



**Metro**

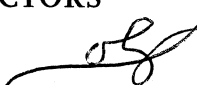
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SEPTEMBER 19, 2006

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE   
CHIEF EXECUTIVE OFFICER

FROM: MATTHEW RAYMOND   
CHIEF COMMUNICATIONS OFFICER

SUBJECT: EMPLOYEE SUGGESTION PROGRAM

### ISSUE

The Audit Unit of the Office of the Inspector General (OIG) performed a review of Metro incentive programs to determine if one was in place that offered employees the means to submit ideas on ways to reduce cost, promote efficiency and increase revenue. Since Metro does not have an agency-wide Employee Suggestion Program it was recommended that establishing such a program would assist the agency in meeting agency goals.

### BACKGROUND

The Southern California Rapid Transit District (SCRTD) had an *Employee Suggestion Program*, Policy HR 6.35, with monetary rewards up to \$1000, administered by the Human Resources department from 1984 until 1993. Numerous awards were given to employees over the program's history, many of them to maintenance employees who suggested less expensive supplies or innovative tools to perform tasks more effectively. In addition to cash awards, certificates of appreciation were issued at Board meetings by the head of Human Resources, and these acknowledgements were then included as a regular feature in employee news magazines. There were employee suggestion lockboxes at all operating division locations. SCRTD also had an extensive Operator Safety recognition and rewards program.

The Los Angeles County Transportation Commission (LACTC) had a similar suggestion program, Policy GEN 19, called the *Employee Involvement Program*, without any monetary rewards, administered by the Policies and Procedures department from 1991 until 1993. The program included a volunteer steering committee to review and research submitted ideas as well as an employee input hotline 1-800-794-7328 for those who wished to remain anonymous.



