

808.28 SUBJECT: EMPLOYEE SUGGESTION PROGRAM

:1 OBJECTIVE:

Encourage City employees to become involved in seeking ways to improve the efficiency and safety of City operations.

:2 AUTHORITY:

This procedure amended by city Council August 9, 2004, Item A4.

:3 DIRECTION:

Human Resources Division Manager, as an appointed official, serves at the pleasure of, and receives direction from the Mayor through the General Administration Department Director.

:4 METHOD OF OPERATION:

The following policy and procedure will apply to the establishment of an Employee Suggestion Program (ESP) and provide guidelines for recognition of suggestions submitted by employees.

A. Definitions

The following words or phrases for the purposes of this procedure, shall be defined as:

Awards - The method by which those making suggestions are recognized, ranging from participation acknowledgments to monetary awards.

Recording Secretary - The designated General Administration Department employee who provides administrative support to the Employee Suggestion Program Committee.

Employee Suggestion Program Committee - The Committee vested with the responsibility of reviewing all employee suggestions, evaluating them as to their benefit to the City based upon input from concerned Departments or operating units, and determining appropriate recognition for the initiator of the suggestion.

Monetary Award - An award given for a beneficial suggestion.

Suggestion Boxes - Receptacles located at employee sites in which suggestions can be deposited.

B. Policy

The City's ESP encourages employees to submit their ideas for ways to increase productivity, save time and money, simplify work

systems, eliminate waste and improve the working environment. It assures participating employees that their ideas will be evaluated in an orderly manner and that appropriate recognition will be forthcoming.

C. Objective

1. To encourage employees to take advantage of the opportunity to suggest improvements to current City operational procedures.
2. To recognize and reward the efforts of employees who participate in the ESP.

D. Eligibility

The following represent typical suggestions eligible for consideration by the ESP Committee [this list is NOT inclusive, and employees are encouraged to utilize common sense when initiating suggestions]:

1. *Improvement* in customer service, procedures/system controls, production quality, safety/health conditions, material handling/storage, tools/fixtures/equipment.
2. *Increase* in the productivity and efficiency.
3. *Reduction* in costs, waste, defects, and idle time.

Suggestions not eligible for consideration include:

1. Matters within the normal scope of responsibility of the suggestor's position description.
2. Topics for collective bargaining agreements
3. Criticism of other employees or working conditions without suggested correction.
4. Routine maintenance or repairs, which do not constitute a change in procedures or result in cost savings.

Suggestions previously submitted and/or acted upon.

1. Ordinary requests for supplies/services.
5. Suggestions that have been implemented more than two years or to the date of submission to ESP.

In the case of duplicate suggestions under current consideration, the recognition/award will go to the first suggestion received.

If several employees submit a suggestion jointly, any award will be split among them equally or as the degree of contribution warrants.

All suggestions are valid for one (1) year. Should a suggestion initially not be adopted but subsequently is put into effect within a period of a year, the suggestor will be credited for the suggestion and receive an appropriate award.

E. Suggestion Submittal Procedure

1. Suggestion boxes have been strategically placed at facilities throughout the City. Completed Suggestion Forms may be deposited in these boxes or forwarded to the Employee Services Office, Human Resources Division, City Hall. Suggestion boxes will be emptied at least every two weeks. All suggestions become the property of the City of Orlando which has exclusive ownership to all copyrights, trademarks, trade names, and patent rights that may result.
2. Each suggestion received will be logged in and assigned a number by the Recording Secretary. To more adequately evaluate each suggestion on its merit, a copy will be forwarded for comments to the office(s) or Division(s) that would be responsible for its implementation and returned to Employee Services within ten (10) days of receipt. Comments should address such factors as:
 - a) Feasibility of implementation
 - b) Cost of implementation
 - c) Cost savings of implementation
 - d) Results of implementation and any other pertinent information.
3. Copies of suggestions, with comments, shall be provided to ESP Committee members at least five (5) working days before the scheduled Committee hearing.
4. The ESP Committee will evaluate each Suggestion based upon the following Point Value System/Table of Points and Awards. Suggestions will be rated by the Committee with any awards corresponding to the points given.
 - a) ***Significance/Importance or Degree of Change/Improvement.***
 - (1) Minor 05
 - (2) Some 10 to 15
 - (3) Appreciable 20 to 30
 - (4) Considerable 35 to 50 plus
 - b) **Degree of Benefit or Other Potential Value**
 - (1) Minor 05
 - (2) Some 10 to 15
 - (3) Appreciable 20 to 30
 - (4) Considerable 35 to 50
 - c) **Application**
 - (1) Minor 05
 - (2) Some 10 to 15
 - (3) Appreciable 20 to 30
 - (4) Considerable

d) Table of Points and Awards

- (1) Up to 25 points - \$25
- (2) 26 to 50 points - \$50 or equivalent U.S. Savings Bond
- (3) 51 to 100 points - \$100 or equivalent U.S. Savings Bond
- (4) 101 to 150 points - \$250 or equivalent U.S. Savings Bond
- (5) 150 and over - \$500 or equivalent U.S. Savings Bond

F. Awards/Recognition

Based upon the total accumulation of points received by each suggestion and/or cost savings, the Committee shall make a recommendation to the City Council for recognition and/or a monetary award of up to \$5,000. The City Council may, at its discretion, grant a higher monetary award based upon the ESP Committee recommendation and justification when the suggestion provides significant cost-savings to the City.

G. Implementation

1. When a suggestion has been approved by City Council, an award notification letter will be sent to the employee by the Recording Secretary, with copies to the appropriate Department Director, Office Director and Division Manager. If the award is \$1,000 or more, it will be presented by the Mayor at a City Council meeting. In all other cases, the Department Director, Office Director or Division Manager will make the presentation.
2. Award ceremonies should include:
 - a) Expression of appreciation and recognition of the creative contribution by the recipient.
 - b) Stimulation of employee interest in the ESP.
3. When an adopted suggestion involves an expenditure of funds, prior to its implementation, the appropriate Office or Division should assign a priority for accomplishment and designate the funding source. If funding is not available for the implementation, a request should be initiated through the established process for necessary appropriation.
4. The Recording Secretary shall maintain a record of designated awards and the status of implementation on all adopted suggestions

:5 FORMS:

None

:6 COMMITTEE MEMBERSHIP:

The ESP Committee will consist of at least nine (9) members. Permanent members are the General Administration Department Director, or designee; and a representative of the Chief Administrative Officer (CAO). In addition, a non-management employee from each of the (9) Departments will be selected by the CAO to serve on a rotating basis for a maximum of three (3) consecutive years. The Committee will meet at least

six (6) times a year. The Recording Secretary will prepare minutes of each meeting and maintain Committee records.

:7 REFERENCE:

City Council actions of April 6, 1960, Item 37; July 13, 1960, Item 54; Procedure approved by City Council on August 24, 1981, Item 23-H; amended December 12, 1983, Item 32, A-15; June 21, 1993, Item 2-P; August 9, 1993, Item 4-OO; November 15, 1999, Item 3-D; amended June 3, 2002, Item B24, amended September 15, 2003; amended August 9, 2004, Item A4.

:8 EFFECTIVE DATE:

This procedure effective August 9, 2004