



EMPLOYEE RECOGNITION COMMITTEE
INTEROFFICE MEMORANDUM

TO: Board of County Commissioners
VIA: Julian M. Willis, County Administrator
FROM: Lorraine Joyner, ERC Chair
DATE: April 12, 2021
SUBJECT: Pride & Quality Award

Background:

The Employee Recognition Committee (ERC) was created on January 1, 1982. One of our primary functions is publicly recognizing County employees for outstanding performance. One way this is achieved is through the Pride & Quality Award, which acknowledges extraordinary job performance that results in greater efficiencies (time or cost-saving measures to the County), extraordinary public service, and/or positive impact on the public perception of government.

Discussion:

The ERC is pleased to recommend Ruthie Buckler, Technology Services Research Specialist, for a Pride & Quality Award. Ruthie is being recognized for spearheading the development of a COVID vaccine pre-registration portal in ZenDesk. She collaborated with Community Resources, Economic Development, the Health Department, and the ZenDesk contractor to create workflows to collect and share information. Within one month of opening the portal, one of the first in the United States using Zendesk, nearly 27,000 citizens were registered. Ruthie's creativity and motivation helped her address the many challenges inherent in a project of this magnitude. Her efforts had a community-wide impact, ensuring that thousands of seniors were vaccinated early and locally.

Conclusion/Recommendation:

This special award, which includes a monetary award of \$250, will be presented on behalf of the Board of County Commissioners on Tuesday, May 4, 2021. ERC Chair, Lorraine Joyner, will introduce the award. Thank you for helping us acknowledge Ruthie Buckler for her dedication, hard work, and significant contributions to the community.