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November 27, 2013
Newsletter

Scott Andrews, Recreation
Supervisor, Temple Terrace

Using Data to Build a Better Utility

First Onsite Training Session for
2014

FCCMA Resources

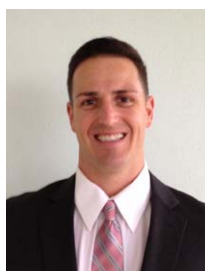
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Happy Thanksgiving!



*Happy Thanksgiving
from the FCCMA
Staff!*

Scott Andrews, Recreation Supervisor, Temple Terrace



How long have you been a FCCMA member? 3 years

Are you an ICMA member and if so, how long?
3 years

Please describe your areas of formal/advanced education.

B.S. in Business Management, Master's degree in Public Administration, and nearing completion of Ed.D. in Organizational Leadership. ([Read more](#))

Using Data to Build a Better Utility



Please join FBC/FWEA for a joint workshop on "Using Data to Build a Better Utility." This workshop will provide a look into the corporate world of building a culture of customer service and performance excellence, along with presentations related to the FBC Annual Report and data collection, to member best practices and lessons learned. A training built to lead your organization to a successful year and continued performance improvement. ([Read more](#))

First Onsite Training Session for 2014

FCCMA is pleased to announce that ICMA's Director of Ethics and Advocacy, Martha Perego, has agreed to facilitate a discussion on today's application of the



ICMA Code of Ethics. Much has been debated about how best to apply certain ethical provisions to a manager's daily life. Martha Perego is the noted expert on this topic given her daily engagement with managers from around the country who are challenged with questions on this topic. FCCMA members from around the state are encouraged to attend this important and certain to be engaging and informative session. ([Read more](#))

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