



**MANATEE COUNTY GOVERNMENT  
"EMPLOYEE RECOGNITION PROGRAM"  
NOMINATION FORM**

(PLEASE PRINT)

DATE: 05/03/2018

**EMPLOYEE OF THE MONTH NOMINATION**

NAME: Ryan Suarez M 006696  
 DEPARTMENT: Public Works DIVISION: Transit  
 JOB TITLE: Planning Section Manager DATE OF HIRE: 06/11/2014  
 NOMINATED BY: William Steele, Transit Division Manager PHONE#: 7440

Expiration (if applicable): _____ Reviewed by Human Resources _____ Date: _____
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**TEAM NOMINATION**

NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_  
 NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_  
 NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_  
 NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_  
 NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources _____ Date: _____
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**SAFETY NOMINATION**

NAME: \_\_\_\_\_  
 DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_  
 JOB TITLE: \_\_\_\_\_ DATE OF HIRE: \_\_\_\_\_  
 NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources _____ Date: _____
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**HEROISM NOMINATION**

NAME: \_\_\_\_\_  
 DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_  
 JOB TITLE: \_\_\_\_\_ DATE OF HIRE: \_\_\_\_\_  
 NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources _____ Date: _____
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Nominated Employee(s): Ryan Suarez  
Type of Nomination: Employee of the Month

**EMPLOYEE OF THE MONTH NOMINATION**

**1. BRIEFLY DESCRIBE THE JOB DUTIES OF THE NOMINEE:**

Ryan is the Planning Section Manager, and is responsible for long-, mid- and short-range transit planning; National Transit Database (NTD) Reporting; administration for State and Federal formula and discretionary grants; new-service, technology and infrastructure initiatives; asset management programming; and all public outreach efforts for transit programs.

**2. DESCRIBE IN DETAIL (INCLUDE EXAMPLES) OF EXEMPLARY CUSTOMER SERVICE GIVEN BY THIS NOMINEE.**

Ryan took the lead with respect to the Transit Technology Business Plan in 2014 including the procurement of Automatic Passenger Counters (APC's). As a result, the transit Division now has ridership reports by run, route, route segment and bus stop; and fixed route services are optimized to provide more service on ridership-productive corridors, with improved frequency on the Manatee Avenue route corridor; and a more customer-tailored "Micro-Transit" solution for Longboat Key. This service optimization benefits transit customers in daily travel; in fact, all Palmetto area routes connect to Bradenton without a bus transfer.

Ryan recently developed several "open house" style public workshops to gather feedback and solicit input for transit service enhancements over the ten-year planning horizon. Several customers including County staff, comment on how much they appreciate Ryan's engaging/open style, and respect his ability to communicate effectively. Ryan also took the initiative to investigate mobile ticketing using a very innovative approach developed by Token Transit Inc. This mobile ticketing approach is very user friendly, is accomplished without on board equipment, operating or capital costs. Customer feedback for the mobile ticketing initiative is very favorable; and sales total more than \$1200 in the first month of the program.

**3. GIVE EXAMPLES OF EXCEPTIONAL ACHIEVEMENTS. HOW DID THE EMPLOYEE'S ACCOMPLISHMENTS EXCEED THE NORMAL STANDARDS/EXPECTATIONS FOR THE JOB? HOW DID THE EMPLOYEE'S ACCOMPLISHMENTS RESULT IN A SPECIAL ACHIEVEMENT OF SIGNIFICANT IMPORTANCE TO THE COUNTY?**

A.) Conversion of the inter-county Handy Bus service to Pinellas County into a Regional, Express fixed route (i.e. the Missing Regional transit link connecting Charlotte County to Hernando County).

B.) Establishing a Mobile Ticketing Pilot Program for local and regional fixed routes (the first agency in the Tampa Bay Region to achieve Mobile Ticketing for all fare types).

C.) The first outcome-based Technology Procurement for Computer-Aided Dispatch/Automated Vehicle Locator/Real-Time Bus Information System with on-board video capability.

**4. ACCOUNTABILITY, CIVILITY, AND ETHICS: GIVE SPECIFIC EXAMPLES OF HOW THE EMPLOYEE DEMONSTRATES EXCEPTIONAL LEADERSHIP SKILLS; SERVES AS A ROLE MODEL FOR OTHERS, DISPLAYING DESIRABLE QUALITIES/TRAITS SUCH AS VISION, INTEGRITY, HONESTY, DEDICATION, HIGH LEVEL OF WORK ETHICS, FAIRNESS, ASSERTIVENESS, AND HARD WORKING.**

Ryan is consistently recognized by rank and file Public Works/Transit Division staff for his listening ability, internal customer service skills, and follow-through. He exudes a caring, empathetic, energetic attitude, which sets a great example for others to follow; and he takes the lead with respect to service enhancements specifically developed to improve transit service delivery operations and improve the "customer experience."

**ADDITIONAL EXAMPLES/JUSTIFICATION: SPECIFIC ACCOMPLISHMENTS, COMPLETED PROJECTS, ETC. (EXAMPLE: PROFESSIONAL DEVELOPMENT, VOLUNTEERISM, ETC.)**

A.) Fixed Route Optimization Plan Implementation (Phases 1, 2 and 3).

B.) U-Pass Program for pre-paid fares benefiting USF, Ringling and New College (i.e. students, faculty and staff).

C.) Securing the FY 2018 Bus and Bus Facilities Infrastructure Investment/Discretionary Federal Grant (\$1.9 million).

**SAFETY NOMINATION**

Achievements considered may include, but are not limited to, the following suggestions. Check the category(ies) that best describe the safety accomplishments of the nominee.

- Safety meeting contribution
- Response in an emergency
- Coaching co-workers on safe work practices

- Demonstration safety consciousness & initiative
- Consistent maintenance of safe work environment
- Identifying, reporting and helping to correct a hazard

Nominated Employee(s): \_\_\_\_\_  
Type of Nomination: \_\_\_\_\_

1. Explain how employee(s) achieved, maintained or improved safe work environment. (BE AS SPECIFIC AS POSSIBLE. Use an additional sheet as necessary.)

**TEAM NOMINATION**

Check the selected criteria that best describes the team's performance.

<input type="checkbox"/>	Project	<input type="checkbox"/>	Committee Work	<input type="checkbox"/>	Emergency
<input type="checkbox"/>	Special Assignment	<input type="checkbox"/>	Cost Savings	<input type="checkbox"/>	Promotional
<input type="checkbox"/>	Community Work	<input type="checkbox"/>	Other		

1. Summarize the work efforts that justify this nomination.
  
  
  
  
  
  
  
  
  
  
2. How did the team of employees contribute to improving the quality of services to the County and its citizens? Explain how this effort was beyond the normal realm of duties and responsibilities of these individuals.

**HEROISM NOMINATION** Describe heroic act below or attach additional pages.

Nominated Employee(s): Ryan Suarez  
Type of Nomination: Employee of the Month

**ADDITIONAL COMMENTS:**

**NOTE: ADDITIONAL DOCUMENTATION AND/OR COMMENDATIONS MAY BE ATTACHED (UP TO 10 PAGES).**

Ryan is a very dedicated employee who consistently manages a tremendous workload, while demonstrating the ACE philosophy in his daily work efforts. He is very deserving of this recognition.

<b>EMPLOYEE'S SUPERVISOR</b>	
Approved/Disapproved <i>[Signature]</i>	Date: <i>5-7-18</i>
Supervisor's Comments:	
<b>DEPARTMENT DIRECTOR</b>	
Approved/Disapproved <i>[Signature]</i>	Date: <i>5/16/18</i>
Department Director's Comments: <i>great employee.</i>	
Reviewed by Risk Management (Safety Award):	Date:

**\*DEPARTMENT DIRECTOR - NOTE:\***

**Please notify Tamie Langman, Human Resources Department of any change in status regarding the nominated employee.**

**PLEASE SUBMIT YOUR NOMINATION TO THE HUMAN RESOURCES DEPT.  
ATTN: Tamie Langman, ERC Coordinator.**