



FTECPM Newsletter

Volume 1, Issue 1

Florida's Turnpike Enterprise CPM Chapter

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The FTECPM Newsletter is published by the FTECPM Board of Directors. Comments can be e-mailed to:

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Contributors

Florida's Turnpike creates a CPM Chapter

On September 3, 2008, the Board of Directors from the Florida Society of Certified Public Managers (FSCPM) voted unanimously to approve the By-Laws of the Flor-

ida's Turnpike Enterprise Chapter of Certified Public Managers (FTECPM) officially recognizing the FTECPM as a Chapter.

The Chapters Mission is to promote excellence in

public management thru mentoring and encouraging participation in the Certified Public Manager program by promoting an environment of trust, ethics and professionalism.

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President's Corner



Edward Pacificar, FTECPM President

Greetings my fellow Turnpike CPMer's,

I have been given the privilege of serving as President of Florida's Turnpike Enterprise CPM Chapter (FTECPM). The Chapter was created in response to an idea from the 2006 graduates "Best of the Best" team. The idea is for the Turnpike CPM graduates and students to look for ways to use the theories and tools learned in the program to the over-

all benefit of the Turnpike. In other words, how can we be that return on investment for our organization.

The Chapter has several projects (ideas) in development. Some of these include networking opportunities, this newsletter, a more fully developed mentoring program, and a CPM Performer Award and recognition program. Like any new group, fresh ideas and people who aren't standing so close to the trees to see the forest are always welcomed. A Chapter Board Meeting is held on a monthly basis and a general member meeting is held once a quarter. You are welcomed to present your ideas at the Board or general meetings. Board and Chapter meetings will be teleconference so travel is not an issue.

I look forward to working with you to accomplish the goals of the chapter and create that return on investment for Florida's Turnpike Enterprise.

CPM Graduate Spotlight

This month, the FTECPM Chapter has chosen Jacqueline Scott, CPM as the CPM Graduate Spotlight. Jacqueline (Jackie) is a 2006 graduate of the CPM program, the Guest Service Team Leader at Turnpike Headquarters in Ocoee and the FTECPM Secretary. Jackie's favorite CPM Level was Level 1 because it was all about people.

Jackie attended most of the CPM Levels offered through the Turnpike and stated that she really enjoyed attending the CPM program with her fellow co-workers because she really got to know the people in her class on a deeper level. She found that her group bonded as they all worked together to achieve the goal of graduating. She also attended levels outside of the Turnpike and found it interesting to network and also compare other agencies to ours. When asked what Jackie learned from attending the CPM program she states that she has a better understanding of using different approaches and awards for



different employees. One size does not fit all! She also stated that it's a great way to see how other businesses operate, a chance to meet new people and learn about yourself, others and your corporation as a whole.

Jackie's favorite graduation memory was feeling an overwhelming sense of accomplishment and how honored and lucky she felt that her manager thought enough of her to nominate her to go through the program.

On a personal note, Jackie is a member of PETA, The Humane Society of USA and Grand Bahamas' Island, she supports three greyhound adoption agencies, is a member of the National Preserva-

tion Society as well as the Florida Trust, she is also an art deco nut and loves to go antiquing.

FTECPM Officers Sworn In

On January 22, 2009, Jerry McCarthy, President of the Florida Society of Certified Public Managers (FSCPM), swore in the 2009 Officers from the eight CPM Chapters located throughout the State at the 19th Annual FSCPM Symposium in Altamonte Springs. Florida's Turnpike Enterprise CPM Chapter (FTECPM) Officers were among those sworn in at this ceremony. The 2009 Officers for the FTECPM Chapter are:

Edward Pacificar, President
 Jean Pingston, Vice-President
 Jacqueline Scott, Secretary
 Jerry Karp, Treasurer



FTECPM Officer's Sworn In

FTECPM 2009 Officers/Board of Directors

Ed Pacificar	President
Jean Pingston	Vice President
Jacqueline Scott	Secretary
Jerry Karp	Treasurer
Loleta Nock	Board Member-at-Large
Tony DeGuzman	Board Member-at-Large
Miguel Rivera	Honorary Member/Web Master
James L. Ely	Honorary Member

CPM Student Spotlight



Donna Matarrese and classmates in CPM Level 1

the Certified Public Manager program. Dr. Dan Vicker (pictured standing) was Donna's Level 1 instructor whom Donna found very interesting with many good stories to tell.

Even though she's only completed Level 1, Donna believes she has already become a better motivator, manager and leader.

When asked if she would recommend the CPM Program to other co-workers, Donna stated,

"Yes, Absolutely! I feel that if you can dedicate yourself to attend this training, it can be very beneficial. This training can only make you become a better manager."

This month the FTECPM Chapter has chosen Donna Matarrese as the CPM Student Spotlight. Donna is a Toll Facility Manager at the West Palm Beach Toll Plaza and has recently completed Level 1 of

On a personal note, Donna was born in New York and moved to Florida in 1997 at which time she began working for Florida's Turnpike. Donna is married and has three sons. In her spare time, she enjoys spending time with her family and she loves dancing and sports.



Know one cares how much you know, until they know how much you care!

Jerry Karp Receives Outstanding Contribution Award

Jerry Karp, CPM, was recently honored at the Florida Society of Certified Public Manager's Annual Symposium with an "Outstanding Contribution Award. Jerry's award read in part...

"Upon graduation, Jim Ely tasked the 2006 graduates to come up with ideas to promote best practices. Jerry's graduating class presented many ideas to the Turnpike Board of Director's including the creation of a Florida's Turnpike Enterprise CPM Chapter. Because of Jerry's passion, he took it upon himself to reach out to all Turnpike CPM graduates and students to form a group to push this idea forward. He also made

contacts with other Chapter presidents and members to gather information to make sure that the group was headed in the right direction.



Jerry McCarthy Congratulates Jerry Karp on his Outstanding Contribution Award

In 2008, the Florida Society of Certified Public Managers officially accepted Florida's Turnpike Enterprise as a new CPM Chapter. This would not have occurred without Jerry's deep commitment."

Congratulations, Jerry...the award was well deserved.

FTECPM Chapter Shirts

One of the initial accomplishments completed by the FTECPM Chapter was to design a logo for the Chapter. Several logos were designed and the winner is shown below.

Another accomplishment was to find a vendor and create FTECPM



Chapter Shirts to sell.

The Chapter contacted many vendors and discovered a great vendor in our own backyard.

Atwood Sports in Sanford, Florida offered the lowest price on the set-up fee for our logo and they also have a great quality product at a reasonable price. The polo shirts are available in men's and ladies styles as well as over 18 different colors.

The Chapter is selling the shirts for just \$19.00 to Chapter Members and \$21.00 to non-members.

Any profits from the sale of the shirts will be used for Quarterly Chapter Meetings and the Chapter's Annual Symposium and Award's Ceremony.

If you are interested in supporting



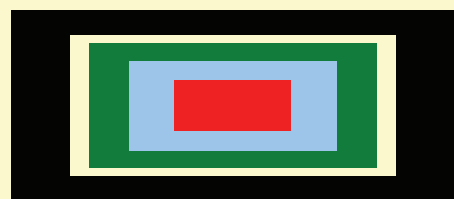
the FTECPM Chapter by purchasing one of the shirts, please contact Jean Pingston by e-mail. Jean will send you an order form right away.

Florida's Turnpike CPM Chapter Continued

(Continued from page 1)

If you have attended at least one level of CPM, you can join the FTECPM Chapter. Chapter benefits include:

- ◆ Opportunities for career development through State and Chapter sponsored seminars and workshops
- ◆ Networking opportunities with other professional managers
- ◆ Membership in the AACPM, FSCPM and your local Chapter
- ◆ Quarterly meetings featuring innovative speakers
- ◆ A continuation of life-long learning,
- ◆ Discounts on FTECPM Chapter Shirts, and much, much more.



The FSCPM Application is located on the last page of this newsletter.

A good leader inspires others with confidence in their leadership; a great leader inspires them with confidence in themselves.

Florida's
Turnpike
Enterprise CPM
Chapter

The FTECPM Chapter is happy to
welcome it's newest members...

Frankie Cook
Bob Hartmann
Pamela Krammer
John Lawton
Katherine Lembovski
Ken Morgan
Pat Maggio
Eddie Register

Were on the Web!
www.fscpm.org/Turnpike



FTECPM Calendar of Events

April 2009

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13 Board Mtg.	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Florida Society of Certified Public Managers Membership Application

New Application _____ **Renewal Application** _____

Name: _____ Job Title: _____

Work Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

Work Email: _____

Home Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

Home Email: _____

Employer / Retired: _____

Date Received CSM: _____ Date Received CPM: _____

Membership Year: January 1st through December 31st

The membership fee for one (1) year is \$ 40 dollars and \$ 70 dollars for two (2) years. Fee includes membership in the Florida Society of Certified Public Managers (FSCPM), a local Chapter of the FSCPM and the American Academy of Certified Public Managers (AACPM).

RETIREES Rate: \$15 per year and \$30 for two years and does not include membership in AACPM.

Chapter Selection:

North Florida _____ Northeast Florida _____ Central Florida _____ Florida's Turnpike _____

Polk County _____ South Florida _____ Suncoast (Tampa Bay) _____ Florida Keys _____

Please make checks payable to: **Florida Society of Certified Public Managers**

Check # _____ Check Date: _____ Check or Credit Card Amount \$ _____

Credit Card # _____ Type Card _____

Credit Card Billing Zip Code: _____ Expiration Date _____ The CVV number _____*

**This is the 3 digit number on the back of Visa/Mastercard (usually on the signature line) or a 4 digit number on the front of Amex above the account number.*

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*The Florida Society of Certified Public Managers is affiliated with the
American Academy of Certified Public Managers.*

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