



Supporting, educating and serving professional local government in Florida.

Florida Local Government Coalition Local Works Day - Friday



The Florida City and County Management Association is a member of the Florida Local Government Coalition, which exists to connect local government associations across the state. For the second year, the coalition will promote its "Local Works" campaign as a way to help Florida citizens understand, appreciate and support local government and the services and value these governments bring to millions of lives each day. Click here to learn more. To support the League's "Local Works Day" initiatives, the coalition created a brief viral video that communicates the value of local services. On October 3, please help the Coalition spread the word by sharing this video on your website(s), social media platforms and distribute it to your friends, families and colleagues! Local Works Day was launched by the coalition, and the goal is that all local government association partners will participate in a unique and meaningful way.

October 1, 2014 Newsletter

Florida Local Government Coalition
Local Works Day - Friday

Interns for Local Government

Congratulations to John Stunson on
his Retirement

FCCMA Webinar - Back to the Basics
of Performance Measures

October Innovation Edge

CORRECTION

FCCMA Fall Symposiums

FCCMA October 2014 Onsite Training
Sessions

FCCMA Resources

[Affiliation Contacts](#)
[Agenda & Minutes](#)
[Board of Directors](#)
[Calendar](#)
[Job Opportunities](#)
[Member Committees](#)
[Member Directory](#)
[Members-in-Transition Profiles](#)
[Onsite Trainings](#)
[Range Rider Program](#)
[Symposiums](#)
[Training Calendar](#)
[Webinars](#)

Interns for Local Government

Remember the days as a young student when you were looking for a mentor to show you how local government "REALLY" works. Here is your chance to give back!

The premier leadership fraternity at the University of Florida, Florida Blue Key and the Bob Graham Center for Public Service are organizing and sponsoring the Local Government Internship Program (LGIP) at the University of Florida. The LGIP will kick off this fall 2014 in anticipation of placing local government interns in a wide array of disciplines starting in May 2015. It is hoped the LGIP will create internships (full or part time) for the summer. ([Read more](#))

Congratulations to John Stunson on his Retirement



On September 24th at the Oakland Park City Commission Meeting, At-Large Board Member Mike Cernech presented John Stunson a resolution thanking him for his service to the Association. John retired September 26.

Below is the resolution that was presented to him: ([Read more](#))

FCCMA Webinar Tomorrow: Back to the Basics of Performance Measures



Thursday, October 2, 2014, 2:00 pm - 3:00 pm

ICMA Practice Area 5: Performance Measurement/Management and Quality

Assurance

There are numerous methods that local governments use to measure service level performance; some methods are more formal than others based on their human resources and community expectations. This FCCMA training session will feature experienced managers who work in smaller city and county governments. In addition, the Executive Director of the Florida Benchmarking Consortium, whose members often represent larger local governments, will also be a panelist. This diverse panel will provide a "practical approach" to measuring local government performance and identify both barriers and opportunities for Florida local governments of all sizes.

Panelists:

- Hendry County Administrator Charles Chapman
- Gretna City Manager Antonio Jefferson
- Florida Benchmarking Consortium Executive Director Susan Boyer ([Read more](#))

October Innovation Edge



By Sallie Ann Burnett, East Regional Director, Alliance for Innovation

Customer Segmentation: How Knowing Your Customers Can Help You Serve Them Better

by Kate Graham, Manager - Corporate Initiatives, London, ON

As providers of public services, we tend to think that our services are for everyone. All citizens in our communities use water and garbage services. Everyone has access to libraries and parks, and an equal likelihood of requiring supports from emergency or community services. ([Read more](#))

CORRECTION



In the last newsletter in the article about John Daly's award, it was reported that John Daly is the Director of the School of Public Affairs at USF. He is the Founding Director (and now former Director) of the School of Public Affairs.

FCCMA 2014 Fall Symposiums



FCCMA will hold two symposiums this fall, one in Lake City on October 24 and the other one in Lakeland on November 20. The theme this year is "Stay in the Game: Developing Your Roster into an All-Star Team." They will both be held from 8:30 am until 3:30 pm. The cost is \$75 for members/non-members and \$25 for students, which includes lunch. ([Click here](#) to register and for more information. ([Read more](#)))

FCCMA October 2014 Onsite Training Sessions



FCCMA will hold two onsite training sessions in October.

The first training session will be held at the Florida State Hospital Arsenal in Chattahoochee on October 10 from 10:00 am - 1:30 pm. Danette Scudder, Members Services Manager from the Tennessee Valley Public Power Association will speak about "Connecting with Employees from Different Generations."

The second training session will be held at the Flagler County Emergency Services in Bunnell on October 31 from 9:00 am - 1:00 pm. Candy Whirley, International Speaker, Author and former NFL Cheerleader known for leading and cheering audiences to live and work better together will speak about "It Takes 4 to Tango and Bridging the Gap." ([Read more](#))

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