

<b>MIAMI BEACH</b>  CITYWIDE PROCEDURE	<b>DATE ISSUED:</b> <b>JUNE 2015</b>	<b>Page: 1</b> <b>Of: 6</b>	<b>SEQUENCE NUMBER:</b> OD.15.01
	<b>DATE UPDATED:</b> <b>AUGUST 2017</b>	<b>SUBJECT:</b> REWARD AND RECOGNITION PROGRAMS	
	<b>RESPONSIBLE DEPARTMENT:</b> ORGANIZATION DEVELOPMENT PERFORMANCE INITIATIVES		

**PURPOSE:**

The City of Miami Beach is committed to recognizing employees for exceptional service and achievements in the performance of their duties. Recognition and rewards play an important role in attracting and retaining talent.

Toward that end, the City has an annual award and recognition program currently administered by the Personnel Board.

With this procedure, the administration is implementing a Service Recognition Program, Performance Recognition Program, Employee Suggestion Program, Customer Service Excellence Program, Ethical Hero Award, and Supplementary Department Recognition Programs.

**SERVICE RECOGNITION PROGRAM**

The Service Recognition Program is designed to recognize employees who through their attendance, conscientiousness, job knowledge, and general courtesy quietly provide superior service on a day-to-day basis. These employees are the unsung heroes who make the City run efficiently and effectively.

The City has established two ways of recognizing them:

1. Department director/management team member nominates the employee for the opportunity to receive two available tickets to an event of their choosing and a certificate of recognition. The employees remain eligible as long as the Ticket Program remains in effect; and
2. A team member nominates a co-worker for an informal quarterly lunch with employees recognized during the quarter and the Executive Staff, including the City Manager.

To be eligible to be recognized through the Service Recognition Program, the employee must have been employed with the City for at least one year, have one 'meets expectations' or higher overall evaluation on file, and have performed tasks or provided services in a manner as to reflect positively on the City. It can be a singular event, or it can be consistent and productive services upon which residents and visitors can depend. The nominee must not have any disciplinary action in his/her file for at least one year prior to the nomination and shall be subject to review by the department director and Human Resources Director.

To facilitate the process and encourage participation, nominations are accepted from everyone. All that is required is completion of the Service Recognition form located on the intranet or the employee self- service on the internet with the following information:

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- Nominator Name, department, job title, and indication of director/management team member
- Nominee's name, department, job title, service excellence standard exceeded (drop down options provided), and a description of the employee's exceptional service provided.

Nominations will be reviewed and acted upon by Human Resources and Organization Development Performance Initiatives. All eligible employees' names will be posted on the intranet each month.

Employees nominated by the department director/management team member and selected to be recognized, will be contacted by the City Manager's Office.

A quarterly lunch will be hosted by the Manager's Office. All employees selected for recognition will be invited to participate and will be issued a letter from the City Manager.

#### PERFORMANCE RECOGNITION PROGRAM

*\*Additional or new benefits for classified employees are subject to collective bargaining*

The Performance Recognition Program is designed to recognize unclassified or other employees not part of management team who have received a significantly exceeds expectations or exceeds expectations rating through the annual performance evaluation process. These employees have consistently exceeded expectations on individual performance factors (key expectations, goals, projects, and responsibilities) and on city wide performance factors.

The City has established the below process for recognition of eligible employees:

1. Human Resources posts the names of eligible staff to the intranet monthly and the employee receives a letter from the City Manager, and pre-paid credit card loaded with \$25 dollar value for exceeds expectations and \$50 dollar value for significantly exceeds expectations; and,
2. Eligible employees will be invited to an upcoming commission meeting for recognition by the Mayor and Commission.

To be eligible to be recognized through the Performance Recognition Program, the employee must have been employed with the City for at least one year, have one exceeds expectations or higher overall evaluation on file, and not be a member of management team. The nominee must not have any disciplinary action in his/her file for at least one year prior to the recognition.

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## EMPLOYEE SUGGESTION PROGRAM

Employees share innovative ideas, which may enhance productivity, efficiency, effectiveness, safety, and/or the quality of local government services. Employees whose suggestions and innovations result in monetary savings, increased revenues to the City, improved quality of services, or otherwise benefit the City and its residents are recognized annually, and may receive a monetary award based on program guidelines.

### ELIGIBLE EMPLOYEES:

Only employees who are not members of the management team are eligible to participate.

### IMPLEMENTATION:

#### *Leadership/Staffing*

- Human Resources and Organization Development Performance Initiatives Departments coordinate the program. They are responsible for publicizing the program and making sure all suggestions are handled efficiently.
- There will be at least one ESP department liaison in each department to assist with the administration of the program.

#### *Timeline*

- The City plans to implement the ESP beginning in FY 2014/15.

#### *Program Description*

- Eligible employees complete a written or electronic form (attachment A) with the assistance (if applicable) of the ESP department liaison identifying a specific problem and suggesting a specific method or improvement to do a job or procedure better, more quickly, easily, safely, or less expensively. Suggestions can also address improvements in City services.
- The suggestion form is available in all departments, as well as on the Web. Suggestions are forwarded to the appropriate City department(s) to determine viability.

#### *Budget/Financing*

- A suggestion for which a precise monetary value cannot be determined, shall receive recognition based on seriousness, and extent of the problem, and the creativity and effectiveness of the solution. This also can include recommended improvements for customer service. Participating employees receive a recognition award (a certificate) for viable suggestions and a \$25 reward regardless of whether or not savings/revenues are generated.

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- Viable and implemented suggestions estimated to result in savings or revenues of more than \$5,000, will be evaluated for a trial period of six (6) month. The applicable department(s) will assess the success of the trial and recommend whether the idea should be adopted permanently. If adopted permanently, the employee will receive a special award, based on the savings or increase in revenue generated by a “tangible” idea with awards ranging from \$50 to a maximum of \$5,000 per suggestion, or up to 1% of the estimated net monetary savings or increase in revenue during the first full year of implementation. The cost of capital expenditures shall be amortized over the useful life of the equipment or facility. Direct labor costs and indirect or administrative costs of implementation shall be considered first year costs.
- At the end of the year, additional prizes are awarded based on a recommendation from the Budget Advisory Committee (BAC), including intangible recommendations; one award of \$1,000 goes to an employee for the suggestion of the year resulting in cost savings/revenues for the City and up to three others go to the runners-up at \$500.

## CUSTOMER SERVICE EXCELLENCE PROGRAM

The City Manager, through a letter of appreciation, will recognize employees identified through our ongoing Service Shopper Excellence Program and/or Internal/External Ongoing Customer Satisfaction Surveys quarterly.

## ETHICAL HERO AWARD

The purpose of the Ethical Hero Award is to recognize employees who have served in the City with dignity, honor and integrity and have demonstrated exceptional ethics while carrying out their duties in local government. Unclassified or other employees not part of management team who have received a significantly exceeds expectations or exceeds expectations rating through the annual performance evaluation process are eligible.

Nominations will be evaluated on the following criteria:

- Employee must meet above performance expectations
- Employee must exemplify and model the ICMA Code of Ethics and City Code of Ethics through decisions and actions in a manner that highlights integrity and character.
- Employee must exemplify the best standards of the profession.
- Employee must have demonstrated their commitment to the local government profession.

The City has established the below process for recognition of selected employees:

1. Nominations will be submitted annually by June 1 of the fiscal year. Nomination

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form must be completed and will include information on how the employee being nominated has provided extraordinary service to the profession while exemplifying and modeling the ICMA Code of Ethics and City Code of Ethics through decisions and actions which show dignity, honor, and integrity.

2. Organizational Development Performance Initiatives and Human Resources will review the nominations to determine if one or more merits recognition.
3. Recipient will receive a letter from the City Manager; and,
4. Invited to an upcoming commission meeting for recognition by the Mayor and Commission.

To be eligible, the employee must have been employed with the City for at least one year. The nominee must not have any disciplinary action in his/her file for at least one year prior to the recognition.

#### SUPPLEMENTARY DEPARTMENTAL EMPLOYEE RECOGNITION PROGRAM

1. Department Directors are encouraged to establish a reward and recognition program for employee of the month, quarter, or year or other program to acknowledge employee contributions.
2. Departments are encouraged to develop their specific award procedures and criteria for each employee recognition program.
3. All City of Miami Beach recognition programs should strive to :
  - Improve morale
  - Heighten loyalty and commitment
  - Satisfy recognition needs and encourage camaraderie
  - Provide a wide selection of attractive, personalized awards
  - Result in timely recognition
  - Foster open communication of appreciation

#### PROCEDURE FOR ADDITIONAL DEPARTMENTAL EMPLOYEE PROGRAMS:

- a. Department submits description of its employee recognition program, including program objectives, selection procedures and criteria, and award frequency and type and funding sources for monetary awards and gifts to the Chief Learning and Development Officer in the Office of Organization Development Performance Initiatives. All department programs will be posted to the intranet. Departments may have several different employee recognition programs to address their priorities such as employee of the month, quarter, or year, and on-the-spot recognition programs.
- b. The Department records an appropriate recognition statement in the employee's personnel file whenever an award is issued.

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c. Individual departments should establish specific non-monetary reward and recognition procedures. Suggestions for potential rewards include:

- Personal thank you, thank you notes or emails- good deed awards
- Post on 'recognition board,' bulletin board, newsletters, website
- Hall of Fame- pictures
- Article to Intranet for agency viewing
- Article to local/regional/national newspaper regarding employee's achievement
- Scrapbook pictures of achievements throughout the years
- Ask a senior manager to attend staff meeting when you recognize employees for their achievements
- Recognition brown bag lunch
- Traveling trophy
- Certificates
- Inclusion in special project
- Opportunity for cross-training in the employee's area of interest
- Recognize outstanding skill or expertise by allowing employee to mentor another
- Rotate the responsibility for being the unit representative at meetings
- Include employee in goal setting and work planning
- Attendance at a ceremony or opening upon the completion of a special project

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City Manager

8/22/17  
Date