

<b>HUMAN RESOURCES POLICY/PROCEDURE</b>		<b>No. HR-016</b>
<b>OFFICE OF PRIMARY RESPONSIBILITY:</b> Human Resources	<b>EFFECTIVE DATE:</b> 10/25/02001 <b>REV. REV. DATE.</b>	<b>Page 1 of 7</b>

**SUBJECT: Employee Awards/Service Recognition Policy**

**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 an Employee Awards/Service Recognition 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:**

**Description of Award Categories:**

**1. Employee of the Year Awards**

*Definitions*

**Employee of the Year Awards:** An annual award given to exemplify what it is to be an Authority employee. It shall be presented to a Maintenance, Bus Operator and Administrative employee for outstanding performance in serving their customers whether internal or external. This award will only be eligible to employees that have been selected for an Employee of the Quarter Award during the last twelve- (12) months.

**Nominations:** Justification forms will be completed on all employees that are selected for a quarterly/monthly award by the Department Director. These forms will be the sole source of selection for the Employee of the Year Awards.

**Customer:** Any person internal or external that relies on the work or services an Authority employee performs. This may be an Authority rider, potential rider, fellow Authority employee, applicant, vendor, etc.

### *Description of the Employee of the Year Award*

#### **Eligibility**

Only Authority employees who have been selected for a quarterly/monthly award during that year, currently employed with the agency and that have not given notice of their intent to terminate employment at the time of annual selection meeting(s) are eligible. To be eligible, employees must also have been employed by the Authority for the last twelve (12) months. Any employee winning one (1) annual award will not be eligible to win another over the next five (5) year period.

#### **Nomination Procedures**

Justification Forms completed by each Departmental Director supporting the selection of the Employee of the Quarter with copies of supporting documentation should be given to the Annual Awards Employee Selection Committee quarterly. Justification Forms and the information contained on the form will be the sole source of selection for the Employee of the Year Award.

#### **Deadline**

All nomination for all annual awards must be given to the Employee Committee at least 15 business days before the presentation of the annual awards.

#### **Selection Criteria**

The Authority has high expectations of all Authority employees. Only employees that have clearly done an outstanding job will be selected for the award.

#### **Selection**

The Employee Committee is responsible for the selection of the Employee of the Year award winners for the organization. Selection decisions must be made at least 5 business days before the annual award event. The decisions of the Committee are final.

#### **Award Recognition and Presentation**

Annual awards shall be communicated during the annual awards event, the next issue of NewsLink, a company-wide e-mail and the operation marquee boards.

Employees receiving the Employee of the Year Award will receive an award, specialty item and be allowed to choose one item from a list of prizes in recognition of their achievement.

## **2. Smart Move, Extra Mile and Cattitude Awards**

### *Definitions*

**Smart Move Award:** An annual award given to employee(s) who have approached and solved a situation or problem in an innovative, non-traditional, "Lynx-Like" manner.

**Extra Mile Award:** An annual award given to employee(s) who have shown exemplary performance above and beyond their normal job responsibilities.

**Cattitude Award:** An annual award given to employee(s) who strive to achieve the Authority's vision and mission with a consistently positive attitude.

**Nominations:** A written recommendation using the Employee of the Quarter Nomination Form. The form must be given to the nominated employee's Director. The nominator must explain on the nomination form what the nominee did to earn the nomination and why that act was outstanding.

### *Description of the Smart Move, Extra Mile and Cattitude Awards*

#### **Eligibility**

All Authority employees currently employed with the agency that have not given notice of their intent to terminate employment at the time of annual selection meeting(s) are eligible.

#### **Nomination Procedures**

Any individual having knowledge of the nominee's meritorious performance may submit a nomination for the annual award. This shall include the Executive Director, directors, managers, supervisors, co-workers, staff supervised by the nominee, self-nomination and by our customers.

Nominations shall be submitted by completing a designated Nomination Form. Nomination forms are available in all Lynx break rooms and in Human Resources. Additional supporting documents/information, such as correspondence, performance logs or compliments should be attached to the form. Completed nomination forms with copies of supporting documentation should be given to the Department Director of the employee that is being nominated. The Directors will forward copies of the nominations to the Employee Committee for consideration for an annual award.

#### **Selection Criteria**

The Authority has high expectations of all Authority employees. Only employees that have clearly done an outstanding job will be selected for the award. Employees may be nominated and/or selected for an annual award by meeting any one or more of the following criteria:

- Doing an outstanding job on a project or in their daily assignments.
- Going above and beyond their job responsibilities.

- Developing or maintaining a team environment.
- Being an exemplary role model for other Authority employees.
- Creatively solving problems for customers or fellow Authority employees.
- Responsiveness to our customers in an outstanding manner.
- Representing the Authority in an outstanding fashion.

### **Selection**

The Employee Committee is responsible for the selection of the Smart Move, Extra Mile and Cattitude award winners. The Committee has the right to make no selection for an award if it is felt there is no nominee that meets the standards the organization has set for selection. The decisions of the Committee are final.

Nomination forms are only considered for the annual award for the year before the event in which they are presented, based on when the nomination form is received. No nomination forms will be carried over into the next year's vote

### **Award Recognition and Presentation**

Annual awards shall be communicated during the annual awards event, the next issue of NewsLink, a company-wide e-mail and the operation marquee boards.

Employees receiving the Smart Move, Extra Mile or Cattitude Award will receive an award, specialty item and be allowed to choose one item from a list of prizes in recognition of their achievement.

## **3. Employee of the Quarter Awards**

### *Definitions*

**Employee of the Quarter Award:** A quarterly award given to employees from each ~~department~~ within the organization for outstanding performance in serving their customers, whether internal or external. Department Directors may choose quarterly awards at their discretion. If a Director chooses to present quarterly awards, they will still be required to select one employee from the quarterly awards to represent the department for use in the selection of the Employee of the Year.

**Nominations:** A written recommendation that an employee be selected for an award due to outstanding performance by an employee. This nomination will be used for the employee of the quarter award and for Smart Move, Extra Mile and Cattitude annual awards. The nomination will not be used for the Employee of the Year annual award (employees are only eligible if they have won a quarterly award). The nominator must explain on the form what the nominee did to earn the nomination and why that act was outstanding.

## *Description of the Quarterly Award*

### **Eligibility**

All Authority employees currently employed with the agency that have not given notice of their intent to terminate employment at the time of quarterly selection meeting(s) are eligible.

### **Selection Criteria**

The Authority has high expectations of all Authority employees. Only employees that have clearly done an outstanding job will be selected for the award. Employees may be nominated and/or selected for a quarterly award by meeting any one or more of the following criteria:

- Doing an outstanding job on a project or in their daily assignments.
- Going above and beyond their job responsibilities.
- Developing or maintaining a team environment.
- Being an exemplary role model for other Authority employees.
- Creatively solving problems for customers or fellow Authority employees.
- Responsiveness to our customers in an outstanding manner.
- Representing the Authority in an outstanding fashion.

### **Nomination Procedures**

Any individual having knowledge of the nominee's meritorious performance may submit a nomination for the quarterly award. This shall include the Executive Director, directors, managers, supervisors, co-workers, staff supervised by the nominee, self-nomination and by our customers.

Nominations shall be submitted by completing an Award Nomination Form. Nomination forms are available in all Authority break rooms and in Human Resources. Additional supporting documents/information, such as correspondence, performance logs or compliments should be attached to the form. Completed nomination forms with copies of supporting documentation should be given to the Department Director of the employee that is being nominated.

It is the Directors or their designee(s)' responsibility to keep track of all formal and informal nominations for the quarterly award program. The Director or their designee(s) will maintain one copy of the nomination for their quarterly award decision process, and one copy will be sent to the annual award selection committee for annual awards. The final copy of the nomination will congratulate the nominated employee on the nomination and should be presented to the nominated employee by their director or manager in a timely manner and in a manner befitting the compliment.

## **Deadline**

All nominations must be given to the Director or their designee(s) of the appropriate department at least ten (10) business days before the beginning of the next quarter. The four (4) quarters in the year will begin January 1<sup>st</sup>, April 1<sup>st</sup>, July 1<sup>st</sup> and October 1<sup>st</sup>.

## **Selection**

Department Directors are responsible for the selection of the quarterly award winner for their department. Directors, if they so choose, may delegate this responsibility to their managers/superintendents, but no lower in the organizational structure. The Directors or their designee(s) have the right to make no selection for award if it is felt there is no nominee that meets the standards the organization has set for selection. The decision of the Director is final.

Nominations should be the primary source of selecting the employees for the quarterly award, but not the sole source for selection. Directors will also be able to use their own observations, as well as advice from their managers, supervisors and informal suggestions given to the Directors or their designee(s) by staff members.

Nomination forms are only considered for the quarterly award during the quarter that the nomination form is received. No nomination forms will be carried over into the next quarter's vote.

All selections should be provided to the NewsLink Editor or their departmental liaison before the monthly due date for NewsLink articles (currently it is the last Monday of the Month).

A justification form must be completed by the Directors and submitted at the time of selection to the committee for later consideration for the Employee of the Year Award. The justification form will document the reasons why the employee was selected for the quarterly award.

## **Award Recognition and Presentation**

Quarterly awards shall be communicated during the last week of that awarding quarter in the next issue of NewsLink, a company-wide e-mail and the operation marquee boards.

Employees receiving the quarterly award will receive a specialty item and be allowed to choose one item from a list of prizes in recognition of their achievement.

## **4. Service Recognition Awards**

Employees will be recognized for the completion of years of service at the levels of 5, 10, 15, 20, 25, 30, etc years. Recognition for five (5), ten (10) and fifteen (15) years of service will be handled at the departmental level. Recognition for years of service at 20 years and above, will be recognized at the appropriate Board meeting following the employee's anniversary.

## 5. Attendance Awards

Annual Awards will be given to all employees who attain to perfect attendance during the previous calendar year.

In December of each calendar year, all full-time administrative employees will be eligible for an attendance award in the amount of \$100.00 net if they have maintained an attendance record of less than two (2) absences during the calendar year. Absences that meet the criteria for FMLA are not counted against the employee.

### *Administration*

All awards programs will be reviewed periodically to determine their effectiveness and areas of needed development in meeting objectives. A group nominated by Senior Staff will be selected to perform this task.

### **EXCEPTIONS TO THIS POLICY:**

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

### **AUTHORIZATION:**

Executive Director *Byron W. Burks* Date *23 Jan 02*  
Department Director *A. D. Dementy* Date *1/23/02*