

CITY OF VENICE

BUS (Bravo for Ultimate Service) Program Structure Matrix

		BUS Token	BUS Pass	City Manager's PRIDE Award	Mayor & City Council PRIDE Awards
Administrator		Supervisor	Director	City Manager	Mayor and City Council
For What?	Productive Responsible Innovative Dedicated Ethical	Can be given for any category at any time as determined by any supervisor/director	Can be given for any category as determined by director	Can be awarded for any category/categories in which there are appropriate recipients for that program year	Can be awarded for any category/categories in which there are appropriate recipients for that program year
Award Type		Immediate recognition provided in the form of a "token"	Recognition in appropriate department meeting	Invitation by City Mgr at departmental meeting to receive award at City Council meeting	Recognition at annual presentation scheduled for City Council meeting
Selection Process		Recommendation, or observation of appropriate PRIDE act, by mgmt, fellow employee, member of the community, etc.	Director, may be based on immediate supervisor recommendation	PRIDE Committee as defined by criteria and previous recipient of BUS Pass in same program year	PRIDE Committee as defined by criteria. Nominations consist of previous City Manager PRIDE Award recipients in same program year
Form of Reward		Supervisor/Manager issues a token on-the-spot or at departmental staff meeting. 5 tokens entitles employee to a \$50 cash award	Director presents a certificate of appreciation and a \$100 cash award	Recognition certificate and cash award of \$500 OR 32 hours time off with pay	Recognition acrylic plaque and cash award of \$2,000
Recognition		Employee newsletter: <i>Recent BUS token recipients</i>	Write up in employee newsletter and spot on <i>Employee Corner</i> of city website	Newsletter, website and newspaper coverage	Newsletter, website and newspaper feature coverage
Criteria		Going beyond expectations in an area of a routine task as related to customer service, dedication, and use of initiative in assistance to others. Intended for immediate recognition of a specific event	Providing excellent service to others, or establishing a new level of excellence in duties through self initiative and exemplary behavior. Impact must be significant to a work group, division, department, organization or the community	Must be previous BUS Pass recipient during same program year	Must be previous City Manager's PRIDE Award recipient during same program year. Award winners will have had significant PRIDE impact on the organization or community reflecting the value and integrity of these awards