



REPORT  
FROM

THE PERSONNEL  
DEPARTMENT

TO: Honorable Members of Personnel and Animal Welfare Committee	DATE February 24, 2016
REFERENCE:	COUNCIL FILE 15-1532
SUBJECT: Employee Recognition Program	

**RECOMMENDATIONS:**

Support the Personnel Department's strategy to augment the current Employee Recognition program to include acknowledgement of honorees at Personnel and Animal Welfare Committee meetings on a quarterly basis. The meetings will begin with a presentation to up to three employees by their General Manager or representative lasting five to ten minutes.

**BACKGROUND:**

Research has shown that when employees feel recognized for their efforts, they are more engaged and energetic in their work. This engagement leads to a host of positive outcomes for both the employee and the organization as a whole, including improved customer service, productivity and organizational commitment.


Over the past several years, City of Los Angeles employees have been asked to work harder and smarter under tight staffing and budget conditions. Many have answered the call, providing outstanding effort, innovation and customer service.

The Personnel Department created a program recently to recognize those individuals. The current Employee Recognition program provides a web-based form to be completed by supervisors who want to recognize employees for outstanding effort in the workplace. The supervisor enters the information into the form and the system generates a certificate that the supervisor can award the employee. Supervisors choose to recognize their employees within one of three categories that align with Mayor's priorities: innovation, customer service and fiscal responsibility.

At the February 3, 2016, Personnel and Animal Welfare Committee meeting, the Personnel Department was asked to return in 30 days with a proposal to further honor the best of those who have been recognized by providing recognition at the committee meeting.

The Personnel Department proposes that on a quarterly basis, they select up to three of the most impressive honorees to be further recognized at the Personnel and Animal Welfare Committee meeting. The ceremony, held quarterly, will consist of a brief presentation by the employees' General Managers or a representative. The employees will be awarded a certificate of commendation, prepared by the Personnel Department. The certificate will contain the printed signatures of the three Committee members as well as the head of the department or bureau in which the honoree is employed. To prepare the certificate, the Personnel Department will need electronic signatures from the Committee members.

This gesture will send the message that employees' hard work is appreciated by officials at the very top of the City structure. This public recognition will serve to heighten awareness of the program and expand its reach. Ultimately, with increased use and visibility that will result from the Committee recognition, the program will lead to increased employee engagement and a stronger City of Los Angeles workforce.

  
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WENDY G. MACY  
General Manager