



Awards Program Guidelines

Innovation, Customer Service and Endurance

Innovation Award

An innovation is any idea, program, or effort where the implementation results in improving the efficiency, effectiveness, or responsiveness of a town service or operation. An innovation can also be an idea that addresses a major community need, strategic priority, or town wide objective listed on the town's strategy map. An innovation is generally described as an improvement that changes the way something has been done in the past.

Awards are made based on their overall impact, such as cost savings, efficiency and effectiveness gains, improving current practices and/or serving as an example that encourages future innovations from town employees. An award can be given for exceptional benefits in just one area, such as cost savings. Or a nominee could qualify by making significant contributions across several of the areas listed above.

- *Gold Award* — \$500, award and one day of vacation leave
The recipient made the highest level of impact to the community and/or organization via the contribution made by implementation of the nominee's idea.
- *Silver Award* — \$250 and award
The recipient made a substantial impact to the community and/or organization via the contribution made by implementation of the nominee's idea.
- *Bronze Award* — \$100 and award
The recipient made a creative and/or noteworthy improvement to the community and/or organization via the contribution made by implementation of the nominee's idea.
- *Kudos Award* — \$50 and certificate
The recipient was innovative and set an example for fellow employees to follow.

Customer Service Award

A customer can be widely defined, such as a community member, business operator, tourist, coworker, appointed board, department, vendor, or other government or nonprofit agency. Customer service generally is considered an action or change that impacts the quality of service a community member receives. Examples of customer service include assisting a community member in need; implementing an idea that improves communications and the provision of critical information to the public; and assisting coworkers or other departments beyond the normal call of duty.

Award amounts are the same as described above.

- *Gold Award* — The recipient made the highest level of impact through customer service actions and serves as an outstanding example for fellow town employees to follow.
- *Silver Award* — The recipient made a substantial impact through customer service actions and serves as an example for fellow town employees to follow.
- *Bronze Award* — The recipient made a creative and/or noteworthy customer service response and serves as an example for fellow town employees to follow.
- *Kudos Award* — The recipient provided notable customer service and set an example for fellow employees to follow.

Endurance Award



Unusual situations may occur in which employees must endure sustained periods of a day to a year or more of extraordinary workloads or stressful circumstances that may impact their personal and family wellbeing. The Endurance Award recognizes employees who have exhibited calm in the face of a storm, showing resilience and endurance to provide exceptional service despite challenges, obstacles and adversity.

Award amounts are the same as described above.

- *Gold Award* — The recipient made the highest level of impact through actions during extraordinary circumstances and serves as an outstanding example for fellow town employees to follow.
- *Silver Award* — The recipient made a substantial impact through actions during extraordinary circumstances and serves as an example for fellow town employees to follow.
- *Bronze Award* — The recipient made a creative and/or noteworthy response during extraordinary circumstances and serves as an example for fellow town employees to follow.
- *Kudos Award* — The recipient showed notable endurance and set an example for fellow employees to follow.

Innovator of Distinction Award

The Innovator of Distinction Award recognizes exceptionally creative ideas and/or actions that encourage similarly bold thinking to become part of the Town of Hillsborough's organizational culture. Because the award recognizes especially unique ideas, it is awarded on a limited basis and may not be awarded annually. It was developed by the review committee in 2009.

The recipient receives \$250, award, and one day of vacation.