

CITY OF HEALDSBURG EMPLOYEE RECOGNITION PROGRAM

The PRIDE in Public Service Award *Serving with P.R.I.D.E.*

Employees are the City's most valuable asset and play a critical role in contributing to achieving the Council's goals, objectives and mission. The City of Healdsburg recognizes the importance of motivating, recognizing and rewarding employees. This program has been developed to recognize individual efforts and to encourage and empower employees to work to the fullest extent of their capabilities. The values that guide the employees for the City of Healdsburg are as follows:

P – People First: We will display selflessness by giving priority to the needs of citizens, coworkers and employees.

R – Respect: We will treat others with courtesy and dignity by valuing their ideas, opinions, needs and differences.

I – Integrity: We will serve with honesty, trust, fair play and hard work and we will be accountable for our actions.

D – Deliver: We will follow through on commitments to self, staff, the community and exceed expectations.

E – Excel: We will create a work environment that stimulates innovation and continuous improvement.

Program Components

The *PRIDE in Public Service* Program provides opportunities for employees and the public to recognize staff for individual achievements in areas such as innovation, customer service, efficiency, quality of work, going above and beyond and leadership. Nominations of individuals are submitted throughout the year for exceptional and extraordinary action, service, projects, superior performance and heroism. At the end of the year, one nominee is selected for the *PRIDE in Public Service Award*.

Objectives

- ◆ The objective of the award is to recognize employees for their achievements, dedication to public service and special contributions.
- ◆ Recognizing the accomplishments of employees contributes to a supportive work environment and enhances the attraction and retention of committed and engaged employees.

- ◆ To promote team spirit and unity of purpose within the City based on shared achievement.
- ◆ To instill a sense of “P.R.I.D.E.” in work.
- ◆ To highlight the partnership between employees of the City of Healdsburg and the community in the pursuit of excellence in customer service.

Nomination Process and Eligibility

- ◆ Nominations are made throughout the year, but must be submitted by August 31st of each year.
- ◆ Nominations must be submitted on the Employee Recognition Nomination Form.
- ◆ Nominators should give detailed information with specifics about what makes the nominee exceptional and describe how the nominee meets the ideals identified in the selection criteria.
- ◆ Employee Recognition Nomination forms are available online on the City’s website.
- ◆ All full-time employees are eligible for nomination to this program.
- ◆ In September, one employee amongst all of the nominees, will be presented with the overall ***PRIDE in Public Service Award*** at the Annual Employee Appreciation Luncheon.

Selection Criteria

Nominations for the ***PRIDE in Public Service Award*** are based on selection criteria, which is as follows:

INNOVATION – Demonstrates high levels of creativity and originality

CUSTOMER SERVICE - Demonstrates a stellar level of service to staff and the public

COMMUNICATION – Enhances relations with the public, staff and across departments

EFFICIENCY – Engages in process improvement and is a strong steward of agency resources

QUALITY OF WORK – Performs exceptional and impactful work

ABOVE AND BEYOND – Extraordinary action that exceeds expectations

RESPONSIBILITY – Performs in a reliable and conscientious manner

LEADERSHIP – Makes a remarkable contribution to the City of Healdsburg

Selection Committee

- ◆ The Selection Committee is comprised of one individual from each department and serves on the committee for one year.
- ◆ The Selection Committee will meet in advance of the Annual Employee Appreciation Luncheon to review the nominations submitted and will vote on an overall award winner according to specific criteria.

Pride in Public Service Award

The Selection Committee will review the nominations and recommend a nominee for the overall award. The award will be selected from nominations submitted throughout the year. The selected nominee will receive the following:

- ◆ The ***PRIDE in Public Service Award*** winner will be announced at the Annual Employee Appreciation Luncheon in September
- ◆ The name of the ***PRIDE in Public Service Award*** winner will be added to a perpetual plaque that hangs in the “Employee Hall of P.R.I.D.E.” exhibit in City Hall
- ◆ The winner will be announced at a City Council meeting and will receive a photo with him/her and City Council members