

Douglas George Towne

Chair and Chief Executive Officer

Access Ready Inc.

Inclusion Can't Wait!

Author, Orator, Public Policy Facilitator, Social Entrepreneur

7780 49th St North, Executive Suite 425

Pinellas Park, FL 33781

Office: 727-531-1000

Cell: 727-452-8132

Email: chair-ceo@accessready.org

www.accessready.org

Current Positions Held:

Chair and Chief Executive Officer of Access Ready Inc

Access Ready Strategic Social Purpose Corporation

My Friendly Eyes Inc

The Oswegatchie Company

Chairperson of Standard Accessibility Reporting Inc

Advocate At Large Pinellas Council of the Blind

Personal Principals of Engagement

The only successful way to forget one's own burdens is to help bear another's. Directly engage with individual issues in an effort to first resolve them, second improve them, and/or third develop big picture understandings/solutions to systemic issues.

God makes all things work together for good to all those who love the Lord. Engage the faith and nonprofit communities in direct assistance to individuals in need.

He alone who improves the small opportunities will not miss the great chances of life. Seek the small issues that can be improved with short term efforts and discussions. Only engage the great challenges when opportunity presents a likelihood of success and/or consensus/coalition building. The Lord is with me, I shall not be afraid. What can mere mortals do to me? Facilitate challenges from a position of confidence and neutrality.

AFFILIATED ORGANIZATIONS, CLIENTS and EVENTS:

Accessing Digital America Inc. - Chief Executive Officer

Actuate Canada Corporation - Event guest and panel participant

Avaya Incorporated - Disability and Technology Consultant

AutoMark Systems Inc. - Disability and Technology Consultant

BrailleWorks Inc. - Disability Market Consultant

Caring & Sharing Center for Independent Living - Public policy, Management and Marketing

Chapel on the Hill of the United Church of Christ, Inc. - Member, Clerk, Vice-Moderator and Moderator

Community Transportation Association of America - Disability Communications Consultant

Congressman David Jolly - Chairman, Council on Disability Elder Concerns

Davy Crockett Company - Chief Executive Officer

Devoted Health LLC - Disability Policy and Marketing Consultant

Disability Achievement Center - Disability Public Policy, Management and Marketing Consultant

Disability Relations Group - Chairman (August 2001 through October 2018)

Disasters Strategies and Ideas Group - Disability Policy Consultant

Easter Seals Project ACTION - Accessible Community Transportation In Our Nation

National Steering Committee Board Member - Enhanced Voting LLC

Disability Policy and Marketing Consultant - Evergreen Life Services

Disability Policy and Marketing Consultant - Election Systems and Software

Disability and Technology Consultant - eLogic Learning LLC.

Disability and Technology Consultant - Family Network on Disabilities

Disability, Marketing and Fund-Raising Consultant - Florida Coalition for Disability Rights

Board Member, Vice-President and President - Florida Council of the Blind Member Florida Department of State - Division of Elections

Disability and Technology Consultant - Florida Division of Vocational Rehabilitation

Certified Business Technical Assistance Consultant - Florida Independent Living Council

Council Member - Florida Rehabilitation Council for the Blind

Council Member - Heavendropt

Disability Marketing, Policy and Branding Consultant - International Convention of VSA Arts of the United States

Disability Marketing Event Consultant - LogistiCare Foundation Inc.

Chairman of the Board - LogistiCare LLC

Disability Policy and Marketing Consultant - National Council on Independent living Member and Member of Several Committees

National Federation of the blind of Florida - Charter President Sun Coast NFB Chapter

Organ Aero Defense Department contractor - Disability and Technology Consultant

Perfect World Dynamics Inc. - Disability and Technology Consultant

Pinellas Association for Retarded Citizens (PARC) - Disability Policy and Marketing Consultant

Pinellas County Council for Persons with Disabilities - Member and Secretary

Pinellas Council of the Blind - Member and Advocate at Large

Pinellas Suncoast Transit Authority - Disability Policy and Project Facilitator

Prosodica Systems - Disability and Technology Consultant

Quality of Life Community Services Inc. - Disability Policy and Marketing Consultant

Sequoia Election Systems - Disability and Technology Consultant

South Florida Center for Independent Living Inc. - Disability Public Policy Consultant

SSB-Bart Group - Disability Public Policy and Technology Consultant

TeleTech Government Solutions - Disability Public Policy and Technology Consultant

The 10th ADA Anniversary Torch Marathon - Disability Policy and Marketing Consultant

Very Special Arts of Florida Inc. - Board Member

Very Special Arts of the United States Inc. - Disability Marketing and Public Policy Consultant

VOTEC Corporation - Disability Relations and Technology Consultant

United States Fire Service Association - Disability Policy Consultant and Lecturer

United Taxi of Tampa Bay - Disability Public Policy and Marketing Consultant

Douglas George Towne began his life as an advocate for people with disabilities at age thirteen while attending the New York State School for the Blind at Batavia. As a member of the Student Council and Editor and Chief of the school paper he successfully led several actions designed to improve the life of the students. His lifelong advocacy efforts garnered him the prestigious Statewide Advocate of the Year for 2002 from the Florida Independent Living Council and recognition from Congress as well.

Transferring from the school for the blind he became one of the first blind students to graduate from public school under the new law in 1976, going on to study history and journalism at the State University of New York. His continuing education has yielded several professional licenses and designations throughout his progressive career. His business background began at age thirteen selling greeting cards door to door. After developing several small businesses and building a footprint in the real

estate rental community he moved into the mortgage field. He retired as CEO of Continental Charter Mortgage in 1994.

In 2001 he founded Disability Relations Group (DRG) to return to his first love of advocacy and public policy in the disability arena.

As Chairman of DRG and its chief consultant, for 17 years he spent a great deal of time writing and has penned a number of blogs, policy works and many social enterprise plans. His social enterprise work has come as the result of his certification by the State of Florida as a Certified Business Technical Assistance Consultant. (CBTAC)

As a CBTAC he moved into social enterprise consulting as well as small or micro business development working for the state of Florida, large nonprofits and individuals with disabilities who have business aspirations.

Throughout his career he has spoken to groups both large and small from local civic clubs, in the majority of the state capitols and before members of Congress in Washington. His motivational style has excited sales forces and his Biblical approach to disability has fascinated congregations. He has been a guest on numerous television and radio shows and quoted in publications around the world.

In 2018 he began a weekly blog on disability related questions and issues. Known for asking the questions that need to be asked it didn't take long before he asked why we require buildings to be accessible when they are built, why don't we require information technology environments to be accessible when they are built.

This lead directly to the creation of Access Ready Inc. as a nonprofit cross disability advocacy organization with a concentration on accessible information technology.

Leaving Disability Relations Group after 17 years he has accepted the position of Chair and Chief Executive Officer of Access Ready Inc. and The Access Ready Strategic Social Purpose Corporation.

His great hobby (or distraction) is his love of trains and he enjoys a large scale train collection that he has been building since he was 4 years old.

Now sixty plus years old he prefers to let his clients, associates and those he has assisted speak to his competence and past performance as is illustrated on the following pages.

AWARDS

2000 - HealthSouth Survivors Award

2002 - Florida Statewide Advocate of the Year awarded by the Florida Independent Living Council

2006 - Businessman of the Year awarded by the National Republican Congressional Committee

2007 - Congressional Medal of Distinction awarded by the National Republican Congressional Committee

EDUCATION, CERTIFICATIONS, AND LICENSES

1976 - Clifton Fine Central School Graduate (First blind student to graduate from a public school in New York under the original Individuals with Disabilities Education Act.)

1979 - State University of New York at Plattsburgh

1990 - Cook School of Real Estate graduate certificate in Mortgage Brokering

1990-2003 - Licensed Mortgage Broker Florida Division of Professional Regulation

1999 - Designated Toast Master, Toast Master International

2000 - National Transportation Institute Americans with Disabilities Act Para Transit Eligibility certification

2003 - Florida Agency for Health Care Administration Medicare/Medicaid Fraud Patrol Project certification

2005 - Inside Policy and Advanced Training for the Next Generation of Experts certification National Council on Independent Living, Inc.

2008-2015 - Certified Business Technical Assistance Consultant Certification Florida Division of Vocational Rehabilitation

2008-2015 - Community Transportation Association of America, Easter Seals Project Action Transportation Resource Coordination, Instructor Certification "I have been blessed and honored to work with some of the best. They have further honored me by the compliments they have paid to me in their letters. Especially gratifying to me are the comments made by the consumers that have written to me. The references below are from some of the premier leaders in business, disability rights and government I know." Douglas George Towne

REFERENCES

Billy W. Altom (CEO)

Association for Programs for Rural Independent Living

bwaltom@sbcglobal.net

Craig Kiser (Director)

Florida Division of Blind Service (RET)

sckiser55@earthlink.net

David Eggers

Pinellas County Commissioner

cpointe88@aol.com

Dean Doulou (CEO)

Partners In Business Inc

dean@doulou.com

John Medcalf (CEO)

VOTEC

john.medcalf@votec.net

Mariano Tan (CEO)

Prosodica Systems

mariano.tan@prosodica.com

Sue Buchholtz (CEO)

Evergreen Life Services

sue.buchholtz@evergreenls.org

"Major business entities have begun to accept that people with disabilities are an economic power. Others will also follow the money and at some point, people with disabilities will not have to continue making the point through legal action."

- Douglas George Towne

"Doug represents a new breed of advocate for persons with disabilities. He negotiates through his exercise of reason and logic, with a full awareness of the difficult choices responsible government requires."

- Katherine Harris, Florida Secretary of State

"It is difficult in a few words to express the measure of respect and trust I have in Doug Towne. I can only sum up what I have witnessed over two decades of knowing and working with him. His visionary approach is thoughtful and penetrating. He has the unique ability to engage issues and projects at the micro level of the individual, while simultaneously grasping the potential impact and scope in the macro global arena."

- Sue Buchholtz, MBA, President/CEO Evergreen Life Services

"My mom told me that because of something you did I will be able to vote all by myself as soon as I am old enough. I don't know what you did, but it must have been great. I want to be like you some day."

- Consumer Sarah

"Doug's writing and presentation skills draw the audience into his thorough understanding of the topic. His detail-oriented work solidifies the facts down to the basic decision points."

- Sue Buchholtz, MBA, President/CEO Evergreen Life Services

"Accessibility is the key going forward. Accommodation has been accepted as the norm when it was supposed to be considered a temporary fix until full accessibility became the practical path of progress." - Douglas George Towne

"I would like to convey my support for Mr. Towne. I have professionally known him for years, and regard him as a leader in Florida, and on national level issues concerning the disability community. I have personally worked with Doug on NCIL subcommittees and can attest to his involvement in policy areas such as ADA enforcement, civil rights, technology, environmental health barriers, and resource development. He has always been a very active NCIL member, and continues to provide our organization with valuable advice."

- Kelly Buckland, Executive Director, National Council on Independent Living Inc.

"Thank you Doug. We have come a long way in four years and you, personally, have become quite a statesman!"

- Kathy Dent, Supervisor of Elections, Sarasota County, Florida

"When Doug first got involved with Avaya we were struggling with how best to give incentive or value to the work our employees do beyond sales. He helped us find not only our century old legacy of providing accessible telecommunications, but realize how our work can have such a great impact on the millions of citizens who must use technology every day. We have now not only embraced accessible telecommunications, but made it a focal point in our customer presentations. Accessible Technology is the wave opening up the future for people with disabilities and thanks to Doug, Avaya is proud to be at the leading edge of that wave."

- Regional Vice President, Donny Ward, Avaya, Incorporated

"I wanted to buy a business instead of starting from scratch like VR wanted me to do. You helped them to understand the wisdom of my plan, convinced them to change policy and now I am self-employed with a thriving small business thanks to your talent and belief in my dream."

- Consumer Tom

"Doug has the ability to put people at ease where newcomers often fail with the staff of business entities. He is quickly accepted as a member of the team. Doug is not shy about admitting when he is wrong or does not know enough about a subject. He is also not shy about making an unpopular point that must still be made. These are unique qualities, among consulting professionals, that sets him apart."

- Sue Buchholtz, MBA, President/CEO Evergreen Life Services

"Big companies are made up of people who care about issues. Working with them to find a way to do what people with disabilities need and present a good business case is what I do. It is the key to advancing a disability agenda in most any company." - Douglas George Towne

"Doug brings a healthy dose of political realism to advocacy discussions. His bipartisan consultations take into account all the strategic perspectives that should be measured even when many do not want to accept them as reality."

- Billy Altom, Executive Director, Association of Programs for Rural Independent Living

"Because of your dedication and commitment, our programs are recognized and held in high regard at the national and state level. You are an important, essential, integral part of the Area Agency on Aging. I cannot thank you enough for all that you do."

- Karen Bolin, Project Coordinator, Senior Medicare & Medicaid Patrol Project

"I have worked with Doug Towne on several projects over the last 30 years and have found Doug to be very bright, accomplished and professional in his work. As a marketing and public relations consultant, Doug is a quick study with the talent to recognize and appreciate the needs of his client. Once assigned a task, he dedicates his energies efficiently, accomplishing the mission within the budgetary restrictions and in a timely manner."

- Gust "Dean" Doulou President, Partners in Business, Inc.

"My new power chair is great, and I would not have gotten it without you being willing to challenge those people in Tallahassee."

- Consumer Morgan

"Policy is important, but how it effects people is vital to me personally. The notes I get from people about my work and how it affected them in a positive way makes it all worth it. The respect of my peers is an honor that always catches me by surprise in a way that is difficult to describe."

- Douglas George Towne

"Handing someone an idea literally written on the back of a napkin is a challenge to most, but it is only the starting point for Doug's exceptional talent and leadership. When looking at an issue or idea with numerous moving parts, Doug is one of the first people I think of who can readily immerse himself in the project pulling all the disparate parts together into a unified picture."

- Sue Buchholtz, MBA, President/CEO Evergreen Life Services

"I have had the opportunity to work directly with Doug Towne at The Servants Inc. I have found Doug to perform consistently above and beyond our expectations. Doug took it upon himself to put the company first. His functions included management, corporate restructuring and organization, financial advisory services, and marketing. Mr. Towne will be a missed asset. Doug's contributions will be felt for a considerable time."

- Phil Lueken, Comptroller, Servants Inc.

"I believe in execution as a business management strategy. The basis of execution is facing reality and acting on it. No one knows everything, but we must all be willing to learn from each other."

- Douglas George Towne

"We greatly appreciate all you have done for the National Federation of the Blind of Road Island."

- Richard Gaffney, President NFB of Road Island

"Mr. Towne is well known and respected in the disability and general community. He has served in many capacities at National, State and local levels as a member of the National Federation of the Blind for Florida, the National Council on

Independent Living, the Florida Council of the Blind, the Florida Independent Living Council and the Florida Rehabilitation Council for the Blind to name a few. Doug led the creation of the Florida Coalition for Disability Rights. He was responsible for efforts leading to accessible voting resulting in passage of legislation at both the State and Federal levels."

- Joseph J DiDomenico, Executive Director, Disability Achievement Center

"A vast difference exists between what the blind think they can do and what the system will allow us to do. Blind services said no to my chosen profession, but you cut through the obstacles of attitude and now they are supporting me fully. We need more like you leading the charge."

- Consumer Eric

"Access to an independent, verifiable and secure ballot is at the basis of any democracy for all its citizens. Technology has made true access possible for many people with disabilities a reality, but we must keep pressing forward with new development to encompass those not yet served."

- Douglas George Towne

"He recognizes the complexities faced by government while at the same time is able to help people on all sides of an issue seek common ground over the long term. These abilities are evident in his work on accessible voting."

- Florida Secretary of State, Glenda E. Hood

"It is with great pleasure that I welcome you to the Charter Board of Directors of the Nonprofit Resource Center of Tampa Bay, Inc. True to the core values of the Initiating Committee and the current Board, your peers recommended you, an honor to be proud of. Our special thanks for your willingness and enthusiasm to be part of a critical landmark effort that will improve the quality of life for the Tampa Bay area."

- Donald J. Tabone, Chairman, Nonprofit Resource Center of Tampa Bay

"Government is a tool of the people and we the people must work with it to improve services and outcomes." - Douglas George Towne

"Over the course of his involvement with the Disability Achievement Center, Mr. Towne has represented the organization professionally at numerous community events and meetings. He has successfully managed media contacts for the organization. Doug has worked tirelessly to improve the lives of individuals with disabilities in our community. For example, he facilitated the joint CASCIL, Pinellas Suncoast Transit Authority (PSTA) Para-Transit eligibility coalition that included 27 local disability and elder nonprofit organizations that produced a report which was adopted by PSTA's Board of Directors. He was also instrumental in a voting rights initiative that resulted in passage of legislation in Florida that improved access for individuals with disabilities throughout the state."

- Jack D. Humburg, President, Board of Directors Disability Achievement Center, Inc.

"You listened to me and helped me get what I wanted when no one else thought I could or should including my Mom."

- Consumer Stephen

"Disability related entities at all levels do not talk and work with each other well enough. In government, nonprofit and business sectors which serve people with disabilities, there is too much turf protection and not enough cooperation."

- Douglas George Towne

"For nearly 15 years I have had the opportunity to work with Doug Towne in a variety of capacities. I have come to recognize that he is meticulously organized and has an incredible memory. I have tremendous respect for him. He is a master at advocating on behalf of individuals with disabilities. On countless occasions I have witnessed Doug take on an issue and in no time at all has been successful in resolving the matter at hand. His avid interest in the political arena has served him well. Doug has a vast network that reaches across the country. If presented with a problem to address, he knows who to contact for resolution."

- Mary Twohey, Program Director, Disability Achievement Center

"Many thanks for your informative and very well-presented talk. The membership learned a great deal of interesting points for the advancement of better lifestyles and life choices from the disabled person's point of view. Your organization does wonderful work in an area that needs the leaderships you offer."

- Tom Couture, Program Chairman, St Petersburg Civitan Club

I have been blessed to follow in the footsteps of people whose ideas have encouraged the genius and generosity of the human spirit. These extraordinary people carve out history from blank stone. I'm pleased to work in the shadow of greatness as a simple scribe and facilitator."

- Douglas George Towne

"His intensity to advocate for ideas and excellence, and his willingness to learn and understand alternative views makes Doug an effective team player who supports ideas that work best for the organization."

- Donald J. Tabone, President and CEO of Executive Management Associates

"Thank you for your diligence. I am quite impressed with your present plan for my small business. I am also looking forward to working with you further."

- CBTAC Consumer Mary

"Where public service is concerned too many people are willing to look like they are doing something without actually making things happen. I work to associate myself with people who are the action-oriented players in community life."

- Douglas George Towne

Doug Towne's leadership has contributed to our business success.

Doug has earned our respect and confidence through his personal and professional integrity and in depth understanding of what matters most to people with disabilities. His support allows us to drive solid product solutions in the election industry that has helped us successfully generate new customers and produce bottom-line results. In the highly political arena within the election industry that

evaluates and at times challenges our products, Doug has opened doors and provided solid strategies on how to ensure full support for our products."

- Aldo Tesi, Chief Executive Officer, Election Systems and Software.

"I wanted to take the time to thank you personally for sharing your time, talent and support with The Able Trust to help make the Fourth Symposium on Disabilities a success. Although the mood was somber, overall coming just 9 days after the September 11 attacks, we heard outstanding remarks about the event it proved to be an excellent opportunity for networking and sharing ideas about the latest disability issues. Thanks to your efforts, we developed an exciting agenda for our attendees, who expressed much enthusiasm for the Symposium. This could not have happened without the follow-through you had with obtaining the many speakers. We are truly grateful."

- Kristen Knapp, APR, Vice President of Public Relations, Florida Governor's Alliance for the Employment of Citizens with Disabilities

"The businesses who are vital to advancing the technology necessary to solving disability related issues are in the market to make a profit. People with disabilities need to recognize that and support those companies or they simply will not make the investment. If companies are required to build in accessibility, then it is our responsibility, as far as possible, to make sure that there is a ready market for such products."

- Douglas George Towne

"It is a huge benefit to have someone willing to work hard for the cause, defend a principle, handle themselves with poise in the face of challenge, and remain clear thinking despite conflict."

- Betsey McFarland, Executive Director, Executive Service Corps of Tampa Bay Inc.

"As I prepared to graduate from school with honors and move on to the University of South Florida you had the insight that it was not my disability, but rather my Mom who was preventing me from following my plan. You spent lots of time and got many people involved so I could move on even though my Mom tried to keep me in

school even longer. I don't know how to thank you now that I am about to graduate from the university with the degree I planned for."

- Consumer Aaron

"Mr. Towne has played a significant role in the operations of this agency over the years. His contributions have been very valuable as change began to take place and the change has led to a much improved responsiveness to those we serve and to our community. Even before I became involved with this center I had the pleasure of working with Mr. Towne on many projects which benefited the disability community and improved Tampa Bay area accessibility. It is my pleasure to recommend Mr. Towne for any position of responsibility in the area of disability and in areas of social enterprise."

- Joseph J. DiDomenico, Executive Director, Disability Achievement Center

"Mr. Towne: Thank you for your service as a member of the Florida Independent Living Council and Rehabilitation Council for the Blind. I want to express my appreciation for your dedication to the people of the State of Florida."

- Florida Governor Jeb Bush

"Doug's reach into the community and across the state and nation brings an impressive range of resources and support to any endeavor in which he is engaged. His grasp of complex situations gives him the strategic ability to look at any challenge with a view towards the intended and unintended consequences."

- Dave Eggers Mayor of Dunedin & Chairman Pinellas County MPO

"My son listened to you speak at the Medicaid services rally and he just came alive. Previously wanting to sleep late and go to bed early to rest from the disability that weakens his body more and more, he is now up and engaged in life every day. He is on the phone and computer creating an advocacy group. He has told me more than once he wants to do what you do. I see trouble ahead as he pushes the envelope with his Dad and I. Thank God for your message."

- Joey's Mom

"Even though there are more than eighty million people with disabilities in the United States we are still not viewed as a political force. This is in part because we have failed to sufficiently engage other groups like seniors, veterans and minority populations on issues of common interest."

- Douglas George Towne

"As an advocate and public policy facilitator I think every day about what things will be like in the future for youth with disabilities. It is a key to my discussions with any party I am working with in order to engage them in reaching for new levels of accessibility and policy implementation."

- Douglas George Towne

"There is no question that Doug is a big picture, sweeping change type leader. He is also dedicated to assuring that such work puts the individual squarely in the picture, so their benefits are maximized and unintended consequences are mitigated. Choosing one word to sum up Doug Towne's personal and professional character and work is easy for me as a client and longtime associate. Sterling says it all."

- Sue Buchholtz, MBA, President/CEO Evergreen Life Services

"We have worked with Doug at the national level on many policy issues and found him to be a quick study with access to technology resources that have been a great help. His work in the commercial sectors of telecommunications, elections, web-based products and website development gives him a unique perspective when balanced with his advocacy work on behalf of people with disabilities. Doug has a long history of public sector service on many boards and committees at the local, state and national levels that cut across many sectors of interest to people with disabilities. The National Council on Independent Living utilizes Doug as a go-to person on issues concerning technology."

- John Nousaine, Director, North Country Center for Independent Living

"Doug is an incredible individual who has been supportive of the Administration. I have gotten to know him more and more as time has progressed, and I have grown to appreciate him for his leadership."

- Olegario D. Cantos VII, Esq., Associate Director for Domestic Policy, The White House

"Doug has a unique ability to balance the needs of people with disabilities with the difficult challenges and choices government faces today. He has faced his constituency after making difficult decisions even when they don't agree on every point."

- Dave Eggers, Mayor of Dunedin & Chairman Pinellas County MPO

"There is a lot of fear related to disability and sometimes it translates into families and others overprotecting people with disabilities. This is especially true where children and youth with disabilities are concerned. Sometimes the greatest disability a child with a disability has is their parents." - Douglas George Towne

"Dealing with Medicaid, Medicare and Social Security was more traumatic to myself and my family than the accident that took my memory and put me in a coma in the first place. When I woke up and they wanted me to sign all those papers. I did not understand. I was scared and did not sign anything. All my government benefits disappeared because I didn't sign. When we met I was in such pain and could not get help anywhere. You knew just what to do, and in what was just a few weeks before, three years of trouble was set right and I got my benefits back and the help I needed. Bless you and your work."

- Consumer David

"Advocacy is not about pounding your fist on the table and yelling "I want." We have to be responsible in our approach and find logical pathways to our goals that take into account the needs of others besides ourselves. And yes that includes the cost to government and the profits of business."

- Douglas George Towne

"As a facilitator, Doug has the ability to lead from a position of neutrality between opposing points of view. As a negotiator, he has the tactical insight to put his counterpart into the position of seeing the discussion from all points of view. In the field of public policy, Doug has a history of and is not afraid to take on huge issues and see them through to a successful conclusion. Politically, he has a keen understanding of views on all sides of the political equation. He has demonstrated the insight necessary to turn those entrenched views into supporting elements of the mission."

- Sue Buchholtz, MBA, President/CEO Evergreen Life Services

"On an organizational level, Mr. Towne's work within the Disability Achievement Center helped to improve efficiencies in many different areas of the agency. Recently, he was instrumental in a re-branding effort that resulted in the change from CASCIL to the Disability Achievement Center. His involvement in the evaluation, development process, and launch of this new brand was critical to its success."

- Jack D. Humburg, President, Board of Directors Disability Achievement Center, Inc.

"Thank you for the fine services you and your staff provide to our community."

- Reese Coppage, CEO, Banyan Foundation Inc.

"Historically the disability community has not always presented itself well in its efforts to advance our civil rights. We need to do a better job of impressing on others that what we seek is not just about us because everyone is one doctor visit or accident away from becoming a person with a disability."

- Douglas George Towne

"Doug's technical expertise, what he understands about accessibility, and his experience with the particular types of voting systems has been extremely valuable to us in implementing the different types of voting systems." He has been able to point out the advantageous technical aspects of the AutoMARK versus competitors' products that may not actually be as accessible as they are claimed to be. "Doug takes a professional approach to the industry, looking for real solutions rather than stop-gap measures. He is a credit to the disability community everywhere."

- Rob Resuali, Automark Inc.

"I don't know what I would have done without your help. Others could not fix my critical Medicaid issues and they were threatening my well-being. You knew what to do, who to call and how to get things set right. It is like all the trouble never happened. I can't thank you enough."

- Consumer Donna

"Technology is not the only solution to the issues that face people with disabilities, but it can be a great equalizer in many cases. Access to voting, communications,

education, employment and many other areas of concern are being impacted by evolving technology. Attitudes are still the greatest barriers faced by people with disabilities."

- Douglas George Towne

"In the field of social enterprise, he is an excellent example of the twenty-first century social entrepreneur. He brings a professional business approach to the nonprofit world in an organized method that blends social responsibilities with necessary commercial management perspectives. In social enterprise, he puts positive revenue and job creation first as measures of success."

- Sue Buchholtz, MBA, President/CEO Evergreen Life Services

"Doug's responsibilities included: development of an international marketing plan, the re-engineering of our advertising campaigns, and complete restructuring of the management responsibilities of our machine division. His accomplishments in turning the machine division around have been nothing short of remarkable. I respect and trust his honesty, work ethic, and dedication."

- Mike Brandes, Vice President of Operations, Servants Inc.

"I have had the honor to work with so many professionals who face and deal with personal disability challenges that my blindness feels trivial by comparison. They inspire me every day."

- Douglas George Towne

"On behalf of The Able Trust, I would like to thank you for serving as a volunteer for the 3rd annual Youth Leadership Forum. Your time, support and enthusiasm contributed greatly to the success of this year's YLF. Your willingness to share a part of yourself with these students does not go unnoticed.

Kristen Knapp, APR

- Vice President of Public Relations, Florida Governor's Alliance for the Employment of Citizens with Disabilities

"I went to the 2002 YLF and I had the time of my life. Everybody there are my best friends..."

- YLF member Jimmy

"...I just want to say that this is something I will be a part of for as long as I can because it has helped me so much."

- YLF member Angela

"Approaching disability related issues such as employment, business and resource development through practical social enterprise and corporate profit center creation only makes sense. Not only does it gain the respect of government and business leaders, but it is a direct path to resolving these issues in a consistent and long-term way."

- Douglas George Towne

"I remember how I first came to meet Doug. One of my colleagues burst into my office exclaiming "clear your schedule, you've got to meet this guy!" We went on to collaborate on several projects, with Doug helping our firm navigate the complex business of recruiting candidates with disabilities. His counsel and expertise helped us rethink how we approached the employment of people with disabilities, not as an obligation, but rather as a true benefit to the business. I can say with all honesty, that working with Doug changed the way I think about the value of workplace diversity forever. You have got to meet this guy!"

- Mariano Tan

CEO Prosodica

"Katherine Harris has hit the bullseye Douglas George Towne is one of the most incredible men I have ever had the honor of working with, a true hero of the disabled. Just a chance to meet with Douglas will make you a driven and smarter person!"

- CBTAC Consumer Santa John

"When we began speaking about accessible elections and the issues that face people with disabilities and elders, I really had little idea of the complexities involved. VOTEC has a team of seasoned developers, designers and technologists who also came into the discussion with little knowledge and perhaps many misconceptions about the issues facing these populations.

The disability/elder sensitivity training that you have provided to our top executives, our software developers, and our sales team has created an entirely new foundation for our product development, marketing and sales approach.

You're on call, anytime support to our team, many of whom live in different states, is a safety net that helps us manage our planning for personal interactions with disability, elder and election professional communities. This is especially helpful when we are presented with disability questions and scenarios or the need for a creative solution that will avoid legal entanglements for our government clients.

Unlike some less seasoned disability/elder advocates, I 100% trust that you understand what is possible, feasible and legally reasonable. As with my government clients, cost was a concern of mine from the outset. I have learned from you that accessibility planning and implementation can be a cost effective path to providing a better process for all voters.

Our new slogan "Designed For All" is a direct reflection of your guiding influence on our way forward. Our web designer took your training quite to heart in coming up with both the slogan and a logo that captures the spirit of the phrase.

I find I am personally looking to see what is and what is not accessible as I go about life now and see so many simple changes that could be made in a cost effective way if people would think about disability/elder needs from the design level. Your sensitivity training and advisory position with VOTEC has brought that about. I would recommend your services to any company wanting, needing or trying to understand and serve the disability/elder populations."

Respectfully,

John Medcalf, VOTEC CEO

"Sensitivity training is a must when entering or marketing to the disability/elder marketplace. Not only for sales and marketing teams, but management and development staff as well. No one is born with this information."

- Douglas George Towne

"Dear Doug,

As a leader in the transportation industry companies like United Taxi have come to appreciate the value of sensitivity training for our independent contract drivers and public facing staff.

Taxi drivers are a unique population of independent businesspeople who do not always understand what is appropriate in today's marketplace. We believe your sensitivity training classes not only teach them what the law requires, but how it can benefit them from a business point of view.

The disability/elder passenger is a loyal customer to those who take the time to understand their needs. I have seen this reflected in the prosperity of the drivers who fully embrace your inclusive market approach.

In these times of cost cutting by government, especially where transportation is concerned, we have found your willingness to work within the limited budgets they provide us to be quite helpful.

We have known each other for over twenty years and the work you have done at the local, state and national levels has made a difference across many aspects of community life for the disability/elder population. Any company doing business with the disability/elder marketplace should engage your services. They will find as we have that it is a beneficial relationship whose effects last indefinitely."

Respectfully,

Allen Weatherilt

General Manager

United Taxi

"Being open and engaged with the disability and elder communities from a marketing point of view can be cost effective and profitable."

- Douglas George Towne