



FTECPM Newsletter

Issue 2

July 2009—2nd Edition

Florida's Turnpike Enterprise CPM Chapter

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President's Corner

Your FTECPM Chapter has had a successful second quarter this calendar year. We have accomplished three chapter goals during the quarter.

The first goal we accomplished was the recruitment of new members. Our chapter membership grew from 10 to 22 members. The increase in membership was a direct result of the accomplishment of a second goal which was the creation and distribution of this quarterly newsletter.

We created the newsletter with the expectation that it would bring new members and new ideas to the chapter. The newsletter was successful on both expectations.

Our third chapter goal this last quarter was the roll out the CPM of the Quarter program. With the help of a great many

supervisors and managers throughout the organization who supported the nomination and selection process, the first CPM of the Quarter



**Ed Pacificar, CPM
FTECPM President**

was selected. The first "CPM of the Quarter" is Mr. Gary Martin, OMC, West Palm Beach Regional Toll Office.

Gary was recognized as the CPM of the Quarter at the first quarterly general membership meeting on May 18. The

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2009 Level 8 CPM Graduations

The Florida Center for Public Management will be holding four Level 8 CPM graduations this year. Usually they only hold one, but due to the budget crisis and travel restrictions they want to make sure that everyone gets the opportunity to graduate.

TALLAHASSEE-August 12-14, 2009
Location: Doyle Conner Building

FT. LAUDERDALE-August 19-21, 2009
Location: FDOT Traffic Mgmt. Center

TAMPA September 2-4, 2009
Location: DCF Suncoast Region Office

ORLANDO September 21-23, 2009.
Location: Rosen Centre Hotel
(For this program, we will be partnering with the American Academy of Certified Public Managers (AACPM) to hold a Level 8 in conjunction with the AACPM's annual conference)

Florida's Turnpike is proud to have 12 employees who will be graduating this year!

Editorial Staff

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

TPKCPMTurnpikeChapter

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CPM Student Spotlight

The CPM Student Spotlight for July is Bob Hartmann, a Senior Technology Consultant in the Tolls Data Center. He has completed CPM Level 1 and really enjoyed Dr. Dan Vicker as an instructor because he has a folksy approach to teaching and many appropriate anecdotes that support his course material. Bob enjoyed attending the course with his peers from



Bob Hartmann
CPM Student Spotlight

Florida's Turnpike because you can compare notes on comparable challenges. His tip for completing assignments and exams is to complete them while the class information is fresh in your mind. Bob is an FTECPM Chapter Member and says the benefit of being a member is building camaraderie and a contact network

among a group of professional managers as well as meet managers from other areas of the organization. Outside of work, Bob and his wife have been married for 21 years and have two school aged children, two rescued dogs and live in a country home with a big yard. He is also involved in public advisory boards in his community. He enjoys his family and pets as well as fishing, boating, diving and flying planes. If you're looking for a good book to read, Bob suggests Good to Great, if you want to learn what others have done right.

Turnpike CPM Grads to be Speakers at National Conference

The American Academy of Certified Public Managers (AACPM) will be holding their annual conference in Orlando this year at the Rosen Centre Hotel, September 20—22, 2009. The AACPM is the National Organization that governs our regional Florida Society of Certified Public Managers. Society members throughout the United States will be attending this event.

Five Turnpike CPM Graduates were selected to host two of the break-out sessions at this event. Jerry Karp, Loleta Nock and Jackie Scott will be facilitating a break out session

"Nearly all men can stand adversity, but if you want to test a man's character, give him power"—
Abraham Lincoln

entitled "Bridging the Gap Between Communication and Teamwork". Tony DeGuzman and Jean Pingston will be facilitating "CPM Deal or No Deal". Both break-out sessions will occur on Monday, September 21. If you would like more information about the conference, please visit the AACPM website at aacpmconference.com.

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	Web Master

FTECPM Chapter Shirts

The FTECPM Chapter is selling Chapter Polo Shirts with the FTECPM Logo. The 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



**FTECPM CHAPTER
SHIRT**

Members and \$21.00 to non-members.

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.

FTECPM Graduate Spotlight

This month's graduate spotlight is Renee Flores, CPM, Lead Accountant with the Traffic and Revenue Audit Center. Renee is a 2007 CPM Graduate. Renee's favorite CPM Level was Level 1, *"Level 1 was the start of something I found myself dedicated to and enjoyed."*

Her Level 2 Assignment Group consisted of Rose Marie Paharsingh (her fellow graduate), Denis D. Michael, Mary Ann Winzer-Potts and Wayne Annis. Level 2 is all about teamwork and as a team attempting to improve a work process within your organization. Her group took it upon themselves to revise the current procedures for handling bank correction notifications for collector and supervisor deposits from the plazas. Her teams improvement was adopted by the Turnpike and is still being utilized today.

Pam Houmere, Renee's Level 7 instructor was her favorite. Renee stated, *"Although I only had Pam for Level 7, this was an important Level to me. Public Speaking is a challenge for me and I expressed this to Pam many times throughout the Level and she supported me through the public speaking parts. Also, it just seemed*

like we clicked and have been friends since. She gives great advice about CPM related issues and problems I have stumbled with since graduation."

Renee took most of her CPM Levels outside of Turnpike. She stated that she is very grateful to her manager, Robert Harmon, for allowing her to attend the outside classes. She had the opportunity to meet a lot of wonderful people and see how they felt about their organizations and was able to compare that to her own. She believes that being exposed to other people's perspectives has helped her and her experience with CPM to grow more.

Since graduating CPM, Renee has taken what she has learned and helped develop a newsletter for TRAC, which everyone in her unit and outside of it really enjoy. She uses TRAC's newsletter to showcase CPM information and ideas about leadership. *"I always hope that the information touches someone and makes them think how they can change themselves first and then from*

there, change their working environment or personal life for the better."



**Renee C. Flores, CPM
CPM Graduate Spotlight**

Outside of work, Renee is a single mother of 9 year old twins and enjoys doing anything they like to do. They spend a lot of time going to museums, zoos, etc., where they can go for the day, spend time together and learn something new.

Her advice to employees currently going through the CPM Program are #1,

TAKE NOTES during class as sometimes it is a challenge to find time to complete exams and assignments and if you have notes, completing them is a breeze. Her 2nd bit of advice is, *Stick with it and Graduate! It is a marvelous feeling when you graduate and you feel like you are part of something more. I always feel like I am part of a unique team, because there aren't too many graduates out there, so we are Elite! "*



FSCPM Annual Symposium to be held at Florida's Turnpike

The Florida Society of Certified Public Manager's Annual Symposium will be held at Florida's Turnpike Enterprise Headquarters in Orlando in January 2010.

This event is typically a two-day event held at a nearby hotel. Due to travel restrictions and

"In times like these it is good to remember that there have always been times like these." - Paul Harvey, Broadcaster

budget cuts, the FTECPM Chapter has agreed to host next year's symposium at the Turnpike. The 2010 Symposium will be a one-day event, video conferenced to various locations throughout the State.

There will be several keynote speakers and the FSCPM annual awards ceremony.

The Turnpike Chapter is looking for assistance from anyone interested in helping plan this event. If you would like to be involved, please e-mail Jean Pingston.



Florida's Turnpike Enterprise CPM Chapter

CALENDAR OF UPCOMING EVENTS

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



FTECPM Board Meeting Ft. Pierce Service Plaza-Triple Wide	July 28
FTECPM Board Meeting Video Conference (TP-HQ, Pompano Ops, Boca Data Ctr.)	Aug. 10
CPM Level 8 Graduation-Ft. Lauderdale FDOT Traffic Management Center	Aug. 19-21
CPM Level 8 Graduation-Tampa DCF Suncoast Region Office	Sept. 2-4
FTECPM Board Meeting Video Conference (TP-HQ, Pompano Ops, Boca Data Ctr.)	Sept. 10
CPM Level 8 Graduation and AACPM Conference –Orlando Rosen Centre Hotel	Sept 20-23

President's Corner (Continued)

(Continued from page 1)

meeting started with a presentation by Jennifer Olsen, FTE, Chief Operating Officer on "Managing in Difficult Times." The presentation was educational and timely to the environment in which FTE is currently operating.

As we look forward to the next quarter we hope that supervisors and managers will continue to support the CPM of the Quarter program by submitting nominations for their CPMer's. In addition, during the next quarter due to continued travel restrictions there will be four Level VIII CPM graduations around the state. The FTECPM Chapter will be involved in two graduations, the one scheduled for Fort Lauderdale and the one scheduled in conjunction with the

American Association of Certified Public Managers annual convention in Orlando. This will allow the chapter to make FTE's graduate's experience as memorable as previous graduations have been. If you would like to volunteer to assist or participate in a graduation activity, please call or e-mail me or Jean Pingston.

Remember that all monthly board and



Gary Martin, CPM

quarterly membership meetings are open to all who wish to participate. Please call or e-mail any board member for meeting schedules and times. Board members contact information is listed on our webpage at: <http://www.fscpm.org/Turnpike/index.htm>

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

**Brad Biery
 Mike Anzalone
 Gary Martin
 Jennifer Olson**



Florida Society of Certified Public Managers
Membership Application
WWW.FSCPM.ORG



New Application _____

Renewal Application _____

Name: _____ Job Title: _____

Work Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

Work Email: _____ Home Email: _____

Home Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

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). **PLEASE CHECK HERE IF YOU DO NOT WANT YOUR NAME, AGENCY AND EMAIL ADDRESS POSTED ON THE AACPM WEBSITE** _____

RETIREEES 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.*

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