



**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION**  
New England Region Policy

**ORDER  
NE 3450.1A**

Effective Date:  
December 15, 2017

**SUBJ:** New England Regional Administrator's Awards Program

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**1. Purpose of This Order.** This order prescribes the policy and guidance for the New England Regional Administrator's Annual Awards Program. This honorary awards program is designed to provide a high level of honorary recognition for the accomplishments and successes of New England Region employees, regardless of line of business (LOB) assignment and independent of any LOB specific awards program.

**2. Audience.** This order is distributed to the LOBs in the Regional Office and to all field offices and facilities.

**3. Where Can I Find this Order:** You can find this order on the Directives Management System (DMS) website: [https://employees.faa.gov/tools\\_resources/orders\\_notices](https://employees.faa.gov/tools_resources/orders_notices).

**4. Cancellation.** New England Regional Administrator's Awards Program, Order NE 3450.1, dated May 5, 2003

**5. Background.** This awards program revitalizes and changes all previous Regional Administrator awards programs.

**6. Program Responsibilities.**

**a.** The Regional Administrator is responsible for providing leadership and resources (i.e., ceremony and award items) and for reviewing selections and program results. Annually, the Regional Administrator will issue a memorandum covering the implementation of the program for that fiscal year.

**b.** LOB senior managers are responsible for supporting the awards program by encouraging participation.

**7. Nominations and Selection Process.**

**a.** Nominations will be accepted during the annual call for nominations in the spring of each calendar year.

**b.** Any FAA New England Region employee, team, group, or organization may nominate another FAA New England Region employee, team, group, or organization and the nominated work must benefit the New England Region. Contract personnel are not eligible to participate in this program.

c. Individuals/groups can be nominated in more than one category, but may not receive an award in the same category more than once in a three-year period (Example, award in 2015, will be eligible in same category in 2018).

d. Nominations shall reflect accomplishments within the previous calendar year.

e. Nominations must not exceed one page. [See Nomination Form for sample format.] Do not include names of nominees in the justification narrative. [See paragraph 5h.]

f. Nominations must have the concurrence of the nominee's immediate supervisor or manager before submission to the Awards Committee.

g. Nominations will be reviewed and rated by a selection committee appointed by the Regional Administrator.

h. To facilitate objectivity, the selection committee will employ a rating process where the raters will not be told whom they are rating.

## **8. Categories and Rating Criteria.**

**a. Program Excellence - Employee of the Year:** Recognizes an individual for a major contribution towards accomplishment of an agency program or goal. The winner in the Program Excellence category will be honored as the New England Region Employee of the Year.  
Rating Criteria: Identify and describe accomplishments that have significantly contributed to an agency program or goal; the impact of the achievement on the agency and the aviation community; outstanding customer feedback; significant impact, recognition within the professional community; other forms of recognition given; and efforts of unusually effective skill, imagination, innovation, leadership, and/or perseverance.

**b. Administrative Support:** Recognizes a secretary, administrative assistant, or clerical employee and the key role of administrative support staff.  
Rating Criteria: Identify and describe specific accomplishments and the manner and extent to which they were performed clearly beyond normal job expectations. Describe the results of the individual's dedication/commitment to organization and the impact their performance has had on those served.

**c. Teamwork:** Recognizes a team/group that has demonstrated a high level of quality by using the shared skills and experience of team/group members.  
Rating Criteria: Identify and describe how the team members work together effectively in carrying out an assignment and give at least one example of an activity that displays cooperation, coordination, collaboration, and group process skills. Describe any problem-solving activities, innovative and creative techniques, improvements, or cost savings. Describe the results accomplished by the group or team, such as objectives met, solutions found, and processes improved or changed.

**d. Leadership:** Recognizes accomplishments of a manager or first-line supervisor that demonstrate a high level of expertise in delivering state-of-the-art "best practices" in management and administration.

Rating Criteria: Identify and describe how the nominee created clear values and expectations and set clear goals/vision; effectively communicated values, directions, expectations, focused on continuous learning opportunities; empowered others to act, set example as model for high quality work ethics; recognized contributions and celebrated accomplishments of staff. Describe results of leadership and supervision and impact on organization and agency.

**e. Spirit of Cooperation:** Recognizes accomplishments that demonstrate a highly successful collaboration either within or outside the agency that contributes to the success of the organization and achievement of agency objectives.

Rating Criteria: Identify and describe techniques used to effectively coordinate programs between people/organizations. Describe complexity of the planning, interaction with various groups, and the impact of the results on the agency, environment, or community. Describe results of collaboration and value added to agency mission, goals or services.

**f. Customer Service:** Recognizes an individual or group for significant, value-added operational and administrative services to a customer.

Rating Criteria: Identify and describe accomplishments that have demonstrated improvements in customer service; willingness to find solutions to meet customer needs; recognized customer requirements and expectations; evidence of listening to customers; efforts to improve a product/service or resolve a problem. Describe results achieved and impact on others.

**g. Excellence in Innovation:** Recognizes employees whose innovations or process improvements are of major significance or benefit to their customers, the workforce, or the workplace.

Rating Criteria: Identify and describe the innovation(s) that may consist of improvements to existing policies, procedures, or processes that save time and/or resources, cut red tape, or increase productivity.

**h. Technical Support:** Recognizes an individual or group for extraordinary technical efforts and accomplishments in support of the agency's safety mission.

Rating Criteria: Identify and describe specific accomplishments, and the complexity, manner and extent to which they affected aviation safety, the aviation community, and public confidence in aviation or aviation technology. Describe extraordinary work conditions or demands, obstacles surmounted, solutions and the results and impact of the accomplishments on those served.

**i. Extra Mile Award:** Recognizes an individual for exceptional work place interaction with fellow employees.

Rating Criteria: Identify and describe how the nominee shares knowledge, exudes enthusiasm for the workplace mission, instills office trustworthiness, and consistently demonstrates sensitivity and professionalism. This award is for an employee up to and including the H grade level or equivalent.

**9. Regional Administrator's Awards of Merit**

**a. Exemplary Service:** Awarded to FAA employees as determined and presented by the New England Regional Administrator for exemplary service over many years to the New England Region. One to three employees may receive this award.

**b. Aviation and Space Education (AVSED):** Awarded to individuals or organizations (one internal FAA and one external) for significant contributions in AVSED as designated and presented by the New England Regional Administrator.

**c. Safety of Flight:** Awarded to individuals or teams (internal FAA and external) at the discretion of the New England Regional Administrator for a significant act of aviation safety.

**10. Recognition Ceremony.** Nominees and winners will be recognized at an awards ceremony.

**11. Distribution.** This Order is distributed to all employees in the Regional Headquarters and in Field Offices and Facilities.



Amy L. Corbett  
Regional Administrator