Employee Recognition Program
for
Florida's Turnpike Enterprise

Approved: 

Effective: December 8, 2010
Office: Administration
Related FDOT Procedure: 250-000-007-e

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Interim Executive Director

PURPOSE: To establish the awards program for the Turnpike Enterprise.

AUTHORITY: Section 110.1245, Florida Statutes; Department of Management Services Guidelines and Procedures for the Meritorious Service Awards Program; and FDOT Procedure 250-000-007-e, Employee Recognition Program; and Section 338.22, Florida Statutes; Florida Turnpike Enterprise Law.

1. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations. Nominations must be reviewed by the nominee's immediate supervisor who will indicate concurrence or non-concurrence. Nomination(s), whether in concurrence or not, must be forwarded to the Awards Committee for consideration.

Nomination recommendations made by the Awards Committee (the “Committee”) that require written approval shall be sent to the Executive Director for approval/disapproval.

Awards will be based solely on merit of achievements and should be presented in a timely manner, at the recipients' work units among peers or at a formal meeting. Recognition may be bestowed on eligible employees for their accomplishments or special acts or services that improve Turnpike operations. Accomplishments and contributions must significantly exceed normal expectations to merit awards.

All employees are encouraged to identify and nominate individual employees or groups whose contributions merit special recognition.

2. Awards Committee

2.1 The Executive Director shall appoint up to six DOT members to the Committee. These members shall represent a cross section of departments and position levels. The Committee shall also include representation from Consultant/Contract members of the Turnpike Enterprise team. A majority of the Committee members will constitute a quorum. A quorum is necessary for review of
nominations for all annual awards. If a Committee recommendation for an award ends in a tie vote, it will be forwarded to the Executive Director for final determination. Committee members should normally serve no longer than a three year term. Member’s terms will be staggered to retain experience. However, members may be reappointed at the discretion of the Executive Director. The Executive Director shall appoint the Committee Chairperson.

2.2 The Committee shall:

2.2.1 Meet as necessary to review and process recurring nominations. Shall discuss all non-concurrence nominations with nominee’s immediate supervisor and any higher-level authority as necessary; Evaluate nominations to ensure specific award criteria are met and discuss the need for any additional information with the nominator. Evaluate nominations to determine the proper type of award; contact the nominator for concurrence if another award is deemed to be more appropriate; or notify nominator of non-recommended nominations.

2.2.2 Perform necessary administrative duties to include arrangements for publicity and presentation ceremonies. After presentations of awards are made, the Committee shall publicize the award recipient, type of award received and nominator in the appropriate newsletter(s) and on the Turnpike Intranet.

2.2.3 Maintain a filing system for all nominations (and reasons for disposition) for five years according to record retention procedures.

2.2.4 Establish and publicize an awareness/education campaign to be presented periodically to all units within the Turnpike Enterprise.

2.2.5 The Committee shall provide the Director of Administration with a report of awards granted.

3. Awards

3.1 Secretary’s Sustained Exceptional Performance Award, Appendix 1 in DOT Procedure No. 250-000-007-e, Employee Recognition Program, is hereby adopted:

3.2 The following awards may be granted to any eligible DOT employee. “Eligible DOT employee” means any employee in direct employment of the Florida Department of Transportation.

Sustained Exceptional Performance Award
Distinguished Manager Award, honoring Jay W. Brown
Leader of the Year Award, honoring Ben G. Watts
Highway Engineering Award, honoring Al C. Church
Excellence in Diversity Award

Appendix 2
Appendix 3
Appendix 4
Appendix 5
Appendix 6
Role Model of the Year Award, honoring Bill Gartner or Dorothy M. Ryan  
Peer Award (I Made a Difference Award)  
Service Recognition  
Exceptional Contribution Award, in honor of Jon S. Beazley  
Exceptional Service Award (Retirement), in honor of Rolfe Mickler

3.3 The following awards may be granted to any eligible Turnpike Enterprise employee. "Eligible Turnpike Enterprise employee" means an eligible DOT employee or an employee of a Consultant/Contract member of the Turnpike Enterprise team.

Enterprise Executive Award, honoring Jim Ely  
Special Achievement Award  
Act of Heroism Award  
Team Achievement Award  
Work Unit Employee of the Month Award  
Instant Recognition  
"We Drive Smiles" Customer Service Award  
Community Outreach Award  
Leadership Award, in honor of Thomas B. Manuel  
Visionary Award, in honor of Charles B. Costar  
Turnpike Enterprise Values Award  
Emergency Operations Award  
Safety Award,  
Excellence in Innovation & Creativity Award  
Excellence in Project/Product Delivery Performance Award  
Rising Star Award  
Unsung Hero Award  
Front Line Service Award

3.4 Procurement of recognition items (plaques, trophies, gift cards, etc.) to be awarded by Turnpike Enterprise will be obtained with Turnpike funds for all DOT recipients by the Director of Administration.

Recognition items for any non-DOT recipient will be funded by that employee’s Consultant/Contract member of the Turnpike Enterprise Team.

3.5 Recognition items may not exceed the amount shown for each award but in no case shall an award exceed $100.

4. Training – No training required.

5. Form – Turnpike Enterprise Employee Recognition Nomination Form and DOT Form No. 250-000-02. (DOT Form No. 250-000-02 is only required for the Secretary’s Sustained Exceptional Performance Award.)
APPENDIX 1

SECRETARY’S AWARD FOR SUSTAINED EXCEPTIONAL PERFORMANCE

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually, to one DOT employee.

QUALIFICATIONS:

- Nominee must be a winner of the current year Sustained Exceptional Performance Award.

- Nominee’s exceptional performance must have assisted DOT in attaining its goals and fulfilling its mission to the State.

- Consideration should be given to significant contributions to work force cohesiveness, pride, morale, productivity; interpersonal, interagency or general public communication; operational economies or efficiencies; environmental working conditions (quality of work life).

DOCUMENTATION:

Required:

DOT Form No. 250-000-02

Nominee’s position description

Optional:

Other supportive documentation as appropriate

NOMINATION DEADLINE: The Agency Awards Coordinator will present nominations to the Secretary’s Awards Committee by April 4
SUSTAINED EXCEPTIONAL PERFORMANCE AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually, to no more than two DOT employees. Equal consideration should be given to managerial and non-managerial nominees based on the merit of the individual nominations. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:

- Nominee must be an eligible DOT employee
- Nominee must have at least 5 years of continuous sustained superior achievements and performance at DOT prior to the nomination date.
- Nominee's exceptional performance must have assisted DOT in attaining its goals and fulfilling its mission to the State.
- Consideration should be given to significant contributions to work force cohesiveness, pride, morale, productivity; interpersonal, interagency or general public communication; operational economies or efficiencies; environmental working conditions (quality of work life).
- In addition to the above criteria, the Committee having made its selection, will ensure the recommended recipient has not received disciplinary action (written reprimand or above) or a below expectation performance rating for the preceding 5 years prior to the Committee's recommendation. Such action will disqualify nominees for this award.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form
Nominee's position description

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

TIME FRAME: The Committee must submit its recommendations to the Executive Director for approval by April 1. The Committee must submit its approved recommendation to the Coordinator by April 4.
DISTINGUISHED MANAGER AWARD honoring Jay Brown

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one eligible DOT employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:

- Nominee must be an eligible DOT employee
- Nominee must be a manager, at any level, performing his/her job duties in an effective manner. While nominee may be nominated by a supervisor, peer or subordinate, nomination by a subordinate is encouraged.
- Nominee's performance clearly should demonstrate leadership abilities in successful human resource development, training, upward mobility, EEO goal attainment and other employee development programs while attaining Turnpike Enterprise goals and objectives within the nominee's assigned area of responsibility.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form
Nominee's position description

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.

BACKGROUND OF HONOREE: Jay W. Brown joined the Department in 1935 in Lake City. In 1961 he was appointed Deputy State Highway Engineer and became State Highway Engineer in 1962. He served on the State Board of Engineer Examiners from 1965 to 1967. He was the first Professional Engineer to chair the State Road Board. Following its reorganization in 1969, he assumed the post of Director of Road Operations for the newly created Department of Transportation. He served the Department for 46 years before his retirement in 1981. Brown was the first Floridian to serve on the Transportation Research Board (TRB) Committee, serving for six years. He also was a member of the Executive Committee of the American Association of State Highway and Transportation Officials (AASHTO) for six years.
LEADER OF THE YEAR AWARD honoring Ben G. Watts

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one eligible DOT employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:

- Nominee must be an eligible DOT employee. Nominee must have at least 5 years of continuous service with the DOT by the end of the calendar year of the awards year being recognized by a manager in senior management service or selected exempt service.

- Nominee's performance clearly should demonstrate strong leadership qualities to include, but not limited to ethical leadership, integrity and pride while attaining Turnpike Enterprise goals and objectives. Consideration should be given to leadership contributions that demonstrate integrity, teamwork, excellence and respect in fulfilling the DOT's and Turnpike Enterprise missions.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form
Nominee's position description

Optional:
Other supportive documentation as appropriate

 NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.

BACKGROUND OF HONOREE: A graduate from the United State Military Academy at West Point, New York, Ben Watts continued his military career by serving five years in the U.S. Army Corps of Engineers, with tours of duty in West Germany and South Korea. A Registered Professional Engineer of Florida, Watts joined the Florida Department of Transportation in 1974. Over the years he has served as Assistant District Maintenance Engineer, Assistant District Design Engineer, District Director of Production, Executive Director, Assistant Secretary for District Operations and was appointed Secretary of Transportation on December 12, 1989 by Governor Bob Martinez. Watts was retained as Secretary of the Department of Transportation on January 8, 1991 by Governor Lawton Chiles. Leaving the Department in 1996, former Secretary Watts had served the Department for 23 years.
APPENDIX 5

HIGHWAY ENGINEERING AWARD, honoring Al C. Church

AWARD: Inscribed plaque. Total value up to $100.

FREQUENCY: Awarded annually, as justified, by each committee. (Consideration may be given for employees when equal effort contributed toward the same accomplishment.)

QUALIFICATIONS:

- Nominee must be an eligible DOT employee
- The nominee(s) must have worked in a capacity considered by professionals to be an engineering or environmental function. The nominee(s) must have contributed to the technology of improved highway planning, design, construction, environment, safety or maintenance in a distinguished service well above and beyond the expectation of satisfactory work performance.

DOCUMENTATION:

Required:

DOT Form No. 250-000-02

Other supportive documentation as appropriate.

BACKGROUND OF HONOREE: A Civil Engineering graduate at the University of Florida, Al C. Church (deceased) became a Registered Professional Engineer and a Registered Land Surveyor. He joined the State Road Department in June 1931 in the Final Estimates Section in Tallahassee. In 1937 he was promoted to Project Engineer. In 1946, following five years of World War II service with the U.S. Navy Civil Engineer Corps, he returned to the State Road Department where he was promoted to Bridge Construction Engineer in 1947. Later he became the first University of Florida graduate to become Highway Engineer. He retired from the State Road Department in 1962, after 31 years of service. He also served on the State Board of Engineer Examiners, as Chairman of the State Road Arbitration Board and in the National Executive Reserve (Transportation).
EXCELLENCE IN DIVERSITY AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one DOT employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:

- Nominee must be an eligible DOT employee
- Nominee must have clearly demonstrated full support of, and effectiveness in achieving departmental Equal Employment Opportunity (EEO), Disadvantaged Business Enterprises (DBE) or Minority Business Enterprise (MBE) objectives in accordance with DOT's Affirmative Action Plan, DBE or MBE policies.
- Nominee must have demonstrated sustained excellence in the performance of duties supporting EEO, DBE, and MBE objectives or other initiatives promoting diversity in procurement activities.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
ROLE MODEL OF THE YEAR AWARD honoring Bill Gartner or Dorothy Ryan

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one male and one female DOT employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts that will support such nominations.

QUALIFICATIONS: Nominee must be a male/female eligible DOT employee who has achieved a significant degree of excellence in his/her chosen career and be recognized as a good role model by his/her peers. His/her individual accomplishments and contributions as a role model should contribute not only to male/female employees as a class, but also to DOT/Turnpike Enterprise and state government.

DOCUMENTATION:
Required:
Turnpike Enterprise Employee Recognition Nomination Form
Written testimony from two or more additional co-workers

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.

BACKGROUND OF HONOREES: William "Bill" Gartner, Jr., (deceased), a University of Florida graduate, joined the State Road Department in 1950 as Assistant Maintenance Engineer. He later was named Assistant Project Engineer of Road and Bridge Construction. In 1953 Gartner left the Department, returning to the University of Florida as an instructor until 1956 when he returned to the Department as Assistant Engineer of Research. He was appointed Engineer of Research in 1962 and again was promoted to Engineer of Materials, Research and Training in 1965. In January 1967 he was named Deputy State Highway Engineer. In addition to pioneering work in skid resistance testing, he is noted for soil stabilization research and the development of a method of mixing lime into certain types of soil to increase cohesiveness. Gartner retired from the Department in September 1978.

Dorothy M. Ryan, a graduate of the Florida State College for Women, began her career with the Department in 1948 as a draftsman in the Aerial Survey Section of Research and Records. Her supervisor and mentor was Jon S. Beazley. Photogrammetry became a new field for Ryan, one in which she found enjoyable work for more than 30
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years until her retirement in 1979. She was the first woman to serve as engineer supervising a statewide operation, holding the position of State Cartographic Engineer in charge of both County Mapping and the State Highway Map.
PEER AWARD
(I Made a Difference Award)

AWARD: Certificate and certificate holder.

FREQUENCY: Awards may be periodically presented by any Turnpike Enterprise employee to a DOT “peer”. An employee may receive more than one Peer Award in any one year.

NOTE: The Departments will prepare the award certificates, which will then be forwarded to the appropriate Director for signature. Awards will be presented to the recipient at the Department unit’s local staff meeting.

QUALIFICATIONS:

- Nominee must be an eligible DOT employee
- Recipient must have performed a service or contribution of value to the “peer” making the presentation.
- The immediate supervisor’s signature, which is required on the certificate, does not constitute approval or disapproval of the award but simply acknowledges that the award is being given.

NOMINATION DEADLINE: Not applicable.

APPROVAL: Submit the awards to the appropriate Director for signature.
SERVICE RECOGNITION

AWARD: Service Recognition acknowledges Select Exempt and Senior Management employees for each increment of five (5) continuous years of satisfactory service to DOT. Service Recognition will be administered by Central Office Personnel.

Retirement recognition acknowledges employees at the time of retirement and separation from State government with a certificate in a presentation folder or a plaque (20 years or more service). Retirement recognition will be administered by Central Office Personnel. (See Procedure No. 250-041-001, Retirement Services.)

FREQUENCY: Awarded as each employee attains a five-year service “benchmark”.

QUALIFICATIONS:
- Nominee must be an eligible DOT employee
- The recipient must have worked for DOT or the State for the specified period of time.

DOCUMENTATION: Documentation of years of service shall be provided by DOT’s computerized personnel records.
EXCEPTIONAL CONTRIBUTION AWARD honoring Jon S. Beazley

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one DOT employee

QUALIFICATIONS:
- Nominee may be any eligible DOT employee
- Nominee must be employed at a level below that of director.
- Nominee must have performed an act, service or deed which improves the efficiency and/or economy of government operations and which is beyond the employee’s normally assigned duties.

DOCUMENTATION:
Required:
Turnpike Enterprise Employee Recognition Nomination Form
Nominee's position description

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.

BACKGROUND OF HONOREE: Jon S. Beazley started his career with the Department in 1946, mapping the state for a salary of $150 per month. He was named State Topographies Engineer before his retirement in 1979. In 1979 Beazley received the first President's Award for Practical Papers at the annual meeting of the American Society of Photogrammetry for an article on perimeter surveying by photogrammetric methods. Beazley was named Engineer of the Year in 1981 by the American Society of Civil Engineers. His many achievements include the computation and writing of the "Plane Coordinate Surveying" paper. He also was co-originator of the photo-based plan sheets and has authored more than 30 professional papers. He was listed in Who's Who in America, Who's Who in Engineering and Who's Who in the South and Southwest.
EXCEPTIONAL SERVICE AWARD honoring Rolfe Mickler

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded periodically to one or more DOT employees

QUALIFICATIONS:

- Nominee must be an eligible DOT employee
- Nominee must be a retiring employee separating from state government, who has been employed by DOT for the last 10 years prior to retirement.
- Nominee must have made significant contributions to the DOT.

DOCUMENTATION:

Required:

a) Turnpike Enterprise Employee Recognition Nomination Form

b) Documentation of specific facts supporting nomination, including details of contributions cited, showing significance of contributions to DOT’s objectives

Optional:

Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be received by the Committee prior to an employee’s actual date of separation; however, nominations can be submitted up to 90 days prior to an employee’s actual retirement date.

APPROVAL: The Committee will submit its recommendations to the Executive Director for approval as they are received.

BACKGROUND OF HONOREE: Rolfe Mickler (deceased) joined Jacksonville Construction as an inspector for the State Road Department in 1933. In September 1942 he was promoted to Assistant Project Engineer of Construction, advancing to Project Engineer rank in May 1943 and becoming a Senior Project Engineer in October 1947. Mickler entered the maintenance field in June 1950 when he became Maintenance Engineer at Baldwin. In September 1951 he was named Assistant District 2 Maintenance Engineer. He was registered as a Professional Engineer in 1952. In February 1955 Mickler transferred to Tallahassee as Engineer of Maintenance, later being named Assistant State Highway Engineer in January 1963. He retired from the Department as State Maintenance Engineer in November 1972. Two of many major conveniences to Florida motorists were contributed through Mickler's efforts: the increased number of improved and pleasant wayside parks on state highways, and the color coding of U.S. route numbers.
ENTERPRISE EXECUTIVE AWARD: honoring Jim Ely

AWARD: Trophy. Total not to exceed $100 in value

FREQUENCY: May be awarded annually to one Turnpike Enterprise management employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:
- Nominee must be an eligible Turnpike Enterprise employee
- Nominee’s performance should clearly demonstrate an entrepreneurial spirit, and exceptional leadership driving positive achievements through others in the fulfillment of Turnpike Enterprise goals. Consideration should be given to managers who demonstrate ethical leadership through innovation, risk-taking and revolutionary thinking. This award may recognize short-term or multi-year accomplishments.

DOCUMENTATION:
Required:
Turnpike Enterprise Employee Recognition Nomination Form
Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval

BACKGROUND OF HONOREE:
Jim Ely was the former and first Executive Director of Florida’s Turnpike Enterprise. He held the position from 1989-2010. Mr. Ely joined the Florida Department of Transportation in 1974. During his thirty years of service he has held several positions including the Director of Management Review and Inspector General.

In 2002, Mr. Ely led the transformation of Florida’s Turnpike into an Enterprise. Still part of the FDOT, the Turnpike Enterprise’s objective was to employ private sector methods in operating the Turnpike as a business for the State. In 2004, Florida Trend Magazine listed Jim Ely as one of the 174 Most Influential Floridians describing him as the "unbureaucrat, charged by Governor Bush with bringing private practice savvy to the government experiment that is Florida’s Turnpike Enterprise."

Florida’s Turnpike became the fourth largest turnpike system and the highest bond-rated turnpike in the nation. In 2003, the Turnpike was awarded the IBTTA President’s
Awards for Innovation and Excellence for the design of the Suncoast Parkway and in 2005 and 2007 received the JD Powers and Associates Seal of Approval for Excellence in Call Center Operations for its electronic toll collection system called SunPass.

As a community servant, Mr. Ely was President of the International Bridge, Tunnel and Turnpike Association, the Chairman of the Board of the Transportation and Expressway Authority Members of Florida, and served on the Executive Board of the Florida Department of Transportation. His credentials included a B.S. degree in Business, an M.B.A., and a master's degree in Education, and a Doctorate in Public Administration. He was an alumnus of the Kennedy School of Government at Harvard University. Mr. Ely also received the 2007 Alumnus of the Year Award from his Alma Mater.
SPECIAL ACHIEVEMENT AWARD

NOTE: The Departments will prepare the award certificates, which will then be forwarded to the appropriate Director for signature. Awards will be presented to the recipient at the Department unit's local staff meeting.

AWARD: Certificate, certificate holder and recognition item. Total value not to exceed $35.

FREQUENCY: Awarded periodically, as justified, to one or more Turnpike Enterprise employees. Presentation of award is to be made at the Department or Consultant/Contract members staff meeting. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:

- Nominee may be any eligible Turnpike Enterprise employee
- Special acts or achievements which result in tangible or intangible benefit to DOT or other governmental entities. Such acts may include, but are not limited to:
  - Increased productivity
  - An exceptional contribution to the efficiency, economy or other improvement in the operation of DOT and/or state government, such as reducing costs in a significant or innovative manner by saving time, labor and/or materials
  - Exemplary accomplishment of additional temporary emergency assignments
- Normally such activities will have a duration of two weeks to six months. Exceptions can be made based on special events or circumstances.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Not applicable.

APPROVAL: Submit the awards to the appropriate Director for signature.
ACT OF HEROISM AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one or more Turnpike Enterprise employees. An employee may receive more than one Heroism Award in any one year. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:
- Nominee may be any eligible Turnpike Enterprise employee
- Acts of heroism may be in connection with, related to, or performed during authorized working hours.
- Employee(s) must clearly and demonstrably have: a) attempted to or saved a person’s life; or b) any other action of heroism deemed appropriate by the committee.

DOCUMENTATION:
Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate (newspaper clippings, letters of commendation or appreciation, etc.)

 NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
TEAM ACHIEVEMENT AWARD

AWARD: Each team member will receive a certificate in a certificate holder. When the award is given to a single organizational unit, a certificate will also be presented.

NOTE: The Departments or Consultant/Contract member will prepare the award certificates, which will then be forwarded to the appropriate Director for signature. Awards will be presented to the recipients at the Department unit’s or Consultant/Contract member’s local staff meeting.

For the purpose of this award, a team is defined as "two or more employees working to accomplish a common goal with each member making a significant contribution." Value Engineering teams are excluded from this award.

FREQUENCY: Awarded periodically to one or more teams by each Department or Consultant/Contract member. An employee may receive more than one Team Achievement Award in any one year. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:

- Nominee may be any eligible Turnpike Enterprise employee
- Presented to teams reaching excellence in performance within a prescribed time frame. Acceptable managerial concepts and practices must be used to obtain the results.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Not applicable.

APPROVAL: Submit the completed certificates to the appropriate Director for signature.
WORK UNIT EMPLOYEE OF THE MONTH AWARD

AWARD: Certificate, certificate holder and a recognition item (not to exceed $35 in value).

NOTE: The Department or Consultant/Contract member will prepare the award certificates, which will then be forwarded to the appropriate Director for signature. Awards will be presented to the recipient at the Department unit’s or Consultant/Contract member’s local staff meeting.

FREQUENCY: To be awarded monthly, as justified, to one employee. (Note: There may be some months when the work unit has no qualified nominees.)

An employee may not receive more than three Work Unit Employee of the Month Award in any one award year. Each award has to be based on totally separate contributions by the employee.

QUALIFICATIONS:
- Nominee may be any eligible Turnpike Enterprise employee
- Recipient(s) must have provided exceptional customer service or made a significant contribution toward the Work Unit’s mission.

DOCUMENTATION: An e-mail from a co-worker may be sent to the Work Unit Manager providing details of the exceptional customer service or significant contribution for consideration and final determination.

NOMINATION DEADLINE: Not applicable

APPROVAL: Submit the awards to the appropriate Director for signature.
INSTANT RECOGNITION

AWARD: Recognition item. Total value not to exceed $25.

FREQUENCY: Presented by Senior Managers and Department Directors regularly at their discretion throughout the year.

QUALIFICATIONS:
- Recipient may be any eligible Turnpike Enterprise employee
- Recipient(s) must have performed an exceptional action or service, or made a significant contribution to DOT or state government.
- Recipient(s) may be recognized for exceptional customer service or contributions toward the Turnpike Enterprise mission.

DOCUMENTATION: DOT cost center managers will obtain recognition items from the Director of Administration for presentation.

nomination deadline: Not applicable but names of the recipients must be submitted to the Director of Administration for recording purposes within 7 days following the action or achievement being recognized.

approval: Submit for approval by Senior Manager and Department Director.
"WE DRIVE SMILES" CUSTOMER SERVICE AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one DOT employee and one Turnpike Enterprise employee from each of the Consultant/Contract members from which a finalist is awarded the designation "We Drive Smiles" Customer Service Award Employee of the Year. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:

- Nominee may be any eligible Turnpike Enterprise employee
- Nominees must have made significant contributions to the Turnpike transportation system in the form of extraordinary actions relating to public safety, patron service, or the implementation of operational improvements. The individual’s performance of their duties should exemplify the highest standard of excellence in customer service among all Turnpike employees for the year.
- A single candidate will be selected by each Consultant/Contract member of the Turnpike team. Nominations for Turnpike employees will be reviewed by the Awards Committee for Turnpike division recipient.
- Selected recipients from each Consultant/Contract member will be submitted to the Executive Director by the Awards Committee for final award selection.

DOCUMENTATION:

Required:

a) Turnpike Enterprise Employee Recognition Nomination Form.
b) For Florida Department of Transportation Employees only

At least one supportive letter of recommendation from patrons, the public or other employees must be submitted with an explanation of the extraordinary circumstances which demonstrate excellence in customer service.

Optional:

Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
COMMUNITY OUTREACH AWARD

AWARD: Trophy. Total value not to exceed $100.

FREQUENCY: May be awarded annually to two Turnpike Enterprise employees. One award will be given for community outreach contributions by the nominee in programs sponsored by the Turnpike Enterprise. The second award will be given for community outreach contributions by the nominee that need not be related to Turnpike Enterprise programs. Nominations may be made by any Turnpike Enterprise employee, or a member of the organization served, who has knowledge of facts of which will support such nominations.

QUALIFICATIONS:
- Nominee may be any eligible Turnpike Enterprise employee
- Nominee must have clearly performed outstanding service or made a significant contribution to their local community.
- Consideration will be given to those that provide mentoring to our citizens through support or outreach to local agencies, schools, churches, charities, institutions or other civic groups.

DOCUMENTATION:
Required:
- Turnpike Enterprise Employee Recognition Nomination Form, and
- A letter of explanation from the organization served (if applicable), explaining the extraordinary contribution which demonstrated commitment and service excellence performed.

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
LEADERSHIP AWARD honoring Thomas B. Manuel

AWARD: Trophy. Total not to exceed $100 in value.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:
- Nominee may be any eligible Turnpike Enterprise employee
- Nominee's performance should clearly demonstrate exceptional leadership effecting positive achievements through others in the fulfillment of Turnpike Enterprise goals. Consideration should be given to leadership contributions that promoted problem solving, demonstrated initiative, and/or exploiting financial opportunities. This award may recognize short-term or multi-year accomplishment(s).

DOCUMENTATION:
Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.

BACKGROUND OF HONOREE: Col. Thomas B. Manuel was the first chairperson of the Florida Turnpike Authority. He was responsible for the development of the original 110-mile section of the Turnpike, from north Miami to Ft. Pierce. Thomas Manuel was resident in Broward County, a veteran of three wars, a farmer, a businessman, and a former mayor of Ft. Lauderdale. In 1955, he was called by Governor LeRoy Collins to lead the Turnpike Authority.

Despite a steel strike that created a steel shortage, Manuel managed to keep the project moving forward by having the proposed steel bridges re-engineered to be concrete bridges. Under his leadership, the Turnpike was built for only $63 million dollars, almost $12 million less than the original estimate, and opened within a few weeks of the original two-year timetable. At its opening, Florida motorists experienced 110 miles of "no traffic lights, no crossroads and no advertising billboards. This was a
remarkable change from traveling U.S. Highway 1. Of the 87 bridges constructed in this section of the Turnpike, the longest bridge was appropriately named after Thomas B. Manuel after he left the position in 1961. Though born in Indiana, Manuel considered Ft. Lauderdale his home for much of his life. He founded five banks in Broward County and was a member of the board of directors of Barnett Bank of Broward County. He served as mayor of Ft. Lauderdale from 1937 to 1939. He is honored as a county pioneer by Broward Historical Commission.
VISIONARY AWARD honoring Charles B. Costar

AWARD: Trophy. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:
- Nominee may be any eligible Turnpike Enterprise employee
- Demonstrated intelligent foresight to shape the direction of his or her unit toward the future of the Turnpike Enterprise. Employee demonstrates exceptional ability to envision directions, resolutions, initiatives, or financial opportunities. Employee has superior ability to communicate insights and inspire others to achieve Turnpike Enterprise goals.

DOCUMENTATION:
Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to the appropriate committee chairperson by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.

BACKGROUND OF HONOREE: Charles B. Costar was a visionary. As a businessman in the 1940’s, Costar had seen the population growth in Florida double in one decade. He noticed the primary highways in South Florida were becoming increasing more congested. He felt something should be done about this situation. Costar recalled the benefit of riding the Pennsylvania Turnpike while on vacation. He figured that a similar type roadway would benefit the State of Florida. So, Costar took is vision to the Legislature, where it rode on the coattails of Governor Fuller Warren’s 1949 Revised Citrus Code. In 1953, Charles B. Costar vision became a reality, when the Legislature created the Florida State Turnpike Authority. From Costar’s vision, the Turnpike has become a vital part of the Florida Department of Transportation in providing transportation needs throughout the State.
TURNPIKE ENTERPRISE VALUES AWARD

AWARD: Trophy and Recognition Coin. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:

- Nominee may be any eligible Turnpike Enterprise employee
- The employee is a role model for embracing our Turnpike Enterprise values; integrity, respect, excellence, teamwork, customer-focused, results-oriented, innovative, and entrepreneurial. The employee has positively demonstrated these organizational values through achievement in the Enterprise.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

RECOMMENDATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
EMERGENCY OPERATIONS AWARD

AWARD: Recognition item. Total value not to exceed $25.

FREQUENCY: Awards will be presented to Turnpike Enterprise employees. An employee may receive more that one Emergency Operations Award depending on the number of days of deployment.

QUALIFICATIONS:

• Nominee must be an eligible Turnpike Enterprise employee.

• Recipient must have been designated as an Emergency Responder as defined and described in *Emergency Management Program, Procedure No. 500-000-104*. Award requires overnight stays by the employee in Emergency Responder status.

NOMINATION DEADLINE: Not applicable.
SAFETY AWARD

AWARD: Plaque and Recognition Coin. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations.

QUALIFICATIONS:
- Nominee may be any eligible Turnpike Enterprise employee
- Nominee must have made a significant contribution in the promotion of safety or accident/loss prevention for the Turnpike Enterprise. Nominee's contribution may be in the area of road safety, personal safety, security and/or emergency services.

DOCUMENTATION:

Required:

Turnpike Enterprise Employee Recognition Nomination Form

Optional:

Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
APPENDIX 25

EXCELLENCE IN INNOVATION & CREATIVITY AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations. This award is specifically designed to be awarded to eligible Technical or Support Staff. Management or Supervisors who have reporting staff or have input on evaluations are not eligible to be nominated for this award, however, they are encouraged to nominate and/or endorse nominations.

QUALIFICATIONS:

- Nominee may be any eligible Turnpike Enterprise employee
- Nominee is open to new ideas, thinks creatively to solve problems and improve efficiencies within the work unit and/or the Department.
- Nominee must have submitted an innovative idea or suggestion that results in efficiency, or cost savings to the Department. Such suggestion or idea must be implemented or is being adopted for implementation.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

Nomination Deadline: Nominations must be submitted to a Committee member by March 1.

Approval: The Committee must submit its recommendations to the Executive Director for approval.
EXCELLENCE IN PROJECT/PRODUCT DELIVERY PERFORMANCE AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations. This award is specifically designed to be awarded to eligible Technical or Support Staff. Management or Supervisors who have reporting staff or have input on evaluations are not eligible to be nominated for this award, however, they are encouraged to nominate and/or endorse these nominations.

QUALIFICATIONS:
- Nominee may be any eligible Turnpike Enterprise employee
- Nominee continually delivers quality products and/or services while meeting time, budget, or assignment constraints.
- Nominee minimizes impact on customers and effectively balances with fiscal responsibility.

DOCUMENTATION:
Required:
Turnpike Enterprise Employee Recognition Nomination Form
Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
RISING STAR AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations. This award is specifically designed to be awarded to eligible Technical or Support Staff. Management or Supervisors who have reporting staff or have input on evaluations are not eligible to be nominated for this award, however, they are encouraged to nominate and/or endorse these nominations.

QUALIFICATIONS:

- Nominee may be any eligible Turnpike Enterprise employee with at least 6 months but no more than 15 months service. Service dates and eligibility will be calculated beginning with the employee Turnpike hire date to the end of the calendar year being recognized. Hire date must be included on the nomination form.
- Nominee must clearly demonstrate critical thinking skills and a continuous desire to learn.
- Must be prompt, reliable, and have excellent attendance record of 95% or higher.
- Nominee must demonstrate a positive attitude and a strong ability to adapt to teamwork.
- Nominee must be a self starter who exhibits enthusiasm and is willing to go the extra mile.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
UNSUNG HERO AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations. This award recognizes a Turnpike Employee who works in a support position and who assists in achieving Turnpike’s mission and goals. This award is specifically designed to be awarded to eligible Technical or Support Staff. Management or Supervisors who have reporting staff or have input on evaluations are not eligible to be nominated for this award, however, they are encouraged to nominate and/or endorse these nominations.

QUALIFICATIONS:

- Nominee may be any eligible Turnpike Enterprise employee below that of the Director, Manager or Supervisory level
- The award will be presented to an individual who has made a difference behind the scenes in a support position.
- Nominee’s performance should clearly demonstrate the following qualities:
  1. Completed projects or examples of procedures and policies that were adopted due to the efforts of this nominee’s contribution.
  2. A notable event or achievement that is significant in scope, effort or impact on department operations or service.
  3. Execution of duties of the position far beyond the service level commonly expected, that is of great benefit to, or reflects highly on FDOT and FTE
  4. Important contributions to processes, consistent professional attitude, and significant contributions to technical works, innovative solutions, and assistance provided to others.
  5. Specific activities the individual was involved with that had a positive effect in supporting the FTE mission
  6. Evidence of how their donation of time and resources, without expectation of compensation or reward, had a direct impact on the mission and/or goals

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate

**NOMINATION DEADLINE:** Nominations must be submitted to a Committee member by March 1.

**APPROVAL:** The Committee must submit its recommendations to the Executive Director for approval.
FRONT LINE SERVICE AWARD

AWARD: Plaque. Total value not to exceed $100.

FREQUENCY: May be awarded annually to one Turnpike Enterprise employee. Nominations may be made by any Turnpike Enterprise employee who has knowledge of facts which will support such nominations. This award is specifically designed to be awarded to eligible Technical or Support Staff. Management or Supervisors who have reporting staff or have input on evaluations are not eligible to be nominated for this award, however, they are encouraged to nominate and/or endorse these nominations.

QUALIFICATIONS:

- Nominee may be any eligible Turnpike Enterprise employee THAT DIRECTLY ASSISTS EXTERNAL CUSTOMERS OF THE TURNPIKE.

- Nominee must consistently demonstrate a positive attitude when dealing with customers. Nominee must be graceful and tactful under pressure of heavy volumes of business. Nominee must demonstrate patience and professionalism, represent the Enterprise well.

- Nominee must be resourceful in finding solutions to customer expectations or complaints.

- Nominee must consistently demonstrate a willingness to help fellow employees in assisting customers.

- Nominee must not have excessive absenteeism during the year for which the employee is being nominated.

DOCUMENTATION:

Required:
Turnpike Enterprise Employee Recognition Nomination Form

Optional:
Other supportive documentation as appropriate. Documentation could include mystery shop reports, customer letters or phone calls.

NOMINATION DEADLINE: Nominations must be submitted to a Committee member by March 1.

APPROVAL: The Committee must submit its recommendations to the Executive Director for approval.
APPOINTMENT AND DELEGATION OF AUTHORITY

I, Kevin J. Thibault, Interim Executive Director and Chief Executive Officer of the Florida’s Turnpike Enterprise of the Florida Department of Transportation, do hereby appoint:

JENNIFER OLSON, Deputy Executive Director and Chief Operating Officer  
NICOLA LIQUORI, Deputy Executive Director and Chief Financial Officer  
WILLIAM SLOUP, Director of Planning and Production  
MARK BEALL, Director of Business Development and Concessions Management  
PAUL WAI, Director of Highway Operations  
RICHARD NELSON, Director of Toll Operations  
KIM POULTON, Director of Communications and Marketing

as my designee to supervise and implement the operational activities of the Florida’s Turnpike Enterprise office of the Florida Department of Transportation during my absence from the office for any extended period of time.

Anytime during my absence from the office, I hereby delegate authority to sign correspondence and execute documents that require my signature to Jennifer Olson, Deputy Executive Director and Chief Operating Officer; or in her absence, Nicola Liquori, Deputy Executive Director and Chief Financial Officer; or in her absence, William Sloup, Director of Planning and Production; or in his absence, Mark Beall, Director of Business Development and Concessions Management; or in his absence, Paul Wai, Director of Highway Operations; or in his absence, Richard Nelson, Director of Toll Operations; or in his absence, Kim Poulton, Director of Communications and Marketing. Anytime during my absence, I hereby delegate to each the authority to execute any contracts or documents not already delegated to them in their individual delegations, except in those instances where the authority to execute and sign any particular documents is either expressly retained by me or expressly delegated by the Secretary of Transportation to the District Secretaries and the Executive Director of the Florida’s Turnpike Enterprise, such instances include but are not necessarily limited to:

1. Approval, execution and signature of all necessary Department resolutions to initiate eminent domain proceedings to obtain real property rights for the Florida’s Turnpike Enterprise transportation facilities.

2. Approval, execution and signature of instruments of sale, lease and conveyance of property owned by the Florida’s Turnpike Enterprise.

3. Approval, certification and signature of maintenance maps evidencing the Florida’s Turnpike Enterprise’s maintenance of right of way.

4. Approval, execution and signature of all necessary Department resolutions for engineer witnesses in Circuit Court to bind the Department of Transportation on those issues regarding design and construction for the Florida’s Turnpike Enterprise’s transportation facilities.

This appointment and delegation supersedes prior appointment and delegations and shall remain in full force and effect until such time as it is revoked or suspended in writing by me or my successors.

(Signed)  
Kevin J. Thibault, P.E.  
Interim Executive Director and Chief Executive Officer  

Date: July 6, 2010  
Attest: Elizabeth M. Decker