

CITY OF SAN DIEGO  
ADMINISTRATIVE REGULATION

SUBJECT	Number 95.91	Issue 8	Page 1 of 24
EMPLOYEE REWARDS AND RECOGNITION PROGRAM	Effective Date January 1, 2016		

1. PURPOSE

- 1.1. To establish a standardized criteria, guidelines and procedures for the City's Rewards and Recognition Program to ensure consistency across Departments and allow flexibility to reflect their individual operational differences.
- 1.2. To establish guidelines for the establishment of a Rewards and Recognition Selection Committee for each Department or Division.
- 1.3. To provide for criteria to continue specialized employee award programs based on individual department or section goals in areas such as productivity, safety, loss prevention, and public and/or customer service.
- 1.4. This Administrative Regulation (A.R.) is authorized by the Council for the purpose of retaining highly valued employees, by rewarding and encouraging those employees who have performed exceptionally, and by motivating employees to continue to provide a high-level of performance and service, which benefits the citizens of the City of San Diego.

2. SCOPE

- 2.1. This A.R. applies to all employees, except for the *Employee of the Quarter* and *Employee of the Year* Awards (Department and City), which only applies to classified and/or represented employees.

3. DEFINITIONS

- 3.1. *Appointing Authority Program* – to recognize an employee(s) who demonstrates extraordinary job performance, and who has made a significant positive contribution to the City. Appointing authorities may award any employee within his/her department.

(Supersedes Administrative Regulation 95.91, Issue 7, dated July 1, 1991)

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Authorized

*Signature on File*

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CHIEF OPERATING OFFICER

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- 3.2. Commendations – employees performing duties or extra duties in a meritorious manner may be recognized by appointing authorities with written commendations which shall be a part of the employee’s Personnel File.
- 3.3. Department to Department Rewards and Recognition Program – to recognize an employee, section or work group in another City Department who has excelled in providing extraordinary job performance and who has made a significant positive contribution to the Department or the City.
- 3.4. Designated Employee Group – a group of approximately 150 employees who are combined in a work unit for purposes of awarding *Employee of the Quarter* and *Employee of the Year*.
- 3.5. Discretionary Leave for Exceptional Performance – to recognize and reward instances of exceptional performance, all *Employees* shall be eligible for up to three (3) days of Discretionary Leave for exceptional performance on a project, assignment or overall outstanding performance.
- 3.6. Employee – for purposes of this A.R. is an employee eligible to receive a reward or recognition consistent with the Standard Criteria and Eligibility Criteria.
- 3.7. Employee of the Quarter Program (EOQ) – to recognize a Department *Employee* who excels in providing extraordinary job performance, and who has made a significant positive contribution to the City during the previous three (3) month period.
- 3.8. Employee of the Year Program (Department) (EOY – Department) – to annually recognize *Employee(s)* from each Department who have gone above and beyond their normal job duties and have excelled in all areas of job performance for the previous twelve (12) months.
- 3.9. Employee of the Year Program (Citywide) (EOY – Citywide) – to annually recognize an *Employee* from the City who has gone above and beyond their normal job duties and have excelled in all areas of job performance for the previous twelve (12) months. The recipient of the *Employee of the Year (Citywide)* must be a recipient of the *Employee of the Quarter* within that same fiscal year.
- 3.10. Employee Service Award Program – to recognize and express appreciation to *Employees* for their total length of service to the City.

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- 3.11. Exceptional Merit Cash Payments Program – to recognize and reward *Employees* for exceptional performance in their classification of employment. This award may be given to an *Employee* for *Exceptional Sustained Performance* or for *Exceptional Performance on a Project or Assignment*.
- 3.11.1. Exceptional Sustained Performance – *Employees* whose performance exceeds the standards for their position to an exceptional degree over a substantial rating period, usually one year, may be nominated for a cash award. Appointing authorities nominating an *Employee* under this action must clearly document how the *Employee’s* performance has exceeded the performance standards for the employee’s classification to an exceptional degree. Normally, the Annual Performance Report serves as documentation.
- 3.11.2. Exceptional Performance on a Project or Assignment - *Employees* who complete a project, assignment, or set of assignments in an exceptional manner may be nominated by appointing authorities for a cash award. Such nominations must be accompanied by documentation clearly setting forth the nature of the project or assignment(s) and in what manner the *Employee’s* performance was exceptional in completing the project or assignment(s).
- 3.12. Peer-to-Peer Award Program – to recognize *Employees* for a job well-done based on peer nominations. This award is a way to say “Thank You” to fellow *Employees* for assisting with a work-related project, event, etc.
- 3.13. Resident Sponsored Recognition Program – to allow City residents to provide positive feedback on City employee performance. Residents may comment on jobs well done by City employees.
- 3.14. Rewards and Recognition Programs – the programs identified in this A.R. are collectively referred to as the Rewards and Recognition Programs.
- 3.15. Rewards and Recognition Selection Committee – a group of employees selected by the Department or Division Appointing Authority which will include, at a minimum, the Department or Division Appointing Authority or designee, and a representative from each of the applicable recognized employee organizations of that Department or Division to determine the awardee(s) under the various Programs of this A.R.
- 3.15. Specialized Employee Award Program - to recognize exceptional *Employee* performance in areas such as productivity, safety, loss prevention and public

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and/or customer service.

- 3.16. Supervisor Level Rewards and Recognition Program – to recognize an *Employee* who excels in providing extraordinary job performance and who has made a significant positive contribution to the City.
- 3.17. Team Award – to recognize the exceptional performance or collaboration on a project or event, a group of *Employees* may be eligible for certain awards under this A.R.
- 3.18. Vendor/Contractor Sponsored Event & Other Government Entity Sponsored Award Program – an event to recognize and celebrate the achievements of City *Employees*. Any events involving corporate sponsors or vendors will be reviewed on an event-by-event basis to ensure compliance with all applicable City rules, regulations and state and federal laws.

4. POLICY

- 4.1. The *Rewards and Recognition Programs* are intended to offer positive reinforcement to *Employees* for their exceptional performance, for going above and beyond, to recognize exceptional customer service and to encourage a positive and more efficient work environment.
- 4.2. All *Rewards and Recognition Programs* awards must be included in the *Employee's* Department Personnel File and communicated to their respective Appointing Authority.
- 4.3. All recommended rewards and recognition schedules should be based on a fiscal year.
- 4.4. This A.R. does not apply to, or affect, Exceptional Merit Increases. See Personnel Manual Index Code Section H-8 for information on Exceptional Merit Increases.
- 4.5. Under the *Rewards and Recognition Programs* an *Employee* may receive monetary and non-monetary awards up to a maximum of \$2,000 gross amount in a fiscal year per employee.
  - 4.5.1. With the exception of Discretionary Leave (DL) days, awards are not considered “compensation” for purposes of the City’s defined benefit pension plan (SDCERS), Supplemental Pension Savings Plan (SPSP), or Supplemental Pension Savings Plan- H (SPSP-H). You will not pay retirement contributions based on award amounts, and award amounts will not increase your retirement benefits. The pay you receive for a DL day is

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included in compensation under SDCERS, SPSP and SPSP-H.

- 4.5.2. All award amounts noted in this AR are subject to applicable state and federal taxes.
- 4.5.3. The City may, depending on availability, provide box seats and or tickets to Petco Park or Qualcomm Stadium as a potential award under this AR. These box seats and or tickets must be reported as gross income to the employee, included in the employee’s income for tax reporting purposes and are subject to withholding for State and federal income and Medicare taxes.
- 4.6. Procedure –
  - 4.6.1. For any *Rewards and Recognition Program* award identified in this A.R. that an employee would receive a gift card or certificate for, the following procedure must be followed:
    - a. Gifts provided to employees must be reported as gross income to the employee, included in the employee’s income for tax reporting purposes and are subject to withholding for State and federal income and Medicare taxes. Since gift cards and certificates are considered “cash” equivalents and treated as taxable income, Departments must send the following information to Comptroller’s Payroll Office via an excel spreadsheet two weeks before the Appointing Authority distributes the gift card or certificate:
      - i. PERNR;
      - ii. Employee Name; and
      - iii. Dollar amount of certificate
- 4.7. Departments may continue current *Rewards and Recognition Programs* if they adhere to the standardized award amounts, Standard Criteria in Section 4.12 below, and Eligibility Criteria for each Program, if applicable. See Attachment 1, *Rewards and Recognition Programs Matrix* for more information on the current available Programs by Department and examples of the *Rewards and Recognition Program* awards available.
- 4.8. All Mayoral Departments are required to participate in, at a minimum, the *Employee of the Quarter* and *Employee of the Year (Department and City) Programs*. Non-Mayoral Departments are encouraged to participate in all *Rewards and Recognition Programs* as well. Departments/Divisions are encouraged to utilize the other *Rewards and Recognition Programs* as the Department/Division’s operational needs allow.

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4.9. The Police and Fire-Rescue Departments have *Rewards and Recognition Programs* that are unique to their Departments because of the safety and service oriented nature of their work, therefore these Departments will have programs that are not similar to this citywide Program.

4.10. Discretionary Leave received under the *Rewards and Recognition Programs* has the following limitations:

4.10.1. Will be pro-rated for part-time and three-fourth time *Employees*,

4.10.2. Expires within twelve months of issuance,

4.10.3. Has no monetary value,

4.10.4. Will be forfeited upon separation of employment,

4.10.5. May be granted in one hour increments up to 24 hours to satisfy the employee's applicable work day,

4.10.6. Must be used in accordance with *Employee's* Department/Division leave procedures.

4.11. The monetary amounts outlined in this A.R. are subject to reduction or elimination based on fiscal considerations. Funding amounts will be verified at the commencement of the budget cycle each fiscal year and are contingent upon mayoral approval.

4.12. Standard Criteria –

In keeping with the goals to maintain consistency and fairness, for any *Employee* to be eligible for an award or recognition under this Program, the *Employee* must satisfy the following Standard Criteria below, in addition to the specific eligibility criteria for the applicable award or recognition:

4.12.1. Exceptional Work Performance:

Examples of exceptional work performance, include, but are not limited to:

- a. Consistently performs high quality work and maintains workload;
- b. Shows initiative, creativity and innovation in performing difficult tasks;
- c. Takes responsibility for actions and delivers results;
- d. Effectively sets priorities, coordinates and approaches work tasks to maximize resources, increases efficiency and anticipates

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problems under routine or urgent situations.

4.12.2. Customer Service:

Examples of customer service, include, but are not limited to:

- a. Consistently provides exceptional customer service to all of the City's stakeholders;
- b. Treats all persons with dignity, fairness and respect;
- c. Responsive to the needs of the city's stakeholders;
- d. Respects the diversity of the city's workforce and its stakeholders;
- e. Responsive to all city/customer needs.

4.12.3. Professionalism:

Examples of professionalism, include, but are not limited to:

- a. Displays positive and courteous behavior when interacting with co-workers and non-city personnel;
- b. Positively impacts morale in the workplace;
- c. Displays a team player mindset with great judgment for unexpected impacts;
- d. Treats everyone with respect and professionalism.

4.12.4. Cooperativeness:

Examples of cooperativeness, include, but are not limited to:

- a. Helps fellow employees and customers;
- b. Honest, open, and willing to share knowledge and skills;
- c. Works as a team member across all levels to achieve better results.

4.12.5. Work schedule, availability, and attendance:

Examples of work schedule, availability and attendance, include, but are not limited to:

- a. Adheres to city policies and procedures as it relates to work schedule, breaks, and leave;
- b. Always responsive to the needs of the stakeholder. Makes themselves available for special tasks/projects.

4.12.6. Dedication:

Examples of dedication, include, but are not limited to:

- a. Volunteers for unanticipated assignments;
- b. Takes on additional responsibilities and/or projects;
- c. Volunteers for overtime assignments when requested in order to complete projects.

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5. CRITERIA AND PROCEDURE FOR REWARDS AND RECOGNITION PROGRAMS

All *Employees* who receive any reward or recognition under this A.R. must satisfy the eligibility criteria for each of the Programs identified below:

5.1. *Appointing Authority Program*

5.1.1. Eligibility Criteria –

All nominees for the *Appointing Authority Program* must meet the following eligibility criteria:

- a. All City employees are eligible;
- b. *Employee* must have “meets standards” on all performance evaluations in the previous year, and have no written disciplinary actions during the previous twelve (12) months; and
- c. *Employee* must be in the awarding Appointing Authority’s Department.

5.1.2. Procedure –

- a. An Appointing Authority may award an *Employee* at his/her discretion by writing a memorandum to the recipient describing the reason that the *Employee* or team deserves the award. The memorandum is only required when the reward is for a monetary award or worth \$50.00 or more. Awards may be given at any time during the fiscal year.

5.2. *Department to Department Rewards and Recognition Program*

5.2.1. Eligibility Criteria –

All nominees for the *Department to Department Rewards and Recognition Program* must meet the following eligibility criteria:

- a. All City employees are eligible; and
- b. *Employee* must have been in the Department in which they are nominated for a minimum of six (6) months.

5.2.2. Procedure –

- a. The reward or recognition should be given in a timely manner as close to the date of the exceptional behavior as possible, to reinforce the specific behavior.

5.3. *Employee of the Quarter*

5.3.1. Eligibility Criteria –

All nominees for the *Employee of the Quarter Program* must meet the following eligibility criteria:



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- a. All classified and Deputy City Attorney Association (DCAA)-represented employees;
- b. Employee must have “meets standards” on all performance evaluations in the previous year, and have no written disciplinary actions during the previous twelve (12) months;
- c. Employee must have been in the Department for a minimum of six (6) months; and
- d. Employee must demonstrate sustained high quality work performance during the entire nomination period. Isolated, short term projects done exceptionally well can be used as some of the basis to support this nomination, however, this award should be given to employees who display and maintain both long term and a sustained high level of work performance.

5.3.2. Procedure –

- a. *Employees* may be nominated by their co-workers, Department/Division management, or any of the City’s stakeholders.
- b. Nominations may be submitted by completing the *Employee of the Quarter* Nomination Form, and submitting that Form to any member of the Selection Committee.
- c. *Employees* cannot nominate themselves.
- d. No employee may be awarded the *Employee of the Quarter* more than once per fiscal year.
- e. For large departments, one award per 150 employees or per division may be awarded.
- f. For small departments, the *Selection Committee* of the *Designated Employee Group* will nominate one *Employee* for *Employee of the Quarter*.

5.3.3. The *Employee of the Quarter* award will be given during each fiscal quarter (Quarter 1 - July to September, Quarter 2 – October to December, Quarter 3 – January – March, and Quarter 4 – April to June). Nominations are accepted through the last day of the quarter, and the recipient of the award will be announced on the 15th day following the close of the quarter (or the weekday closest to this date).

5.3.4. At a minimum, the selected *Employee of the Quarter* must receive the following award and recognitions: (Department may also give additional awards per the *Rewards and Recognition Programs Matrix*, Attachment 1)

- a. One day of Discretionary Leave;
- b. A \$300.00 cash award; and
- c. A preferred parking space for one quarter, if available at the

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employee's specific work location.

5.4. *Employee of the Year (EOY) Award Program (Department and City)*

5.4.1. Eligibility Criteria –

All nominees for the *Employee of the Year Program* must meet the following eligibility criteria:

- a. All classified and DCAA-represented employees;
- b. Employees receiving an award must be a recipient of the *Employee of the Quarter* or equivalent, and meet all criteria of the *EOQ*;
- c. Employee must have demonstrated ongoing exceptional work performance in all aspects of his/her job requirements and must have gone above and beyond the requirements of the job; and
- d. The employee must not have received any written discipline during the previous twelve (12) months for which the award is being given.

5.4.2. Procedure –

- a. *Employees* may be nominated by their co-workers, Department/Division management, or any of the City's stakeholders.
- b. Nominations may be submitted by completing the *Employee of the Year* Nomination Form, and submitting that form to any member of the Selection Committee.
- c. *Employees* cannot nominate themselves.
- d. No single employee may be awarded the *Employee of the Quarter* more than once per year. For large departments, once award per 150 employees or per division may be awarded.
- e. For small departments, the *Selection Committee* of the *Designated Employee Group* will nominate one *Employee of the Year*.

5.4.3. At a minimum, the selected *Employee of the Year (Department)* must receive the following award: (Department may also give additional awards per the *Rewards and Recognition Programs Matrix*, Attachment 1)

- a. Twenty-four (24) hours of Discretionary Leave; and
- b. A \$500.00 cash award.
- c. Hourly/part-time/seasonal *Employees* shall receive the following: \$250.00 and eight (8) hours of discretionary leave.

5.4.4. In order to be eligible for the *Employee of the Year (Citywide)*, an *Employee* must have received the *Employee of the Year (Department)* in the same fiscal year.

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5.4.5. At a minimum, the selected *Employee of the Year (Citywide)* must receive the following award: (Department may also give additional awards per the *Rewards and Recognition Programs Matrix*, Attachment 1)

- a. A \$1,000.00 cash award.

5.5. *Employee Service Award Program*

5.5.1. Eligibility Criteria –

All nominees for the *Employee Service Award Program* must meet the following eligibility criteria:

- a. Employee must be a current City Employee (Standard Criteria, Section 4.12, does not apply).

5.5.2. Procedure –

- a. It is the responsibility of the Department’s payroll staff to notify, in a timely manner, the employee and Department/Division management that the employee has reached a 5 year increment.
- b. At the completion of each five-year period of service, City employees shall be presented with service awards in appreciation for their years of service.
- c. These awards shall be presented by the employee’s Department.
- d. The Payroll Department will send a service award listing to each Department/Division head at least six weeks in advance of each employee becoming eligible for an award.
- e. Upon receipt of the service award listing, the Department/Division may order awards from Central Stores.
- f. Brochures containing Service Award Program informational and award selections are available through Central Stores. The type of presentation ceremony is left to the discretion of the Department/Division head.
- g. Presentations should, however, be made in a timely manner and at least by a person of the division head level.

5.5.3. Minimum Award (please refer to the *Rewards and Recognition Programs Matrix* (Attachment 1) for additional award options) is Discretionary Leave (DL) pro-rated based on years of service and employment status:

- a. Hourly employees would receive prorated amounts of DL;
- b. Five (5) years: eight (8) hours;
- c. Ten (10) years: sixteen (16) hours;
- d. Fifteen (15) years: twenty-four (24) hours;
- e. Twenty (20) years: twenty-four (24) hours;
- f. Each five (5) years after twenty-four (24) additional hours.

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5.6. *Peer -to-Peer Program*

5.6.1. Eligibility Criteria-

All nominees for the *Peer-to-Peer Program* must meet the following eligibility criteria:

- a. All City employees; and
- b. Limit of one award item per employee, per fiscal year quarter.

5.6.2. Procedure for Nominations -

- a. Made by employees to other co-workers or to a supervisor.
- b. Must be based on work-related activities.
- c. Each nominated employee's name is placed in a centrally located box (locked) with information on the nominator, nominee and the work related activity that was conducted.
- d. Each quarter the nominations will be reviewed by the Department's Selection Committee to ensure all nominations are substantive work-related contributions
- e. Up to five awards per quarter per Department will be selected by the Department Selection Committee via a random drawing of those eligible work-related activities, depending upon the number of nominations and/or the number of employees in the Department.

5.7. *Supervisor Level Rewards and Recognition*

5.7.1. Eligibility Criteria –

All nominees for the *Supervisor Level Rewards and Recognition Program* must meet the following eligibility criteria:

- a. All classified and DCAA-represented employees. (Provisional and or interns may be eligible at the discretion of an Appointing Authority);
- b. Employee must have been in the Department for a minimum of six months; and
- c. The *Employee* must have “meets standards” on all performance evaluations in the previous year and have no written discipline during the previous six (6) months.

5.7.2. Procedure –

- a. The reward or recognition should be given immediately after the event that gave rise to the nomination or within two (2) weeks of exceptional performance, if possible.

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5.8. *Vendor/Contractor Sponsored Event & Other Government Entity Sponsored Award*

5.8.1. Eligibility Criteria –

All nominees for the *Vendor/Contractor Sponsored Event & Other Government Entity Sponsored Award Program* must meet the following eligibility criteria:

- a. Employee must be a current City Employee.

5.8.2. Procedure -

- a. City Management and Department Directors would invite specific employees to attend a breakfast/lunch/dinner event and be recognized for their exceptional performance. Any events involving corporate sponsors or vendors will be reviewed on an event-by-event basis to ensure compliance with all applicable City rules, regulations and state and federal laws. Corporate Partnerships and Development will contact any vendors or sponsors who have an interest in supporting a Citywide Rewards and Recognition event or award. Departments may not directly contact any vendor who is currently providing goods and services to the City to solicit participation in such events or awards.

5.9. *Resident Sponsored Recognition*

5.9.1. Eligibility Criteria –

All nominees for the *Resident Sponsored Recognition Program* must meet the following eligibility criteria:

- a. Employee must be a current City Employee.

5.9.2. Procedure –

- a. The public would be able to comment on jobs well done by City staff on the City’s website. The recipient(s) may be recognized at a quarterly Council sponsored “Employee Recognition Day” with a proclamation listing all the employees who were recognized by residents in the last quarter.

5.10. *Exceptional Merit Cash Payments Program*

5.10.1. Eligibility Criteria –

All nominees for the *Exceptional Merit Cash Payments Program* must meet the following eligibility criteria:

- a. An employee could be eligible under both *Exceptional Sustained Performance* and *Exceptional Performance on a Project or*

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*Assignment Basis*, but in no event shall a single employee receive cash awards totaling more than \$1,000.00 gross amount in any fiscal year.

- b. Classified employees must be at E step of their job classification. Classified employees who are not at E step, but would otherwise be recommended for an Exceptional Merit Cash Payment, should be considered for an Exceptional Merit Increase (See Personnel Index Code H-8).
- c. Unclassified employees may be at any step within their salary ranges.

5.10.2. Procedure -

- a. Awards will be given in gross amounts of \$250.00, \$500.00, \$750.00, or \$1,000.00 unless a different amount is provided in a Specialized Employee Award Program as provided for in Section 2.5. An employee shall not be given cash awards totaling more than a gross amount of \$1,000.00 during any fiscal year.
- b. Employees may qualify for a cash award on the basis of *Exceptional Sustained Performance* and/or *Exceptional Performance on a Project or Assignment*.
- c. Appointing authorities nominating an employee under this action must clearly document how the employee's performance has exceeded the performance standards for the employee's class to an exceptional degree. Normally, the Annual Performance Report serves as documentation.
- d. Cash Merit Award Process Requirements -  
Because cash merit awards are considered taxable income and are an "out of cycle" form of payment, Departments must send the following information to Comptroller's Payroll Office via an excel spreadsheet two weeks prior to distribution from the Appointing Authority:
  - i. PERNR;
  - ii. Employee Name; and
  - iii. Gross award amount.

5.11. *Specialized Employee Award Program*

5.11.1. Eligibility Criteria –

All nominees for the *Specialized Employee Award Program* must meet the following eligibility criteria:

- a. Employee must be a current City Employee.

5.11.2. Procedure -

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- a. All *Specialized Employee Award Programs* established to recognize exceptional *Employee* performance in areas such as productivity, safety, loss prevention and public and/or customer service shall be approved by the Appointing Authority. Approved programs providing for *Specialized Employee Awards* shall be filed with the Labor Relations Manager in the Human Resources Department.

5.12. *Commendations*

5.12.1. Eligibility Criteria –

All nominees for *Commendations* must meet the following eligibility criteria:

- a. Employee must be a current City Employee.

5.12.2. Procedure -

- a. Each department may establish its own format for commendations and the manner of presentation of the employee.
- b. Commendations will be given to the employee(s) and copies placed in their departmental and central personnel files.
- c. On a case-by-case basis, the Department Director, at his or her discretion, may provide a reasonable reward (e.g. lunch, plaque, etc.) To a deserving employee in recognition of exceptional performance consistent with Administrative Regulation 95.40, In-Town Reimbursable Expense Policy.

5.13. *Discretionary Leave* (previously referred to as Leave with Pay for Exceptional Performance in A.R. 95.91, Issue 7, Section 5, dated July 21, 1989)

5.13.1. Eligibility Criteria –

All nominees for *Discretionary Leave* must meet the following eligibility criteria:

- a. Employee must be a current City employee.

5.13.2. All employees are eligible for *Discretionary Leave (DL)* for up to three (3) days for instances of exceptional performance in their classification of employment.

5.13.3. Procedure -

- a. Each Appointing Authority is the best judge of work standards and performance in his or her Department and will be responsible for granting of leave with pay/*Discretionary Leave* for exceptional performance.
- b. The exceptional performance which resulted in leave with

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*pay/Discretionary Leave* being granted shall be documented by the Appointing Authority.

- c. Appointing Authorities shall be the approving authority for granting of leave with *pay/Discretionary Leave* for exceptional performance.
- d. The granting or non-granting of leave with *pay/Discretionary Leave* under this A.R. shall not be grievable.
- e. Leave with *pay/Discretionary Leave* granted under this A.R. shall be taken when granted and shall not be accrued.

6. RESPONSIBILITY

6.1. All City *Employees*, Officers, Elected Officials, Volunteers and Contractors

6.1.1. Encouraged to acknowledge outstanding performance and customer service by City employees.

6.2. Supervisor

6.2.1. Ensures that exceptional performance that goes above and beyond normal job duties is recognized and shared with the Department/Division's *Rewards and Recognition Selection Committee* for evaluation.

6.2.2. Ensures rewards and recognitions are timely noted in the employee's Department Personnel File.

6.3. Department/Division Head

6.3.1. Ensures that the standardized *Rewards and Recognition Programs* are followed and that the Department/Division is fair and consistent in the allocation/implementation of the all awards and recognitions.

6.3.2. Notifies the Human Resource Department regarding the selection of the *Employee of the Quarter* and *Employee of the Year (Department)*.

6.3.3. Ensure that the information required to generate a gift card or certificate as outlined in Section 5.13.3. of this A.R. is sent to Comptroller's Payroll Office via an excel spreadsheet two weeks prior to the distribution from the Appointing Authority.

6.3.4. Ensure that employees are notified in advance of any taxable awards they may be eligible for as a result of the *Rewards and Recognition Programs*.



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6.4. Office of the Comptroller

6.4.1. Ensure that employees are taxed appropriately based on the award they are given as a result of the *Rewards and Recognition Programs*.

6.4.2. Sets-up a method of payment for reward or recognition cash payment.

6.5. *Rewards and Recognition Selection Committee*

6.5.1. Ensures that the Standardized Criteria in Section 4.12 of this A.R. and Award specific criteria for the applicable *Rewards and Recognition Programs* are followed by their respective Department/Divisions.

6.6. Human Resources Director

6.6.1. Ensures that all Departments/Divisions or *Designated Employee Group* awards an *Employee of the Quarter* and *Employee of the Year* per this Administrative Regulation.

6.7. Corporate Partnerships and Development

6.7.1. Contacts vendors and sponsors who may be interested in sponsoring Citywide Rewards and Recognition events or awards.

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APPENDIX

Legal References

Administrative Regulation 95.40, In-Town Reimbursable Expense Policy  
Personnel Manual, Index Code H-8 – Step Increases  
Memoranda of Understanding (MOUs)

Forms

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**ATTACHMENT 1 – REWARDS AND RECOGNITIONS PROGRAMS MATRIX**

**Please refer to the text of this Administrative Regulation for specifics about each Program.**

<b>Program</b>	<b>Description</b>	<b>Rewards and Recognition Options (unless noted as required)</b>
<b>Employee of the Quarter (See Section 5.3. of AR) Participation required</b>	To recognize a department employee who excels in providing extraordinary job performance, and who has made a significant positive contribution to the city during the previous three (3) month period.	<ul style="list-style-type: none"> <li>• <b>A check in the amount of \$300 – required</b></li> <li>• One (1) day of Discretionary Leave / eight (8) hours (subject to DL limitations in this AR)</li> <li>• A Plaque and Letter of Commendation from the Director, presented at a Quarterly Staff meeting</li> <li>• Employee of the Quarter’s picture posted in a common area</li> <li>• Breakfast/Lunch with the Director at the end of the year (Employee of the Year award will also be announced)</li> <li>• A preferred parking space for one quarter (if available)</li> </ul>
<b>Employee of the Year (See Section 5.4. of AR) Participation required</b>	To annually recognize City employees from various departments who have gone above and beyond their normal job duties and have excelled in all areas of job performance for the previous twelve (12) months.	<ul style="list-style-type: none"> <li>• <b>A check in the amount of \$500 – required</b></li> <li>• <b>Twenty-four (24) hours of discretionary leave (subject to DL limitations in this AR) - required</b></li> <li>• <b>Hourly/part-time/seasonal employees - \$250 and eight (8) hours of discretionary leave (subject to DL limitations in this AR) - required</b></li> <li>• A Plaque and Letter of Commendation from the Director, presented at a Quarterly Staff meeting</li> <li>• Employee of the Quarter’s picture posted in a common area</li> <li>• Employee of the Year would be recognized soon after the end of the fiscal year</li> <li>• An End of Year Event will be organized by the Department Awards Committee Chair and would be held at a breakfast/lunch event (see EOQ Award)</li> </ul>

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<p><b>Citywide Employee of the Year</b> (See Section 5.4.4 of AR) <b>Participation Required</b></p>	<p>To annually recognize one City employee from a department who has gone above and beyond their normal job duties and have excelled in all areas of job performance for the previous twelve (12) months.</p>	<ul style="list-style-type: none"> <li>▪ <b>A check in the amount of \$1,000 – required</b></li> <li>▪ Recognition plaque (which is in addition to the Departmental EOY award)</li> <li>▪ Video message from the COO via Internal Communications to all city employees recognizing the Employee of the Year Recipient</li> <li>▪ Recognition by the Mayor or “congratulations video” on City TV and Citynet website</li> <li>▪ Receipt of City Council Proclamation at a Council meeting</li> </ul>
<p><b>Employee Service Award</b> (See Section 5.5. of AR)</p>	<p>The purpose is to establish an Employee Service Award Program designed to recognize and express appreciation to employees for their total length of service to the city.</p>	<ul style="list-style-type: none"> <li>• Recipient’s name published on Citynet</li> <li>• Acknowledgement by department management at a department-wide meeting</li> <li>• Receive commemorative pin unique to the year of service</li> <li>• Discretionary Leave (DL) (subject to DL limitations in this AR)               <ul style="list-style-type: none"> <li>○ Hourly employees will receive a prorated amount of DL</li> <li>○ Five (5) Years: eight (8) hours</li> <li>○ Ten (10) Years: sixteen (16) hours</li> <li>○ Fifteen (15) Years: twenty-four (24) hours</li> <li>○ Twenty (20) Years: twenty-four (24) hours</li> <li>○ (each five [5] Years thereafter): twenty-four (24) hours</li> </ul> </li> <li>• Entertainment passes (if available)</li> </ul>
<p><b>Appointing Authority Program</b> (See Section 5.1. of AR)</p>	<p>To recognize an employee(s) who demonstrates extraordinary job performance, and who has made a significant positive contribution to the city.</p>	<ul style="list-style-type: none"> <li>• Discretionary Leave of up to three (3) days / twenty-four (24) hours (subject to DL limitations in this AR)</li> <li>• Exceptional Merit Cash Payment (up to \$1,000)</li> <li>• Exceptional Merit Increase (per Personnel Regulation requirements)</li> <li>• “Director of the Day” (to provide opportunity to job shadow the Director or Deputy Director and learn leadership skills)</li> <li>• Discretionary Training (to provide opportunity to enhance job knowledge and skills, up to \$1000)</li> </ul>

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		<ul style="list-style-type: none"> <li>• Other awards valued at \$50 or less may be used, as follows:             <ul style="list-style-type: none"> <li>• Department Commemorative Coins</li> <li>• Certificate of Recognition</li> <li>• Handwritten “thank you” notes</li> <li>• Lunch with the Director</li> <li>• Highlight in department newsletter.</li> <li>• Proclaiming a day in honor of the Employee of the Year</li> </ul> </li> </ul>
<p><b>Supervisor Level Award</b> (See Section 5.7. of AR)</p>	<p>To recognize an employee who excels in providing extraordinary job performance and who has made a significant positive contribution to the city.</p>	<ul style="list-style-type: none"> <li>• Discretionary Leave Bucks up to four (4) hours (subject to DL limitations in this AR)</li> <li>• Informal “praise grams” to individual employees or work groups</li> <li>• Reimburse parking and/or TAP payments</li> <li>• Gift cards (up to \$25)</li> <li>• Offer lunch with the supervisor</li> <li>• City or Department branded items</li> <li>• Guest of honor at department breakfasts, ice cream socials, or BBQs</li> </ul>
<p><b>Peer-to-Peer Award</b> (See Section 5.6. of AR)</p>	<p>To recognize City employees for a job well done, for assisting with a work related project or event, etc.</p>	<p>Awards ranging from \$0-\$25</p> <ul style="list-style-type: none"> <li>• casual week</li> <li>• local entertainment based gift card</li> <li>• movie tickets</li> <li>• etc.</li> </ul>
<p><b>Department to Department Award</b> (See Section 5.2. of AR)</p>	<p>To recognize an employee, section or work group in another city Department who has excelled in providing extraordinary job performance and who has made a significant positive contribution to the Department or the city.</p>	<ul style="list-style-type: none"> <li>• Peer recognition (i.e. Praise grams)</li> <li>• Tours, and/or ride-a-longs to other departments</li> <li>• Handwritten letter of appreciation</li> <li>• Lapel pins</li> <li>• Recognition coins</li> <li>• Invitation to attend pot-lucks, ice cream socials or meetings, in their honor, or other opportunity to recognize other department employees</li> <li>• Highlight other department’s employee contributions on Citynet webpages</li> <li>• City or Department branded items</li> </ul>

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<b>Resident Sponsored Award</b> (See Section 5.9. of AR)	To recognize City employees for exceptional performance or customer service.	The recipient's may be recognized at a quarterly Council sponsored "employee recognition day" with a proclamation listing all the employees who were recognized by residents in the last quarter.
<b>Vendor/Contractor/Gov't Entity Award – Recognition Event</b> (See Section 5.8. of AR)	An event to celebrate achievements by City employees.	City Management and Department Directors invite specific employees to attend a breakfast/lunch/dinner event and be recognized for their exceptional performance. Any events involving corporate sponsors or vendors will be reviewed on an event by event basis to ensure compliance with all applicable City rules, regulations and state and federal laws.

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**ATTACHMENT 2 – EMPLOYEE OF THE QUARTER NOMINATION FORM**

**City of San Diego  
Employee of the Quarter Nomination Form**

Date: \_\_\_\_\_

Name of Employee making nomination: \_\_\_\_\_

Name of Employee you are nominating: \_\_\_\_\_

Department and Division: \_\_\_\_\_

Job Title: \_\_\_\_\_

*Please explain why this employee should be nominated for Employee of the Quarter in the space provided. (Attach additional pages as necessary). Please give specific and detailed examples related to exceptional work performance, outstanding customer service, professionalism, cooperativeness, reliability, etc. in order to demonstrate why this employee should be nominated for Employee of the Quarter.*

Employee meets all required criteria and eligibility requirements of award: Yes \_\_\_\_\_ or No \_\_\_\_\_

Appointing Authority Signature \_\_\_\_\_ Date \_\_\_\_\_

<b><u>For HR use only</u></b> HR Representative Name	Does nominee meet all eligibility criteria per AR 95.91?  Yes or No	Signature and date
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**ATTACHMENT 3 – EMPLOYEE OF THE YEAR NOMINATION FORM**

**City of San Diego  
Employee of the Year Nomination Form**

Date: \_\_\_\_\_

Name of Employee making nomination: \_\_\_\_\_

Name of Employee you are nominating: \_\_\_\_\_

Department and Division: \_\_\_\_\_

Job Title: \_\_\_\_\_

*Please explain why this employee should be nominated for Employee of the Year in the space provided. (Attach additional pages as necessary). Please give specific and detailed examples related to exceptional work performance, outstanding customer service, professionalism, cooperativeness, reliability, etc. in order to demonstrate why this employee should be nominated for Employee of the Year.*

Employee meets all required criteria and eligibility requirements of award: Yes\_\_\_\_\_ or No\_\_\_\_\_

Appointing Authority Signature \_\_\_\_\_ Date \_\_\_\_\_

<b>For HR use only</b>	Does nominee meet all eligibility criteria per AR 95.91?  Yes or No	Signature and date
HR Representative Name		