days in connection with an absence by the employee.
Chesterfield County, VA	Every 12 months, or if dates/condition changes.
City of Lakeland, FL	If intermittent, recertification is requested approximately every 12 weeks.
City of Maitland, FL	When there is a situation that requires it.
City of Miami Beach, FL	After expiration of the initial application expiration date.
City of Tallahassee, FL	Every 6 months, or on a case by case basis.
City of Winter Park, FL	Every 30 days.
City of Winter Springs, FL	Have not yet experienced a reason to request recertification.
Collier County, FL	Every 12 months, or if employee is unable to return to work after date on certification expires.
Lake County, FL	Every 6 months, or all year if intermittent. If doubt is cast upon employee's reason, or if certification expired and employee still needs to be out.
Orange County, FL	Every 12 months, or as needed if condition changes or if there is a suspected pattern of abuse.
Pinellas County, FL	DOL form good for up to 6 months, then recertification is requested upon the next need for FMLA beyond that time.
Seminole County, FL	Provide certification for each occurrence.
Town of Jupiter, FL	Annually, or when the situation changes.
Wake County, NC	Once a year, or ongoing if needed.

100% of the organizations surveyed request medical certification from their employees going out on FML.

Accrued Leave Usage

Is there a threshold under which unpaid leave may be taken to preserve a small leave balance for other purposes?

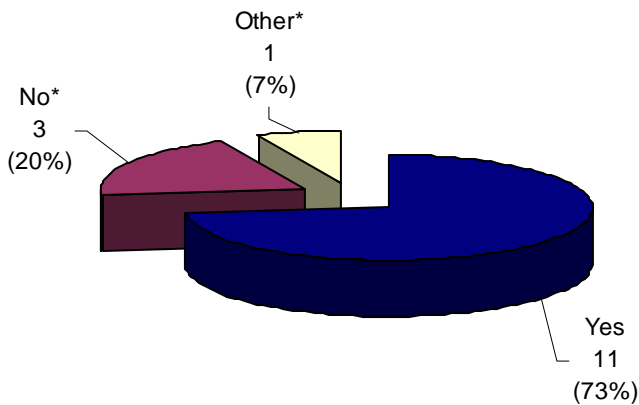


100% of organizations surveyed allow employees to access accrued leave balances while on FMLA.

*Pinellas County, FL: An employee must use their leave until they are down to 40 hours. Once this is met and the employee is still protected under FMLA, they may choose to go into an unpaid status.

Chesterfield County, VA: Employees must use their accumulated sick leave for their own serious medical condition before taking unpaid FMLA leave. They may use their annual leave or floating holidays, but are not required to do so. They can also request to retain any amount of annual leave hours.

Is an employee required to exhaust leave balances before being placed on leave without pay?



*Chesterfield County, VA
City of Tallahassee, FL
Pinellas County, FL

**Collier County, FL only requires union employees to exhaust leave balances before being placed on leave without pay.

Workload Management

How is the workload of employees on FML typically tended to?

Alachua County, FL	Other: Handled in the HR Department by the HR Generalist assigned to the department and the HR Technician
Chesterfield County, VA	Overtime Reassignment of Duties Hire Part-Time Help Work from Home
City of Lakeland, FL	Reassignment of Duties
City of Maitland, FL	Reassignment of Duties
City of Miami Beach, FL	Overtime
City of Tallahassee, FL	Reassignment of Duties
City of Winter Park, FL	Reassignment of Duties
City of Winter Springs, FL	Reassignment of Duties Hire Part-Time Help
Collier County, FL	Reassignment of Duties Put Work on Hold
Lake County, FL	Reassignment of Duties Put Work on Hold At Supervisors Discretion
Orange County, FL	Overtime Reassignment of Duties Put Work on Hold
Pinellas County, FL	N/A
Seminole County, FL	Overtime Reassignment of Duties
Town of Jupiter, FL	Reassignment of Duties
Wake County, NC	Overtime Put Work on Hold Hire Part-Time Help Reassignment of Duties

FML Abuse

Does your organization have problems with abuse of FML? If so, how do you know and handle the problem?

Alachua County, FL	Not too many reported cases of abuse.	All cases of abuse are handled by the Employee Relations Manager.
Chesterfield County, VA	No	N/A
City of Lakeland, FL	Seldom	If we think there is abusive usage the employee is asked to recertify through their physician. If the situation continues, the HR Director and City Attorney work together with the employee to try to resolve the situation.
City of Maitland, FL	No	N/A
City of Miami Beach, FL	Occasionally	When an employees are not approved for time off on the holidays, they occasionally call in sick and request that the leave be charged to FML.
City of Tallahassee, FL	N/A	N/A
City of Winter Park, FL	No	N/A
City of Winter Springs, FL	No	N/A
Collier County, FL	No	N/A
Lake County, FL	No	N/A
Orange County, FL	Occasionally	Abuse may be determined by identifying patters of FML call-ins, or by noticing discrepancies between paperwork and absences.
Pinellas County, FL		Supervisors ask the appropriate questions to determine qualification and if a DOL form is necessary they verify that an employee's absence match what the doctor indicates they should be experiencing.
Seminole County, FL	Some abuse with intermittent leave.	N/A
Town of Jupiter, FL	No	N/A
Wake County, NC	Rarely	If employees take more than the number of days documented on the WH-380, we ask the employee for an updated WH-380.

Performance Management

How are performance problems determined to be the result of intermittent FML? How are they handled?

Alachua County, FL	Performance problems are handled by each department and supervisor internally. Any further review is handled by the Employee Relations Manager.
Chesterfield County, VA	N/A
City of Lakeland, FL	Employees on FML are reviewed for performance just as any other employees. Performance problems are handled at a supervisory level.
City of Maitland, FL	N/A
City of Miami Beach, FL	Intermittent leave is monitored and employees are required to submit periodic reports from the attending physician at intervals as requested by the departments.
City of Tallahassee, FL	Employee Disciplinary Action -Involvement of employee's department and the HR Department.
City of Winter Park, FL	N/A
City of Winter Springs, FL	Unknown
Collier County, FL	No
Lake County, FL	When an employee is on intermittent FML, we treat them as if they were working. We do not penalize employees as a result of being on FML.
Orange County, FL	Performance problems are documented and employees may be disciplined for performance, not for absences related to FML.
Pinellas County, FL	N/A
Seminole County, FL	N/A
Town of Jupiter, FL	Not much of a problem
Wake County, NC	We handle performance problems independently

Performance Management

Does your organization provide notification to employees when they are nearing the end of their FML? If so, how many days prior to the exhaustion?

Alachua County, FL	Expiration letter is sent upon expiration of all FMLA hours allowed within the year or when the 12 month period is expired, whichever comes first.
Chesterfield County, VA	Majority do not- Some departments do notify their employees.
City of Lakeland, FL	Employees are sent an approval letter upon their request for FML. On this letter they are given a 12 week return to work date. If they fail to return to work they are required to bring in a doctors note stating a specific date of return. If they do not return by that date, administering is turned over to the HR Director who consults with the City Attorney. A registered letter is sent to our employee requesting that they have their doctor give us an exact date of return. Then the employee is sent another registered letter stating that date, letting the employee know if they do not return on that date their job will no longer be held for them. If the doctor will not give us a date for the employee to return, HR determines a date and the employee is told to report to work on that date or they no longer have a job. This is usually months after the 12 weeks.
City of Maitland, FL	Employees are given notice at the beginning of their FML through the Notice of Eligibility, Rights and Responsibilities and Designation of Leave forms.
City of Miami Beach, FL	No, when the initial application is approved, notification is provided to the employees and the department regarding the dates of eligibility.
City of Tallahassee, FL	No
City of Winter Park, FL	No
City of Winter Springs, FL	No notification in writing, but employee keeps supervisor informed of their condition.
Collier County, FL	At least two weeks prior a letter is mailed to the employee's home advising them of the date their FMLA ends.
Lake County, FL	Yes, three weeks ahead.
Orange County, FL	Yes, two weeks prior to the exhaustion of the 12 weeks and before an employee reaches an unpaid status.
Pinellas County, FL	Yes, handled by the departments.
Seminole County, FL	Yes, a letter is sent to advise the employee that their FML leave has ended or is about to end.
Town of Jupiter, FL	Yes, about two weeks prior.
Wake County, NC	No

Fitness for Duty

Upon exhaustion of FML, is returning to work contingent upon a fitness for duty test? Is this requirement organization-wide or dependent on the position?

Alachua County, FL	No, it depends upon position, injury or illness.
Chesterfield County, VA	Not an organization-wide requirement. Some departments, especially public safety or those in more physical labor positions do require release.
City of Lakeland, FL	Dependent on the position. We do like to have a release from the doctor for all employees. Particularly police, fire, and maintenance positions.
City of Maitland, FL	Yes for certain positions.
City of Miami Beach, FL	Yes, all employees are to return to work with the doctor's note stating they can perform the essential job classification functions.
City of Tallahassee, FL	Yes, city-wide.
City of Winter Park, FL	City-wide requirement to have doctor's statement saying they can return to work.
City of Winter Springs, FL	No. Release from doctor to return is sufficient.
Collier County, FL	If the employee is out for their own serious health condition, they must provide a medical release from their health provider prior to returning to work.
Lake County, FL	Fitness for Duty for completed by the doctor is required organization-wide.
Orange County, FL	Fitness for Duty is required for positions with physical requirements.
Pinellas County, FL	N/A
Seminole County, FL	Only required for Fire Department employees. All other departments only require that the employee be released to return to work.
Town of Jupiter, FL	Fitness for duty form from doctor is required.
Wake County, NC	Yes.

Challenges with Regulation Changes

What difficulties has your organization experienced with FML since the regulation changes were implemented in January 2009?

Alachua County, FL	Generation of more paperwork, it is more time consuming.
Chesterfield County, VA	None.
City of Lakeland, FL	Cannot tell much has changed for our organization.
City of Maitland, FL	Minimal, just realigning our process to be more effective.
City of Miami Beach, FL	We have not experienced difficulties since the new regulations were implemented.
City of Tallahassee, FL	Additional notices and documentation.
City of Winter Park, FL	Being notified when employees are out for injury or serious illness.
City of Winter Springs, FL	So far no difficulties.
Collier County, FL	None.
Lake County, FL	None.
Orange County, FL	Additional paperwork as well as communicating to the changes to supervisors and employees.
Pinellas County, FL	N/A
Seminole County, FL	None.
Town of Jupiter, FL	No problems yet.
Wake County, NC	Communicating changes to supervisors and changing forms and processes.

Military FML

Has Military FML usage posed any challenges for tracking and/or administering FML in your organization?

Alachua County, FL	Not at this time, since we have had no requests for Military FMLA.
Chesterfield County, VA	Not yet.
City of Lakeland, FL*	Have only one employee on Military FML and have not noticed any difficulty in administering this leave.
City of Maitland, FL	We have no encountered any Military FML yet.
City of Miami Beach, FL	Not at this present time.
City of Tallahassee, FL	N/A
City of Winter Park, FL	Have not experienced yet.
City of Winter Springs, FL	Not yet.
Collier County, FL	Not yet.
Lake County, FL	No.
Orange County, FL*	No major problems, have only had one person placed on Exigency leave.
Pinellas County, FL	We have not had any need for military FMLA yet.
Seminole County, FL	Not at this point.
Town of Jupiter, FL	No.
Wake County, NC	No.

*Orange County and the City of Lakeland are the only organizations of those surveyed that have had requests for Military FML. Each has only had one request.