
808.41 SUBJECT: CITY OF ORLANDO EMPLOYEE M.E.R.I.T.S. AWARDS

:1 OBJECTIVE:

To serve as the foundation of the employee recognition program through which the City can motivate, recognize, communicate with and retain good employees.

:2 AUTHORITY:

This procedure amended by City Council August 16, 2010, Item A-2.

:3 DIRECTION:

Appointed officials serving at the pleasure of the Mayor.

:4 METHOD OF OPERATION:

The following policy and procedure will apply to the selection and recognition of employees for the City of Orlando Employee M.E.R.I.T.S Awards.

A. Definitions

1. Award Allocation

The number of awards in a given fiscal year that a Department is authorized and approved by the M.E.R.I.T.S. Committee to issue. Allocations for each Department/Office/Division are calculated and published based upon the number of employees in the Department/Office/Division.

2. Employee Awards Committee

A Committee consisting of at least three (3) members who are appointed by the Department Director for the purpose of reviewing nominations and making selections for winners of Individual, Team, and Outstanding Employee Awards. These Committees also review nominations for the McNamara Employee of the Year Award from the Department and submit qualified individuals to the McNamara Employee of the Year Selection Committee. The majority of each of these Committees will be composed of non-management personnel. Turnover should occur periodically and be staggered for continuity. Each Committee shall select a Chairperson, who will attend scheduled M.E.R.I.T.S. activities.

3. M.E.R.I.T.S. Committee

A Committee consisting of up to two (2) representatives from each Department/work location, responsible for the implementation and periodic review of all M.E.R.I.T.S. programs. Special subcommittees of the M.E.R.I.T.S. Committee plan and execute City-wide individual M.E.R.I.T.S. activities.

4. McNamara Employee of the Year Selection Committee

A Committee responsible for reviewing all submitted departmental nominations and selecting up to four (4) recipients of the annual award. The Selection Committee consists of members of the Employee Suggestion Program Committee.

5. M.E.R.I.T.S. Recognition Event
A departmental/divisional gathering held for the purpose of recognizing those employees receiving M.E.R.I.T.S. awards.
 6. Nomination
A written recommendation that an employee be considered for a M.E.R.I.T.S. award.
- B. Policy
The M.E.R.I.T.S. Program will be reviewed periodically to determine its successes and shortcomings. A subcommittee will be selected from the M.E.R.I.T.S. Committee to perform this task.
- C. Description of M.E.R.I.T.S. Award Categories
1. Individual, Team, and Outstanding Employee Awards
 - a) Eligibility
 - (1) All City employees except elected officials are eligible.
 - (2) In certain circumstances, departments may choose to award a percentage of their Team and Individual Awards to volunteers, not to exceed 3% of their annual allocation.
 - (3) Employees may receive one (1) Individual Award per quarter, and one (1) Outstanding Award per year.
 - (4) There is no stated limit on the number of Team awards an employee may receive.
 - (5) The sum total of awards must be within the current published departmental M.E.R.I.T.S. Award Allocation.
 - b) Selection Criteria
The nomination for the “Individual” or “Team” Award requires a minimum of two (2) of the following criteria. The “Outstanding Employee” Award requires a minimum of five (5) criteria:
 - (1) Increased productivity
 - (2) Performance beyond the job responsibilities
 - (3) Cooperative and/or positive working relationship
 - (4) Pattern of high quality work
 - (5) At least one (1) creative/innovative/idea developed
 - (6) Cost-saving ideas
 - (7) Courteous service in dealing with the public
 - (8) Community service directly related to the employee’s job
 - (9) Act of bravery which benefits persons or property
 - c) Nominating Procedures

- (1) A nomination for an Individual M.E.R.I.T.S. Award may be made by any individual having knowledge of the nominee's meritorious performance, including supervisors, peers, subordinates, and the general public. Self-nominations are acceptable.
 - (2) Nominations shall be submitted by completing the Nomination Form for M.E.R.I.T.S. Award. - Nomination forms are available from M.E.R.I.T.S. Committee or Employee Awards Committee representatives, at the counter in Human Resources (first floor of City Hall) and from the Intranet. Supporting documentation, such as correspondence relating to the employee's performance by other City employees or the public, is encouraged.
- d) Approval
- The Employee Awards Committee should review nominations at least quarterly. Nominations will be approved or denied by a majority vote of committee members. The Department Director or designee must sign approved nominations. Departments are encouraged to recognize award recipients during the quarter following the date of the nominations. Nominations that are not approved must be returned to the person making the nomination within thirty (30) days.
- e) Award Recognition and Presentation
- (1) Awards should be presented to the nominee at a meeting of his/her peers by at least the appropriate Division Manager/Office Head.
 - (2) Each Individual and Team Award recipient will be presented with a voucher valued at \$20. Outstanding Employee Award recipients receive vouchers valued at \$40. The voucher will include:
Recipient's name and employee number
Issue date and the verbiage "Expires six (6) months from issue date,"
and Director's signature (no rubber stamps).
 - (3) Award recipients can redeem their M.E.R.I.T.S. Award by presenting the vouchers during the designated day/hours to Employee Benefits and make their selection of a gift card/certificate at that time. Departments are encouraged to send a designated representative to redeem awards for groups within the Department and to place large orders in advance.
- f) Administration
- (1) The Office of Business and Financial Services, Accounting Division, will maintain an inventory of gift cards/certificates and keep up to date records of all gift cards/certificates issued.
 - (2) Each Departmental Employee Awards Committee will monitor the usage of M.E.R.I.T.S., so Divisions/Offices do not exceed fiscal year allocations.
2. McNamara Employee of the Year Award
- a) Eligibility

- (1) All full-time employees assigned to permanent and contract City positions who have one (1) year of total service are eligible, except elected and appointed officials.
 - (2) Previous selection for Individual or Team M.E.R.I.T.S. Award or Outstanding Employee Award is not a criterion for nomination and/or selection for this award. An employee is not eligible for nomination if he/she has received disciplinary action during the year or if he/she has received the award in the previous two (2) years.
- b) Selection Criteria
- Employees may be nominated by meeting any or all of the following criteria:
- (1) Outstanding individual accomplishment
 - (2) Display of outstanding individual initiative surpassing job requirements and expectations
 - (3) Performance of job with a high degree of proficiency on a sustained basis
 - (4) Outstanding individual accomplishment resulting in measurable cost savings
 - (5) Meritorious display of concern and consideration above and beyond the call of duty, including, but not limited to the following categories: responsibility; dependability; dealing with the public, supervisors, and subordinates; integrity; cooperation; attitude; judgment; leadership; community service which is directly related to employee's job; acts of bravery.
- c) Nomination Procedures
- (1) Nominations for the McNamara Employee of the Year Award may be made by an individual having knowledge of the employee's performance. This shall include any supervisor, co-worker, subordinate, or the general public. Self-nominations will also be accepted.
 - (2) Nominations shall be submitted by completing the McNamara Employee of the Year Award Nomination Form. Nomination forms are available from Department Directors/Office Heads/Division Managers, designated M.E.R.I.T.S. program representatives, Human Resources, Employee Benefits, and on the Intranet. Additional supporting documentation such as correspondence relating to the employee's performance submitted by other City employees, elected officials or the general public is encouraged. Nominations from the general public and departments other than the nominee's must be forwarded to the nominee's supervisor and Office Head/Division Manager for approval and processing. All completed nominations must be signed by the person submitting the nomination, supervisor, Division Manager or Office Head, and Department Director.

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- (3) Completed nominations for the McNamara Employee of the Year Award must be provided to the Departmental Employee Awards Committee before the date set by the M.E.R.I.T.S. Committee.
- d) Approval
- (1) The Employee Award Committee will meet within the first five (5) working days of the close of nominations for the purpose of rating the nominations and recommending the appropriate ones to the Department Director. Recommendations will be based upon the criteria established in this Section and the rating system contained in the Selection Criteria for McNamara Employee of the Year Award. These nominations may also be considered for Outstanding Employee Award.
 - (2) The Departmental Employee Awards Committee will forward nominations that meet the criteria established in this Section to their Department Director for signature.
- e) Administration

It is the responsibility of each Department to submit to Human Resources copies for each Committee member of each approved nomination form with attached copies of each nominee's job description before the date set by the M.E.R.I.T.S. Committee for nomination for the calendar year.

- f) Selection Procedure
- (1) The McNamara Employee of the Year Selection Committee will meet annually to review each nomination and select up to four award winners. Human Resources will provide Committee members with complete packets of material pertaining to each nomination. Committee members are responsible for reviewing nominations prior to attending the selection meeting that will be called by the Chair.
 - (2) The Committee will meet and discuss each nomination based upon the criteria established in this Section and the Committee's rating system.
- g) Award Recognition and Presentation
- Human Resources will coordinate with the appropriate Departments to ensure that, at a minimum, the following recognition is afforded each award recipient:
- (1) A congratulatory/notification letter from the Mayor,
 - (2) A choice of a \$750 check (less appropriate taxes) or a Savings Bond of equivalent value,
 - (3) A framed McNamara Employee of the Year Award Certificate,
 - (4) An article and photograph to appear on the intranet or in some other City publication(s),

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- (5) The presentation of the award at a meeting of the City Council, and
 - (6) A jacket embroidered with the M.E.R.I.T.S. logo and the words “Employee of the Year”.
3. Mayor’s Leadership Award
- a) Eligibility. Employees in management positions or who have demonstrated impressive examples of leadership including appointed officials are eligible.
 - b) Selection Criteria
 - (1) Creativity or excellence in management resulting in positive organizational change
 - (2) Motivation and development of staff (including training and education), resulting in increased job satisfaction and/or productivity
 - (3) Effective communication with staff, other departments and offices, and/or public
 - (4) Innovative programming resulting in organizational or policy change
 - (5) Utilizing goal setting and recognition of goal achievement to reward employee performance
 - (6) Streamlined processes resulting in improved efficiency and effectiveness of staff and/or enhanced customer service
 - (7) Demonstrated fairness to and respect for employees
 - c) Nomination Procedures
 - (1) Any employee may submit nominations for this award.
 - (2) Nominations forms, which are available on the intranet, must be completed and submitted to Human Resources by the last Friday in February for review by the Mayor’s Leadership Award Sub-Committee.
 - (3) Awards are presented in April.
 - d) Approval
 - (1) The Mayor’s Leadership Award Sub-Committee reviews nominations and makes recommendations to the Mayor.
 - (2) The Mayor has final approval of winners.
 - (3) One (1) or two (2) winners are selected annually.
 - e) Administration. The Mayor’s Leadership Award Sub-Committee is responsible for maintaining a \$200 budget for awards.
 - f) Award Recognition and Presentation
 - (1) Recognition and Presentation at City Council
 - (2) Presentation of Award Plaque
 - (3) Lunch with Mayor
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(4) Article and photograph on the intranet.

:5 FORMS:

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:6 COMMITTEE RESPONSIBILITIES:

None.

:7 REFERENCE:

Procedure approved by Council December 12, 1983, Item 32, A-15; amended August 27, 1984, Item 21, A-9; amended August 26, 1985, Item 9, A-13; amended June 2, 1986, Item 8, A-29; amended July 18, 1988 Item 14, A-1; amended August 3, 1992, Item 2CC; amended June 21, 1993, Item 2-P; amended February 27, 1995, Item RR; amended November 15, 1999, Item 3-D; amended September 15, 2003; re-formatted April 2004; amended July 25, 2005, Item A11; amended August 16, 2010, Item A-2.

:8 EFFECTIVE DATE:

This procedure effective August 16, 2010.