



CITY OF GRAND RAPIDS

ADMINISTRATIVE POLICY

NUMBER: 88-04	DATE: 7/01/88
REVISIONS: 8/14/90; 9/29/94; 11/10/99; 11/14/02	
ISSUED BY: City Manager	SIGNED <i>10/11/07 - J. Kimball</i>

SUBJECT: SUGGESTION PROGRAM

PURPOSE: To encourage employees to develop ideas which enable the City to more effectively and efficiently serve the citizens of Grand Rapids and to establish a procedure for processing City employees' suggestions.

POLICY:

- A. Suggestion forms are readily available to City employees through Human Resources, Customer Service Information Center, Intranet, and within their department.
- B. Employees will complete the Suggestion Form and submit it to the Human Resources Department along with pictures, diagrams, sketches and any other pertinent information. As much information as possible should be provided to assist in determining the merits of the suggestion.
- C. The Human Resources Department will send a copy of the suggestion with correspondence to the department head requesting a review of all suggestion information.

All suggestions must be implemented within a one-year time period or resubmission is required, and must meet one or more of the following criteria:

- 1. The suggestion will save money, produce revenue, or increase efficiency.
- 2. The suggestion will produce a practical solution to a safety problem.
- 3. The suggestion will result in improved service to citizens without large-scale expenditures.

4. The suggestion is not an idea that is fundamentally incorporated in the scope of the employee's current job responsibilities. Where it is determined that the suggestion is already an integral part of the employee's duties, but nonetheless is unique and meets all of the other criteria, an employee may receive recognition for the idea but not a monetary award.
- D. The department head will review the suggestion material and indicate in writing their recommendation and whether the suggestion meets the criteria
 - E. The Employee Recognition Committee will review the correspondence and submit their recommendation for an award to the City Manager.
 - F. Suggestion awards are in \$25.00 increments beginning at \$25.00 up to a maximum of \$500.00.

The Human Resources Department will process awards with a letter from the City Manager to the employee. A copy of the award letter will be placed in the employee's personnel file.