

HUMAN RESOURCES POLICY/PROCEDURE		No. HR-027
OFFICE OF PRIMARY RESPONSIBILITY: Human Resources	EFFECTIVE DATE: 10/25/2001 REV. REV. DATE.	Page 1 of 3

SUBJECT: Suggestion Program

REPLACES: N/A

OBJECTIVE:

The Central Florida Regional Transportation Authority (hereinafter "Authority") was created by Part II, Chapter 343, Florida Statutes, to own, operate, maintain and manage a public transportation system in the area of Seminole, Orange, Osceola Counties, and to adopt such policies as may be necessary to govern the operating of a public transportation system and public transportation facilities. The Executive Director is authorized to establish and administer such policies. Therefore, it is necessary to establish a Suggestion policy.

SCOPE:

This policy shall apply to all employees of the Authority.

AUTHORITY:

Authority for this policy and procedure are as follows:

Part II, Chapter 343, Florida Statutes

POLICY:

It is the policy of the Authority to encourage employees to make constructive suggestions for the improvement of operations and to give appropriate recognition and rewards for suggestions that are properly submitted and accepted.

An eligible suggestion for the purposes of this program is defined as a constructive idea that has as its design and purpose the resolution of a problem, the improvement of operations or procedures, or the improvement of the Authority's working environment. Examples of eligible suggestions include:

- More efficient ways to do a job or reduce costs;
- Improvements in product quality, vendor relationship, or customer service;
- Better methods to produce goods or services;
- Ways to reduce waste;
- More efficient ways to use operating or office space;
- New sources for obtaining parts, materials, or supplies;
- Ideas for improving attendance and punctuality;
- Methods of making work areas safer, cleaner, or more comfortable;
and
- Better ways to safeguard the Authority and employee property.

Topics not eligible for consideration include complaints and criticisms, contract and wage issues, other terms and conditions of employment, and nonbusiness concerns. These issues normally should be addressed to the employee's immediate supervisor, Human Resources Department, or the Authority's dispute resolution procedure.

To be considered for evaluation, all suggestions must be submitted in writing to the Suggestion Committee. Suggestion forms for this purpose are available from the Human Resources Department. Each suggestion form must be signed, dated, and delivered by hand to the Human Resources Department. The Human Resources Department will mail to the suggesting employee, through the inter-office mail, an acknowledgement that includes the date of the Suggestion Committee meeting at which the suggestion will be evaluated. The suggestion Committee will meet each quarter according to a scheduled date that will be decided upon and distributed by publication in the Newslink on an annual basis.

The Suggestion Committee should work with the appropriate department to evaluate all properly submitted suggestions, determine which will be accepted or rejected, and set the level of the award, where appropriate, for those accepted. All decisions are at the discretion of the Committee and are final.

Suggestions the Committee determines to be ineligible, have little or no merit, or which the Authority decides not to implement at the time, will be rejected. The Committee is responsible for sending an explanation for the rejection and a note of appreciation to the employee.

Suggestions accepted by the Committee should be referred to the appropriate department head or supervisor for implementation. The Committee should notify the employee and make any appropriate announcements.

Awards for suggestions may be made at the discretion of the Suggestion Committee. Awards may be based on a percentage of savings gains or savings (actual or estimated) from the suggestions, up to a maximum of \$1,000.00 per suggestion. The Suggestion Committee will need to see a clear demonstration of cost savings in order to make any recommendation of a cash award. In addition, the committee may make other non-monetary awards for suggestions that do not result in easily measured gains or for those that have merit but are not adopted because of other policy considerations.

Time spent in developing suggestions for submission to the Committee normally should be outside the employee's working hours and will not be considered hours worked for pay purposes. However, if an employee is assigned to work on the development or implementation of a suggestion, the time spent will be considered hours worked for pay purposes. In this latter circumstance, the employee generally will not be eligible for the Suggestion Program Awards since the work will be considered part of the employee's normal job duties.

All suggestions, once submitted, become the property of the Authority. The Authority may modify, change, or eliminate the Suggestion Program at any time, at its discretion.

EXCEPTIONS TO THIS POLICY:

Any exceptions to this policy must be pre-approved by the Executive Director.

AUTHORIZATION:

Executive Director Byron W. Brooks

Date 25 Oct 01

Department Director Le Este Kuntze

Date 10/25/01